



CITY of NOVI CITY COUNCIL

**Agenda Item L
January 8, 2018**

SUBJECT: Approval of contract award for printing and mailing services for utility bills, tax bills, assessment notices, and personal property statements to Whitlock Business Systems for the estimated amount of \$22,486.

SUBMITTING DEPARTMENT: Treasury/Assessing

CITY MANAGER APPROVAL: 

EXPENDITURE REQUIRED	\$ 22,486
AMOUNT BUDGETED	\$11,000 (592-592.00-740.592) \$27,500 (101-253.00-740.300) \$23,000 (101-209.00-740.209)
APPROPRIATION REQUIRED	N/A
LINE ITEM NUMBER	592-592.00-740.592 101-253.00-740.300 101-209.00-740.209

BACKGROUND INFORMATION:

A Request for Proposal (RFP) was posted on the Michigan Intergovernmental Trade Network (MITN) website. Email notices were sent to 130 companies registered for printing and mailing services. In response, we received six proposals. Evaluations were 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. Based on the evaluation ranking, the fee proposals of the top two were opened and considered.

Whitlock ranked highest in the evaluation process and is the current supplier of this service to the City. They have provided excellent service to date and we have been pleased with their performance levels, responsiveness and programming expertise, in addition to the quality and timely delivery of their printing products. KCI is unable to meet our production and delivery schedule requirements. Therefore, staff is recommending the award of this contract to Whitlock Business Systems for two (2) years with two (2) one (1)-year renewal options.

Cumulative Evaluation Totals						
Company Name	Data Integrators	FP Horak Co	IDS	KCI	Lasercom	Whitlock
Total	630	700	1025	1475	480	1990
Rank				2		1

Fee Proposals for Top Ranked Firms		
Printing & Mailing Services	Whitlock	KCI
Evaluation Ranking	1	2
Part A - Utility Bills	\$ 10,846	\$ 9,300
Part B - Tax Bills	\$ 8,468	\$ 5,856
Part C - Assessment Notices	\$ 2,178	\$ 1,733
Part D - Personal Property Statements	\$ 994	\$ 1,195
Total Annual	\$ 22,486	\$ 18,084

RECOMMENDED ACTION: Approval of contract award for printing and mailing services for utility bills, tax bills, assessment notices, and personal property statements to Whitlock Business Systems for the estimated annual amount of \$22,486.



commercial printing ■ digital printing ■ large format ■ graphic design
e-procurement ■ mailing ■ digital books ■ promotional products

December 6, 2017

Ms. Sue Morianti
Purchasing Manager
City of Novi
45175 W. Ten Mile Road
Novi, MI 48375-3024

RE: Printing and Mailing Services for Utility Bills, Tax Bills, Assessment Change Notices and Personal Property Statements

Dear Ms. Morianti,

Whitlock Business Systems is pleased to present our bid for the above mentioned projects. As the current vendor, we are well aware of the importance of accuracy, quality and timeliness of each of these projects and we hope the City of Novi continues to entrust Whitlock with this work.

Should you have any questions, please do not hesitate to contact me.

Thank you again for the opportunity bid on these projects. We look forward to your final decision.

Sincerely,

Karen M. Cove
Account Manager



275 East Twelve Mile Road, Madison Heights, MI 48071 ■ 800.927.8774 ■ 248.548.1040

www.wbsusa.com



ORIGINAL



CITY OF NOVI

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

FEE PROPOSAL

The undersigned proposes to furnish all labor, materials, & equipment to provide printing & mailing services per the specifications attached.

PART A – UTILITY BILLING (MONTHLY)

Description	Estimated Quantity (Annual)	Unit Price (Each)	Total Price
Provide & print utility bill form (50# offset white, bottom perforated)– offset printed, black, blue & gold, one side	56,000	\$ 0.0275	\$ 1,540.00
Provide & print mailing envelopes (white 24# #10 large window) – print with indicia, one side, black ink	56,000	\$ 0.0341	\$ 1,909.60
Provide & Print return envelopes (white 24# #9 regular)– print one side, black ink	56,000	\$ 0.0319	\$ 1,786.40
Print data on pre-printed form - Print data on offset-printed blank paper stock, print front only, black ink	56,000	\$ 0.033	\$ 1,848.00
Mail Service – Fold, insert utility bill and return envelope, sort & deliver to post office (do not include postage)	56,000	\$ 0.0517	\$ 2,895.20
Move updates	50	\$ nc	\$ 0.00
House Holding/Multiple Bill Envelope – 9 X 12 envelope	5000	\$ 0.165	\$ 825.00
House Holding /Multiple Bill Envelope -10 x 13 envelope	200	\$ 0.209	\$ 41.80
TOTAL ANNUAL COST			\$ 10,846.00

OTHER COSTS:

Description	Estimated Quantity	Unit Price (per thousand)	Total Price
Set-up - One Time account Set Up	1	\$ waived	\$ 0.00
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" , 24# white paper, printed one side, black ink	14,000 annually	\$ 44.00	\$ 616.00
Print & insert additional notice -8-1/2" x 11" , 24# color paper, printed one side, black ink	14,000 annually	\$ 55.00	\$ 770.00
Print & insert additional notice - 8-1/2" x 5.5" , 24# white paper, printed one side, black ink	14,000 annually	\$ 22.00	\$ 308.00
Print & insert additional notice - 8-1/2" x 5.5" , 24# color paper, printed one side, black ink	14,000 annually	\$ 27.50	385.00
Print & insert additional notice - 11X17" , 24# white , printed both sides, black ink, folded	14,000 annually	\$ 187.00	\$ 2,618.00
Print & insert additional notice - 11X17" , 24# color, printed both sides, black ink, folded	14,000 annually	\$ 209.00	\$ 2,926.00
Postage	56,000 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)

- (X) 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).

PART B – TAX BILLS (JUNE & NOVEMBER)

Item Description	Estimated Quantity (Annual)	Unit Price (Each)	Total Price
Provide & print mailing envelopes (#10 single window, 24# white, black ink)	40,000	\$ 0.0385	\$ 1,540.00
Provide & print return envelopes (#9 regular, 24# white, black ink)	40,000	\$ 0.033	\$ 1,320.00
Provide & print tax bill forms (8-1/2" x 11", white, 24# MICR, perforated), Black + one color (2 sided)	40,000	\$ 0.055	\$ 2,200.00
Print data on tax bill forms – one side, black ink	40,000	\$ 0.033	\$ 1,320.00
Mail Service – Fold, insert notice and return envelope into mailing envelope, bag, sort, deliver to Post Office (do not include postage)	40,000	\$ 0.0517	\$ 2,068.00
Cost of mailing the "Billing Coded" bills (estimated at 1200 per tax season) to the Assistant Treasurer if	2 times	\$ 10.00	\$ 20.00

contractor is more than 20 miles from the City			
TOTAL ANNUAL COST			\$ 8,468.00

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", 24# white, one sided, black ink	40,000 annually	\$ 0.044	\$ 1,760.00
Print & insert additional notice – 8-1/2" x 11", 24# color paper, one side, black ink	40,000 annually	\$ 0.055	\$ 2,200.00
Print & insert additional notice – 8-1/2" x 11", 24# color paper, two sides, black ink	40,000 annually	\$ 0.0825	\$ 3,300.00
Postage	40,000 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

- (X) 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 B: (All exceptions to the specifications MUST be listed here or attached as an additional sheet)

PART C - CHANGE OF ASSESSMENT NOTICES (FEBRUARY)

Description	Estimated Quantity (Annual)	Unit Price (Each)	Total Price
Provide & print Change of Assessment Notices (8-1/2" x 11", 70# white offset, printed two sides, black ink)	18,000	\$ 0.121	\$ 2,178.00
Provide & print Mailing Envelopes (#10 single window, 24# white, printed one side, black ink)	18,000	\$ nc	\$ incl above
Mailing Services- Fold, insert in mailing envelope, sort, deliver to Post Office	18,000	\$ nc	\$ incl above
TOTAL ANNUAL PRICE			\$ 2,178.00

OTHER COSTS:

Description	Estimated Quantity	Unit Price (Each)	Total Price
Set-Up One-time account set up	1	\$ nc	\$ incl above
Print & insert additional notice – 8-1/2" x 11", 24# white, printed one side, black ink	18,000 annually	\$ 0.044	\$ 792.00
Print & insert additional notice – 8-1/2" x 11, 24# color paper, printed one side, black ink,	18,000 annually	\$ 0.055	\$ 990.00
Print & insert additional notice – 8-1/2" x 11, color paper, printed two sides, black ink	18,000 annually	\$ 0.0825	\$ 1,485.00
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

- (X) 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)

PART D – PERSONAL PROPERTY STATEMENTS (ONCE PER YEAR)

Description	Estimated Quantity (Annual)	Unit Price (Each)	Total Price
Provide & print Personal Property Statements (11" x 17" sheet, 20# white, printed two sides, black ink)	2,600	\$ 0.363	\$ 943.80
Provide & print PPS Instructions (11" x 17" sheet, 20# white, printed two sides, black ink)	2,600	\$ nc	\$ incl above
Provide & print generic Michigan Form 5076 (8-1/2 x 11, 20# white, printed one side, black ink)	2,600	\$ nc	\$ incl above
Provide & print Mailing Envelopes (#10 large window envelope, 24# white, printed one side, black ink)	2,600	\$ nc	\$ incl above
Mailing Services- Fold forms, insert in mailing envelope, sort, deliver to Post Office	2,600	\$ nc	\$ incl above
Set up		\$ 50.00	\$ 50.00
TOTAL ANNUAL PRICE			\$ 993.80
Postage	2,600 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

- (X) 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 D: (All exceptions to the specifications MUST be listed here)

We have acknowledged the addenda in our technical proposal: Yes X No _____

NON-IRAN LINKED BUSINESS

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1) that I am duly authorized to legally bind the company submitting this proposal; and (2) that the company submitting this proposal is not an "Iran linked business," as that term is defined in Section 2(e) of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) That I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

This proposal submitted by:

Company name _____ Whitlock Business Systems _____

Address ____ 275 E 12 Mile Rd _____

City State Zip ____ Madison Heights MI 48237 _____

Telephone ____ 248-548-1040 _____ Fax ____ 248-548-5989 _____

Agent's name ____ Karen Cove _____

Agent's signature _____

Date ____ December 6, 2017 _____



CITY OF NOVI

CONTRACTOR QUESTIONNAIRE

PRINTING & MAILING SERVICES

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

Name of Firm _____Whitlock Business Systems _____

Address: _____275 E 12 Mile Road _____

City, State Zip ____Madison Heights MI 48071_____

Telephone ____248-548-1040____ Fax _____ 248-545-5989 _____

Website ____ www.wbsusa.com _____

1. Organizational structure: Corporation, Partnership, etc. ____Corporation_____

2. Firm established: __1982_____

3. Has your firm filed for Chapter 7 or Chapter 11 within the last ten (10) years?

No __X__ Yes _____ Reason: _____

4. Under what other or former names has your organization operated?

____360 Services International_____

5. How many full time employees? ____52_____ Part time? ____25_____

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 City of Burton, City of Dearborn Hgts, Northville Twp, City of Southfield, Brownstown Township, City of Birmingham, City of Fraser, Grosse Pointe Farms, Grosse Pointe Park, Redford Township, VanBuren Township, City of Woodhaven

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: 275 E 12 Mile Road, Madison Heights, MI 48071

11. How many years has your company been providing Printing & Mailing Services? over 20 years

12. Do you intend to subcontract any part of this contract? yes If so, what part and to whom? Envelope printing (Husky Envelope), offset printing (Stylecraft Printing)

13. How many clients does your company currently service with the type of services described? Tax bills - 14, Water bills - 7, Assessment Change Notices - 9, Personal Property Statements - 30.

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

Account and Program Manager: Karen Cove 248-548-1040 ext. 285

Production Control: Jackie Bryant 248-548-1040 ext. 205

Accounts payable: Lisa Kokotovich 248-548-1040 ext. 226

Back-up Contact: Sam Yamin 248-548-1040 ext. 228

16. Provide a timeline detailing the initial set-up phase through City approval of the billing layout. See attached Print and Mailing Procedures document. Whitlock Business Systems is in the unique position, as the current vendor, that set-up was completed at the inception of our contract, so this step is complete.

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

24 hour "window" for data processing

24 hour "window" for data printing

24 hour "window" for folding, inserting and delivery to post office

Post office normally delivers mail in Metro Detroit area within 24 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?

See attached Whitlock Disaster Recovery policy

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?

Counts are confirmed with client. Counts must be matched by printer operator, folder operator, inserting operator and also mailing reports.

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

21. Are you able to accept payment via credit card? yes If yes, please indicate type and amount of additional fees (if any) No additional fees

22. 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 work described in this RFP.

Company City of Novi
Address 45175 W. Ten Mile Road, Novi, MI 48375
Phone 248-347-0444
Contact name Tina Glenn

Type of work done Tax Bills, Utility Bills, Personal Property Stmt's, Assessment Change Notices

Company Brownstown Township
Address 21313 Telegraph Road
Phone 734-675-2506 Contact name Cynthia Majlinger
Type of work done Tax Bills

Company City of Southfield
Address 26000 Evergreen Road
Phone 248-796-5204 Contact name Kathy Hicks
Type of work done Tax Bills, Personal Property Statements, Assessment Change Notices

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

No Yes

24. 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:



Agent's Name (please print: Karen Cove)

Agent's Title: Account Manager

Email Address: karen@wbsusa.com

Date: December 5, 2017

Whitlock Business Systems Print and Mailing 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 client journal. This journal is accessible to both the CSR, production personnel and the salesperson on the account. Any of these folks are able to update the journal with any pertinent information so that everyone working on the account is up-to-date on any changes. Each week all production personnel attend a mandatory meeting and review the all current and expected production, to be certain all departments are aware of current quantities 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 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 USPS Metroplex in Pontiac, Michigan.

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

We have multiple digital laser printers, folders and inserting machines. This redundancy allows us to be our own back up for any machine malfunctions. In the rare occasion of a complete electrical failure at our facility, we also have Disaster Recovery procedures in effect.

Whitlock Disaster Recovery Policy

This document describes the Whitlock Disaster Recovery program effective January 1, 2012.

Policy:

1. Overview

Whitlock Business Systems recognizes that Disaster Recovery is an integral part of our responsibilities to our clients to ensure the least amount of interruption should a natural or other disaster occur. Should a disaster, of any magnitude, occur, we have positioned ourselves with other industry leaders to safeguard against damaging disruptions in service to our customers.

2. Scope

Our internal system is capable of exchanging the following EDI: All print files, background forms and processing programs.

Our internal software and data files are backed up daily and an offsite running copy of all systems is maintained, using secure data transmission protocol.

Extensive backup up print and mail capabilities is maintained through reciprocal agreements with other securitized trade partners for printing and mailing documents, should the need arise.

3. Redundancy

Whitlock Business Systems has a second location in Lansing, MI. In the event of a disaster in our Madison Heights, MI location, we have the exact capabilities in this second location. This will allow us no disruption in service for our clients.