



CITY of NOVI CITY COUNCIL

**Agenda Item R
December 19, 2011**

SUBJECT: Approval of contract award for printing and mailing services for utility bills, tax bills, and assessment notices to 360 Services International, for the estimated annual amount of \$17,460.

SUBMITTING DEPARTMENT: Finance

CITY MANAGER APPROVAL: 

EXPENDITURE REQUIRED	\$ 17,460 (estimated)
AMOUNT BUDGETED	\$ 12,000 (Water & Sewer) \$ 15,000 (Treasury) \$ 9,700 (Assessing)
APPROPRIATION REQUIRED	N/A
LINE ITEM NUMBER	592-592.00-740.592 (\$ 6,500) 592-592.00-900.000 (\$ 5,500) 101-253.00-740.300 (\$15,000) 101-209.00-740.209 (\$ 9,700)

BACKGROUND INFORMATION:

In November, a Request for Proposal (RFP) was posted on the Michigan Intergovernmental Trade Network (MITN) website. Email notices were sent to 162 companies registered for printing and mailing services. We received nine proposals. A Qualifications Based Selection (QBS) review was completed by a team of Treasury, Assessing and Water and Sewer staff. Firms were rated based on each firm's capacity to perform the work, qualifications and experience, comparable projects and ability to meet timelines. The RFP required fee proposals be submitted separately and these were opened after the rating process. Ratings by reviewers, prior to fee analysis, ranked Oakland Schools in first place with 360 Services in second place.

QBS Evaluation Group Totals

	Oakland Schools	360 Svcs	Centron	LaserTec	PreSort Svcs	TGI Direct	LaserCom	Accuform	Pinnacle
Total	4720	4485	3535	3185	2170	1725	1330	795	555

PRINTING & MAILING SERVICES	360 Services	Centron	Oakland Schools	LaserTec
QBS Rating	1	2	3	4
Part A - Utility Bills	\$ 9,211	\$ 7,473	\$ 12,174	\$ 7,700
Part B - Tax Bills	\$ 6,090	\$ 5,060	\$ 5,478	\$ 4,636
Part C - Assessment Notices	\$ 2,160	\$ 2,034	\$ 2,758	\$ 2,141
Set up Fee	\$ -	\$ 300	\$ 240	\$ -
Total Annual	\$ 17,461	\$ 14,567	\$ 20,409	\$ 14,477

Staff is recommending award of the contract to 360 Services International. They ranked high in the QBS evaluation process, their references are excellent and they are well experienced in all three types of printing/mailling jobs. There is also a significant cost savings compared to Oakland Schools which has the highest QBS rank. 360 Services is conveniently located in Livonia, so Novi staff can go to the site and quickly proof documents, pick up documents for timely distribution (if needed), etc.

The City had previously been under contract with Oakland County for tax bills and assessment notices, and with Centron for utility bills. Oakland County concluded it could no longer provide these services in a cost effective manner, and with the decline in revenue could not replace the capital equipment. Oakland Schools began providing the service. The cost savings of the proposed change is nearly \$3,000 annually as compared to the current costs. Centron's current utility bill pricing is within \$300 of that proposed by 360 Services. However, due to the package of products Centron lowered this pricing. Centron is located in Norton Shores and would be mailing product to the City adding time to the services. Through the QBS process it was determined that the quality of services would be greater under 360 Services. The physical location also is a benefit to the City.

The contract will be for one (1) year with two (2) renewal options in one (1) year increments, at the same prices, terms, and conditions.

RECOMMENDED ACTION: Approval of contract award for printing and mailing services for utility bills, tax bills, and assessment notices to 360 Services International, for the estimated annual amount of \$17,460.

	1	2	Y	N
Mayor Gatt				
Mayor Pro Tem Staudt				
Council Member Casey				
Council Member Fischer				

	1	2	Y	N
Council Member Margolis				
Council Member Mutch				
Council Member Wrobel				



cityofnovi.org

CITY OF NOVI

**PRINTING & MAILING SERVICES
FOR UTILITY BILLS, TAX BILLS, AND ASSESSMENT NOTICES**
FEE PROPOSAL

The undersigned proposes to furnish all labor, materials, & equipment to provide printing & distribution of the City of Novi's Water & Sewer bills.

PART A – UTILITY BILLING – ONCE PER MONTH

Description	Estimated Quantity (Annual)	Unit Price (Each)	Total Price
Print water bill form – offset printed with blue ink, one side	52,000	\$.0175	\$ 910.00
Print mailing envelopes – print with indicia, one side, black ink	52,000	\$.032	\$ 1,664.00
Print return envelopes – print one side, black ink	52,000	\$.028	\$ 1,456.00
Print data on pre-printed form - Print data on offset-printed blank paper stock, print front only, black ink	52,000	\$.022	\$ 1,144.00
Mail Service – Fold, insert water bill and return envelope, sort & deliver to post office (do not include postage)	52,000	\$.037	\$ 1,924.00
Move updates	50	\$.50	\$ 25.00
House Holding/Multiple Bill Envelope – 9 X 12 envelope	5000	\$.15	\$ 750.00
House Holding /Multiple Bill Envelope -10 x 13 envelope	500	\$.18	\$ 90.00
Supplies			
#10 Double Window Envelope Stock – 24# white	52,000	\$ Included in	\$ above pricing
#9 Regular Return Envelope Stock- 24# white	52,000	\$ Included in	\$ above pricing
Blank Paper Stock – 8-1/2" x 11", 50# Offset White, bottom perforated	52,000	\$.024	\$ 1,248.00
TOTAL ANNUAL COST			\$ 9,211.00

OTHER COSTS:

Description	Estimated Quantity	Unit Price (per thousand)	Total Price
Set-up - One Time account Set Up	1	\$ 100.00	\$ 100.00
Edit Charge - Hourly Rate for layout changes after City has given initial approval	1	\$ 30.00	\$ 30.00
Print & insert additional notice - Example: 8-1/2" x 11", 24# white or color paper, printed one side, black ink	13,000 annually	\$ 32.00	\$ 416.00
Print & insert additional notice - 8-1/2" x 5.5", 24# white or color paper, printed one side, black ink	13,000 annually	\$ 18.00	\$ 234.00
Postage	52,000 annually		Actual cost will be reimbursed to contractor

ADDITIONAL CHARGES/FEEES FOR PART A:

(If any costs are not included in the tables above, you must list them here or on an additional attached sheet. No charges will be allowed if they are not disclosed in your proposal.)

PROCESSING TIME (PART A)

- The contractor can meet the delivery schedule as indicated in the proposal specifications.
- The company cannot meet the delivery schedule as specified, but offers:

COMMENTS/EXCEPTIONS FOR PART A: (All exceptions to the specifications MUST be listed here).

Set up charges will be waived if all three projects are awarded to

360 Services International

PART B – TAX BILLS (TWO TIMES PER YEAR)

Item Description	Estimated Quantity (Annual)	Unit Price (Each)	Total Price
Print mailing envelopes – black ink	30,000	\$.041	\$ 1,230.00
Print return envelopes – black ink	30,000	\$.028	\$ 840.00
Print tax bill forms three-color print on front, black only on back	30,000	\$.040	\$ 1,200.00
Print data on tax bill forms – one side, black ink	30,000	\$.027	\$ 810.00
Mail Service – Fold, insert notice and return envelope into mailing envelope, bag, sort, deliver to Post Office (do not include postage)	30,000	\$.037	\$ 1,110.00
Cost of mailing the “Billing Coded” bills (estimated at 1200 per tax season) to the Assistant Treasurer if contractor is more than 20 miles from the City	2 times	\$ NA	\$.00
SUPPLIES			
Mailing envelopes – #10 Single Window, white	30,000	\$ Included in	\$ above pricing
Return Envelopes – #9 Regular, white	30,000	\$ Included in	\$ above pricing
Tax bill paper stock 8-1/2" x 11" 24# MICR, white, perforated	30,000	\$.030	\$ 900.00
TOTAL ANNUAL COST			\$ 6,090.00

OTHER COSTS:

Description	Estimated Quantity	Unit Price (Each)	Total Price
Set-Up One-time account set up	1	\$ 100.00	\$ 100.00
Edit Charge - Hourly Rate for layout changes after City has given initial approval	1	\$ 30.00	\$ 30.00
Print & insert additional notice - 8-1/2" x 11", white, one sided, black ink	30,000 annually	\$.028	\$ 840.00
Print & insert additional notice - 8-1/2" x 11, color paper, one side, black ink	30,000 annually	\$.032	\$ 960.00
Print & insert additional notice - 8-1/2" x 11, color paper, two sides, black ink	30,000 annually	\$.018	\$ 540.00
Postage	30,000 annually		Actual cost will be reimbursed to contractor

ADDITIONAL CHARGES/FEEES FOR PART B:

(If any costs are not included in the tables above, you must list them here or on an additional attached sheet. No charges will be allowed if they are not disclosed in your proposal.)

PROCESSING TIME

- The contractor can meet the delivery schedule as indicated in the proposal specifications.
- The company cannot meet the delivery schedule as specified, but offers:

COMMENTS/EXCEPTIONS TO PART B (All exceptions to the specifications MUST be listed here).

If City of Novi would be willing to go to our 360MDS format for Tax Bills (see attached brochure), pricing could go as low as .18/bill which would include everything on your quote sheet with the exception of additional inserts and postage.

Total annual billing for this option would be: \$5,400.00 plus inserts and postage.

PART C - CHANGE OF ASSESSMENT NOTICES (ONCE PER YEAR)

Description	Estimated Quantity (Annual)	Unit Price (Each)	Total Price
Print Change of Assessment Notices - two sides, black ink	18,000	\$.12	\$ 2,160.00
Print Mailing Envelopes - black ink	18,000	\$ included in	\$ above pricing
Mailing Services - Fold, insert in mailing envelope, sort, deliver to Post Office (do not include postage)	18,000	\$ included in	\$ above pricing
Supplies			
Assessment notice paper stock – 8-1/2" x 11" 70# offset, white	18,000	\$ included in	\$ above pricing
Mailing envelopes stock – #10 24# Single window, white	18,000	\$ included in	\$ above pricing
TOTAL ANNUAL PRICE			\$ 2,160.00

OTHER COSTS

Description	Estimated Quantity	Unit Price (Each)	Total Price
Set-Up One-time account set up	1	\$ 100.00	\$ 100.00
Print & insert additional notice – 8-1/2" x 11", white, one sided, black ink	18,000 annually	\$.028	\$ 504.00
Print & insert additional notice – 8-1/2" x 11, color paper, one side, black ink	18,000 annually	\$.032	\$ 576.00
Print & insert additional notice – 8-1/2" x 11, color paper, two sides, black ink	18,000 annually	\$.050	\$ 900.00
Postage	18,000 annually		Actual cost will be reimbursed to contractor

ADDITIONAL CHARGES/FEEES FOR PART C:

(If any costs are not included in the tables above, you must list them here or on an additional attached sheet. No charges will be allowed if they are not disclosed in your proposal.)

PROCESSING TIME

- The contractor can meet the delivery schedule as indicated in the proposal specifications.
- The company cannot meet the delivery schedule as specified, but offers:

COMMENTS/EXCEPTIONS TO PART C (All exceptions to the specifications **MUST** be listed here).

Set up charges will be waived if all three projects are awarded to

360 Services International.

This proposal submitted by:

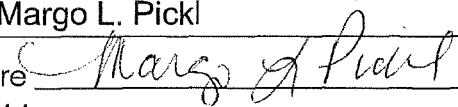
Company name 360 Services International

Address 12623 Newburgh Road

City State Zip Livonia, MI 48150

Telephone (734) 591-9360 Fax (734) 591-7899

Agent's name Margo L. Pickl

Agent's signature 

Date 11/17/2011



CITY OF NOVI

CONTRACTOR QUESTIONNAIRE

PRINTING & MAILING SERVICES
FOR UTILITY BILLS, TAX BILLS, AND ASSESSMENT NOTICES

Failure to answer all questions could result in rejection of your proposal

Name of Firm 360 Services International
Address: 12623 Newburgh Road
City, State Zip Livonia, MI 48150
Telephone (734) 591-9360 Fax (734) 591-7899
Website www.360inc.com

1. Organizational structure: Corporation, Partnership, etc. Corporation
2. Firm established: 1974
3. Has your firm filed for Chapter 7 or Chapter 11 within the last ten (10) years?
No Yes _____ Reason: _____
4. Under what other or former names has your organization operated?
360 Services, Inc.
5. How many full time employees? 45 Part time? 6
6. Is your firm able to process bills using data from the BS&A .Net program? Yes!
7. Provide a list of customers who use the BS&A .Net programs for whom you have provided printing services Clinton Township, Brownstown Township, City of Southfield, City of Ypsilanti, City of Dearborn Heights, Pittsfield Township, City of Redford, City of Taylor
8. Do you have a website for the City to upload the data documents? If not, how would the City provide the data to you? Yes
9. Are you able to provide a recap report detailing the total number of bills processed along with a breakdown of the dollar amount by line item? Yes
10. Location of facility where printing will be done: _____
12623 Newburgh Road, Livonia, MI 48150
11. How many years has your company been providing Printing & Mailing Services?

12. Do you intend to subcontract any part of this contract? Yes If so, what part and to whom? Some of the offset printing and the envelope printing

13. How many clients does your company currently service with the type of services described? Utility Billing: 5, Tax Billing: 16, ACN printing: 44

14. Attach at least one sample document of a project completed similar in scope to the City of Novi. Attached

15. Provide information on personnel who will be assigned to the City of Novi project. Include a detailed communications contact list including phone numbers that shall identify, but is not limited to, account manager, program manager, inside sales contact, order processing, production control contact, accounts payable contact, and a backup contact, all of whom will be available to answer questions. You may attach an additional sheet, if necessary.

Acct/Program Mgr: Margo Pickl (734) 591-9360, ext 238

Inside Sales/Backup: Michael Morelli (734) 591-9360, ext 244

Order Processing: Sandra Sherman (734) 591-9360, ext 212

Production Control: Jackie Bryant (734) 591-9360, ext 214

Accounts Payable: Betty Smith (734) 591-9360, ext 233

16. Provide a timeline detailing the initial set-up phase through City approval of the billing layout.

See attached timeline for New Utility Bill Customers

Timeline for other taxes would be similar

ACN set up can be done in approximately 48 hours

17. Provide a timeline from receipt of data to customer receipt of bill/notice.

From receipt of data to production samples for client approval: 24 hours

From client approval of production samples to mailing: 48 hours

18. What backup plans are in place to ensure that if your printing location were to have a major printing problem, bills for the City would still be printed following the processing time indicated in this proposal?

We operate multiple laser printers to create our own back up scheme.

19. What methods are in place to ensure that all utility customer data delivered to your firm by the City results in a printed bill?

Please see attached "360 Services Internal Procedures"

20. What Post Office will you deliver the bills to? Livonia

21. References: Provide at least three (3) client references for whom your company has performed similar work within the last three years. Note: You may include the City of Novi as a reference if the work was similar in nature to this project.

Company Please see attached Reference List

Address _____

Phone _____ Contact name _____

Company _____

Address _____

Phone _____ Contact name _____

Company _____

Address _____

Phone _____ Contact name _____

22. Claims & Suits: Does your firm have any litigation pending or outstanding against your organization or its officers? If yes, please provide details.

No Yes _____

23. Provide any additional information you would like to include which may not be included within this Questionnaire. You may attach additional sheets.

THE FOREGOING QUESTIONNAIRE IS A TRUE STATEMENT OF FACTS:

Signature of Authorized Company Representative: _____

Margo L. Pickl

Agent's Name (please print: Margo L. Pickl

Agent's Title: Sales Executive

Email Address: mpickl@360inc.com

Date: 11/17/2011



DESCRIPTION OF SERVICES

Timeline for New Utility Bill Customers:

360 requires a test data file from our client to create proof samples. The CSR works closely with the client, and the programmer assigned to the job, to create proof samples to the client's specifications. This process preferably is started at least two weeks prior to the commencement of the first production file. Timeline follows:

- Mock up of form received from client → Proof sample for client 48 hours
- Proof form sample changes and final approval (form only) 24-48 hours
- Test data received from client → proof samples returned (form + data) 48 hours
- Client approved sample returned to 360 24 hours
- Envelopes and preprinted stock ordered → completed 5 days



PROPOSAL OF SERVICES

360 Services International Procedures

Our process begins by assigning a Customer Service Rep (CSR) to each new client. The CSR is a client's main contact for all production information, form changes, scheduling, etc. When we begin servicing a new client, the CSR will work with the client to create forms and acquire business rules for the client data. When a job is received, the CSR creates a Job Jacket listing all pertinent information. The information is also logged onto our electronic Production Scheduling Log. Each morning all production personnel attend a mandatory meeting and review the Production Log to be certain all departments are aware of current in-house jobs and each department is on schedule to meet mailing deadlines.

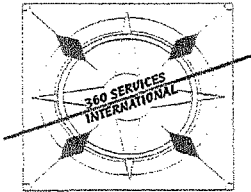
Once proof samples are approved by our client, and we receive live files, the CSR will monitor the job flow beginning with our data processing department. This department processes client data through appropriate programs (CASS, NCOA and print programs) and creates files for printing, along with counts for each segment of the job and postal paperwork for pre-sorted mail. Data is processed through Smart Addresser software to verify addresses, add zip +4 and add carrier route postal bar coding to ensure the lowest First Class postal rates available. The job jacket containing all client approved samples, final counts, a prototype of the finished mail piece and other pertinent information, is transferred to our Laser Print Room. A laser print operator will run a few live samples of the production and give them to the CSR who will obtain a final approval from our client. Once we have a signed client approval, the job will begin printing.

The laser print operator will sample the job every 500-1000 pages to ensure quality is maintained. In addition, as each group of output is removed from the laser printer, the operator does a final quality and quantity check before transporting the finished printing to our Distribution Department.

In our Distribution Department, the job is folded and inserted. Both the folder and inserter operators are required to match the prototype in the job jacket and to ensure the counts on both machines match the count from the Data Processing Department. If the job is metered (as opposed to using an envelope with an imprinted indicia), another count verification is done during this process.

The job then moves to our postal sorters who, using the postal paperwork as a guide, tray and tag the mail. The job, along with the appropriate postal forms, is then transferred to our shipping department where it is transported to the Livonia Post Office.

Postal paperwork is available for client review or a copy of the paperwork can be sent with each invoice.

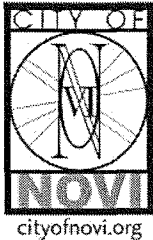


REFERENCE LIST

12623 Newburgh Road, Livonia, MI 48150

The following is a small list of some of our current customers. If you would like more customer references, please let me know. Thank you!

Municipality Name	Address	Contact	Phone #	Scope of Services	Since
City of Birmingham	PO Box 3001, Birmingham, MI 48012	Ruth Rowland	248.644.1800	Utility Bills	1997
Fraser	33000 Garfield Rd, Fraser, MI 48026	Gary Blash	586.293.3104	Tax Bills, ACN, Personal Property Stmt	1997
Dearborn Heights	6045 Fenton, Dearborn Heights, MI 48127	Barb McDermott	313.791.3460	Tax Bills, Personal Property Stmt	1997
Twp of Brownstown	21313 Telegraph, Brownstown, MI 48183-1399	Cindy Majlinger	734.675.2506	Tax Bills, Tax Rolls, Water Quality Report	1997
Southfield	26000 Evergreen, Southfield, MI 48076	Kathy Hicks	248.796.5204	Tax Bills, ACN, Personal Property Stmt	1997
Grosse Pte Park	15115 E Jefferson, Grosse Pte Park, MI	Holly Piche	313.822.4267	Tax Bills, Personal Property Stmt	1998
Waterford Township	5240 Civic Center Drive, Waterford, MI 48329	Connie Golding	248.618.7408	Utility Bills	2011



**NOTICE - CITY OF NOVI
REQUEST FOR PROPOSALS**

**PRINTING & MAILING SERVICES
FOR UTILITY BILLS, TAX BILLS, AND ASSESSMENT NOTICES**

The City of Novi will receive sealed proposals for PRINTING & MAILING SERVICES FOR UTILITY BILLS, TAX BILLS, AND ASSESSMENT NOTICES according to the specifications of the City of Novi.

Sealed proposals, with fee proposals submitted in a separate sealed envelope, will be received until **2:00 P.M.** prevailing Eastern Time, **Thursday, November 17, 2011**. Proposals shall be addressed as follows and delivered to:

**CITY OF NOVI
CITY CLERK'S OFFICE
45175 W. Ten Mile Rd.
Novi, MI 48375-3024**

OUTSIDE OF MAILING ENVELOPE MUST BE PLAINLY MARKED "PRINTING & MAILING SERVICES PROPOSAL" AND MUST BEAR THE NAME OF THE PROPOSER.

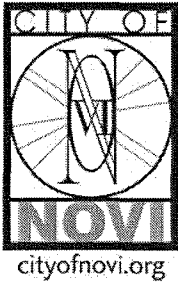
The City reserves the right to accept any or all alternative proposals and award a contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; to subdivide the award, and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Novi.

Sue Morianti
Purchasing Manager

Notice Dated: November 7, 2011

NOTICE TO PROPOSERS:

The City of Novi officially distributes RFP documents through the Michigan Intergovernmental Trade Network (MITN). **Copies of proposal documents obtained from any other source are not considered official copies.** The City of Novi cannot guarantee the accuracy of any information not obtained from the MITN website and is not responsible for any errors contained by any information received from alternate sources. Only those vendors who obtain RFP documents from the MITN system are guaranteed access to receive addendum information, if such information is issued. If you obtained this document from a source other than the source indicated, it is recommended that you register on the MITN site, www.mitn.info and obtain an official copy.



**CITY OF NOVI
REQUEST FOR PROPOSALS**

**PRINTING & MAILING SERVICES
FOR UTILITY BILLS, TAX BILLS, AND ASSESSMENT NOTICES**

INSTRUCTIONS TO PROPOSERS

This RFP is issued by the Purchasing Office of the City of Novi.

IMPORTANT DATES

RFP Issue Date	November 7, 2011
Last Date for Questions	November 10, 2011 by 12:00 p.m. ET Please submit all questions via email to: Sue Morianti, Purchasing Manager smorianti@cityofnovi.org
Response Due Date	Thursday, November 17, 2011 by 2:00 P.M.

PROPOSAL SUBMITTALS

Please submit an **UNBOUND COMPLETED ORIGINAL and FOUR (4) copies** of each proposal **with fee proposals submitted in a separate sealed envelope**. **Do not include any fees in your technical proposal**. Original must be signed in ink. No other distribution of the proposals will be made by the Contractor. Proposals must be signed by an official authorized to bind the Contractor to its provisions.

FAILURE TO SUBMIT PRICING ON THE PROPOSAL FORM PROVIDED BY THE CITY OF NOVI MAY CAUSE THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND INELIGIBLE FOR AWARD.

CHANGES TO THE PROPOSAL/ADDENDUM

Should any prospective Proposer be in doubt as to the true meaning of any portion of the ITB, or should the Proposer find any patent ambiguity, inconsistency, or omission therein, the Proposer shall make a written request (via email) for official interpretation or correction. Such request shall be submitted to the staff member indicated above. The individual making the request shall be held responsible for its prompt delivery.

Such interpretation or correction, as well as any additional RFP provisions that the City may decide to include, will be made as an addendum, which will be posted on the MITN website at www.mitn.info. Any addendum issued by the City shall become part of the ITB and subsequent contract and shall be taken into account by each proposer in preparing its proposal. Only written addenda is binding. It is the Proposer's responsibility to be sure they have obtained all addenda. Receipt of all addenda must be acknowledged on proposal form.

SUBMISSION OF PROPOSAL

Proposals must be submitted in a sealed envelope. You may submit your sealed fee proposal in the same package as your technical proposal. **Outside of mailing envelope must be labeled with name of contractor and clearly labeled with the name of the RFP.** Failure to do so may result in a premature opening or failure to open such proposal.

To be considered, sealed proposals must arrive at City Clerks Office, on or before the specified time and date. There will be no exceptions to this requirement. Proposal is considered received when in the possession of the City Clerk. Contractors mailing proposals should allow ample time to ensure the timely delivery of their proposal. Proposals received after the closing date and time will not be accepted or considered. Faxed, emailed, or telephone proposals are not acceptable. The City of Novi shall not be held responsible for lost or misdirected proposals. The City reserves the right to postpone a RFP opening for its own convenience.

Proposals must be clearly prepared and legible and must be signed by an Authorized Representative of the submitting Company on the enclosed form. Proposals must show unit and total prices if requested. In case of mistakes in price extension, *unit pricing shall govern*. ANY CHANGES MADE ON PROPOSAL FORMS MUST BE INITIALED OR YOUR PROPOSAL MAY BE CONSIDERED NON-RESPONSIVE.

A proposal may be withdrawn by giving written notice to the Purchasing Manager before the stated due date/closing time. After the stated closing time, the proposal may not be withdrawn or canceled for a period of One Hundred and Twenty (120) days from closing time.

Failure to include in the proposal all information requested may be cause for rejection of the proposal.

Proposers are expected to examine all specifications and instructions. Failure to do so will be at the proposer's risk.

USE OF THE CITY LOGO IN YOUR PROPOSAL IS PROHIBITED.

No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City Novi upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.

EXCEPTIONS

The City will not accept changes or exceptions to the RFP documents/specifications unless Contractor indicates the change or exception in the "Exceptions" section of the proposal form. If Contractor neglects to make the notation on the proposal form but writes it somewhere else within the RFP documents and is awarded the contract, the change or exception will not be included as part of the contract. The original terms, conditions and specifications of the RFP documents will be applicable during the term of the contract.

RESPONSIVE PROPOSALS

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unit prices shall be submitted if space is provided on proposal form. In cases of mistakes in extension, the unit price shall govern. Accordingly, the City reserves the right to declare as non-responsive, and reject an incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is not provided. Any exceptions to the specifications must be noted on the proposal form.

SELECTION PROCESS

This document is a Request for Proposals. It differs from an Invitation to Bid in that the City is seeking a solution as described herein, and not a bid meeting firm specifications for the lowest price. As such the lowest price will not guarantee an award recommendation. Competitive sealed proposals will be evaluated based on criteria formulated around the most important features of the service, of which qualifications, experience, capacity and methodology, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a contractor's approach meets the desired requirements of the city. Those criteria that will be used and considered in evaluation for award are set forth in this document. The City will thoroughly review all proposals received. A contract will be awarded to a qualified contractor submitting the best proposal.

PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated using the following criteria:

1. Capacity to perform the work; resources, equipment, staff, current workload
2. Evaluation of firm, qualifications, & experience
3. Comparable projects; references
4. Description of work plan & timelines
5. Cost Proposal

CONTRACT PERIOD

The contract period will be for one (1) year. Upon mutual consent of the City of Novi and the successful proposer, the contract may be renewed two (2) times in one (1) year increments at the same terms and conditions of the original contract.

CONTRACT AWARD

The City reserves the right to accept any or all alternative proposals and award a contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; to subdivide the award, and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Novi.

The City may, from time to time, find it necessary to continue this contract on a month-to-month basis only, not to exceed a six (6) month period. Such month-to-month

extended periods shall be by mutual agreement of both parties, with all provisions of the original contract or any extension thereof remaining in full force and effect.

ESTIMATED QUANTITIES

Quantities stated are estimated and will be used for award purposes only. The numbers stated are based on past experience, and will change as accounts are added & deleted.

INVENTORY

The contractor will store the inventory of blank paper stock & envelopes at no charge to the City. At the conclusion of the contract, Contractor will ship, at no charge to the City of Novi, any un-used paper stock or envelopes to a location specified by the City of Novi.

DOWN PAYMENTS OR PRE-PAYMENTS

Any proposal received which requires a down-payment or pre-payment for services prior to work completion & acceptance will not be considered for award.

POSTAGE

The successful proposer is responsible for payment of postage. The City will reimburse the successful proposer for the actual cost of first class postage.

CONTRACT TERMINATION

The City may terminate and/or cancel this contract (or any part thereof) at any time during the term, any renewal, or any extension of this contract, upon thirty days (30) days written notice to the Contractor, for any reason, including convenience without incurring obligation or penalty of any kind. The effective date for termination or cancellation shall be clearly stated in the written notice.

The Contractor may terminate this contract by giving a minimum thirty (30) days written notice. The effective date for termination or cancellation shall be clearly stated in the written notice. If the contractor terminates the contract early or otherwise fails to fulfill the contract during the contract term, Contractor will be barred from doing business with the City of Novi for a minimum of three (3) years.

TAX EXEMPTION

It is understood that the City of Novi is a governmental unit, and as such, is exempt from the payment of all Michigan State Sales and Federal Excise taxes. Do not include such taxes in the proposal prices. The City will furnish the successful proposer with tax exemption certificates when requested. The City's tax-exempt number is 38-6032551.

TRANSFER OF CONTRACT/SUBCONTRACTING

The successful proposer will be prohibited from assigning, transferring, converting or otherwise disposing of the contract agreement to any other person, company or corporation without the expressed written consent of the City of Novi.

DISCLOSURE

All documents, specifications, and correspondence submitted to the City of Novi become the property of the City of Novi and are subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments hereto. This means that any informational material submitted as part of this ITB is available without redaction to any individual or organization upon request.

ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward and concise description of the proposer's ability to meet the requirements of the RFP. Emphasis should be on completeness and clarity of content. Included in the response must be a point by point response to the Requirements and other sections of the RFP. The City of Novi is not liable for any costs incurred by proposers prior to issuance of a contract.

NON-DISCRIMINATION

In the hiring of employees for the performance of work described in this RFQ and subsequent contract, neither the contractor, subcontractor, nor any person acting in their behalf shall by reason of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status discriminate against any person qualified to perform the work required in the execution of the contract.

INDEPENDENT PRICE DETERMINATION

By submission of a proposal, the offerer certifies, and in case of a joint proposal, each party hereto certifies as to its own organization, that in connection with the proposal:

(a) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other offerer or with any other Competitor; and

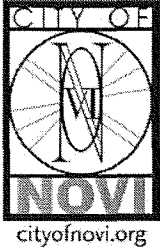
(b) No attempt has been made or will be made by the offerer to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

Each person signing the proposal certifies that:

(c) He is the person in the offerer's organization responsible within that organization for the decision as to prices being offered in the proposal and that he has not participated and will not participate in any action contrary to (a) and (b) above; or

(d) He is not the person in the offerer's organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in verifying that such persons have not participated, and will not participate, in any action contrary to (a) and (b) above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to (a) and (b) above.

A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify the above.



CITY OF NOVI
PRINTING & MAILING SERVICES
FOR UTILITY BILLS, TAX BILLS, AND ASSESSMENT NOTICES

SPECIFICATIONS

The City of Novi is seeking proposals for printing, folding, inserting, and mailing services for water & sewer bills (monthly), tax bills (two time annually), and change of assessment notices (once annually).

PART A – UTILITY BILL PRINTING & MAILING SERVICES

The City generates approximately 13,000 bills quarterly. Approximately 1/3 of the City is billed each month.

SCOPE OF WORK

- Supply stock for bills, mailing envelopes, return envelopes
- Print form on paper stock, print data on forms, fold, insert into mailing envelope along with return envelope and as-needed inserts.
- Contractor will use Contractor's postage machine and postal permit. City will reimburse contractor for postage.
- Contractor will be required to CASS certify the utility customer address data provided and pre-sort the mailings in order to ensure delivery, and utilize first class bulk rate mailing at the best possible rates.
- Contractor will provide Move Update service monthly through the USPS. Most of the City's accounts are in the name of "Occupant". Move Update services will only be necessary on the accounts in the name of actual residents/owners.
- Contractor will deliver sorted bills to Post Office.
- Contractor must be able to process data from a BS&A.net export file.
- Data file for House Holding/Multiple Bill Mailings can be sent in a separate file
- City may require a recap report detailing the total number of bills processed along with a breakdown of the dollar amount by line item
- Contractor must be able and willing to meet with the City and their bank to ensure the bill is an acceptable format for lockbox processing and provide test bills.
- Additional consideration will be given to the Contractor that has offices and a principal location in the State of Michigan.

PROCESSING TIME

The successful proposer will process and deliver the bills monthly to the Post office no later than 3 days after the data is electronically submitted to the Contractor by the City of Novi.

SPECIFICATIONS

Water & Sewer Bills	8-1/2" x 11", 50# Offset White with Bottom Perforation. Printed one side, blue & black ink
#10 Double Window Envelopes	24# white wove, indicia printed on front (with contractor's permit number), black ink. Please note size and placement of windows on sample attached.
#9 Regular Return Envelope	24# White wove, printed one side, black ink
As-needed inserts	8-1/2" x 11" or 8-1/2 x 5-1/2", 24# white or color paper, printed one side, black ink

PART B - TAX BILLS

The City of Novi is seeking proposals for printing, folding, inserting, and mailing tax bills twice per year (June and November).

SCOPE OF WORK

- Print tax form. Provide the City with approximately 550 blank forms annually.
- Print tax data on pre-printed form. Data can be provided as a BS&A .Net export file or as a PDF file.
- There are approximately 1200 bills for each tax season which will not be mailed. These will be batched by billing code at the beginning or end of the data file for ease of identification and the contractor will separate them from the bills to be mailed. These bills will not be folded or inserted in mailing envelopes. **If contractor is located within 20 miles of the City, the Assistant Treasurer will come to your site and pick up these bills after they are printed. If the contractor is located more than 20 miles from the City, please include a cost for shipping these bills to the City of Novi, Attention: Bev Valente, 45175 W. Ten Mile Road, Novi, MI 48375.**
- Print mailing envelopes & return envelopes with all required information for proper mailing. Stock envelopes will be stored at contractor's site at no additional charge.
- Print additional inserts when requested

- Fold & insert tax bill, return envelope, and any necessary inserts into mailing envelope
- Sort, bag, and properly process so the bills can be mailed. The City prefers that the same contractor provide the printing and mailing services.
- Contractor will be required to CASS certify the customer address data provided and pre-sort the mailings in order to ensure delivery, and utilize first class bulk rate mailing at the best possible rates.
- Contractor will deliver bills to U.S. Post Office.
- The City may request a recap report detailing the total number of bills processed as well as a breakdown of the dollar amount charged by line item.
- Contractor must be able and willing to meet with the City and their bank to ensure the bill is an acceptable format for lockbox processing and provide test bills.
- Additional consideration will be given to the Contractor that has offices and a principal location in the State of Michigan.
- Contractor must be able to process data from a BS&A.net export file.

SPECIFICATIONS

Tax Bill Forms	8-1/2" x 11" 24# MICR paper stock, perforated, printed 2 sides (3 colors on front, black only on back). The ink colors on the front are different for each tax season.
#10 Single Window Envelope	24# White wove, printed on one side with City's return address and indicia printed, black ink.
#9 Regular Return Envelope	24# white wove, printed one side with Lockbox address, black ink
As-needed inserts	8-1/2" x 11", 24# bond, white or color paper, printed one side or two-sided, black ink

PROCESSING TIME

From date of receipt of the data file, Contractor will have 3 business days to deliver the bills to the Post Office.

PART C - CHANGE OF ASSESSMENT NOTICES (once per year in February)

SCOPE OF WORK

- Print 2-sided change of assessment notices. Notices for the front of the notice are provided as an 18,000 page PDF. Text to be printed on the back will be provided as a one (1) page PDF.
- Print mailing envelopes with all information that is required for proper mailing. Stock envelopes are to be stored at contractor's site at no additional charge.
- Print additional inserts when requested
- Fold & insert notice and any necessary insert(s) in mailing envelope.
- Sort, bag, and properly process notices for mailing. The City prefers that the same contractor provide the printing and mailing services.
- Contractor will be required to CASS certify the customer address data provided and pre-sort the mailings in order to ensure delivery, and utilize first class bulk rate mailing at the best possible rates
- Contractor will deliver notices to Post Office
- The City will request a recap report detailing the total number of notices processed as well as a breakdown of the dollar amount charged by line item.
- Prior to final printing, contractor will provide a 5-page sample to the Assessor for review and approval. The Assessor will review and approve within one (1) business day.

PROCESSING TIME

From date of receipt of the data file, Contractor will have 5-7 calendar days to deliver the notices to the Post Office. Due to statutory mailing requirements, the postmarks must be February 20th or before. The City will provide the PDF files to the contractor no later than February 13th.

SPECIFICATIONS

Change of Assessment Notices	70# offset white, printed two-sided, black ink
#10 Single Window Envelopes	24# White wove, printed one side, with logo/return address and indicia, black ink,
As-needed inserts	8-1/2" x 11", 24# white or color paper, printed one side or two-sided, black ink