



REQUEST FOR PROPOSALS

Printing and Mailing of Bills, Statements and Notices
RFP #2010-3167-0211
November 2, 2009

City of Newport News, Dept. of Purchasing
2400 Washington Avenue, 4th Floor, City Hall
Newport News, VA 23607

Phone: (757) 926-8721/ Fax: (757) 926-8038
www.nngov.com/purchasing

Scope of Work: To Engage A Qualified Firm To provide printing and mailing services of bills, statements and overdue notices for the City of Newport News, Offices of the Treasurer and Commissioner of the Revenue. Separate contracts for similar services may also be established for other City Departments and to other jurisdictions as a Cooperative.

Proposals Due: November 24, 2009, at Close of Business

Contract Officer: _____
Greg Smith, CPPB, Business Analyst; (757) 926-8035

AN ORIGINAL AND FIVE (5) COPIES OF YOUR SUBMITTAL ARE REQUESTED

In compliance with this Request for Proposals, and subject to all the conditions thereof, the undersigned offers to furnish the services requested and certifies he has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below.

Company Name: _____

Address: _____

City/State/Zip: _____

Telephone: _____ FAX No.: _____

Email address _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

This form must be signed. All signatures must be original and not photocopies.

Conditions and Instructions

RFP Rev. 09-09-08

1. All proposals must be submitted on and in accordance with this form. If more space is required to furnish a description of the commodities and/or services offered or delivery terms, the offeror may attach a letter hereto that will be made a part of the proposal. All proposals must be submitted in a sealed envelope plainly marked using RFP number, date and time.
2. It will be the responsibility of the offeror to see that his proposal is in this office by the specified time and date. Date of postmark will not be considered. Telephone, electronic, fax and verbal offers will not be accepted.
3. Prices, if requested, should be stated in units of quantity specified, less federal, state, and local taxes.
4. The offeror certifies by signing this proposal that this proposal is made without prior understanding, agreement or accord with any other person submitting a proposal for the same product or service and that this proposal is in all respects bona fide, fair and not the result of any act of fraud or collusion with another person engaged in the same line of business or commerce. Any false statement hereunder constitutes a felony and can result in a fine and imprisonment as well as civil damages.
5. In event of default by the offeror, the City reserves the right to procure the commodities and/or services from other sources, and hold the offeror liable for any excess cost occasioned thereby. If, however, public necessity requires use of materials or supplies not conforming to the specifications, they may be accepted and payment therefore shall be made at a proper reduction in price.
6. Availability of Funds: A contract shall be deemed executory only to the extent of appropriations available to each Department for the purchase of such articles or services. The City's extended obligations on those contracts that envision extended funding through successive fiscal periods shall be contingent upon actual appropriations for the following years.
7. The offeror guarantees to save the City, its agents or employees, harmless from liability of any nature or kind, for use of any copyright, composition, secret process, patented or unpatented invention, articles or appliances furnished or used in the performance of the contract, or which the offeror is not the patentee, assignee, or licensee.
8. All proposals must be signed with the firm name and by a responsible officer or employee. Obligations assumed by such signature must be fulfilled.
9. By signing this proposal, the offeror assigns to the City of Newport News any and all rights that he may have under the antitrust laws of the United States and the Commonwealth of Virginia in any way arising from or pertaining to this offer. This provision is remedial in nature and is to be liberally construed by any court in favor of the City of Newport News.
10. Appeals Procedure: Upon request, administrative appeals information will be provided which shall be used for hearing protests of a decision to award or an award, appeals from refusals to allow withdrawal of proposals, appeals from disqualifications and determinations of non-responsibility and appeals from decisions or disputes arising during the performance of a contract.
11. **Non-Discrimination:** During the performance of this contract, the successful bidder agrees as follows:
 - a. He will not discriminate against any employees or applicants for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by

state law relating to discrimination in employment, except where one or more of these are a bona fide occupational qualification reasonable necessary to the normal operations of the contractor. The contractor agrees to post in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

- b. The contractor will be and state that he is an equal opportunity employer in all solicitations or advertisements for employees.
- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

The contractor will include the provisions of the foregoing paragraphs, (a), (b) and (c) in every subcontract or purchase order of over ten thousand dollars so that the provisions will be binding upon each subcontractor or vendor.

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

This public body does not discriminate against faith-based organizations

For the purposes of this subsection, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this subsection, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract

- 12. Direct contact with City Department, other than Purchasing, on the subject of this proposal is expressly forbidden except with the foreknowledge and permission of the contracting officer.
- 13. Assignment of Contract: A contract shall not be assignable by the Contractor in whole or in part without the written consent of the City of Newport News.
- 14. Applicable Law and Courts: Any purchase order/contract resulting from this solicitation shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations. These Conditions and Instructions shall be applicable to the extent that they are non-contradictory to the proposal terms and/or instructions on the following pages. **The contractor certifies that he does not and shall not during the performance of the contract for goods or services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986, as amended.**

Every business must register with the Virginia State Corporation Commission before transacting business in Virginia.

15. If City Hall is closed for business at the time scheduled for the proposal opening, sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.
16. If you have obtained this solicitation from our web page or from a source other than directly from the City of Newport News, it is the offeror's responsibility to check with our office prior to submitting your offer to ensure that you have a complete, up-to-date package. The Purchasing Department takes no responsibility to ensure any interested offeror has obtained any outstanding addenda

The original copy maintained at our offices, in the bid/proposal file folder, shall be considered the official copy. In the case of any inconsistency between bid/proposal documents submitted to the City, but not clearly listed on the exception page of the document as an exception by the offeror, the language of the official copy shall prevail. Furthermore, any exception or changes to the specifications made by the offeror may be cause to disqualify your bid/proposal.

17. Cancellation: The City may cancel the contract at its convenience, without penalty, at any time by giving thirty (30) days written notice or may cancel the contract immediately for violations of safety or rules of ethics. The City may cancel a contract thirty (30) days after the City has given a written request for a cure for vendor non-performance if such cure has not occurred. Cancellation shall not release the vendor from legal remedies available to the City. If the contract is an extended term contract, after completion of the first contract period, either party may cancel the contract without penalty. Written notice of such termination shall be made a minimum of sixty (60) days prior to its effective date.
18. Cooperative Procurement: This procurement is being conducted on behalf of other public bodies, in accordance with § 2.2-4304 (A) of the Code of Virginia. As a result of this solicitation, any public body within the Commonwealth of Virginia may contract for these same goods/services, at the same prices and terms, without further solicitation, from the selected Contractor.
19. **Submit questions regarding the RFP in writing to Greg Smith, CPPB, Senior Buyer, no less than five (5) days prior to the closing date of the Request For Proposal. Questions may be transmitted by facsimile (757) 926-8038 or email gsmith@nngov.com.**

It is the policy of the City of Newport News to facilitate the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities and to encourage their participation in the City's procurement activities. Toward that end, the City of Newport News encourages these firms to compete and encourages non-minority firms to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities. The Offeror is requested to indicate how such businesses shall be utilized in the performance of this contract.

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Since it is the intent of the City to promote small businesses (SBE), minority businesses (MBE), and women-owned businesses (WBE), you are **requested** to report the percentage of dollars which will be **sub-contracted** to each of the business classifications pertaining to this contract. If you should sub-contract with SBE's, MBE's and WBE's, list the dollar figures separately for each general classification.

This will enable the City to track the amount of business the City does with small, minority and women-owned businesses. Without your cooperation it would be very difficult to fully understand the City's performance in this important segment of the market. Indicate your figures below and return this form to the Purchasing Department **with your proposal response package.**

If you are not subcontracting, even if you are a S/M/WBE, put zeros in the spaces below.

% of SBE Dollars to be Sub-contracted % _____

% of MBE Dollars to be Sub-contracted % _____

% of WBE Dollars to be Sub-contracted % _____

Anti-Collusion Certification

The offeror certifies that this proposal response is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same product and that this proposal is in all respects bona fide, fair and not the result of any act of fraud or collusion with another person or firm engaged in the same line of business or commerce. The offeror understands collusive bidding is a violation of Federal Law and that any false statement hereunder constitutes a felony and can result in fines, imprisonment, as well as civil damages. The offeror also understands that failure to sign this statement will make the proposal non-responsive and unqualified for award.

Signed: _____

Date: _____

Name of Company: _____

**Printing and Mailing Services
For City Treasurer and Commissioner of the Revenue**

I. PURPOSE

It is the purpose of this Request For Proposals (RFP) to select a firm to provide printing and mailing services for the City of Newport News, Offices of the Treasurer and Commissioner of the Revenue. Large mailings for other departments may also be added to the resultant contract, depending upon final negotiation and other considerations.

II. BACKGROUND

Among other duties, the Offices of the Treasurer and Commissioner of the Revenue (OT/COR) have the responsibility of notifying the businesses and citizens of the City of Newport News of moneys due the City. The primary method of providing that notification is by use of printed documents mailed through the U. S. Postal Service (USPS).

The documents include (but may not be limited to):

1. Personal Property Tax Bills mailed in April and October of each year, this would be inclusive of Supplement tax bills generated with the same due date. The range would be between 110,000 – 150,000 for each mailing.
2. Personal Property Tax Bill Supplements (excludes June 5 and December 5 supplements) assessed each month. The range would be between 50 – 2,000 for each mailing.
3. Real Estate/Stormwater Management Bills in April and October of each year. The range would be between 15,000 – 25,000.
4. Real Estate Tax Bills on an ‘As Needed’ basis. The range would be between 50 – 2,000 for each mailing.
5. Stormwater Management Fees in April and October of each year. The range would be between 2,000 – 5,000 for each mailing.
6. Delinquent Tax Bills (Second Notices) (Personal Property, Real Estate and Stormwater Management Fee). This is normally mailed mid-June and mid-December of each year. This range would be between 30,000 – 50,000 for each mailing. Monthly delinquent bills are also mailed. Range would normally be 1,000 – 4,000.
7. Personal Property Returns (COR 1) mailed in late December. Possible modification could be required to include the return with the December 5 due personal property tax bills. The range would be between 140,000 – 170,000.

8. Personal Property Returns (COR 2) Supplements assessed each month. The range would be between 2,000 – 5,000 for each mailing.
9. Tangible Property Returns (COR 3) mailed end of December of each year. The range would be between 5,000 – 20,000.
10. Tangible Property Returns (COR 4) mailed end of December of each year. The range would be between 5,000 – 20,000.
11. Tangible Property Returns (COR 5) mailed end of December of each year. The range would be between 100 – 500.
12. Business License Applications (COR 6) mailed end of December of each year. The range would be between 8,000 – 15,000.
13. Business Related Tax Vouchers (COR 7) mailed end of December of each year. The range would be between 5,000 – 15,000.
14. Proposed Animal License Registrations mailed October of each year. The range would be between 5,000 – 10,000.
15. Proposed Fire Code Enforcement Fee mailed in October of each year. The range would be between 1,000 – 2,500.
16. Proposed Delinquent Tax Bills (Third Notice) (Personal Property). This is normally mailed beginning of July and beginning of January of each year. This range would be between 20,000 – 40,000 for each mailing. Monthly delinquent bills are also mailed. Range would normally be 1,000 – 3,000.

Currently, these and other documents are outsourced for processing by DataMatx in Ashland, Virginia. That contract expires January 31, 2010 with no remaining renewals available.

In addition to the above OT/COR requirements above, the City is interested in identifying and implementing other opportunities within the City that may similarly be processed.

III. SCOPE OF WORK

For the Office of the Treasurer and the Commissioner of the Revenue

A. GENERAL:

The Contractor shall provide printing and mailing services for Personal Property Tax Bills, Personal Property Tax Bill Supplements, Real Estate Tax Bills, Stormwater Management Fees, Delinquent Tax Bills (personal property, real estate and stormwater management fee), Personal Property Returns (COR 1), Personal Property Return Supplements (COR 2), Tangible Property Returns (COR 3), Tangible Property Returns (COR 4), Tangible Property Returns (COR 5), Business License Applications (COR 6), Business Related Tax Vouchers (COR 7), and Proposed Animal License Registrations, Fire Code Enforcement Fees and Personal Property Third Notices.

Mailing of above items is time sensitive, as set forth in Pricing Sheet. Exact mailing date for each submitted job will be provided by OT/COR at time of transmission of information. Ample time will be provided by OT/COR between transmission and mail date. Submitted job is processed, printed and mailed with single items mailed out efficiently and multi-items mailed correlated by zip code, address and name correctly.

Contractor must be capable of consolidating two (2) sets of data files into one (1) notice and/or consolidating two (2) sets of notices into one envelope for mailing.

Contractor shall be responsible for and agree to furnish all labor, materials, equipment, quality control procedures and supervision required for completion in a superior and professional manner.

OT/COR reserves right to view completed sample of each type of mailing prior to the printing of such mailings.

B. COMPUTER PROCESSING

Contractor will be provided with the information data for each account and the current mailing address by means of compressed data transfer. Contractor must have capability to retrieve this information. Contractor shall process the information data received through a Coding Accuracy Support System (CASS) to certify the list and code of each record with carrier route, zip code plus four and Delivery Point Barcode (DPBC). Contractor will standardize records, remove punctuation and enhance lists where reasonably possible. Contractor will process submitted data file through the National Change of Address service provided by the United States Postal Service, when requested by OT/COR.

Contractor shall provide an Internet-based project visibility, control and tracking system that provide real-time, interactive information on document production projects indicating the production status of a production job and providing process reports on demand to OT/COR. Web-based process control system should allow OT/COR to initiate job activity, electronically transfer data files, add/delete/update new jobs, monitor design and production output, review data and images processing, approve final production, pull and/or hold final job production and delivery, and view all United States Postal Service mailing reports. Web-based production control system should be zero footprint and require no special hardware or software products by the OT/COR.

Contractor must provide access to archive submitted jobs via the Internet with the ability to e-mail and/or print an exact replica of the submitted document(s). Contractor will maintain the necessary computer equipment to transfer data, and shall make all necessary software changes for computer processing and printing at no additional cost.

C. SAMPLES

Actual Sample documents for viewing are available to Offerors. Offeror may view samples at the Purchasing Department, 4th Floor City Hall, 2400 Washington Ave., Newport News, VA 23607. As an alternate, the offeror may provide the Purchasing office with a postage-prepaid, self-addressed envelope, and the samples can be mailed. Offerors must allow sufficient time for the samples to be assembled and mailed; the City shall not be responsible for any delays in providing the samples.

The samples indicate the source files provided by OT/COR for the City of Newport News and suggested formats for each type of correspondence required. The City will consider reformatted configurations to fit 8½” x 11” paper. Contractor will provide, at no charge, minor design changes as requested by OT/COR. Input fields are mapped to the sample forms. Where input lengths exceed output lengths, the logic should be as follows: (1) for alphanumeric fields, left justify and truncate and (2) for numeric fields, right justify and remove leading zeros. As Contractor, equipment and capability may vary, Offerors should regard the sample outputs as guidelines, and provide responses that include samples to be produced. Font types and sizes may vary, but font should be uniform within a section of correspondence. OCRV Scan Line must be in exact position for items having scan line using the standardized OCR A and/or B fonts. While the samples provided can be derived from the inputs without processing, the City would prefer a Contractor who can demonstrate the ability to accumulate totals, aggregate on field value change and control format based on field contents and types.

D. PRINTING

All transmitted information jobs and envelopes must be printed on a high quality laser printer using ‘OCR’ fonts for a remittance processor, postal fonts with bar codes for addresses and ‘UPC’ fonts for bar codes to work with scanners. Contractor shall maintain the ability to print

variable messages on the requested job, when such messages are provided and to change message(s) on a submitted job when requested in writing by OT/COR.

E. SUPPLIES

Contractor shall provide:

1. Sufficient stationary (type as noted on 'Pricing Sheet') on which to print transmitted job.
2. Mailing window envelope with appropriate return address. This may be a customized envelope. Special wording may be included on back of envelope on instruction from OT/COR.
3. Return windowless envelope with three lines for return address and appropriate mailing address, as designated by OT/COR. This may be a customized envelope. Special wording may be included in space below return address, as designated by OT/COR.
4. The printing of any inserts as designated by OT/CORs which are to be included in the mailing. Content and paper color specifications to be provided by OT/COR.
5. Necessary equipment and supplies for completion of each submitted job in time frame provided.

OT/COR may provide pre-printed inserts for designated submitted jobs.

OT/COR shall not be charged for supplies not related to submitted jobs. Contractor shall be responsible for the cost of supplies until the supplies are used for a submitted job. Record of costs of supplies and postage usage shall be submitted to OT/COR each month.

F. POSTAL

The Contractor shall:

1. Maintain the necessary postal equipment to affix postage to each item.
2. Maintain the necessary software essential to receive the largest postage discounts and shall maintain up-to-date knowledge to all United States mail regulations regarding First Class postage.
3. Utilize bar coding and arrange/sort the mail to qualify for the lowest postage rate consistent with the United States Postal Service standards.
4. Maintain the necessary documentation and equipment to track the submitted job from the time transmission from OT/COR to delivery to the United States Postal Service.
5. Provide a monthly manifest showing details of total number of notices printed and mailed with the total monies charged for postage and services.
6. Notify OT/COR, within a reasonable time frame, when mail exceeds postal weight requirements with estimated postal charges to be incurred when mailing.
7. Be responsible for the application of postage, coordination, required preparation and designated business day delivery of the OT/COR's billing statements to the United States Postal Service.

G. HANDLING

Contractor shall have the ability to print and handle all jobs, as noted above. Contractor will fold, perforate and insert notices with a return envelope, and any inserts as directed by the OT/COR. The Contractor shall seal the envelope, insure the address is visible through the window envelope, meter the envelope with the appropriate postage, sort, bundle, tray and deliver to the United States Postal Service on mail date designated by the OT/COR.

H. QUALITY

Every notice will be printed and mailed with the highest level of quality. Contractor shall implement safeguards and checks to avoid double notices, incorrect addresses, improper dates and other erroneous data. Any submitted job not presentable, as determined by OT/COR, or having incorrect information, not supplied by the OT/COR, will be reprinted and mailed at Contractor's expense. Date for this mailing to be determined by OT/COR.

I. SECURITY

Contractor must define and demonstrate security procedures that are in place regarding transmission and safety of confidential information. OT/COR requires both network and physical security of information. OT/COR's information, statements and documents are to be made available only to the Contractor and parties approved by the OT/COR. The Contractor must demonstrate and document that these security measures are in place. No data will be transmitted without consent of the OT/COR. Contractor shall not use, disperse or sell information provided by OT/COR for printing and mailing of submitted jobs. Contractor must agree to and comply with a confidentiality agreement.

Contractor to provide a hosted web-based, on-line Electronic Bill Presentment and Payment solution (EBPP) with demonstrated capability up to 256-bit encryption, 4-layer security, password protection login, bill viewing and storage and allow functionality for various customer payment options and account maintenance.

Contractor will be required to sign an agreement that all information

J. DISASTER RECOVERY PROCEDURES

Contractor must have a demonstrated disaster recovery program (hardware and software) addressed in their proposal that ensures prompt and complete recovery. The detail of this plan should include off-site storage of information, data recovery procedures, timing in which back-up will occur, equipment failure process, alternate FTP sites, etc. The offeror shall detail their solution to ensure no significant interruption of service and any cost(s) that will be charged to the

OT/COR for the availability of these services. Disaster recovery procedures require the same security levels as noted above (Section "T", Security).

SCOPE OF WORK (continued)

For Other Departments within the City

The Contractor shall assist the City in identifying additional areas within the City for which there may be opportunities to use automation to improve efficiency in processing mailings and/or lowering postage costs. This may involve making presentations of services and estimates of savings on postage, printing and processing that could be reasonably expected.

IV. SUBMITTTALS

A. General:

1. RFP Response:

In order to be considered for selection, Offerors must submit a complete response to this RFP. One (1) original and five (5) copies of each proposal must be submitted. No other distribution of the proposal shall be made by the Offeror.

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
- d. Ownership of all data, materials and documentation originated and prepared for the RFP shall belong exclusively to the City of Newport News and shall be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the

Virginia Freedom of Information Act; however, the Offeror must invoke the protections of the Code of Virginia, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material should be submitted in a separate sealed envelope and marked proprietary. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.

B. Documents To Be Submitted:

1. Signed RFP document, including completed forms within the document
2. Responses to Questionnaire

V. EVALUATION CRITERIA

Evaluation of the firms responding shall be based upon the following criteria which is listed in the order of importance:

- A. Understanding of Requirements and Proposed Solutions — The degree to which the offeror has responded to the purpose and scope of specifications—e.g., services to be provided, flexibility of offeror to meet City of Newport News' needs, conformance in all material respects to this Request for Proposal, etc.
- B. Experience— Offeror's experience in providing the services as requested in these specifications.
- D. Capability and Skill — Offeror's capability, flexibility and skill to provide quality services.
- E. Cost Containment Initiatives - Offeror's printing and mailing management initiatives.
- F. Costs – Offeror's overall fees.

VI. METHOD OF EVALUATION

Proposals will be evaluated and interviews scheduled with selected firms in accordance with the “Other than Professional Services” method of selection for services outlined in the Code of Newport News Virginia Section 2-570.2.

Procedures usually followed are:

1. Select and interview two of more offerors deemed fully qualified among those submitting proposals.
2. Negotiations shall be conducted with each of the offerors selected.
3. After negotiations have been conducted with each offeror selected, the offeror that has made the most advantageous offeror will be awarded a contract.

Notes:

1. Should a determination be made in writing and in the sole discretion of the City, that only one offeror is fully qualified, or that one offeror is clearly more qualified than others under consideration, a contract may be negotiated and awarded to that offeror.

VII. AWARD

Award will be made in accordance with Section 2-570, Award, of the Newport News City Code. Award shall be made to the responsible offer whose proposal is determined in writing to be the more advantageous to the city taking into consideration price and the evaluation factors set forth in the request for proposals. The contract file shall contain the basis on which the award is made. The award of a contract shall be the sole discretion of the City. The award shall be based on the evaluation of all information as the City may request. The City reserves the right to accept or reject any or all proposals in whole or in part and to waive any informalities in the RFP. Further, the City reserves the right to enter into a contract deemed to be in its best interest.

Upon making an award, or giving notice of intent to award, the City will place appropriate notice on the public bulletin board located outside of the Purchasing Department at City Hall. Notice of Award may also appear on the purchasing website:

www.nngov.com/purchasing

The right is reserved to accept or reject any or all submittals in whole or in part and to waive any informalities in the RFP, and to enter into any contract deemed to be in the best interest of the City of Newport News.

Debriefing: The entire RFP file, including ratings and justifications of award, will become public information and be available for review only after an award is made.

VIII. CONTRACT TERMS

A. Period

The contract period will be from date of award through January 1, 2011.

B. Renewal Option

At the City's option, the contract may be renewed up to four (4) additional years in one-year increments (potential contract term through January 1, 2015).

C. Price Escallation/De-escalation

1. During negotiations for award, an agreement may be reached whereby the contract fees may be adjusted on an annual basis based on one or more of the following or other applicable indexes:
 - a. USPS rates
 - b. CPI-W
 - c. Other index as negotiated for award

D. Cancellation of Contract

The City of Newport News may cancel any resulting contract with the contractor at any time by giving thirty (30) days written notice. The contract may be canceled without notice for Contractor non-performance. Cancellation shall not release the Contractor from legal remedies available to the City.

If applicable, the Contractor may not cancel the award during the initial contract term, but may, upon ninety (90) days written notice to the City, cancel the contract during subsequent terms. Contractor shall not be entitled to lost profits or any further compensation not earned prior to the time of cancellation.

E. Subcontracts

No portion of the work shall be subcontracted without prior written consent of the City of Newport News. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the City with the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.

F. Method of Payment

Unless otherwise negotiated, payment will be made not more frequently than monthly, with Invoice Terms of Net 30.

IX. Trade Secrets/Proprietary Information

Trade Secrets or Proprietary information submitted by an offeror, or contractor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror or contractor must invoke the protections of this section prior to or upon submission of data or other materials to be protected and state the reasons why protection is necessary. Information leading to the decision to award, including prices and other factors, shall be made public (section 2-557.2 of City Code).

Please mark One:

- No**, the submittal I have turned in does not contain any trade secrets and/or proprietary information.
- Yes**, the submittal I have turned in does contain trade secrets and/or proprietary information.

If **YES**, please list the page numbers and the reasons for why the information is considered a trade secret and/or proprietary information. **Do Not Mark the Whole Proposal Proprietary.**

X QUESTIONNAIRE

A. Understanding/Proposed Solutions

1. For OT/COR offices, provide a brief (not more than one standard typewritten page) summary of your understanding of your responsibilities should you be awarded this contract. Included should be a summary of the services you will provide, and examples of how you have been flexible in fulfilling similar client requirements.
2. Relative to your firm's geographic location, how do you envision providing support to the City of Newport News OT/COR?
3. For other departments within the City, describe your approach to identify where and how automation may be used to improve efficiencies and lower costs relative to mailing (may or may not include invoices).

B. Experience and Stability

1. Provide an organizational chart of your firm.
2. Has your firm, or any officer of your firm, been involved in any transaction in which the firm defaulted on a contract? If yes, explain.
3. Has your firm, or any officer of your firm, been involved in a contract that was cancelled by the customer? If yes, explain.
4. Has your firm, or a firm associated with any officer of your firm, ever been suspended or debarred by any governmental agency? If yes, explain.
5. Describe the process by which problems are resolved with your clients.
6. How long has your firm been in business, providing bill printing and mailing services?
7. Describe the types of jobs that you typically run. Include job sizes, frequency, etc.. For those jobs, what is the typical "turn-around" time from receipt of data to receipt of the document by the postal patron?
8. Provide a listing of references, including contact names and phone numbers, of clients for whom you have provided similar services.
9. What experience do you have working with other Commonwealth of Virginia Treasurers and Commissioners of the Revenue?

D. Capability and Skill

1. Describe the resources (equipment, staff (number of staff and their qualifications) and facilities) that you have to fulfill the requirements of this contract.
 - a. Data processing
 - b. Printing
 - c. Postal
2. Describe how you currently retrieve client data and process/convert information for printing.

3. What processes and procedures do you utilize to ensure quality?
4. Identify any special awards, commendations or certifications that your firm holds.
5. Are you capable of consolidating two (2) sets of data files into one (1) notice “and/or” consolidating two (2) sets of notices into one (1) envelope for mailing?
6. Once data is retrieved, will you process it through a CASS to certify the list and code of each record with carrier route, zip code plus four and DPBC?
7. Describe how you will standardize records.
8. Do you currently provide an internet-based project visibility, control and tracking system? Please describe. Is any special hardware or software required for Client to utilize your web-based production control system?
9. Do you have the capability to accumulate totals, aggregate on field value change and control format based on field contents and types? Please elaborate.
10. Reference section “F” (POSTAL) under the SCOPE OF WORK, and describe your firms capability to fulfill each of the seven listed requirements.
11. What Security procedures will be utilized in the performance of this contract?
12. What disaster recovery procedures do you have in place?

E. Cost Containment Initiatives:

1. Describe a past initiative that you have taken to reduce costs for your clients.
2. What ideas do you have to help the City contain costs for this contract?

F. Costs

1. Complete the following Pricing Sheet. Although the RFP process allows for negotiation of all contract terms, your pricing proposal should be competitive so as not eliminate your proposal from further consideration.

G. Other Information

1. Briefly describe other services not directly identified as needed for the OT/COR that might be of benefit to other City departments.
2. Provide Samples of documents that you have produced that are similar to the documents that would be provided under this contract.
3. If there is any additional information that you wish for the City to consider when evaluating your proposal that has not been covered by responding to the above questions, you may provide it within your submittal.

STATEMENT OF COMPLIANCE/DEVIATIONS

In the space below, Offeror must identify any and all deviations from the requirements as stated herein. Notations elsewhere in the proposal may not be considered or result in a determination of your proposal being non-responsive.

The following form should be used for providing pricing for the anticipated jobs, based on current cost factors within your firm and as available from the USPS (at today's rates). See following page for additional notes.

PRICING SHEET								
The Vendor will be required to process all submitted jobs. This would include, but may be modified, to constitute:								
Type	Range	Mail Date	Price as			Price		
			Currently Formatted			using 8.5" x 11"		
			Offeror's Services	UPSP Postage	Total Amount	Offeror's Services	UPSP Postage	Total Amount
1. Personal Property Tax Bills (inclusive of Supplemental Tax Bills with same due date)	110,000 - 150,000	April and October						
2. Personal Property Tax Bills Supplemental	50 - 2,000	Monthly						
3. Real Estate/Stormwater Management Bills	15,000 - 25,000	April and October						
4. Real Estate Tax Bills	10 - 500	As Needed						
5. Stormwater Management Fees	2,000 - 5,000	April and October						
6. Delinquent Tax Bills (PP, RE, SW)	30,000 - 50,000	June and December						
7. Personal Property Returns (COR 1)	140,000 - 170,000	December						
8. Personal Property Returns Supplemental (COR 2)	2,000 - 5,000	Monthly						
9. Tangible Property Returns (COR 3)	5,000 - 20,000	December						
10. Tangible Property Returns (COR 4)	5,000 - 20,000	December						

PRICING SHEET

The Vendor will be required to process all submitted jobs. This would include, but may be modified, to constitute:

Type	Range	Mail Date	Price as			Price		
			Currently Formatted			using 8.5" x 11"		
			Offeror's Services	UPSP Postage	Total Amount	Offeror's Services	UPSP Postage	Total Amount
11. Tangible Property Returns (COR 5)	500 – 1,000	December						
12. Business License Applications (COR 6)	8,000 – 16,000	December						
13. Business Related Tax Vouchers (COR7)	5,000 – 15,000	December						
14. Proposed Animal License Registrations	5,000 -10,000	October						
15. Proposed Fire Code Enforcement Fee	1,000 – 2,500	October						
16. Proposed Delinquent Tax Bills (2 nd Notice) (PP)	1,000 – 4,000	Monthly						
17. Proposed Delinquent Tax Bills (3 rd Notice) (PP)	20,000 – 40,000	Beginning of July/January						
18. Proposed Delinquent Tax Bills (3 rd Notice) (PP)	1,000 – 3,000	Monthly						

Variable Information is available upon request; see last page of this RFP document.

Please note the following:

1. All materials are time sensitive. Mailing date is critical.
2. Numbers 1 - 4, 6 - 15 could have 1 - 4 inserts, in addition to return envelope.
3. Number 5 has no return envelope or inserts.
4. OCRV Scan Line must be in exact position, for items having scan lines.
5. Paper weight must be minimum of 20 pounds
6. Perforated paper required for multiple forms.

Provide additional pricing information as it relates to the following:

- A. Price per notice including paper, security envelope and return envelope. Based on current configuration. Sample of envelopes and notices provided.
- B. Price per notice including paper, security envelope, return envelope and 1 to 4 inserts (insert provided by Vendor). Based on current configuration
- C. Price per notice including paper, security envelope, return envelope and 1 to 4 Inserts (insert provided by City). Based on current configuration
- D. Vendor charge for item design as currently configured (samples provided).
- E. Vendor charge for one-sided and two-sided items. Based on current configuration.
- F. Vendor charge for multi-color text.
- G. Vendor charge for multiple bills in one (1) security envelope.
- H. Vendor charge for data file set-up and fees.
- I. Vendor must indicate postage discount available.
- J. Vendor charges for Internet tracking system.
- K. Vendor additional charge for job under a certain number minimum? What is the minimum?
- L. Estimated mailing cost per document.
- M. Additional charges, if any. List charge and amount.

The Vendor's cost quotations must be itemized and include all costs (e.g., bill printing fees, insertion fees, approximate postage fees, cost of supplies that will be purchased, implementation fees and training, documentation, maintenance, hourly rates, etc.).

Vendor will provide a detailed breakdown of all costs required for the successful implementation and on-going operation of the proposed solution. The City requires the Vendor to fully identify costs associated with the proposed solution.

The City recognizes that the implementation of a document printing service is a complex effort and that not all variables are provided within this RFP document. Therefore, the Vendor may be required to make some assumptions about the City's environment or about specific requirements. Any assumptions made by the Vendor in regard to this RFP shall be included in this section.

Contact with any City department or employee other than the Purchasing Department on the subject of this solicitation is strictly forbidden.

Additional Information:

- Sample tax forms are available for review in the Purchasing Department, 4th Floor, City Hall, 2400 Washington Ave., Newport News, VA 23607. Contact Greg Smith or Vickie Gwynn.
- Excel documents having the data field layouts can be emailed to interested offerors.

To obtain the excel documents, send an email to BOTH of the following individuals, with the subject:

“Need Excel Files for 2010-3167-0211”

Send your email request to:

gsmith@nngov.com

AND

cbattle@nngov.com