

BID #WG19-41 SPECIFICATIONS

The Baldwin County Revenue Commission is soliciting bids for Off Site Printing, Imaging and Mailing of the annual Appraisal Notices, Property Tax Bills and Delinquent Tax Bills and Business Property Return Notices.

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No bid may be withdrawn for a period of thirty (30) days following the bid opening unless approved by the Baldwin County Commission, Bay Minette, Alabama.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 Revenue Commission's normal hours of operation are 8:00 a.m. to 4:30 p.m. Vendor must adhere to the hours of operation to accommodate effective and timely communications.

Off Site Printing, Imaging and Mailing of Appraisal Notices, Property Tax Bills, Delinquent Tax Bills and Personal Property Return Notices, and digital copy/backup.

SPECIFIC REQUIREMENTS

VENDOR BACKGROUND & PERSONNEL

Will one primary contact be assigned to our account? If so, from which area of the organization?

How many employees does the Vendor have in key areas providing the service?

EXPERIENCE

How long has Vendor firm offered the service being requested in this Bid?

At which locations does Vendor offer these services?

For each location, what were the average monthly volumes for your operation during the last twelve (12) months (items and number of customers)?

COMPETITIVE POSITION AND FUTURE COMMITMENT

What differentiates your service from other providers?

How do you plan to keep this product or service current and competitive?

- A. What approach is Vendor taking in the development of new services?
- B. What new services or features does Vendor plan to offer, and within what time frame?

REFERENCES

Provide names and phone numbers of three references that are currently using the service requested in this bid. Select a mix of long-standing and recent customers.

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.

CUSTOMER PROFILES

How many customers does your service support?

What are the major industries represented in your customer base?

How many government agencies do you support?

What type of government agencies do you support?

Please list three major government agencies you are working with.

We will contact these agencies as reference. Please provide name, position, phone number and address of each reference.

Does vendor currently have any other contracts with the Baldwin County Commission or related County entities?

PRINTING, INSERTING AND MAIL PROCESSING

Describe Vendor's department processing workflow. Highlight your quality control checkpoints. Include a schematic or flow chart of the processing procedures.

What controls does Vendor have in place to ensure accuracy of the bill inserting process?

In the case of an automated system failure, what back-up (Disaster Recovery) arrangements are in place for processing?

Does Vendor use a third-party processor for any part of this service? If yes, explain which services, how long the relationship has been in place and what alternative support mechanisms are in place with the third party.

What file transfer protocols do you currently use to receive files from your clients? Are you able to receive multiple types of file transfer protocols?

What procedures do you have in place to verify transmission data?

Please include any sample statements that you currently produce.

IMPLEMENTATION

Provide a detailed description of the implementation process, including testing, and a implementation schedule.

What is the average lead-time for implementation? What are the critical factors, which may impact that lead-time?

Describe support provided during implementation, including training, technical assistance, user manuals and on-site visits. Does the firm assign an implementation team?

QUALITY

Does Vendor have a formal quality improvement program for this service? If yes, describe.

How do you ensure that the correct undamaged data production file was received?

What are your quality control check points within the printing and inserting operation?

Describe the quality procedures your operation uses to ensure that the print quality is consistent and that no smudging occurs.

Describe, in detail, the method in which damaged statements are recreated and re-entered into the job stream.

Describe how your operation has the ability to pull individual pieces based upon an account number or list of account numbers.

Describe all reports your system generates as pertaining to (but not limited by) number of bills printed, total billing amount, total inserts used in a billing cycle, etc.

MINIMUM REQUIREMENTS

Preprinted forms to be laser variable imaged, folded, inserted and mailed from one (1) location.

Vendor will batch notices by mailing address. Full Service Intelligent Mail barcode system should be used to improve the delivery time of the mail, provide for the tracking of mail to automated centers, and provide the County free address correction services. The full service Intelligent Mail provides for the lowest possible postage available to the County. The full service Intelligent Mail includes the date that the piece of mail was received by the USPS in the barcode on the envelope.

Vendor to mail to Property Owner (mail together) by account number and provide 100% matching of forms.

Vendor to provide print and data proofs.

Vendor to mail within 3 days after receiving data file and meet mail dates below.

Vendor to sort addresses to lowest possible postage rate and provide postage report.

Baldwin County to pay postage within thirty (30) days after mailing.

Bid price(s) to include all setup charges including programming, preprinted forms, envelopes, services provided and to remain firm for one (1) year.

The print files that the County will provide are generated on an AS/400. The County can provide these in a native AS/400 format or can convert them to an ASC Text file. Vendor must be able to take the file provided by the County as is without requiring any format changes to be made to the current print files. The current print files are designed to be printed on custom forms, so they only have the variable data related to the statements. Vendor must then have the capability to read the file provided by the County, reformat the data, merge it with additional form type data (i.e. Logo, Headings, static notes, etc.), and generate the Laser forms described for each statement.

Transfer of source print file from the County must be accomplished via FTP. Either via placement on County FTP site such that vendor pulls file or via push from the County to the vendors FTP site.

Appraisal Notices - Approx. Mail Date April 1 - May 1

White 8.5 x 11 28# laser sheets preprinted in reflex blue and red ink face only, variable imaged, folded, inserted into #10 window envelope with preprinted return address in reflex blue ink, presorted and delivered to post office. Ranging from 40,000 to 150,000.

Property Tax Bills - Approx. Mail Date October 1

White 8.5 x 11 28# laser sheets with perforated return stub preprinted in reflex blue and red ink face only, variable imaged including bar coding for scanning, folded, inserted into #10 window

envelope with return envelope both with preprinted return address in reflex blue ink, presorted and delivered to post office. Approximately 150,000.

Delinquent Tax Notices – Approx. Mail Date February

White 8.5 x 11 laser sheets preprinted in red ink, folded, inserted into #10 window envelopes with preprinted return address in reflex blue ink, presorted and delivered to post office. Approximately 12,000.

Tax Lien Notices – *Certified Mail Return Receipt Required* - Approx. Mail Date March

White 8.5 x 11 28# laser sheets preprinted in black ink face only, variable imaged, folded, inserted into #10 window envelope with preprinted return address in reflex blue ink, presorted and delivered to post office. Approximately 500±

Business Personal Property Return Notices – Approx. Mail Date October 1

White 8.5 x 11 60# text white laser paper with variably imaged black on both sides of the page, duplexed, inserted into #10 window envelope with preprinted return address in reflex blue ink, presorted and delivered to post office. Approximately 22,000.

Homestead/Disability Exemption Renewal Notices– Approx. Mail Date September 1st

White 8.5 x 11 28# laser sheets with perforated return stub, inserted into #10 window envelope with return envelope both with preprinted return address in reflex blue ink, presorted and delivered to post office. Approximately 6,500.

All mailings to be copied to electronic or digital storage and mailed to Revenue Commissioner.

BID#WG19-41 RESPONSE FORM

Off Site Printing, Imaging & Mailing of Tax Notices

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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.

BID #WG19-41 RESPONSE FORM

Off Site Printing, Imaging & Mailing of Tax Notices
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- 1. Appraisal Notices - Approx. Mail Date May 1**
Approx. 40,000 to 150,000 @ \$_____ / each
 - 2. Property Tax Bills - Approx. Mail Date October 1**
Approx. 150,000 @ \$_____ / each
 - 3. Delinquent Tax Bills - Approx. Mail Date February**
Approx. 12,000 @ \$_____ / each
 - 4. Tax Lien Notification - Approx. Mail Date February**
Certified Mail Return Receipt Required
Approx. 500 @ \$_____ / each
 - 5. Homestead/Disability Exemption Renewal Notices - Approx. Mail Date September 1 - 15**
Approx. 6,500 @ \$_____ / each
 - 6. Business Personal Property Return Notices - Approx. Mail Date September 1 - 15**
Approx. 22,000 @ \$_____ / each
 - 7. Portable hard drive back-up for mailings > 100,000; flash drive backup on smaller mailings.**
- **** TOTAL FOR 341,000 \$_____**