

**NEW HANOVER COUNTY  
REQUEST FOR PROPOSALS  
BILL PRINTING, INSERTION AND MAILING SERVICES**

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**COUNTY COMMISSIONERS**

**WOODY WHITE, CHAIRMAN  
SKIP WATKINS, VICE-CHAIRMAN  
JONATHAN BARFIELD, JR.  
PATRICIA KUSEK  
ROB ZAPPLE**

**CHRIS COUDRIET, COUNTY MANAGER**

**NEW HANOVER COUNTY  
REQUEST FOR PROPOSALS  
BILL PRINTING, INSERTION AND MAILING SERVICES**

NEW HANOVER COUNTY is seeking proposals from qualified Proposers for Bill Printing, Insertion and Mailing Services for the New Hanover County Tax Department. The specific nature and scope of work for the project are outlined in the following Request for Proposals (RFP).

Sealed proposals addressed to Lena Butler, Purchasing Supervisor, New Hanover County Finance Office, 230 Government Center Drive, Suite 165, Wilmington, North Carolina 28403 and marked “**BILL PRINTING, INSERTION AND MAILING SERVICES**” will be accepted until **4:00 P.M. EST, Monday, October 29, 2018.**

Instructions for submitting proposals and complete requirements and information may be obtained by visiting the County’s website at <http://www.nhcgov.com/business-nhc/bids>.

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

Lena L. Butler, Purchasing Supervisor

New Hanover County

(910) 798-7190

## Section 2 – Instructions and General Conditions

### 2.1 – Schedule

<b>ACTION</b>	<b>DATE</b>
Release of RFP	Friday, October 5, 2018
Deadline for Questions	Thursday, October 11, 2018 at 3:00 PM
Response to Questions	No Later than Friday, October 19, 2018
Deadline for Proposals	Monday, October 29, 2018 at 4:00 PM

### 2.2 – Preparation of Proposal

Proposers are instructed to submit one (1) original and one (1) electronic copy on CD or USB. Please do not submit a protected electronic copy which can't be copied. The electronic copy allows the information to be copied and distributed among the evaluation team.

The proposal shall be submitted by **4:00 PM Monday, October 29, 2018** to:

Lena L. Butler, Purchasing Supervisor  
New Hanover County  
230 Government Center Drive, Suite 165  
Wilmington, NC 28403

Proposals should be clearly marked **“RFP – BILL PRINTING, INSERTION AND MAILING SERVICES.”**

All prices and notations shall be written in ink or typed. Changes or corrections made in the proposal must be initialed by the individual signing the proposal. **PROPOSALS NOT SIGNED WILL BE DEEMED NONRESPONSIVE AND REJECTED.**

### 2.3– Exceptions

All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP; however, all exceptions shall be clearly identified and a written explanation shall include the scope of exceptions, the ramifications of the exceptions for the County, and the description of the advantages or disadvantages to the County as a result of exceptions. The County, in its sole discretion, may reject any exceptions or

specifications within the proposal. Proposers may also provide supplemental information, if necessary, to assist the County in analyzing responses to this RFP.

#### 2.4 – Questions

Any inquiries, requests for interpretation, technical questions, clarification, or additional information shall be directed to Lena Butler, Purchasing Supervisor by emailing [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com). All questions concerning this RFP shall reference the section number and paragraph. Questions and responses affecting the scope of the services will be provided to Proposer by issuance of an Addendum. All questions shall be received no later than **3:00 P.M., EST, Thursday, October 11, 2018**.

#### 2.5 – Communication

Proposers may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than the person listed in this section. If any proposer attempts any unauthorized communication, the proposal may be rejected.

#### 2.6 – Preparation of Proposal

All Proposers who intend to submit a proposal on this project should send an email to [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) with pertinent contact information. This will ensure that you receive any addenda issued for this RFP; if applicable.

#### 2.7 - Cost of Preparation of Response

Costs incurred by prospective Proposers in the preparation of the response to this Request for Proposals are the responsibility of the Proposer and will not be reimbursed by The County.

#### 2.8 - Execution of Agreement

The successful Proposer will be required to enter into a formal agreement that is consistent with the proposal requirements outlined within. The successful Proposer to whom the Contract is awarded by the County shall within 15 days after notice of award and receipt of Agreement from the County, sign and deliver to the County all required copies of said Agreement.

#### 2.9 - Trade Secret Confidentiality

Upon receipt of your proposal by New Hanover County, your proposal is considered a public record except for material which qualifies as "trade secret" under N.C. General Statute 132-1.2. After opening, your proposal will be provided to County staff and others who participate in the evaluation process, and to members of the general public who submit public records requests.

To properly designate material as trade secret under these circumstances, each Proposer must take the following precautions: (a) any trade secrets submitted by a Proposer must be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Bid," and (b) the same trade secret/confidentiality designation must be stamped on each page of the trade secret materials contained in the envelope.

**Do not attempt to designate your entire Proposal as a trade secret, and do not attempt to designate pricing information as a trade secret.** Doing so will result in your Proposal being disqualified.

In submitting a Proposal, each Proposer agrees that the County may reveal any trade secret materials contained in such response to all County staff and County officials involved in the selection process, and to any outside consultant or other third parties who assist the County in the selection process. Furthermore, each Proposer agrees to indemnify and hold harmless the County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material, which the Proposer has designated as a trade secret.

## 2.10 – Criteria for Award of Contract

Factors to be considered in awarding contracts shall be identified in the request for proposals. The awarding authority may negotiate with any proposer in order to obtain a final product that best meets the needs of the awarding authority. Negotiations allowed under this section shall not alter the contract beyond the scope of the original request for proposals in a manner that: deprives the proposers or potential proposers of a fair opportunity to compete for the contract; and would have resulted in the award of the contract to a different person or entity if the alterations had been included in the request for proposals. Proposals submitted under this section shall not be subject to public inspection until a contract is awarded.

## 2.11 - Withdrawal of Proposals

Proposers may withdraw or withdraw and resubmit their proposal at any time prior to the closing time for receipt of proposals. NO proposal may be withdrawn after the scheduled closing time for receipt of proposals for a period of ninety (90) days.

## 2.12 - Equal Opportunity

The non-discrimination clause contained in Section 202 (Federal) Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor, are incorporated herein.

The Proposer agrees not to discriminate against any employees or applicant for employment because of physical or mental handicap in regard to any position for which the employees or applicant is qualified. The Proposer agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all employment practices.

Pursuant to GS 143-48, New Hanover County encourages small, minority, physically handicapped, and women firms to submit proposals in response to this RFP.

### 2.13 - Indemnity

The successful Proposer shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of or relating to the work to be performed by the Successful Proposer hereunder, resulting from the negligence of or the willful act or omission of the Proposer, his agents, employees and subcontractors.

### 2.14 – E-Verify

Pursuant to Session Law 2013-418, Contractor shall fully comply with the U.S. Department of Homeland Security employee legal status E-Verify requirements for itself and all its subcontractors. County requires an affidavit attesting to Contractor's compliance. Violation of the provision, unless timely cured, shall constitute a breach of contract.

### 2.15 - Insurance

Before commencing any work, the Proposer shall procure insurance in the Proposer's name and maintain all insurance policies for the duration of the contract of the types and in the amounts listed in this Agreement. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by the Proposer, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself or anyone directly or indirectly employed by him/her.

#### **Minimum Scope and Limits of Insurance**

Commercial General Liability \$1mil Ea. Occurrence; \$1mil Products/Completed Operations; General Aggregate Limit shall apply separately to this project/location or the general aggregate limit shall be twice the required limit. New Hanover County, its officers, officials, agents and employees as an additional insured.

Technical Errors & Omissions \$1,000,000 Each Occurrence; \$2,000,000 Aggregate

Cyber Liability \$1,000,000 Each Occurrence

Worker's Compensation and Employer's Liability Statutory Limits This policy must include a Waiver of Subrogation. Not required if not visiting County property or driving in the course of providing services. \$500,000/\$500,000/\$500,000

A combination of Umbrella/Excess and primary limit may be used to provide coverage for the amount shown.

Designate New Hanover County, 230 Government Center Drive, #125, Wilmington, NC 28403 as the Certificate holder.

#### **Subcontractors**

Proposer shall include all subcontractors as insured under its policies or shall furnish separate certificate for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

## **Conditions**

The insurance required for this contract must be on the forms acceptable to The County.

Where circumstances warrant, The County may, at its discretion subject to acceptance by the Risk Management and/or Finance Department accept letters of credit or custodial accounts in lieu of specific insurance requirements.

The Proposer shall provide that the insurance contributing to satisfaction of insurance requirements in this agreement shall not be canceled, terminated, or modified by the Proposer without prior written approval of The County.

The Proposer shall promptly notify the Property Management Department at (910) 798-4330 and the Risk Management Office at (910) 798-7497 of any accidents arising in the course of operations under the contract causing bodily injury or property damage.

The County reserves the right to obtain complete, certified copies of all required insurance policies, at any time.

Failure of The County to demand a certificate of insurance or other evidence of full compliance with these insurance requirements or failure of The County to identify a deficiency from evidence that is provided shall not be construed as a waiver of Proposer's obligation to maintain such insurance.

By requiring insurance herein, The County does not represent that coverage and limits will necessarily be adequate to protect the Proposer and such coverage and limits shall not be deemed as a limitation of Proposer's liability under the indemnities granted to the County in this contract.

If Proposer fails to maintain the insurance as set forth herein, The County shall have the right, but not the obligation, to purchase said insurance at the Proposer's expense.

The Proposer or his engineer may apply to The County for approval of higher deductibles based on financial capacity and quality of the carrier affording coverage.

The County shall have the right, but not the obligation of prohibiting Proposer or any subcontractor from entering the project site or withhold payment until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by The County.

### **2.16 - Addendum**

The proposal package constitutes the entire set of instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the

specifications will be in the form of an Addendum which will be sent to all known Proposers who are listed with the Finance Office and posted on the County's website.

You may visit our website at <http://www.nhcgov.com/Finance/Pages/CurrentBids.aspx>, call Lena Butler at (910) 798-7190, or email [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) to check for the issuance of any addenda before submitting your bid proposal.

#### 2.17 - Compliance With Proposal Requirements

Failure to comply with these provisions or any other provisions of the General Statutes of North Carolina will result in rejection of bid/proposal.

#### 2.18 - Successful Proposer

The Proposer who is not currently set up as a vendor in The County's vendor file will be required to submit a completed Vendor Application, W-9 and EFT form in order to be entered into the County's vendor database.

#### 2.19 - Federal Uniform Guidance

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable): Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2CFR § 200.324).

#### 2.20 - Right To Reject Proposals

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.



## Section 3 – Project Scope

### 3.1 – Introduction and History

NEW HANOVER COUNTY currently outsources the following:

- Revaluation Notices
- Ad Valorem Bills
- Personal Property Discoveries
- Delinquent Ad Valorem Bills
- Personal Property/Real Property Non-Business Abstracts
- Scanning of Abstracts
- Certified mail

The data used to create bills is produced from the Tyler Munis Financial Software System. The data would be provided to the Vendor as an electronic file with all relevant information necessary to produce the monthly billing statement.

### 3.2 – Scope of Services

1. The Proposer will include in its proposal an introductory statement with a narrative of its business model, its areas of expertise, an overview of past projects, a description of its legal status (corporation, LLC, etc.), the location of its headquarters, and any other general information deemed relevant.
2. The Proposal will include a list of the specific key personnel who will be involved in the project, along with their qualifications, work history, past projects, and the part they would play in the project at hand.
3. The proposal will include a list of at least three professional references for both the Proposer and for the project manager responsible for New Hanover County's account.

### 3.3 – Proposal Format

The proposal shall be divided into sections as indicated below:

- i. Statement of Project Requirements: Each Proposer shall state in sufficient terms its understanding of the project requirements presented in this RFP.

ii. Scope of Work: Each Proposer shall describe in narrative form the Proposer's technical plan for accomplishing the work. Please use the Scope of Services tasks provided in this RFP as the point of departure. Additions to or modifications of the task descriptions are permissible, but reasons for changes shall be fully allocated to each task.

iii. Special Qualifications: The proposal shall identify any specific qualifications which might make the proposer uniquely qualified to provide the requested services. These may include similar work experience related to another customer of similar size or a project of similar design.

iv. Conflicts of Interest: The proposal shall specifically address any possible conflicts of interest and the proposer's position or response as to whether or not such other work or relationship may be deemed a conflict of interest with this project.

v. Professional References: Each proposer will include a list of professional references. The list of references should include individuals within organizations who have worked with the Proposer on similar past projects.

### 3.4 – Evaluation and Selection Process

The County will make every attempt to evaluate the proposals quickly.

Proposals will be reviewed for completeness and clarity by the management and staff responsible for utility billing. Supplemental and clarifying information may be requested from the Vendor(s) at this time.

Management and staff will make a formal recommendation to the for final action.

### 3.5 – General Criteria for Evaluating Proposals

Understanding the Service: This refers to the Vendor's understanding of NEW HANOVER COUNTY's needs as detailed in this RFP, and the nature and scope of the work involved. If the vendor has additional services or capabilities beyond those needs highlighted in this RFP, please note those that would be additional service charges.

Responsiveness: This refers to how well the proposal meets the needs of the County in terms of adding to the productivity of the County's billing function, and increasing the County's profile as an efficient entity.

Experience: The experience of the proposed Vendor should be documented, including experience in projects similar to the project proposed by NEW HANOVER COUNTY.

Expertise: Specific expertise is desirable in a variety of areas including the following: bill printing, sorting, insertion, mailing, data services and other relevant areas.

### 3.6 – Contract Award

NEW HANOVER COUNTY reserves the right to accept, reject, or request changes in proposals. The County will work closely with the selected Vendor to develop or refine a detailed scope of work, schedule for completion of tasks and costs associated with completed work included in the contract documents. The County is not liable for any costs incurred by the Vendor prior to contract issuance.

### 3.7 – Meetings

The Vendor shall meet with members of the County staff as needed.

### 3.8 – Contract

The Vendor will be required to sign a contract with the County related to the work to be performed.

### 3.9 – Response Material Ownership

The material submitted in response to the RFP becomes the property of NEW HANOVER COUNTY and will only be returned to the Vendor at the County's option. Responses may be reviewed by any person after the final selection and award has been made. NEW HANOVER COUNTY has the right to use any or all ideas presented in reply to this request. Disqualification of a Vendor does not eliminate this right.

### 3.10 – Acceptance of Proposal Content

The contents of the proposal of the successful vendor may become contractual obligations if NEW HANOVER COUNTY wishes to execute a contract based on the

submitted proposal. Failure of the successful vendor to accept these obligations in a contract may result in cancellation of the award.

### 3.11– Reference Checks

NEW HANOVER COUNTY reserves the right to contact any reference or any client listed in the documents for information which may be helpful to the County in evaluating the Contractor’s performance on previous assignments.

### 3.12 Specifications

The Proposer will meet or exceed the following: (“X” indicates minimum compliance)

\_\_\_ Proposer must be a “Full Service” vendor capable of providing all services requested with no subcontracting of any portions of the project, including presorting, artwork, programming, etc.

\_\_\_ Proposer should have a back-up plan for disaster recovery and business continuity. Please give a detailed explanation with operations specifics for processing statements should the main vendor facility become inoperable

\_\_\_ Statements must be laser printed with options of multiple colors in order to color highlight key data and information as specified by the County [i.e., amount due]. (See Optional Additional Services/Capabilities.)

\_\_\_ Proposer will be responsible for procuring and warehousing forms and envelopes until needed or used. Any costs or fees must be clearly stated in the vendor’s response

\_\_\_ Proposer to allow the County to send representatives to view production facility before selection of successful Proposer and/or during production of statements if requested. This includes the possibility of a test run of a full file of bills with a County employee at the Proposer’s production site

\_\_\_ Proposer will have capability to allow County to view a searchable PDF of each identical record before and after mailing

\_\_\_ All work shall be done at a location that provides security and supervision from start to finish, including a well-defined quality control assurance program

\_\_\_ Ability to handle a high volume production on a daily basis

\_\_\_ Tax bill job functions must be handled start to finish on the same premise; this includes in-house presorting

\_\_\_ Invoice County with a minimum of the following detail:

- Invoices rendered monthly
- Provide a detailed spreadsheet of postage usage for each level of postage used
- Identify details of specially handled bills

### 3.13 – SERVICE/PRODUCT

#### **Revaluation Notices:**

\_\_\_ **Quantity** – 110,000 (Not Required until 2021)

\_\_\_ **Description:** 8.5" x 11" stock in black ink plus option for multiple colors on two sides

24lb. Bond white paper with one horizontal perforation

\_\_\_ Standard #10 left handed double window envelope

\_\_\_ Pricing - per unit

#### **Regular Ad Valorem Bills:**

\_\_\_ **Quantity** – 130,000 annually.

\_\_\_ 8.5" x 11" stock in black ink plus option for multiple colors on two sides

\_\_\_ Standard #10 left handed double window envelope

\_\_\_ Standard #9 single left-handed window courtesy reply envelope

\_\_\_ Standard 8.5" x 11" 24lb bond paper with one horizontal perforation

\_\_\_ Standard 8.5" x 11" 24lb bond paper with multiple perforations for payment coupons

#### **Personal Property Discoveries:**

\_\_\_ **Quantity** – 4,500 annually

\_\_\_ 8.5" x 11" stock in black ink plus option for multiple colors on two sides

\_\_\_ Standard #10 left handed double window envelope

\_\_\_ Standard #9 single left-handed window courtesy reply envelope

\_\_\_ Standard 8.5" x 11" 24lb bond paper with one horizontal perforation

#### **Delinquent Ad Valorem Bills**

\_\_\_ **Quantity** – 7,000 to 10,000 annually

\_\_\_ 8.5" x 11" stock in black ink plus option for multiple colors on two sides

\_\_\_ Standard #10 left handed double window envelope

- \_\_\_ Standard #9 single left-handed window courtesy reply envelope
- \_\_\_ Standard 8.5" x 11" 24lb bond paper with one horizontal perforation

**Personal Property/Real Property Non-Business Abstracts:**

- \_\_\_ **Quantity** – 20,000 annually
- \_\_\_ 8.5" x 11" stock in black ink plus option for multiple colors on two sides
- \_\_\_ Standard #10 left handed double window envelope
- \_\_\_ Custom #9 non-window colored courtesy reply envelope printed in black ink on one side only
- \_\_\_ Standard 8.5" x 11" 24lb bond paper with one horizontal perforation

**Scanning of Abstracts**

- \_\_\_ Receive, scan and submit all business and personal property abstracts that are mailed.

**Certified Mail**

- \_\_\_ Must be able to upload attachments/garnishments either via data file or PDF's. All records must be viewable prior to submitting the order. All pieces must be tracked through the vendor's website. Electronic signatures must also be available online.

**Payment**

- \_\_\_ Please describe the normal payment arrangement between your company and its customers
- \_\_\_ Is it possible for your company to bill NEW HANOVER COUNTY monthly or per print cycle for services rendered?

**Confidentiality of Data**

- \_\_\_ Please describe the security measures and business practices your company uses to protect the confidentiality and security of our customer's data.
- \_\_\_ No names and addresses of our customers may be provided to a third party or used by the Vendor for any purpose including marketing. The vendor will sign a confidentiality provision stating that any information contained in the County's billing information cannot be used or shared in any way by the vendor.

**Technology/Hardware:**

- Ability to accept upgrades to current customer billing system
- Must have ability to accept data transmission anytime during 24 hours; received data must be utilized to prepare bills for same day mailing, including printing, folding, inserting, and mail preparation
- Capability to manipulate the data, if requested by the County
- Provide a secure online bulletin board or other area to contact the company
- Password secure directory. Password per customer, vendor controlled - no unauthorized access
- Please explain your company's emergency back-up plan for production – including the ability to avoid an out of service situation
- Accept, but not limited to, receiving data in the following methods:
  - electronic
  - internet transmission
- Ability to segment inserts by unique type, types might include but are not limited to the following examples:
  - Customer type
  - Zip Code
- Ability to archive the data for use at a later time, if needed
- Must have multiple page and selective inserting capabilities:
- Must be able to household merge/purge multiple statements into the same envelope
- Please specify file formats that your company currently is able to process.

**Art Work:**

- Ability to custom design billing statements, graphs, etc. All art work shall become property of NEW HANOVER COUNTY.

**Materials Requirements:**

***New Hanover County*** shall require a test sample of all invoices, envelopes, and inserts.

**Statement**

- 8.5x 11 inch, 24 lb. white paper
- An 8.5 X 11inch single part perforated form that tri-folds to fit into #10 window envelope;
- Horizontal perforation to fit #10 window envelope
- Statements shall require for industry standard “Bar Code 3 of 9” bar coding of account numbers
- eStatements optional

**Envelopes**

- Standard #10 double window envelope
- Standard #9 window envelope. Return envelope shall not include return postage
- Envelopes shall be provided and printed by the vendor

**Optional Additional Services/Capabilities:**

- Turnaround – Ability to guarantee same day printing and delivery to bulk mail center if file is delivered to company by a certain time (please specify deadline data must be submitted)
- Multiple statements to the same owner and mailing address shall be matched and inserted in one appropriate size envelope metered first-class separately, and delivered to the USPS at the same time all other bills are delivered.
- Capability to do custom programming as needed
- Archiving - CD Rom- archiving or on-line bill pre-viewing of statements and storage
- Scanner/imaging capability
- Ability to provide online billing/accounts in the future to our customers.
- Electronic Bill Presentment and Payment services within own facility, no third party source.
- If your company has different pricing available for one color, three color, or full color printing, please provide quotes for those levels of service in addition to two color printing.
- Do you charge for additional reprints of individual statements?  
 Yes  No.  
 If yes, how much \$ \_\_\_\_\_/each.
- Additional inserts. Please give all relevant costs related to additional inserts beyond the one-page billing statement.
- Certifications must include SSAE 16 Compliant and PCI Compliant

Information required on statements will be supplied by NEW HANOVER COUNTY.



Proposer shall answer to the following questions by circling the appropriate response or completing the blank provided:

**Company Profile:**

**IS YOUR FIRM?** (Please circle one)

- |    |                     |     |    |
|----|---------------------|-----|----|
| A. | SOLE PROPRIETORSHIP | YES | NO |
| B. | PARTNERSHIP         | YES | NO |
| C. | CORPORATION         | YES | NO |

LIST LEGAL NAME of COMPANY:

\_\_\_\_\_

References: List **at least three (3)** counties of same general size and billing numbers and frequency where the **same/like products/services** producing statements, as stated **herein**, have been **provided**.

**COUNTY NAME** \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

**COUNTY NAME** \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

**COUNTY NAME** \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

**SCHEDULE OF ESTIMATED MONTHLY CHARGES**

Variations from the aforementioned specifications may be acceptable provided such differences are noted on the proposal and are deemed to be advantageous to the County.

Submit pricing on the basis of volume as stated and detailed under Product/Services of the proposal. Price will also include laser printing, imaging, processing, CASS/PAVE Certification, folding, logic inserting, barcoding, metering and delivery to USPS.

<b>SERVICE/PRODUCT</b>	<b>VOLUME</b>	<b>UNIT PRICE</b>	<b>PRICE</b>
Revaluation Notices	110,000	_____	<u>Annually</u>
Regular Ad Valorem Bills	130,000	_____	<u>Annually</u>
Personal Property Discoveries	4,500	_____	<u>Annually</u>
Delinquent Ad Valorem Bills	10,000	_____	<u>Annually</u>
Scanned abstracts	15,000	_____	<u>Monthly</u>
Personal Property/Real Property	20,000	_____	<u>Annually</u>

**Add-On / Option Pricing**

One-time programming/setup charge	_____	_____
Fast-Forward Service per reported change	_____	_____
Additional Impressions per page/impression	_____	_____
Search & View Service per record	_____	_____
Programming Changes per hour	_____	_____

**Optional Additional Inserts**

Client Supplied Insert(s) each	_____	_____
Print 8.5 x 11 inch, fold & insert each	_____	_____
Single sided		
Folding/Inserting multiple bills (Multiples for same address/customer)	_____	_____

Section 4 – Signature Page

<p><b>SIGNATURE FORM (EXECUTION)</b></p> <p><b>BILL PRINTING, MAILING, AND INSERTION SERVICES</b></p> <p><b>DUE DATE: MONDAY, OCTOBER 29, 2018 AT 4:00 PM EST</b></p>
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In compliance with this Request for Proposals, and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set for each item within the time specified herein. By executing this proposal, the undersigned Vendor certifies that this proposal is submitted competitively and without collusion (N.C.G.S. 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the North Carolina General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (N.C.G.S. 143-59.2), and that it is not an ineligible Vendor as set forth in N.C.G.S. 143-59.1. False certification is a Class I felony. Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency. As required by N.C.G.S. §143-48.5, the undersigned Vendor certifies that it, and each of its sub-contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

PROPOSER:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
PROPOSER’S AUTHORIZED SIGNATURE:	DATE:	E-MAIL: