

BID #WG19-23 SPECIFICATIONS

The Baldwin County Commission – Baldwin County Solid Waste is soliciting bids for Off Site Printing, Mailing, and Automated Management of the statements and past due notices for Garbage Collections Services. These two types of statements/notices are referenced generically throughout these Bid Specifications as “statements”.

These specifications shall be construed as minimum. All integral parts not specifically mentioned in the scope of these specifications that are necessary 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No bid may be withdrawn for a period of thirty (30) days following the bid opening unless approved by the Baldwin County Commission, Bay Minette, Alabama.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 Solid Waste'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 Baldwin County Solid Waste Administrative Office Staff during the initial setup phase, testing, and throughout the actual mailing phases of the statements/ 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 CORE Computing Solutions, Inc. These will be provided as ASCII Flat 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 billing group statements/notice types. The Vendor must be able to pull the variable statement 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 statement 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 statement 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 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.
- E. Statements shall be created on 8.5 x 11 white paper with a minimum of 20# bond, **with black ink. The late notice will have a shaded area for the "Past Due" statement to be highlighted.** The paper must have perforations appropriate to the layout of the specific statement type that provides a citizen returnable portion. The citizen returnable portion must have all the pertinent information to process the payments, including

account/statement identifier information that will be used for OCR purposes. The front of the Statement will contain the variable information which is to be laid out and merged with appropriate headings, logos, and other static statements. The front of the Statement will contain a section where a variable message/comment provided by the County can be printed on all Statements for that specific type of statements and month. The Vendor must work with the County on the final design of the Statements and must provide the County with examples and Proofs for final design approval.

- F. The County will require certain account/statement identifier information to be printed in a consistent location on the citizen returnable portion of the Statements. This information will be used by the County's lockbox service vendor for OCR (optical character recognition) scanning during their processing of payments.
- G. 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 statement type.
- H. 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 statement billing group(s). 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 on white paper, single sided, with black ink only. 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.
- I. The Vendor will presort, tray, and prepare the Invoices such that the County receives the maximum postage discount available. The Vendor will deliver the Invoices to the appropriate bulk mailing area of the Post Office and ensure they are accepted by the Post Office.
- J. The Statements must be processed and mailed within three (3) business days after receiving the data files from the County.
- K. 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 Statements 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 Statements that can be accessed online or downloaded for future reference.
- L. The Vendor will provide Automated Notice Management tools via a website to aid the County in submitting Statement data, managing mailing address corrections, accessing Statements for review and approval, and for other functions that will enhance the services being provided.
- M. The Vendor will provide the County with an immediate report after processing the invoice 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.

N. 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.

O. The following table is a breakdown of the estimated monthly volume.

Month	Quarterly/monthly Statements Estimated Count	Late Notices Estimated Count
January	10,500	2,800
February	10,500	2,800
March	10,500	2,800
April	10,500	2,800
May	10,500	2,800
June	10,500	2,800
July	10,500	2,800
August	10,500	2,800
September	10,500	2,800
October	10,500	2,800
November	10,500	2,800
December	10,500	2,800

BID#WG19-23 RESPONSE FORM

Off Site Printing, Mailing, and Automated Management of the Quarterly Statements/Notices for
Baldwin County Solid Waste Collections

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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.

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Off Site Printing, Mailing, and Automated Management of the Quarterly Statements/Notices for Baldwin County Solid Waste.

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1. Statements - Approximate Quantity of each mailing per details listed in the Bid Specifications

@ \$_____ / each

Optional

2. Additional Cost per envelope for printing and inserting an additional 8.5 x11 letter sheet as described in paragraph H 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 invoice notice type.

@ \$_____ / each