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**Addendum #1 - Issued on October 21, 2009**

Regarding Bids for **The Design, Production and Services to Invoice Various Tax Statements, Payment Coupons, and Notices (ITB 09-056A)** through Lucas County Treasurers Office, bid opening scheduled for October 27, 2009 at 2:00 PM (local time).

This document becomes a fully incorporated part of the specifications, and this letter constitutes legal notice of this requirement.

The entire original Bid Packet including this addendum must be submitted prior to the Bid Opening Date and Time.

Please see attached:

1. Request for Bids
2. Treasurer Project Bid Sheet
3. Pre-Bid Questions and Answers

**REQUEST FOR BIDS**

FOR

THE DESIGN, PRODUCTION AND SERVICES NEEDED  
TO INVOICE VARIOUS TAX STATEMENTS,  
PAYMENT COUPONS AND NOTICES

FOR

LUCAS COUNTY TREASURER'S OFFICE

**FAMILIARIZATION:**

Prior to bidding, each bidder is charged with the responsibility of reviewing and familiarizing themselves with the terms of these specifications, advertisement for bids, and the contract. Each bidder will be deemed to have reviewed, understood, and accepted the terms and conditions of said documents upon submission of his/her bid.

**PRICES:**

All quotes provided under this request for proposal should be given in terms of a complete project price, which will include the design, production and services needed to invoice various tax statements and notices. However, each separate project should also be bid individually on the attached spreadsheet. **Please note that quotes should be bid both including postage and without postage.**

**PROJECTS:**

The contract will consist of various projects as indicated further in this document. Additional projects may be added during the life of the contact at the same contract project price for a comparable project. The bidder must provide all paper stock, envelopes, design, production and services needed to invoice various tax statements, payment coupons and notices, with or without postage. Any project described in this document may also be eliminated at any time during the life of the contact.

If required by the County Treasurer's Office, vendor must have the ability to produce inserts and have them inserted with the tax statements, payment coupons and notices. Inserts may be one or two-sided. If there is a higher charge for a two-sided insert, this should be noted on the exception form.

**MANDATORY PRE-BID CONFERENCE:**

Each bidder shall attend a mandatory pre-bid conference. Failure to attend this conference will prohibit a potential bidder from submitting a proposal.

**PRIOR EXPERIENCE AND REFERENCES:**

Vendor must have prior experience/expertise in providing paper stock, envelopes, and inserts, along with the printing, sorting, folding, stuffing and delivery to USPS. Vendors must provide three references from within the last two years.

**SAMPLES**

Samples of all proposed solution/documents, envelopes, etc. must be submitted with the bid packet.

**QUALITY CONTROL:**

The entire process must guarantee a 100% matching of all personalization and account for 100% of all records received and mailed. In order to provide evidence of proper matching of all personalized information, a test of documents shall be delivered to the Lucas County Treasurer's Office or onsite staff member of the Treasurer's Office. The Lucas County Treasurer's Office may inspect the production facility to ensure proper quality controls and capabilities. Postal substation must be located on the premises. A full time Quality Control Coordinator must be designated at the manufacturing facility. All services must be provided at one location. There will be no subcontracting without expressed written consent of Lucas County.

**AWARD OF CONTRACT:**

The award will be based upon the bidder's experience, conduct and performance on previous contracts, as well as price.

**DISASTER RECOVERY:**

The vendor must supply along with the bid, a comprehensive Disaster Recovery Plan which includes provisions for completing the project in an alternate location (Owned by the contractor), if necessary, while still meeting the County Treasurer's specifications and final deadlines.

The vendor shall be required to provide evidence, along with the response to this request, of adequate back-up facilities in the event of disaster or other occurrence, which renders the primary facility inoperable. Single-site manufacturing capability will not be considered. Back-up facilities cannot be owned or operated by a different company than that bidding, and must contain essentially the same equipment and capabilities as the primary facility. A minimum of one back-up facility will be required. The back-up facility must be linked to primary facility for immediate transfer of data and programming via a multi host frame relay. Off-site storage of programming shall be required.

**SCOPE OF PROJECT:**

The Board of Lucas County Commissioners, on behalf of the County Treasurer's Office, shall receive bids for providing the Products, Services and Software needed to invoice various tax bills, payment coupons and notices, i.e., real estate tax bills, 1st time delinquent real estate tax bills, escrow (TIPP) coupons, 2<sup>nd</sup> half personal property, delinquent personal property, manufactured home tax bill, automatic deduction notice, in addition to any other new projects that come into existence.

The billing process will require a sole vendor to be able to create a tax bill or notice that will handle single and multiple billings, receive the county's data, validate and correct the mailing address, sort, manipulate and map the data into the proper format, CASS certify, lithographic print the bills and notices, variable image each notice front and back, fold, stuff, seal and prepare for mail, and deliver the documents to USPS. As stated previously, vendor may or may not provide the postage at the discretion of the Lucas County Treasurer. Vendor is to bid both ways.

Said bid proposal shall be in writing, on the form provided by the County and shall be delivered in a sealed envelope marked "**Bid for the design, production and services needed to bill various tax statements, payment coupons and notices for the Lucas County Treasurer's Office**" to the Board of Lucas County Commissioners, Purchasing Department, One Government Center, Suite 470, Toledo, Ohio 43604 on or before the date and time specified on the 1<sup>st</sup> page of this bid packet.

**DESIGN:**

The vendor is required to provide a document design and methods for delivery for all projects (single and multiples). The document is to be a combination of lithographic printing and variable imaging. Vendor must submit samples of all documents and envelopes with their bid. There will be no additional cost of the design incurred by Lucas County.

**DATA PROCESSING:**

Extensive data processing capabilities will be required, including, but not limited to, look-up tables, sorting, address validation, CASS, ACS, NCOA, merging and de-duplication. The County will provide the contractor with an ASCII flat file electronically one week prior to scheduled project date. Project date must be strictly adhered to. Record will be fixed length and a record layout of data will be provided to the contractor. Contractor is responsible for placing data where appropriate on the various bills, coupons and/or notices.

A sample of the file format will be distributed at the Mandatory Pre-bid Conference.

**PROJECTS:**

**Project A: Semi-annual automatic deduction notice**

Process approximately 4,000 automatic deduction notices, annually. This mailing takes place twice a year – 1<sup>st</sup>) around the 20<sup>th</sup> to the 25<sup>th</sup> of December, and 2<sup>nd</sup>) around the 20<sup>th</sup> to the 25<sup>th</sup> of June (actual dates to be determined by the Treasurer's Office.)

**Project B: Real Estate Tax Bills**

Process approximately 280,000 real estate tax bills annually. This mailing takes place twice a year – 1<sup>st</sup>) before the 25<sup>th</sup> of December, and 2<sup>nd</sup>) around the 25<sup>th</sup> of June (actual dates to be determined by the Treasurer’s Office).

Approximately 190,000 will be singles (or individual) and 90,000 will be mailed as multiples (range from four bills to several hundred) being shipped to one address. Bulk boxing will be required. A mail code file with corresponding addresses will be provided.

**Project C: TIPP Final Real Estate Tax Bill**

Process approximately 3,200 real estate tax bills annually. This mailing will be immediately following the mailing of the 1<sup>st</sup> half real estate tax bills (actual date to be determined by the Treasurer’s Office).

**Project D: Manufactured Home tax bills**

Process approximately 5,000 tax bills annually. The 1<sup>st</sup> half mailing will immediately follow the mailing of the final TIPP tax bill, and the 2<sup>nd</sup> half immediately following the 2<sup>nd</sup> half real estate tax bill mailing (actual date to be determined by the Treasurer’s Office).

**Project E: TIPP Slips**

Process approximately 16,000 sheets of payment coupons (3 per sheet) annually. This mailing will be in the 1<sup>st</sup> week of February and the 1<sup>st</sup> week of August (actual dates to be determined by the Treasurer’s Office).

**Project F: ACH/ACH2 Paid Notice**

Process approximately 16,000 printed “paid” statements, annually. This mailing takes place twice a year – 1<sup>st</sup>) around the first week of March, and 2<sup>nd</sup>) around the first week of September (actual date to be determined by the Treasurer’s Office.)

**Project G: First Time Delinquent Real Estate Tax Notices**

Process approximately 20,000 delinquent real estate tax bills annually, twice a year. This mailing will be around the 1<sup>st</sup> week of September and the 1<sup>st</sup> week of March (actual dates to be determined by the Treasurer’s Office).

**Project H: 2<sup>nd</sup> half Personal Property Tax Bills**

Process approximately 300-second half personal property tax bills. This mailing will be around the second week of August (actual date to be determined by the Treasurer’s Office).

**Project I: Delinquent Personal Property Tax Bills**

Process approximately 4,000 delinquent personal property tax bills. This mailing will be around the third week of October (actual date to be determined by the Treasurer’s Office).

**Project J: Delinquent Installment Payment Coupons (DIPP)**

This project will require the printing of blank forms only. Payment coupons to be printed in-house in the Treasurer’s Office. No mailings necessary. Approximately 20,000 sheets (3 per sheet) on an annual basis.

**Project K: ACHM Final Statement Notice**

Process approximately 5,000 ACHM final statement notices in letter form annually. This mailing takes place twice a year, around the 1<sup>st</sup> last week of December and the 2<sup>nd</sup> mailing is around the last week of June (actual dates to be determined by the Treasurer’s Office).

**Additional Items needed annually, to be delivered on an “as-needed” basis:**

<u>Quantity</u>	<u>Item (blank forms)</u>	<u>Project</u>
40,000-50,000	Real Estate Tax Bills	B
200	2 <sup>nd</sup> half Personal Property Tax Bills	H
500	Delq. Personal Property Tax Bills	I
40,000-50,000	Outgoing Envelopes	ALL
50,000-60,000	Return Envelopes	ALL
5,000	Pink Envelopes	C

**PROJECT REQUIREMENTS:**

Contractor must provide real estate (project B), TIPP final tax bill (project C), manufactured home tax bill (D), 1<sup>st</sup> time delinquent real estate (project G), 2<sup>nd</sup> half personal property (project H), and delinquent personal property (project I), with the following characteristics:

- Form Specifications:
- Size: 8-1/2 x 11 cut sheet
- Paper: 24-lb.
- Construction: Form will have one full cross perforation located 7-1/4” from top of remittance stub.

- The form is to be designed to have the laser printer “free-format” the form based upon requirements of the Treasurer.
- An OCR-A font is required in the scan line and the font size must be 10 digits per inch. Ink: OCR-A black ink, heat resistant
- A MICR line must be printed on the real estate tax bills only.

Contractor must provide TIPP payment coupon (project E) and DIPP payment coupons (project L) with the following characteristics: Document Characteristics

- Form Specifications:
- Size: 8-1/2 x 11 cut sheet
- Paper: 24-lb.
- Construction: Form will have three payment coupons per sheet, which will include the remittance form and taxpayers receipt.
- An OCR-A font is required in the scan line and the font size must be 10 digits per inch. Ink: OCR-A black ink, heat resistant.

Contractor must provide real estate semi-annual automatic deduction notices (project A) and ACH/ACH2 paid notices (project F) with the following characteristics:

- Form Specifications:
- Size: 8-1/2 x 11 sheet
- Paper: 20-24 lb.

## QUANTITIES

	<u>Project</u>	<u>Quantities</u>
A	Semi-annual deduction notices	4,000
B	Real Estate Tax Bills	280,000
C	TIPP Final Real Estate Tax Bills	3,200
D	Manufactured Home Tax Bills	5,000
E	TIPP slips	16,000 sheets (3 per page)
F	ACH/ACH2 Paid Notice	8,400
G	First Time Delinquent Real Estate Tax Notices	20,000
H	2 <sup>nd</sup> half Personal Property Tax Bills	300
I	Delinquent Personal Property Tax Bills	4,000
J	Delinquent Installment Payment Coupons (DIPP)	20,000 sheets (3 per page)
K	ACHM Final Statement Notice Letter	5,000

## FORM CUT AND PERFORATION:

The form size must remain consistent with the original specifications. Note: The scan line placement set-up on the equipment relative to the leading edge of the remittance stub; therefore, inconsistencies in the paper cut could cause rejects due to erroneous scan line placement. Specifications must be adhered to. **\*\*See UNISYS Document Specifications\*\***

Perforation should not be on the leading edge (right side) or bottom of the form. Perforations in either area lend themselves to track jams.

## ENVELOPE SPECIFICATIONS:

### Outgoing Envelope:

Sample to be submitted with bid from vendor.

Must have printed on the envelope: **“IMPORTANT TAX NOTICE”**

### #9 - Return Envelope:

Sample to be submitted with bid from vendor. Only project C requires different color of return envelopes. Currently the projects requiring different colored return envelopes and the colors in use are as follows:

Project C – Pink

## CONTRACT REQUIREMENTS:

- a. Preference will be given to all suppliers who operate on a 24-hour, 365 days a year basis.
- b. Postal requirements – contractor must be capable of presorting and bar coding to provide the best carrier route and delivery point available discounts. Contractor will be required to be USPS, ACS, NCOA systems certified in order to provide automation discounts when reclassification takes place.
- c. Address cleansing – Contractor must be CASS certified to insure address cleansing and correction capabilities. CASS database must be updated on a regular basis. A listing of rejected addresses must be returned to the Lucas County Treasurer’s Office. If there is a charge for this service, it must be noted on the Exception Form.
- d. Technical support – Preference will be given to all contractors that are able to provide 24 hour, 7 day a week, qualified, technical support services.
- e. Quality Assurance –
  1. Capability must exist to track each bill every step of the way through the production process.
  2. Process must include first article inspection random physical inspections at printing and prior to mailing.
  3. All addresses must be certified compliant with the US Postal Service coding accuracy support system (CASS).
  4. Contractor must provide the sample bills for proof and testing prior to customer release for production printing.
  5. Contractor’s production must be zero – defect capable and have a formal quality improvement process in place.
  6. Contractor must supply audit reports on bill production down to the bill level.
  7. Contractor must have the ability to strictly adhere to customer’s project date.
- f. Bill Formatting Design – Contractor must have the ability to provide variable formats, sizes and styles at all times and have the ability to provide these without impacting the customer’s project dates.
  1. Pie charts must be provided on all Real Estate Tax Bills (project B)
- g. Contractor must adhere to the County’s billing/delivery mandates and facilitate the County in meeting these requirements.

## Miscellaneous Instructions and Requirements:

- a. Implied Requirements – Costs for products and services not specifically mentioned in the bid, but which are necessary to provide the functional capabilities described by the vendor **must** be included in the vendor’s basic bid on the exception list provided or they will not become a part of the awarding contract.
- b. Bids Suitability – When analyzing the bids submitted, the County will consider superior design, technology, workmanship, materials, size and component parts, operating costs, warranty, service facility, etc., in addition to price. It is Lucas County’s intent to accept the bid, which, after a thorough analysis of the bids submitted, proves to be the most

suitable for the intended use. Bids may be rejected if all required papers are not returned with the bid.

- c. Time is of the essence – Unless otherwise stated in the contract, time is of the essence in the performance of all duties under the contract. The County is mandated by the Ohio Revised Code to meet specific billing/delivery dates. Contractor must facilitate the County to adhere to these mandates.
- d. Subcontracting – It is to be understood that no part of this bid shall be assigned, transferred, conveyed, sublet, or otherwise disposed of, without the expressed written approval of the Board of Lucas County Commissioners. The contractor may not change any procedure under the terms of the contract without express written permission of the County.
- e. Contract – A one-year price agreement shall be made, with two, one-year renewal options.
- f. Board of Lucas County Commissioners reserve the right to reject any bid if indication or review of any services or equipment fails to satisfy the Lucas County Treasurer that the equipment or services have a satisfactory performance record or if they do not completely meet the Lucas County Treasurer's Office requirements.
- g. Past performance will be a consideration.
- h. Contractor to be provided with a test file from the Lucas County Information Services Department. Contractor will then provide test bills to the Lucas County Treasurer to be tested on the remittance processor, 2 to 3 days prior to the project date.
- i. Lucas County reserves the right to add any new and/or additional forms for outsourcing at the project contract price for a comparable project.
- j. Lucas County will not pay any upfront costs. The County will be billed on a per project basis.
- k. The County must proof and sign off on all types of bills before they are mailed.
- l. MICR ink only must be used on MICR line. Block letters must be used on OCR line.
- m. The County may terminate contract by written notice if the terms of the contract are not adhered to.

1.) Definitions:

- Project Date – The date of the actual mailing.
- Proof – An actual sample to be used for testing. Fax copy not acceptable.

**CHECK LIST**  
**Included with Bid**

Attended the Mandatory Pre-Bid Conference

Entire Bid Packet – All Pages

All affidavits

List of References

Samples of forms, documents, envelopes, etc.

Exception List – any deviations from the specifications must be clearly detailed on this form.

Bid bond (surety bond, certified check, cashier's check or money order)

Spreadsheet for one-year contract with two one-year renewal options,  
Bid with and without postage included

**REQUEST FOR BIDS FOR THE DESIGN, PRODUCTION AND SERVICES NEEDED TO  
INVOICE VARIOUS TAX STATEMENTS, PAYMENT COUPONS AND NOTICES FOR  
THE LUCAS COUNTY TREASURER'S OFFICE**

Please note that there are three worksheets in this file - (1) the one year contract, (2) & (3) one-year renewal options







**Pre-Bid Conference**  
**October 20, 2009**  
**Started 10:00am**  
**Questions & Answers**

**Q:** Why volume wise are the spread sheet quotes per piece differ from the numbers in the packet? (asked twice)

**A:** Look at the numbers in the new packet.

**Q:** Why is there a cost with insert and without?

**A:** Sometimes with tax bill mailing there may be an insert added.

**Q:** Does there have to be a sample of each document with the bid?

**A:** Yes

**Q:** What is the life of the contract?

**A:** Contract is for one year with two one year renewals.

**Q:** Does it say optional for tipp paid statements?

**A:** Yes, optional is for tipp paid statements.

**Q:** Can you go with a pink envelope if the envelope is not completely pink, but has a pink distinguishing mark somewhere on the envelope?

**A:** Yes, whatever is cheaper.

**Q:** Which projects take blank remit window?

**A:** The back of the real estate bill has Treasurers mailing address on it, so it would be projects B and C.

**Q:** On the original bid there was a project J?

**A:** Go by spread sheet

\*\*\*\*\* Project J is Dipp slips the mailing company will not be mailing those out.

**Q:** Where do we drop off the bid?

**A:** The bid drop off is at the Purchasing Department on the 4<sup>th</sup> floor of the Government Center Ste 480 by 2:00pm local time on October 27, 2009.

**Ended Pre- Bid at 10:35am**