

### **BID #WG19-21 SPECIFICATIONS**

The Baldwin County Probate Judge's Office is soliciting bids for Off Site Printing, Mailing, and Automated Management of the Courtesy Renewal Notices for Motor Vehicles, Boats, Manufactured Homes, and Business/Privilege Licenses. These four Renewal Notices are referenced generically throughout these Bid Specifications as "renewal notice types".

These specifications shall be construed as minimum. All integral parts not specifically mentioned in the scope of these specifications that are necessary to provide a complete working unit shall be furnished.

Bidder shall give unit prices as indicated on the Bid Response Form. The price shall include all applicable charges, to include but not limited to all setup charges including programming, preprinted forms, envelopes, services provided, etc.

Award will be to the lowest responsible bidder meeting specifications. Is it not the policy of the Baldwin County Commission to purchase on the basis of low bid only. Quality, conformity with specifications, purpose for which required, terms of delivery and fast service and experience are among the factors that will be considered in determining the responsive bidder.

### **BID RESPONSE FORM:**

Each supplier should use the Response Form provided for their bid. Exceptions are to be attached to the back of the Response Form.

### **INTENT TO AWARD TO ONE BIDDER**

It is the County's intent to award the bid to one Bidder.

**It is the intent of the Baldwin County Commission to award this contract for a twelve (12) calendar month period. However, the Baldwin County Commission may, at their option and in agreement with the Successful Bidder, renew the contract for up to two (2) additional years (2020 and 2021), in twelve (12) month increments. The Baldwin County Commission will, in writing, notify the Contractor thirty (30) days prior to expiration of the 2019 contract with its intent to extend the contract. The prices for 2019 shall also apply to the extension period(s).**

No bid may be withdrawn for a period of thirty (30) days following the bid opening unless approved by the Baldwin County Commission, Bay Minette, Alabama.

### **HOURS OF OPERATION**

The Baldwin County Probate Judge's Office normal hours of operation are 8:00am to 4:30pm. Vendor must adhere to the hours of operation to accommodate effective and timely communications.

### **VENDOR MINIMUM QUALIFICATIONS**

- A. The Vendor shall specify and provide a dedicated primary contact to work with the Probate Office Staff during the initial setup phase, testing, and throughout the actual mailing phases of the renewal notices during the year.
- B. The Vendor shall document that they have sufficient knowledge, experience, and capacity to fulfill the requirements of this bid by providing at least three references (include contact names and phone numbers) of projects similar in size and scope to this Bid. Provide any additional information that you believe to be relevant to this Bid and

your capabilities to provide the services requested (e.g., product brochures, articles in trade journals, etc.).

- C. The Vendor shall have sufficient facilities and a comprehensive continuity of services plan that will ensure continued uninterrupted service even following a disaster event.
- D. The Vendor acknowledges that some of the information being processed may be confidential and as such will treat all information as confidential information. The Vendor will have policies and procedures in place to ensure that confidentiality is maintained and will not release any information or use it for purposes outside those specific to fulfilling the requirements of this Bid.

## **MINIMUM SERVICE REQUIREMENTS**

- A. The Vendor must accept data files in the format created from the County's software solution, which is currently Delta Computer Systems, Inc. These will be provided as ASCII Fixed Format Text files. A file layout/data definition will be provided that describes the data field locations. There will be a separate data file generated for each of the four renewal notice types (Motor Vehicle, Boat, Manufactured Home, and Business/Privilege License). The Vendor must be able to pull the variable renewal data from the format(s) provided and convert it into the format(s) that they require. The County will not make changes in order to conform to specific Vendor imposed format requirements.
- B. The Vendor must provide a secure web site or ftp site to accept the Monthly upload of renewal data files. The methodology utilized must provide for an end to end secure encrypted connection for the upload. If any specialty software or certificates are required in order to utilize the service, the Vendor must furnish those at no additional cost to the County.
- C. The Vendor must maintain and utilize current technology for post automation and high-speed processing systems to ensure that the mail is presorted and run at the highest discount rate obtainable for the County. This will include, but is not limited to, performing CASS Certification and NCOA processing of the renewal notice mailing addresses. The Vendor will be responsible for using the mailing address information in the format and order provided by the County, to then perform any sorting, parsing, or manipulation required to get the information in the proper format to produce the desired results. The Vendor will generate Intelligent Mail Bar Code and print it appropriately on all mailings.
- D. The Vendor must "Household" (mail together) notices based on specific grouping criteria as specified by the County for each renewal type. Examples of these grouping criteria could be by address, by account number, by driver license number, or other criteria specified by the County. The Vendor will work with the County on proofing these grouping criteria to get optimal results. The Vendor will work with the County and provide options for printing the grouped notices such that maximum notices per sheet are optimized but such that the end product is still easy for the citizen to interpret and use. It will be the Vendors responsibility to do any presorting, grouping, or creating of intermediate work files to accomplish the desired batching results. The Vendor will still then need to generate the final notices presorted to achieve the postage discounts as more specifically defined in the previous paragraph C.
- E. The Vendor must utilize ACS post mailing services to receive electronic notification of change-of-address and other non-delivery reasons to reduce manual address notifications. The Vendor must provide an electronic report or portal access to this return information for the County. The Vendor will utilize this and any other viable means to provide a continuous process of mailing address quality improvement to the County.

- F. Notices shall be created on 8.5 x 11 paper with a minimum of 20# bond. The paper must have perforations appropriate to the layout of the specific renewal notice type that provides a citizen returnable portion. The citizen returnable portion must have all the pertinent information to process the renewal, including barcodes if specified by the County. The back of the Notice will contain static information for the specific renewal notice type but it is subject to change by the County from time to time during the year if required by changes to legislation or specific changing business needs. The front of the Notice will contain the variable renewal information which is to be laid out and merged with appropriate headings, logos, and other static notices. The front of the Notice will contain a section where a variable message/comment provided by the County can be printed on all Notices for that specific type of renewal notice and month. The design must incorporate the ability to group renewal notice information together as described in paragraph D above. The Vendor must work with the County on the final design of the Notices and must provide the County with examples and Proofs for final design approval.
- G. The County will require Code 39 Barcodes to be printed such that they appear on the citizen returnable portion of the Notices. The Barcodes will contain the renewal identifiable key for the specific renewal notice type. The County will identify the data field that needs to be encoded within the Barcode for each specific renewal notice type. The Barcode will be used by the County to speed up the processing of renewal transactions after they have been returned by the citizen.
- H. The Vendor will fold, insert, and seal the notices in a #10 envelope that shows the appropriate mailing address, return address, and Intelligent Mail Barcode. The Vendor will also insert a #9 return envelope with the appropriate County return address information for the specific renewal notice type.
- I. The Vendor will have the capability to print and insert an additional single 8.5 x 11 static letter sheet into all envelopes for a monthly mailing of a specific renewal notice type. This will be used in cases when it is desired by the County to furnish additional information to the citizen that will not fit into the message/comment section of the Notice. This will be a separate billable component should the County chose to use this option on a mailing. There is a separate component on the Bid Response Form to specify the Vendor bid for this component.
- J. The Vendor will have the capability to print and insert one or more additional 8.5 x 11 letter sheets into envelopes based on variable codes present in the data. The County will provide the Vendor with all codes and the applicable copy for the additional sheets. This will be a separate billable component should the County chose to use this option on a mailing. There is a separate component on the Bid Response Form to specify the Vendor bid price for this component.
- K. The Vendor will have the capability to print messages or comments for each Notice based on variable codes present in the data. The County will provide the Vendor with all codes and applicable messages.
- L. The Vendor will presort, tray, and prepare the Notices such that the County receives the maximum postage discount available. The Vendor will deliver the Notices to the appropriate bulk mailing area of the Post Office and ensure they are accepted by the Post Office.
- M. The Notices must be processed and mailed within three (3) business days after receiving the data files from the County.
- N. The Vendor will work with the County to identify and implement quality control measures to ensure that all data provided by the County is processed. This may include but is not limited to utilizing hash totals, counts, or other control methods. The Vendor will provide access to a digital copy of the Notices for review and approval by the County prior to the notices being printed. The County will be provided access to a digital copy of the final Notices that can be accessed online or downloaded for future reference.

- O. The Vendor will provide Automated Notice Management tools via a website to aid the County in submitting Notice data, managing mailing address corrections, accessing Notices for review and approval, and for other functions that will enhance the services being provided.
- P. The Vendor will provide the County with an immediate report after processing the renewal notice file, which will give a breakdown of the cost of the postage for that run. The County will only pay the actual postage cost; mark up of postage fees will not be allowed.
- Q. The pricing provided on the Bid Response Form must be all inclusive of setup costs, forms costs, envelope costs, printing, address certification, delivery to the post office, and all other materials and services required to fulfill the requirements of this Bid.
- R. The following table is a breakdown of the estimated monthly volume. Motor Vehicle and Boat Notices are sent out monthly January through October. Manufactured Homes and Business/Privilege Notices are only sent out in October but are included in that total count. No Notices are sent in November and December.

<b>Month</b>	<b>Estimated Notice Count</b>
January	19,500
February	23,500
March	22,900
April	24,000
May	22,500
June	24,200
July	24,800
August	28,900
September	33,800
October	58,500
November	0
December	0

**BID#WG19-21 RESPONSE FORM**

Off Site Printing, Mailing, and Automated Management of the Courtesy Renewal Notices for Motor Vehicles, Boats, Manufactured Homes, and Business/Privilege Licenses.

Page 1

Date: \_\_\_\_\_

Out of State \_\_\_\_\_ or \_\_\_\_\_ If yes, \_\_\_\_\_  
Yes No Registration Number

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Company Rep \_\_\_\_\_

\_\_\_\_\_  
(Rep. Name Typed or Printed)

Position: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Financing through another agency beside yourself \_\_\_\_\_ or XX  
Yes No

If yes, must attach a copy of the financing agreement and all conditions to this response from.

\_\_\_\_\_  
Financing Agency Authorized Signature

Any brochures or specification material that is being offered should be attached to this Response Form. Reference Information on at least three projects similar in size and scope (including contact names and phone numbers) should be attached to this Response Form.

**BID #WG19-21 RESPONSE FORM**

Off Site Printing, Mailing, and Automated Management of the Courtesy Renewal Notices for  
Motor Vehicles, Boats, Manufactured Homes, and Business/Privilege Licenses

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**1. Courtesy Renewal Notices - Approximate Quantity of each mailing per details listed in  
the Bid Specifications**

@ \$\_\_\_\_\_ / each

**2. Additional Cost per envelope for printing and inserting an additional 8.5 x11 letter sheet  
as described in paragraph I of these Bid Specifications. This will only be billable if the  
County chooses to use this optional feature for a specific monthly mailing of a specific  
renewal notice type.**

@ \$\_\_\_\_\_ / each