

**CITY CLERK
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C-10186
08/14/2015

**AGREEMENT FOR
Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services
City of Glendale Solicitation No. RFP 15-38**

This Agreement for Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services ("Agreement") is made and entered into on the 14 day of August, 2015 between CITY OF GLENDALE, an Arizona municipal corporation ("City"), and Standard Printing Company, Inc., dba Information Outsource, a Arizona corporation, authorized to do business in Arizona, (the "Contractor"), to be effective October 27, 2015 ("Effective Date").

RECITALS

- A. City intends to undertake a project for the benefit of the public and with public funds that is more fully set forth in **Exhibit A**, pursuant to Solicitation No. RFP 15-38 (the "Project");
- B. City desires to retain the services of Contractor to perform those specific duties and produce the specific work as set forth in the Project attached hereto;
- C. City and Contractor desire to memorialize their agreement with this document.

AGREEMENT

In consideration of the Recitals, which are confirmed as true and correct and incorporated by this reference, the mutual promises and covenants contained in this Agreement, and other good and valuable consideration, City and Contractor agree as follows:

1. Key Personnel; Sub-contractors.

1.1 Services. Contractor will provide all services necessary to assure the Project is completed timely and efficiently consistent with Project requirements, including, but not limited to, working in close interaction and interfacing with City and its designated employees, and working closely with others, including other contractors or consultants, retained by City.

1.2 Project Team.

- a. Project Manager.
 - (1) Contractor will designate an employee as Project Manager with sufficient training, knowledge, and experience to, in the City's option, complete the Project and handle all aspects of the Project such that the work produced by Contractor is consistent with applicable standards as detailed in this Agreement;
 - (2) The City must approve the designated Project Manager; and
 - (3) To assure the Project schedule is met, Project Manager may be required to devote no less than a specific amount of time as set out in Exhibit A.
- b. Project Team.
 - (1) The Project Manager and all other employees assigned to the project by Contractor will comprise the "Project Team."
 - (2) Project Manager will have responsibility for and will supervise all other employees assigned to the Project by Contractor.
- c. Discharge, Reassign, Replacement.
 - (1) Contractor acknowledges the Project Team is comprised of the same persons and roles for each as may have been identified in the response to the Project's solicitation.

- (2) Contractor will not discharge, reassign or replace or diminish the responsibilities of any of the employees assigned to the Project who have been approved by City without City's prior written consent unless that person leaves the employment of Contractor, in which event the substitute must first be approved in writing by City.
- (3) Contractor will change any of the members of the Project Team at the City's request if an employee's performance does not equal or exceed the level of competence that the City may reasonably expect of a person performing those duties or if the acts or omissions of that person are detrimental to the development of the Project.

d. Sub-contractors.

- (1) Contractor may engage specific technical contractor (each a "Sub-contractor") to furnish certain service functions.
- (2) Contractor will remain fully responsible for Sub-contractor's services.
- (3) Sub-contractors must be approved by the City, unless the Sub-contractor was previously mentioned in the response to the solicitation.
- (4) Contractor shall certify by letter that contracts with Sub-contractors have been executed incorporating requirements and standards as set forth in this Agreement.

2. Schedule. The services will be undertaken in a manner that ensures the Project is completed timely and efficiently in accordance with the Project.

3. Contractor's Work.

3.1 Standard. Contractor must perform services in accordance with the standards of due diligence, care, and quality prevailing among contractors having substantial experience with the successful furnishing of services for projects that are equivalent in size, scope, quality, and other criteria under the Project and identified in this Agreement.

3.2 Licensing. Contractor warrants that:

- a. Contractor and Sub-contractors will hold all appropriate and required licenses, registrations and other approvals necessary for the lawful furnishing of services ("Approvals"); and
- b. Neither Contractor nor any Sub-contractor has been debarred or otherwise legally excluded from contracting with any federal, state, or local governmental entity ("Debarment").
 - (1) City is under no obligation to ascertain or confirm the existence or issuance of any Approvals or Debarments or to examine Contractor's contracting ability.
 - (2) Contractor must notify City immediately if any Approvals or Debarment changes during the Agreement's duration and the failure of the Contractor to notify City as required will constitute a material default under the Agreement.

3.3 Compliance. Services will be furnished in compliance with applicable federal, state, county and local statutes, rules, regulations, ordinances, building codes, life safety codes, and other standards and criteria designated by City.

Contractor must not discriminate against any employee or applicant for employment on the basis race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

3.4 Coordination; Interaction.

- a. For projects that the City believes requires the coordination of various professional services, Contractor will work in close consultation with City to proactively interact with any other professionals retained by City on the Project ("Coordinating Project Professionals").
- b. Subject to any limitations expressly stated in the Project Budget, Contractor will meet to review the Project, Schedule, Project Budget, and in-progress work with Coordinating Project Professionals and City as often and for durations as City reasonably considers necessary in order to ensure the timely work delivery and Project completion.
- c. For projects not involving Coordinating Project Professionals, Contractor will proactively interact with any other contractors when directed by City to obtain or disseminate timely information for the proper execution of the Project.

3.5 Work Product.

- a. Ownership. Upon receipt of payment for services furnished, Contractor grants to City, and will cause its Sub-contractors to grant to the City, the exclusive ownership of and all copyrights, if any, to evaluations, reports, drawings, specifications, project manuals, surveys, estimates, reviews, minutes, all "architectural work" as defined in the United States Copyright Act, 17 U.S.C § 101, *et seq.*, and other intellectual work product as may be applicable ("Work Product").
 - (1) This grant is effective whether the Work Product is on paper (e.g., a "hard copy"), in electronic format, or in some other form.
 - (2) Contractor warrants, and agrees to indemnify, hold harmless and defend City for, from and against any claim that any Work Product infringes on third-party proprietary interests.
- b. Delivery. Contractor will deliver to City copies of the preliminary and completed Work Product promptly as they are prepared.
- c. City Use.
 - (1) City may reuse the Work Product at its sole discretion.
 - (2) In the event the Work Product is used for another project without further consultations with Contractor, the City agrees to indemnify and hold Contractor harmless from any claim arising out of the Work Product.
 - (3) In such case, City shall also remove any seal and title block from the Work Product.

4. Compensation for the Project.

- 4.1 Compensation. Contractor's compensation for the Project, including those furnished by its Sub-contractors will not exceed the unit prices for actual services performed, as specifically detailed in **Exhibit B** (the "Compensation").
- 4.2 Change in Scope of Project. The Compensation may be equitably adjusted if the originally contemplated scope of services as outlined in the Project is significantly modified.
 - a. Adjustments to the Compensation require a written amendment to this Agreement and may require City Council approval.
 - b. Additional services which are outside the scope of the Project contained in this Agreement may not be performed by the Contractor without prior written authorization from the City.
 - c. Notwithstanding the incorporation of the Exhibits to this Agreement by reference, should any conflict arise between the provisions of this Agreement and the provisions found in

the Exhibits and accompanying attachments, the provisions of this Agreement shall take priority and govern the conduct of the parties.

5. Billings and Payment.

5.1 Applications.

- a. Contractor will submit monthly invoices (each, a "Payment Application") to City's Project Manager and City will remit payments based upon the Payment Application as stated below.
- b. The period covered by each Payment Application will be one calendar month ending on the last day of the month or as specified in the solicitation.

5.2 Payment.

- a. After a full and complete Payment Application is received, City will process and remit payment within 30 days.
- b. Payment may be subject to or conditioned upon City's receipt of:
 - (1) Completed work generated by Contractor and its Sub-contractors; and
 - (2) Unconditional waivers and releases on final payment from Sub-contractors as City may reasonably request to assure the Project will be free of claims arising from required performances under this Agreement.

5.3 Review and Withholding. City's Project Manager will timely review and certify Payment Applications.

- a. If the Payment Application is rejected, the Project Manager will issue a written listing of the items not approved for payment.
- b. City may withhold an amount sufficient to pay expenses that City reasonably expects to incur in correcting the deficiency or deficiencies rejected for payment.

6. Termination.

~~6.1~~ **For Convenience.** City may terminate this Agreement for convenience, without cause, by delivering a written termination notice stating the effective termination date, which may not be less than 30 days following the date of delivery.

- a. Contractor will be equitably compensated for Goods or Services furnished prior to receipt of the termination notice and for reasonable costs incurred.
- b. Contractor will also be similarly compensated for any approved effort expended and approved costs incurred that are directly associated with project closeout and delivery of the required items to the City.

6.2 For Cause. City may terminate this Agreement for cause if Contractor fails to cure any breach of this Agreement within seven days after receipt of written notice specifying the breach.

- a. Contractor will not be entitled to further payment until after City has determined its damages. If City's damages resulting from the breach, as determined by City, are less than the equitable amount due but not paid Contractor for Service and Repair furnished, City will pay the amount due to Contractor, less City's damages, in accordance with the provision of § 5.
- b. If City's direct damages exceed amounts otherwise due to Contractor, Contractor must pay the difference to City immediately upon demand; however, Contractor will not be subject to consequential damages of more than \$1,000,000 or the amount of this Agreement, whichever is greater.

7. **Conflict.** Contractor acknowledges this Agreement is subject to A.R.S. § 38-511, which allows for cancellation of this Agreement in the event any person who is significantly involved in initiating, negotiating, securing, drafting, or creating the Agreement on City's behalf is also an employee, agent, or consultant of any other party to this Agreement.

8. **Insurance.**

8.1 Requirements. Contractor must obtain and maintain the following insurance ("Required Insurance"):

- a. Contractor and Sub-contractors. Contractor, and each Sub-contractor performing work or providing materials related to this Agreement must procure and maintain the insurance coverages described below (collectively referred to herein as the "Contractor's Policies"), until each Party's obligations under this Agreement are completed.
- b. General Liability.
 - (1) Contractor must at all times relevant hereto carry a commercial general liability policy with a combined single limit of at least \$1,000,000.00 per occurrence and \$2,000,000.00 annual aggregate for each property damage and contractual property damage.
 - (2) Sub-contractors must at all times relevant hereto carry a general commercial liability policy with a combined single limit of at least \$1,000,000.00 per occurrence.
 - (3) This commercial general liability insurance must include independent contractors' liability, contractual liability, broad form property coverage, XCU hazards if requested by the City, and a separation of insurance provision.
 - (4) These limits may be met through a combination of primary and excess liability coverage.
- c. Auto. A business auto policy providing a liability limit of at least \$1,000,000.00 per accident for Contractor and \$1,000,000.00 per accident for Sub-contractors and covering owned, non-owned and hired automobiles.
- d. Workers' Compensation and Employer's Liability. A workers' compensation and employer's liability policy providing at least the minimum benefits required by Arizona law.
- e. Notice of Changes. Contractor's Policies must provide for not less than 30 days' advance written notice to City Representative of:
 - (1) Cancellation or termination of Contractor or Sub-contractor's Policies;
 - (2) Reduction of the coverage limits of any of Contractor or and Sub-contractor's Policies; and
 - (3) Any other material modification of Contractor or Sub-contractor's Policies related to this Agreement.
- f. Certificates of Insurance.
 - (1) Within 10 business days after the execution of the Agreement, Contractor must deliver to City Representative certificates of insurance for each of Contractor and Sub-contractor's Policies, which will confirm the existence or issuance of Contractor and Sub-contractor's Policies in accordance with the provisions of this section, and copies of the endorsements of Contractor and Sub-contractor's Policies in accordance with the provisions of this section.
 - (2) City is and will be under no obligation either to ascertain or confirm the existence or issuance of Contractor and Sub-contractor's Policies, or to examine Contractor and Sub-contractor's Policies, or to inform Contractor or Sub-contractor in the event that any coverage does not comply with the requirements of this section.

- (3) Contractor's failure to secure and maintain Contractor Policies and to assure Sub-contractor policies as required will constitute a material default under the Agreement.
- g. Other Contractors or Vendors.
 - (1) Other contractors or vendors that may be contracted with in connection with the Project must procure and maintain insurance coverage as is appropriate to their particular contract.
 - (2) This insurance coverage must comply with the requirements set forth above for Contractor's Policies (e.g., the requirements pertaining to endorsements to name the parties as additional insured parties and certificates of insurance).
- h. Policies. Except with respect to workers' compensation and employer's liability coverages, City must be named and properly endorsed as additional insureds on all liability policies required by this section.
 - (1) The coverage extended to additional insureds must be primary and must not contribute with any insurance or self insurance policies or programs maintained by the additional insureds.
 - (2) All insurance policies obtained pursuant to this section must be with companies legally authorized to do business in the State of Arizona and reasonably acceptable to all parties.

8.2 Sub-contractors.

- a. Contractor must also cause its Sub-contractors to obtain and maintain the Required Insurance.
- b. City may consider waiving these insurance requirements for a specific Sub-contractor if City is satisfied the amounts required are not commercially available to the Sub-contractor and the insurance the Sub-contractor does have is appropriate for the Sub-contractor's work under this Agreement.
- c. Contractor and Sub-contractors must provide to the City proof of the Required Insurance whenever requested.

8.3 Indemnification.

- a. To the fullest extent permitted by law, Contractor must defend, indemnify, and hold harmless City and its elected officials, officers, employees and agents (each, an "Indemnified Party," collectively, the "Indemnified Parties"), for, from, and against any and all claims, demands, actions, damages, judgments, settlements, personal injury (including sickness, disease, death, and bodily harm), property damage (including loss of use), infringement, governmental action and all other losses and expenses, including attorneys' fees and litigation expenses (each, a "Demand or Expense"; collectively, "Demands or Expenses") asserted by a third-party (i.e. a person or entity other than City or Contractor) and that arises out of or results from the breach of this Agreement by the Contractor or the Contractor's negligent actions, errors or omissions (including any Sub-contractor or other person or firm employed by Contractor), whether sustained before or after completion of the Project.
- b. This indemnity and hold harmless provision applies even if a Demand or Expense is in part due to the Indemnified Party's negligence or breach of a responsibility under this Agreement, but in that event, Contractor shall be liable only to the extent the Demand or Expense results from the negligence or breach of a responsibility of Contractor or of any person or entity for whom Contractor is responsible.

- c. Contractor is not required to indemnify any Indemnified Parties for, from, or against any Demand or Expense resulting from the Indemnified Party's sole negligence or other fault solely attributable to the Indemnified Party.

9. Immigration Law Compliance.

- 9.1 Contractor, and on behalf of any subcontractor, warrants, to the extent applicable under A.R.S. § 41-4401, compliance with all federal immigration laws and regulations that relate to their employees as well as compliance with A.R.S. § 23-214(A) which requires registration and participation with the E-Verify Program.
- 9.2 Any breach of warranty under subsection 9.1 above is considered a material breach of this Agreement and is subject to penalties up to and including termination of this Agreement.
- 9.3 City retains the legal right to inspect the papers of any Contractor or subcontractor employee who performs work under this Agreement to ensure that the Contractor or any subcontractor is compliant with the warranty under subsection 9.1 above.
- 9.4 City may conduct random inspections, and upon request of City, Contractor shall provide copies of papers and records of Contractor demonstrating continued compliance with the warranty under subsection 9.1 above. Contractor agrees to keep papers and records available for inspection by the City during normal business hours and will cooperate with City in exercise of its statutory duties and not deny access to its business premises or applicable papers or records for the purposes of enforcement of this section.
- 9.5 Contractor agrees to incorporate into any subcontracts under this Agreement the same obligations imposed upon Contractor and expressly accrue those obligations directly to the benefit of the City. Contractor also agrees to require any subcontractor to incorporate into each of its own subcontracts under this Agreement the same obligations above and expressly accrue those obligations to the benefit of the City.
- 9.6 Contractor's warranty and obligations under this section to the City is continuing throughout the term of this Agreement or until such time as the City determines, in its sole discretion, that Arizona law has been modified in that compliance with this section is no longer a requirement.
- 9.7 The "E-Verify Program" above means the employment verification program administered by the United States Department of Homeland Security, the Social Security Administration, or any successor program.

10. Notices.

- 10.1 A notice, request or other communication that is required or permitted under this Agreement (each a "Notice") will be effective only if:
 - a. The Notice is in writing; and
 - b. Delivered in person or by overnight courier service (delivery charges prepaid), certified or registered mail (return receipt requested); and
 - c. Notice will be deemed to have been delivered to the person to whom it is addressed as of the date of receipt, if:
 - (1) Received on a business day, or before 5:00 p.m., at the address for Notices identified for the Party in this Agreement by U.S. Mail, hand delivery, or overnight courier service on or before 5:00 p.m.; or
 - (2) As of the next business day after receipt, if received after 5:00 p.m.
 - d. The burden of proof of the place and time of delivery is upon the Party giving the Notice; and
 - e. Digitalized signatures and copies of signatures will have the same effect as original signatures.

10.2 Representatives.

- a. Contractor. Contractor's representative (the "Contractor's Representative") authorized to act on Contractor's behalf with respect to the Project, and his or her address for Notice delivery is:

Standard Printing Company, Inc.
c/o Debbie Bogdanski, Director of Operations
3540 West Lincoln Street
Phoenix, AZ 85009
602-352-2369

- b. City. City's representative ("City's Representative") authorized to act on City's behalf, and his or her address for Notice delivery is:

City of Glendale
c/o Don Rhoden, Customer Service Manager
5850 W. Glendale Ave.
Glendale, Arizona 85301
623-930-2232

With required copy to:

City Manager
City of Glendale
5850 West Glendale Avenue
Glendale, Arizona 85301

City Attorney
City of Glendale
5850 West Glendale Avenue
Glendale, Arizona 85301

- c. Concurrent Notices.

- (1) All notices to City's representative must be given concurrently to City Manager and City Attorney.
- (2) A notice will not be deemed to have been received by City's representative until the time that it has also been received by City Manager and City Attorney.
- (3) City may appoint one or more designees for the purpose of receiving notice by delivery of a written notice to Contractor identifying the designee(s) and their respective addresses for notices.

- d. Changes. Contractor or City may change its representative or information on Notice, by giving Notice of the change in accordance with this section at least ten days prior to the change.

11. Financing Assignment. City may assign this Agreement to any City-affiliated entity, including a non-profit corporation or other entity whose primary purpose is to own or manage the Project.

12. Entire Agreement; Survival; Counterparts; Signatures.

12.1 Integration. This Agreement contains, except as stated below, the entire agreement between City and Contractor and supersedes all prior conversations and negotiations between the parties regarding the Project or this Agreement.

- a. Neither Party has made any representations, warranties or agreements as to any matters concerning the Agreement's subject matter.
- b. Representations, statements, conditions, or warranties not contained in this Agreement will not be binding on the parties.
- c. The solicitation, any addendums and the response submitted by the Contractor are incorporated into this Agreement as if attached hereto. Any Contractor response modifies

the original solicitation as stated. Inconsistencies between the solicitation, any addendums and the response or any excerpts attached as Exhibit A and this Agreement will be resolved by the terms and conditions stated in this Agreement.

12.2 Interpretation.

- a. The parties fairly negotiated the Agreement's provisions to the extent they believed necessary and with the legal representation they deemed appropriate.
- b. The parties are of equal bargaining position and this Agreement must be construed equally between the parties without consideration of which of the parties may have drafted this Agreement.
- c. The Agreement will be interpreted in accordance with the laws of the State of Arizona.

12.3 Survival. Except as specifically provided otherwise in this Agreement, each warranty, representation, indemnification and hold harmless provision, insurance requirement, and every other right, remedy and responsibility of a Party, will survive completion of the Project, or the earlier termination of this Agreement.

12.4 Amendment. No amendment to this Agreement will be binding unless in writing and executed by the parties. Any amendment may be subject to City Council approval. Electronic signature blocks do not constitute execution.

12.5 Remedies. All rights and remedies provided in this Agreement are cumulative and the exercise of any one or more right or remedy will not affect any other rights or remedies under this Agreement or applicable law.

12.6 Severability. If any provision of this Agreement is voided or found unenforceable, that determination will not affect the validity of the other provisions, and the voided or unenforceable provision will be deemed reformed to conform to applicable law.

12.7 Counterparts. This Agreement may be executed in counterparts, and all counterparts will together comprise one instrument.

13. **Term.** The term of this Agreement commences upon the Effective Date and continues for a one (1)-year initial period. The City, through the City Manager or designee, may, at its option and with the approval of the Contractor, extend the term of this Agreement an additional four (4) years, renewable on an annual basis. Contractor will be notified in writing by the City of its intent to extend the Agreement period at least 30 calendar days prior to the expiration of the original or any renewal Agreement period. Price adjustments will only be reviewed during the Agreement renewal period. There are no automatic renewals of this Agreement.

14. **Dispute Resolution.** Each claim, controversy and dispute (each a "Dispute") between Contractor and City will be resolved in accordance with Exhibit C. The final determination will be made by the City.

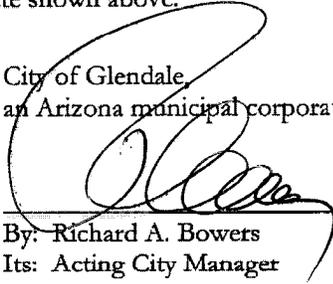
15. **Exhibits.** The following exhibits, with reference to the term in which they are first referenced, are incorporated by this reference.

- Exhibit A Project
- Exhibit B Compensation
- Exhibit C Dispute Resolution

(Signatures appear on the following page.)

The parties enter into this Agreement as of the effective date shown above.

City of Glendale,
an Arizona municipal corporation



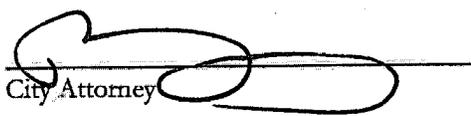
By: Richard A. Bowers
Its: Acting City Manager

ATTEST:



City Clerk (SEAL)

APPROVED AS TO FORM:



City Attorney

Standard Printing Company, Inc., dba Information
Outsource, an Arizona corporation



By: Tom Diamond
Its: President

EXHIBIT A

Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services

PROJECT

[See attached]



Proposal prepared by:

**Information Outsourcing
A division of Standard Printing Company**

3540 West Lincoln Street
Phoenix, AZ 85009
Phone: (602) 352-2369
Fax: (602) 352-2370
Email: iosales@spcio.com
www.informationoutsourcing.com



**City of Glendale RFP 15-38
Utility Bill and Tax & License Printing, Folding, Inserting
and Mailing Services**

Opening Date: Thursday, March 5, 2015 at 2:00 PM



City of Glendale Solicitation Number: RFP 15-38
Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services
As prepared by Information Outsourcing, a division of Standard Printing Company



March 5, 2015

Tim Burkeen
City of Glendale
Materials Management
5850 West Glendale Avenue, Suite 317
Glendale, AZ 85301

Dear Tim,

Thank you for the opportunity to present the following proposal for the City's Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services. We are pleased to be able to introduce the City to our capabilities and to describe how we anticipate improving your billing functions in both the short and long term.

Our number one priority is to service your business in a timely and accurate manner and, though the RFP process can often be quantitative, the intangible benefits of customer service, accuracy and efficiency cannot be minimized. I would encourage you to speak with our references to hear first-hand how we manage our relationships and to discuss our service level and attention to detail. I am pleased to state that customer retention is 98%, with the 2% turnover due primarily to mergers and acquisitions.

An added benefit to working with Information Outsource is the printing service available to the City as provided by our parent company, Standard Printing Company. Standard Printing Company excels in the production of custom pre-printed forms and inserts and has served the printing industry for 63 years. The combined services of Standard Printing and Information Outsource create a full value-add solution to the City's product and service requirements with cost-effective savings. It is extraordinarily rare to find a mailing vendor that can also produce your pre-printed forms and inserts at the same facility.

I look forward to discussing the details of our proposal and answering any questions you may have. My contact information follows.

Best regards,

A handwritten signature in cursive script that reads "Debbie Bogdanski".

Debbie Bogdanski
Director of Operations
Phone: (602) 352-2369
Fax: (602) 352-2370
Email: iosales@spcio.com



City of Glendale Solicitation Number: RFP 15-38
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1.10.1 EXECUTIVE SUMMARY

This portion of the response should be limited to a brief narrative highlighting the proposal and demonstrating the firm's understanding of the services to be provided. It's also the location to provide an explanation as to why the proposer believes it's the most qualified to be the City's provider.

Information Outsource is a full-service print, mail and electronic billing vendor located just west of downtown Phoenix. We have been in business for over 18 years, and service hundreds of clients throughout the United States. We have a dominant presence in the Arizona utility market, with an extensive local client base that includes the City of Tempe, City of Avondale, Town of Gilbert, Community Water of Green Valley, City of Sedona, City of Buckeye and City of Phoenix Neighborhood Services Division.

In this proposal, you will find information on our company history and capabilities, our technical expertise, a concise description of our implementation and support processes, costs and references. We are able to meet and adhere to all standards set forth within your RFP documentation and will further elaborate on this statement throughout the course of this document. Standard Printing Company and Information Outsource offer a comprehensive solution for your business communication needs.

Local Presence

While we understand that this is not a requirement of your request for proposal, we also understand the need to deliver documents to your customers in the most efficient way possible. By mailing in-state, documents will be in your customers' hands within one business day of delivery to the post office.

Additional benefits of a local vendor include:

- Same day delivery of hardcopy proofs or materials via courier
- Availability of staff for onsite meetings
- Face-to-face relationships with key personnel
- Ability to tour our facility or to monitor sensitive jobs in person

What Sets Us Apart

Onsite Printing Capabilities

Having the ability to produce your pre-printed forms and/or marketing materials in one location decidedly sets us apart from our competitors. Rarely do you find a print and mail provider that has the ability to variably print your critical documents, as well as produce full-color inserts and press-quality materials in-house.

We also provide state-of-the-art variable print solutions with our high speed Xerox laser printers. Selective messaging may also be employed, allowing you to communicate pointed messages to specific customers. Through this offering, you can communicate branded messages and hit your target audience each and every time. Our print quality auditing and mail piece validation ensure efficient, high-quality delivery of each and every document.



One-Stop Solution

Printing, programming, insertion and mailing are all completed in one location, which allows us to manage timelines and costs on your behalf. We are also able to compliment our mailing services with an electronic billing component that is fully customizable.

Level of Service

Our level of service certainly sets us apart from other providers. Our uncompromised goals of timeliness and accuracy guarantee that your documents are correct and complete each and every time, and that they are mailed within expected timeframes. Our attention to detail is evident during the implementation process and continues into the management of your live business. Whereas many of our competitors have separate project management and relationship management teams, the same Client Specialist that is assigned at the implementation stage will remain your contact for the lifetime of our business relationship. In addition, there is no monthly or annual fee for support.

Onsite Development

We build a unique program for each of our customers, so that the handling of your business is not a "cookie cutter" process. We create programming to manage the various aspects of your data file and our in-house staff has complete control over this programming. We are able to instantly address any problems that arise, and have a comprehensive understanding of your data that allows us to make intelligent recommendations and work as a liaison with your software vendor.

Onsite Inserting

All document insertion, presorting and posting is completed in-house without the use of a third-party pre-sort vendor. This allows us to provide competitive pricing while maintaining control of your job from start to finish.

Quality Control

Our Quality Control Team meets regularly to review areas of risk that could be improved upon by tightening procedures, improving equipment maintenance or implementing changes in technology. We have put thousands of hours into our quality control practices, which allow for error-free mailings.



Share My Stamp is a revenue generation program designed to promote local businesses via your routine mailings. By including a coupon, discount or incentive in your bills, advertisers can reach their intended audience in a cost-effective fashion. Of benefit to you is the revenue that is generated from this program, which can be used to offset the cost of distributing bills and other critical customer communication, or as a way to generate funds for charitable organizations.

Our Share My Stamp team is responsible for generating interest among advertisers, negotiating advertising fees, producing the hardcopy coupons and ultimately including them with your mailings. You will receive a check each month based on the number of inserts and revenue collected. This is passive income that only requires your permission to make use of the available space in your mailed bills. **Additional information on this program is available upon request.**





1.10.2 COMPANY BACKGROUND

The information should provide the City the ability to evaluate the proposer's stability, relevant experience, and capability to support the commitments set forth in the RFP. It should also include a company history specific to mail and printing services.

Information Outsource (IO) has been in business for the past eighteen years and is a complete print and mail service provider for critical documents. In addition to traditional mail, **Information Outsource** provides a full suite of services, including Electronic Bill Presentment & Payment (EBPP) and data archiving. IO is a privately held company that owns and operates a 40,000 square foot facility in Phoenix, AZ.

Our parent company, **Standard Printing Company**, was founded in 1952, and excels in the production of custom business forms and marketing inserts. We have twelve presses in our facility, and SPC runs security features including true watermark, micro-type, bleed through MICR, chemically reactive paper and fluorescing fibers. Our presses can print up to six colors, and any PMS color can be matched.

Standard Printing Company and Information Outsource are committed to reducing their impact on the environment. We use only soy-based and UV inks with low or no VOC units as part of our forms manufacturing process, protecting air and water quality. Our investments in waste collection and storage units ensure that virtually 100% of our manufacturing waste is collected and recycled.

As a combined entity, we are able to service your business from start to finish, eliminating the need for outside vendors, which can put quality and timelines in jeopardy. We are a one-stop solution for your document design, printing, mailing, electronic billing and archival needs.

SELECTED DOCUMENTS WE MAIL:

- Utility Bills
- Collection Letters
- Shut-Off Notices
- Line of Credit Statements
- Jury Summons
- Statements
- Invoices
- Cable Bills
- Mutual Fund Statements
- Phone Bills
- Privilege (Sales) Tax Returns
- W-2 Tax Documents
- 1099 Tax Documents
- 1098 Tax Documents
- Timeshare Statements
- Loan Servicing Documents
- Declination Documents
- Bank Statements
- Thank You Letters

Provide your company name, address, phone number, as well as the location of the office that will conduct the work for Glendale's account.

Information Outsource
3540 West Lincoln Street
Phoenix, AZ 85009
Phone: (602) 352-2369
Website: www.informationoutsource.com

All production, customer service and implementation processes will be completed at the above address.



Provide the name, title, address, phone, fax, resume and email address of your main contact regarding the proposal related to this RFP along with contact information of the team members proposed for this project.

The main contact for this proposal is:

Debbie Bogdanski
Director of Operations
3540 West Lincoln Street
Phoenix, AZ 85009
Phone: (602) 352-2369
Fax: (602) 352-2370
Email: debbieb@spcio.com

Ms. Bogdanski has served as the Director of Operations for SPC and IO for the past fifteen years. She is responsible for providing direction to the internal departments and personnel responsible for the production of all SPC/IO products and services. She oversees Information Outsource Production, Development, Forms Manufacturing, Quality Control, Client Services, and Sales.

Implementation & Post-Implementation Support

Information Outsource is a leading provider of utility billing services and the integrity with which we do business is evident in how we approach your business. We do not have imposed contracts, as we know that the best way to retain our clients is through service and ethical behavior. We respect our client relationships and honor our quoted prices so that you can accurately plan your budget for the fiscal year. With every mailing, we have our clients' best interest in mind, and serve not only as a print and mail facility, but as an advisor and sounding board.

Information Outsource has a unique approach to the implementation and ongoing management of your business, in that your implementation contact remains your contact for the life our partnership. We do not turn the business over to an account management team once the implementation is complete. Your Client Specialist manages the process from implementation through live job management, which means you have a knowledgeable advocate onsite.

A WORD ABOUT CUSTOMER SERVICE ...

I am proud to introduce the following team members that will service your business. There is little turnover at Information Outsource and several of our staff members have been here since the company's inception. We truly see ourselves as an extension of your own internal team and the culture we cultivate internally permeates the relationships we have with our clients. I look forward to introducing you to our team of specialists.

- Debbie Bogdanski, Director of Operations

The key Information Outsource personnel that would service the City's business are as follows:



Stacey Hanlon, Client Specialist

Phone: (602) 352-2369

Email: staceyh@spcio.com

Ms. Hanlon will serve as the Project Manager during your implementation, and will remain your contact for all live business and change requests. Ms. Hanlon has been with Information Outsource for nine years, and has overseen numerous customer implementations. On an ongoing basis, she serves as the first line of contact for customers, working as a liaison between Production, Development and Standard Printing Company.

Ms. Hanlon currently manages several municipalities and utility billing applications, which include regular bills, disconnect and collection notices, tax mailings and special projects. Ms. Hanlon's knowledge of the print and mail industry coupled with an intricate knowledge of Information Outsource's capabilities will prove to be an invaluable resource during your implementation period and beyond.

Jonathan Stogner, Production Manager

Phone: (602) 352-2369

Email: jonathans@spcio.com

Jonathan will oversee the printing, inserting and mailing of your documents from a production aspect. He manages all production personnel, as well as all quality control processes and Post Office communication. Jonathan has been with Information Outsource for eighteen years, since the inception of the business. He currently oversees all production functions and staff, as well as inventory management. Jonathan also manages all communication with Information Outsource's postal representatives, including all inquiries pertaining to delivery, non-verified addresses and NCOALink.

Michael Eles, Senior Developer

Phone: (602) 352-2369

Email: mikee@spcio.com

Michael will be the primary development representative for all programming needs. He has been with Information Outsource for nine years and, during this time, he has implemented the majority of our new municipal clients. Michael is also responsible for maintaining client applications along with the rest of the Development team. In addition to his customer-facing duties, he also writes and supports the programming for our proprietary in-house production and inventory management system, as well as our Electronic Bill Presentment and Payment product.

Describe company background and qualifications, including year firm was established.

Information Outsource has been providing print and mail services since 1996 and our parent company, Standard Printing Company, has been in business since 1952.

Information Outsource holds at its core the commitment to two ideals: timeliness and accuracy. We are committed to mailing each job in a timely fashion, as well as ensuring that each job is 100% accurate. As such, we have put thousands of hours into forming a comprehensive quality control standard and we adhere to this standard at every stage of implementation, processing, printing and inserting. This means that we are positive every job leaves our hands with the same level of attention and accuracy customers would give the jobs themselves.



City of Glendale Solicitation Number: RFP 15-38

Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services

As prepared by Information Outsource, a division of Standard Printing Company

SELECTION OF SERVICES IO PROVIDES:

- Pre-printed Forms
- Custom Inserts Reports & Bar Graphs
- Charts
- OCR Scan Lines
- Intelligent Mail Barcoding
- Postal Automation
- NCOALink
- Onsite Warehousing
- EBPP (Electronic Bill Presentment & Payment)
- Onsite Programming
- Householding
- Data Archival
- Selective Messaging
- Targeted Marketing Messages
- Intelligent Mail Barcoding

We are familiar with your CIS system, Harris NorthStar and anticipate no problems implementing any changes required to fulfill your billing needs. We have several clients that utilize this same system and, as such, we are able to readily support this platform. We also have multiple clients that opt to send PDF documents and we are able to effortlessly work with this data type as well. All services outlined in this proposal are available regardless of data format.

IO does not partner exclusively with software companies or payment processors, so that we may remain flexible. We are able to manage data from a wide variety of software vendors, and also have many clients that maintain their own proprietary data management systems. We create and build our own solutions and systems and can tailor these to your specific needs and wants.

We understand that your software company may not always have the flexibility you need to manage your business needs, which is where our onsite development team comes into play. Not only do we develop a unique program for each of our clients, we are also able to enhance the functionality provided by your software package. Whether it be formatting, data layout or the management of multiple data files, we will work with you to make sure your needs are met in the most cost-effective fashion.

We also complete all work in-house, which means that the management of all changes is done efficiently and is communicated to all required parties. We do not adhere to a programming queue, where your requests wait in line. We review the requests as they come in and determine priority and the area of expertise required to complete the task.

Provide the total number of utility, municipal utility, and Transaction Privilege (Sales) Tax clients to whom you provide Bill Print and Distribution services, including the volumes of items printed for each client.

Information Outsource currently provides printing and distribution services for over 200 different clients, with municipalities representing approximately 50% of our client base. Volumes range from 3,500 mail pieces per month up to 100,000 mail pieces per month per client.

All told, Information Outsource currently services over 300 different applications for our varied client base. Included in these applications are traditional print and mail services, as well as online and electronic archival, electronic bill presentment, e-billing and custom applications that were built to support in-house client functions.



Describe experience with customer care billing services as they relate to municipal utility services. These might include billing, customer care, remittance processing, electronic bill presentment and payment, credit and collections.

Information Outsource has extensive experience with municipalities and, as such, understands your specific goals. We know that you need an onsite advocate to work as an extension of your business and to make recommendations relative to efficiencies and cost savings. As an Information Outsource customer, you will be assigned a Client Specialist, who will guide you through the implementation and live stages of your job. As the process becomes more familiar, your Client Specialist will continue to be your contact for live job inquiries and changes. This same individual will also conduct periodic account reviews to confirm that your job is run as efficiently and cost-effectively as possible. As new technologies and/or postal requirements are introduced, you will be educated on these enhancements.

Many of our customers process remittances through a third party lockbox vendor. Should you opt to use a lockbox, we will work closely with this vendor to determine placement and content of the scanline, including weighting requirements and/or check digits. We recommend that test samples be sent to the processor at least two weeks before going live in order to confirm that all is correct. We understand that the readability, placement and font type/size are of the utmost importance and allow for an automated, accurate payment processing solution.

With regards to electronic bill presentment and payment, we have a comprehensive solution that is further outlined throughout the course of this proposal. We also have created custom solutions for our customer base, fusing portions of our product with their existing solutions. We also have several partners that offer payment processing services and we would be happy to make an introduction at your request.

We are able to aid in your collections process by designing and mailing Collection Letters on your behalf. Many of our partner payment vendors also offer enhanced collection services, including phone follow-up and auto-pay scheduling.

Describe your bill printing and distribution facilities in detailed terms.

Information Outsource and Standard Printing Company are housed in a company-owned 40,000 square foot facility.

We own high-speed laser and variable color laser printers that will be used to produce the City's documents. All printers have one or more back-ups onsite that can be used in the event of equipment failure or scheduled maintenance.

In addition to the above equipment, we also own and maintain equipment to print and fold full- and spot-color inserts as necessary. In addition to the equipment that supports our printing and mailing initiatives, we also have twelve 4- to 6-color web presses that run 800-feet per minute, as well as in-house bindery and art department/design capabilities.

We will use our six-station intelligent inserters to manage all mailings. This equipment is able to handle up to six selective inserts, including a #9 Business Reply Envelope. This equipment is also able to envelope multi-page pieces based on OMR readmark technology. All inserters have one or more back-ups onsite that can be used in the event of equipment failure or scheduled maintenance.

All pre-sorting is done during processing by way of postal software, which allows us to garner the lowest possible postal rates for our customers, and also allows us to manage the process from start to finish. We run



an efficient two-shift model, and have our own warehouse on site. We also own our own trucks for delivery of mail to the post office.

We do not use sub-contractors to complete our print and mail operations. Partner vendors are used to provide required envelopes only.

Security – Network and Physical Security

SOC 2 TYPE II CERTIFICATION

We are pleased to state that Information Outsource and Standard Printing Company are SOC 2 Type II certified, thus upholding the highest standards of network and physical security. We adhere to the industry standard best practices for security, consistent with the aforementioned certification.



Highlights of our security measures are detailed below:

- **Network Security:** Our network utilizes Smoothwall Firewall security appliances to keep unauthorized access from external sources. Internal network access is controlled utilizing Windows Active Directories and employees are granted access to specific job-related network resources using group policies. All users are required to update passwords every 90 days and are required to comply with strict complex password criteria.

Our customers access their data through either a secure FTP connection or via our secure customer portal on the Information Outsource website. After submission, customer data is immediately swept behind our firewall to a secure server on the internal network.

All of our servers and workstations are protected with the latest enterprise-level anti-virus and anti-spyware software from McAfee, which is monitored daily. All email traffic is monitored and protected by McAfee as well.

In addition to ensuring the security of your data, we also have procedures in place that ensure our servers are available and functioning, so that your files may be properly received and all electronic billing sites are available. Server checks are performed at the beginning and at the end of the day, as well as continuous monitoring of the electronic billing sites at scheduled times throughout the day and on the weekends.

- **Physical Security:** Our building is completely secured and all visitors are granted access only through the main lobby with a visitor's badge and accompanying authorized employee. Keypad access is required to enter the production area of our facility.

All internal servers are housed in a secure locked server room with separate keypad access granted only to authorized personnel. This server room has its own alarm in addition to the system that arms the building as a whole. Exterior security cameras monitor activity 24 hours a day.

Any spoiled documents that require disposal are locked in secure bins, which are retrieved and shredded onsite by Cintas, a secure document destruction company.

In addition, our offsite data center allows access only to authorized IO personnel. Photo identification, keypad entry, retinal scan and key card are all required in order to access our servers. The facility is under video surveillance and also guard personnel.



Our disaster recovery locations are accessible only by authorized IO personnel, and require keyed entry. No customer data is housed in a disaster recovery location unless IO staff is physically on the premises.

Describe your proposal for an optional hosted solution as indicated in 1.5.5.

Contractor may provide an option for a hosted solution to present utility bills that will integrate with the City's existing website. The hosted solution will retain and present up to 13 months of the PDF version of the actual printed bill. The integration with the City's website will be designed such that the customer will only need to log into the City's website and not be required to log in again to view their utility bill.

We are able to provide a solution to the City's desire to provide an exact replica of the mailed bill to your customers, utilizing the City's existing website. Please see section 1.5.5 in the Specifications section of this RFP for detailed information on our Electronic Billing offerings. Screenshots and thorough descriptions of our offered services are available in this section.



1.10.3 BUSINESS PLAN



The information should provide the City the ability to evaluate the proposer's ability to support the operational functions, service needs and performance requirements specifically described and identified in the Request for Proposal. The information should substantiate the proposer's understanding of the contract by providing a methodology and approach for completing the requirements of the proposal in a timely, accurate and efficient manner. The information should also include the time (in calendar days) required from receipt of written notice of award from the City to commencement of service by the contractor.

Information Outsource is able to adhere to the operational, service and performance expectations set forth by the City in the Request For Proposal document. We are pleased to state that all requirements and requests made by the City of Glendale can be met and exceeded by our standard operating processes. Further details on our business practices and method of approach follow.

Information Outsource approaches the implementation and ongoing management of your business as a continuous process, and your implementation Project Manager/Client Specialist will remain your contact for the life our partnership. We do not turn the business over to an account management team once the implementation is complete. We feel that the intimate knowledge of your business we learn during the implementation process, as well as the rapport we create, should not constitute a learning curve for a new set of customer service contacts.

Your primary Client Specialist will be your point of contact from day one, which means you have a knowledgeable advocate onsite that can lead you through implementation, help you to make educated decisions and work toward long-term goals. A secondary Client Specialist will also be assigned to your account, should your primary contact be unavailable. Within our Client Services department, we cross-train all specialists so that your needs can always be met quickly and thoroughly.

During implementation, you will receive a comprehensive Project Plan, which will outline responsible parties, explicit timeframes and resources. An example Project Plan has been included as **Exhibit B – Sample Project Plan**.

Our implementation process is on average a 30-day process from written notice of award to the first live mailing and a graphical representation of our standard Implementation Project Schedule is included under item 1.8 – Implementation of Services.

We will first work with you to define the parameters of your job and all handling requirements. At this stage we will also confirm the "look" of your bills and will ask for a test data file. Once all has been defined, we will get to work on producing our first round of samples.

During the implementation period we will also produce the materials required for your mailings, included all pre-printed forms, envelopes and inserts. The proofing process for these materials will be managed by the same Client Specialist that will address the programmatic set-up of your application.

At every step of the implementation process, our Development, Client Services and Production teams are connected, minimizing risk and allowing for a seamless transition to the live stage.



1.10.4 SPECIFICATIONS



Offeror shall state how they will comply with meeting the City's daily billing requirements per Specification Section 1.0

1.1 INTRODUCTION

The City of Glendale is looking to establish a partnership with a private contractor to provide off-site city utility bill and Transaction Privilege (Sales) Tax documents printing, folding, inserting and mailing services plus the option of electronic utility bill presentment. The City Utility Billing Services Section currently produces approximately 52,000 billing statements for print on a monthly basis. In addition the section produces approximately 5,500 reminder notices on a monthly basis. The Tax & License Division currently produces 13,000 – 17,000 monthly tax returns. In addition, the Tax & License Division also produces 5,000 – 9,000 monthly statements and annually approximately 20,000 renewal statements and business license certificates. Response time is critical.

The City is working together with the Arizona Department of Revenue to achieve the goal of simplifying the manner in which taxpayers report and pay their Transaction Privilege (Sales) Taxes. This will result in changes throughout 2015 and 2016 which could have an effect on the future printing and mailing of monthly tax statements and returns, however it will not affect the mailing of utility bills.

The vendor will receive an electronic data file from the City's utility billing customer information system by remote means and process the data to generate printed utility bills and reminder notices. The vendor will receive a separate file from the City's tax and license information system by remote means and process the data to generate printed statements, tax returns, and license certificates. All warehousing of paper stock, preprinted forms (shells), printing, folding, inserting and mail processing services will be performed by the contractor "in house" in the contractor's plant. Subcontracting and printing, folding, inserting or mail processing is not acceptable. Any offer received that has subcontracted services shall be deemed non-responsive and not considered.

The above requirements are fully met through our standard business practices and further details on how each job will be managed are outlined through the course of this document. We understand that the Transaction Privilege (Sales) Tax documents may be assumed by the Department of Revenue in the near future and that this may impact expected mail volumes for the tax application. We currently run this line of business for the City of Tempe and are familiar with the regulations and handling that govern this type of work. We will work with you as regulations change.

1.1.1 The Contractor shall provide the Contract Administrators with a proposed work schedule, name of the Supervisor(s) who will oversee the work performed, and the telephone number(s) by which to contact them. The Contract Administrators will decide all issues that may arise as to the quality and acceptability of any work performed under the contract.

Contract Administrator and Supervisor for Information Outsource:

Debbie Bogdanski
Director of Operations
3540 West Lincoln Street
Phoenix, AZ 85009
Phone: (602) 352-2369
Email: debbieb@spcio.com

A mutually agreeable Project Plan/Work Schedule will be created upon contract execution.



1.1.2 All inserts will be provided by the city and shipped to the contractor by the city. They will be shipped 48 hours before submittal of the electronic data file.

This is understood and accepted. All inserts will be warehoused onsite in our climate-controlled warehouse. We have also included pricing to print your inserts onsite, should you choose to exercise this option.

1.1.3 When notice of a performance deficiency is delivered to the Contractor, the Contractor shall have two (2) hours from the time of notification to initiate corrective action in any specific instances of unsatisfactory performance. Failure to correct unacceptable work or to provide suitable backup staffing within the specified time frame may result in reduction of payment or non-payment for service. If Contractor fails to correct the problem, the City reserves the right to correct the situation by whatever means are in the best interest of the City, with City personnel or by separate contract, and the cost of such actions will be deducted from the Contractor's monthly invoice.

This is understood.

1.1.4 Contractor is required to provide as many personnel as needed to meet the specifications. Maintaining continuity of the off-site services with trained staff experienced with the requirements of the City is of high importance. Contractor shall ensure that staff have no prior felony convictions or any convictions other than minor violations and understand that the City may initiate a background check administered by the Police Department if it is determined to be in the City's best interest. Contractor, and its employees, agree to treat all information which is obtained through its performance of this contract, as highly confidential information to the extent that is provided under Federal, State, and local laws, and shall not use any information obtained in any manner except as directed by the contract administrator. Contractor's employees will be required to sign a confidentiality agreement.

This is understood and fully met. Employees are bonded and insured and background screening and drug testing are completed prior to hiring. Standard Printing Company also uses the federal work authorization program commonly known as E-Verify to confirm that potential new hires are authorized to work in the United States. Please see Exhibit A – Privacy Policy – for additional information on the security and handling of your data.

1.2 UTILITY BILLING PRINT

The vendor will support the billing format as designed by the City. The vendor will pre-print City utility bills and reminder statements on 8.5" x 11", 24lb., and single part paper. The Statements will contain a micro perforation (at least 42 teeth per inch) and Z-folds to fit a #10 (double*) window envelope. The perforation is the bottom third of the page for remittance purposes. The remittance envelopes will be a standard #9 (single window*). The reverse side of the utility bill shall contain static billing information and in the future may contain variable data as contained in the customer's record. The vendor will also accept any inserts printed for the City by other providers. Utility jobs will be done on a weekly basis with the largest job estimated at 20,000 bills and the smallest job estimated at 9,000. The City may at a future date begin billing on a daily basis with printable bills ranging from an estimated 3,000 to 5,000 per day.

* These items have been updated per the issued Addendum

All of the above requirements are fully met and are part of our standard business practices. All forms will be produced in-house by Standard Printing Company and sample forms and envelopes are available upon request. The City's volume requirements fit well within our current capacity, and we are happy to discuss any changes to frequency as it suits the City's needs.



1.3 TRANSACTION PRIVILEGE (SALES) TAX DOCUMENTS

The vendor will support the document formats as designed by the City. The vendor will pre-print City of Glendale privilege tax license – cut sheets, privilege tax return forms and statement of account forms on 8.5" x 11", 24lb. paper. The privilege tax license form will need to contain a micro perforation (at least 42 teeth per inch) and Z-folds to fit a #10 single window envelope. The perforation is the top third of the page. The statement of account form will need to contain a micro perforation (at least 42 teeth per inch) and Z-folds to fit a #10 (double*) window envelope. The perforation is the bottom third of the page for remittance purposes. The statement of account form remittance envelopes will be a standard #9, (single window*). The reverse side of the applications, tax returns and statement of account forms shall contain static information. The vendor will also accept any inserts printed for the City by other providers as needed.

* These items have been updated per the issued Addendum

All of the above requirements are fully met and are part of our standard business practices.

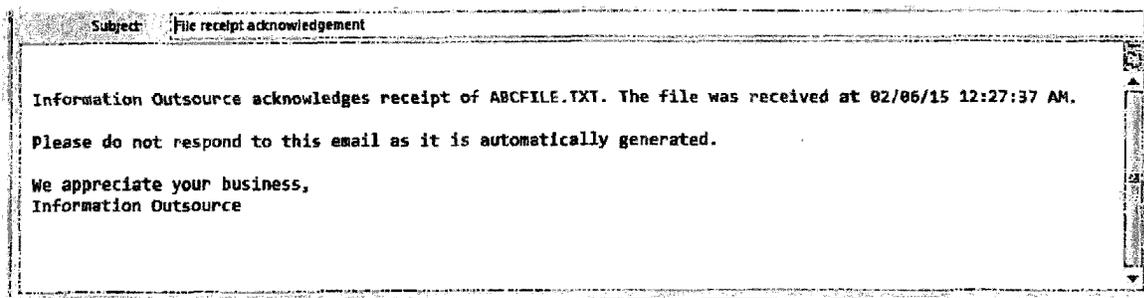
1.4 JOB PROCESSING

The vendor shall confirm receipt of the proper data file via e-mail within two (2) hours of receipt of the City's file. (The number of records contained in the file and the billing batch number will be used as confirming data). Reporting shall consist of the following:

1.4.1 Daily Production Confirmation Reports via email – immediately after processing is complete:

- a. Volume of bills
 - i. Received for processing
 - ii. Printed/archived
 - iii. Not printed but archived – grouped by type or reason for not printing
 - iv. Not printed/archived due to data errors
- b. Account details (customer name and account number) for all of the above categories

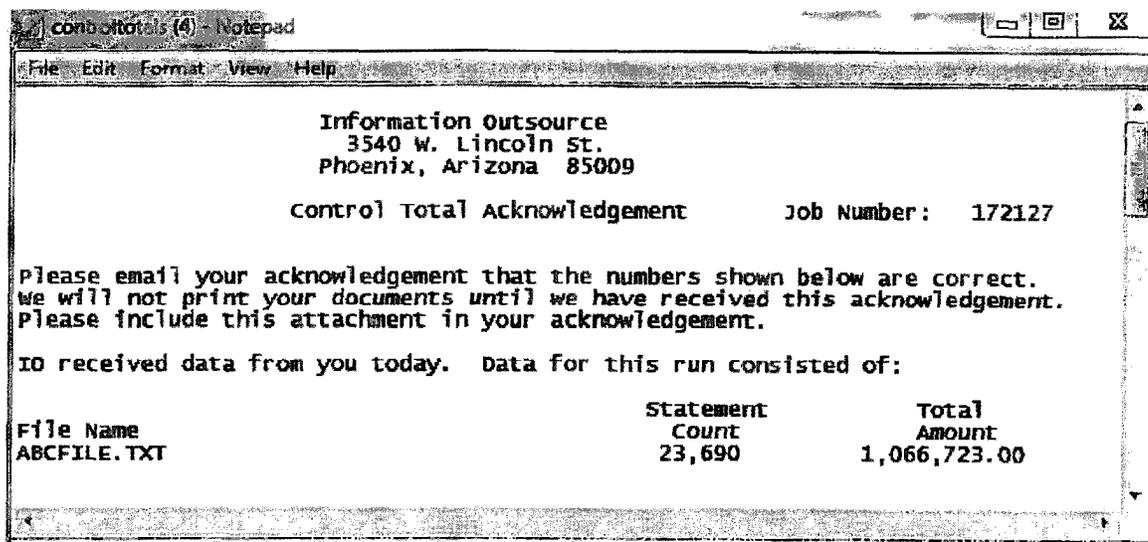
This requirement is fully met. Upon receipt of the City's data file, an email will be sent to the City of Glendale's designated recipient(s), acknowledging the transfer and file name:



Shortly following will be comprehensive reporting, which includes the following:

1. **Control Totals** – This report shows the file name, the number of records received, the number of statements to be mailed/archived and the total amount due per these statements.





2. **PDF Samples** – These samples will be documents generated from the pending data file(s), so that you may verify dates, messages and specific content.
3. **Suppression Report** – This report is normally provided as an Excel document and enumerates the records that have been removed from the mailing. The reason for suppression is included, which may reflect credit balances, past due amounts that exceed a certain threshold, incomplete data records or other pre-determined criteria outlined by the City during the implementation phase. This report can also show the customer name and account number, or any other unique information needed to identify specific records. We are also able to sort by suppression type, or detail those accounts that will still be archived despite their suppressed print status.

We ask that the City approves these reports and samples prior to printing and mailing your documents. After an established process is in place, we will entertain a sign-off waiver that would relieve the need for approval, but this would be only at the City's request.

The City may view and approve the above samples and reports via email directed to City contacts, or by logging in to our secure online Customer Portal.

In addition to suppressions, the following enhanced handling options are available to the City:

Pulled Documents

We are able to programmatically identify documents that should be printed and pulled based on predefined criteria. For example, if you instruct us that all documents with a credit balance are to be printed, pulled and sent back to the City for in-house management, we will program to make this accommodation on a daily basis. Alternatively, we are able to pull documents on a case-by-case basis by acquiring the account number, name or other identifiable keyfield from the City. The piece is then identified within your mailing using the unique piece number we assign during processing. This piece number is used to identify exactly where a document is within your mailing. The document can then be pulled and either sent to the City for processing, or destroyed at your instruction.



Householding

Multiple bills to the same customer and mailing address may be matched through our “householding” service. The “householded” pieces are put into one envelope with one return envelope and single insert, mailed First Class and are delivered to the USPS at the same time all other bills are mailed that day.

Selective Messaging & Insertion

In addition to static insertion, whereby we insert newsletters or other marketing pieces for all mailed documents, we are able to selectively insert materials for a subset of your customer base using custom programming and our intelligent inserting equipment. Based on defined criteria (e.g. zip codes, account numbers, amounts due, etc.), we can identify specific customers that should or should not receive inserts. We are also able to identify your auto-pay and/or credit customers via a flag in your data that allows us to omit remittance envelopes for these customers, or to print selective messages based on account status.

1.4.2 Monthly statistics to be provided by the 10th calendar day of the following month:

- a. Timeline for each cycle/job, from receipt to delivery to USPS*
- b. For each file, with volumes summarized monthly:*
 - i. File name*
 - ii. Date received*
 - iii. Volume of:*
 - Transactions*
 - Printed bills*
 - First pages*
 - Multiple Page*
 - iv. Job Status*
 - v. Total Postage*

All of the above information will be included with your invoice packet. We are able to bill at your requested frequency, which can be weekly or monthly, depending on your AP requirements. Monthly invoicing is always completed by the 10th of the following month at the very latest, and normally can be expected by the 5th of the month.

The City will also be provided with a Production Report with each invoice, which details the materials used with a given mailing, as well as the number of documents mailed, multiple-page documents and inserts employed. A sample Production Report follows:





PRODUCTION REPORT

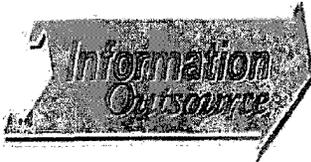
02/06/2015 through 02/06/2015

For: **TOWN OF ABC**

Date	Client Records Received	Addresses Verified	First Page Imaged	Add'l Pages Imaged	Total Sheets Printed	Checks	Envelope	Inserts			Page Breakdown	
								Bre	Sel Bre	Static		
Job Number: 172127												
02/06/2015	23,690	23,690	23,690	0	23,690	23,690	23,690	21,690	0	0	0	1 pg - 20190
	400170:	23690										
	100002:	23750										
	100011:	21590										
	505625:	23690										
	50022:	0										
	50077:	0										
	100003:	0										

A comprehensive postage report also accompanies each invoice, which details the number of pieces mailed at each pre-sort postage rate, and the total amount of postage used per mailing. Postage is paid directly to the US POSTMASTER and we apply postage from your account with each mailing. A sample postage report follows:





3540 W. Lincoln St.
Phoenix, AZ 85009

POSTAGE INVOICE

INVOICE NUMBER: 94011
METER DATE: February 6, 2015

CLIENT: TOWN OF ABC

CLIENT ID: ABC

CUSTOMER PO #	PAYMENT TERMS	PROCESS DATE	SALES REP ID
CYC 09	Prepaid	Feb 6, 2015	CSR

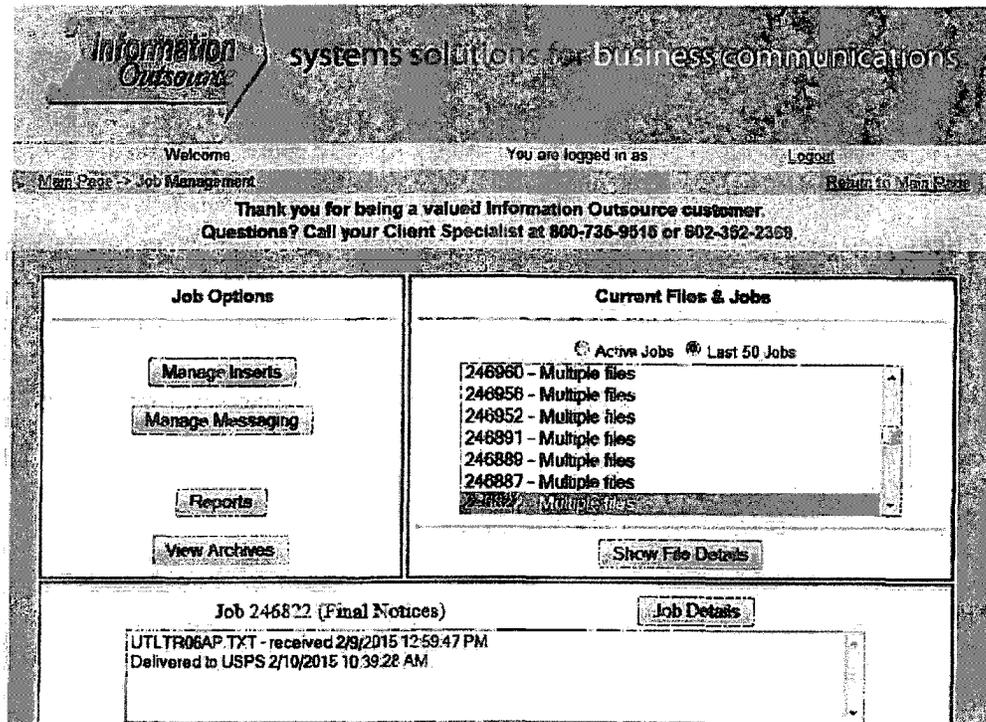
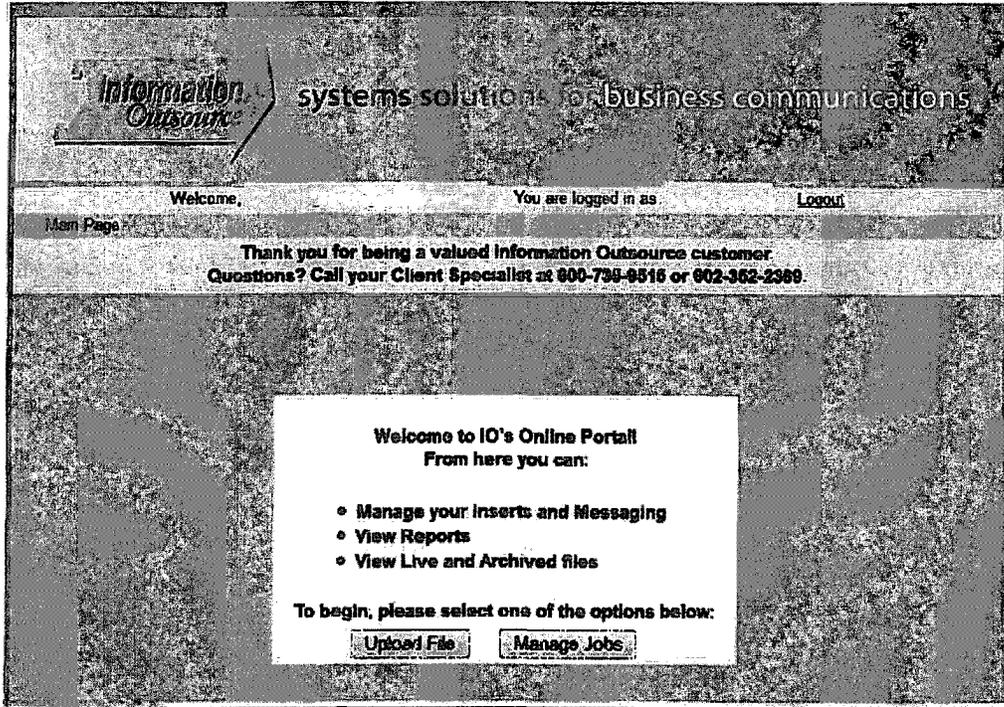
QUANTITY	ITEM	DESCRIPTION	AMOUNT
22,505.00	.381	JOB # 172127 QUALIFIED POSTAGE	8574.41
1120.00	.406	QUALIFIED POSTAGE	454.72
65.00	.435	QUALIFIED POSTAGE	26.28

TOTAL POSTAGE USED 9057.41

In addition to the reporting made available as part of your invoice packet, production information and mailing timelines may also be tracked via the IO Customer Portal. Screenshots of this web-based application follow:



City of Glendale Solicitation Number: RFP 15-38
Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services
As prepared by Information Outsource, a division of Standard Printing Company



1.4.3 The vendor shall contractually guarantee the City's daily billing requirements and work schedule for customer support and provide unlimited telephone support during the hours of 8:00 a.m. to 5:00 p.m. Glendale, Arizona time, Monday through Friday.



This requirement is understood and fully met. Being that we are local, our business timelines perfectly align with the City's needs.

1.4.3.1 Describe the trouble management process including problem reporting, assignment, escalation and resolution.

Quality Control

Our quality control procedures and performance standards are found at each stage of our workflow, and these procedures are routinely audited to ensure they are comprehensive in their design. Our Quality Control team meets regularly to review areas of risk that could be improved upon by tightening procedures, improving equipment maintenance or implementing changes in technology. We have put thousands of hours into our quality control practices, which allow for error-free mailings.

Our proprietary system compares the data file received to past files, confirming that the data in the file is not a duplication of a prior file. Once confirmed, the file is processed and quality control paperwork is created, which follows the job through Production and is retained in our onsite files. During the processing, printing and inserting stages, we have inserted quality control checks that monitor output, formatting, materials, piece count and postage requirements. All items must balance at every stage prior to sending the mailing to the post office.

Live job issues always take priority over other Development responsibilities. If your live data file presents an issue during processing (e.g. duplicate file, incorrectly formatted data, a change in data structure) it is immediately addressed and you will receive a call from your Client Specialist with our recommended resolution. In many instances, we are able to remedy the issue immediately, allowing for minimal delay in processing.

Being that all personnel and equipment are housed in the same facility, in-person escalation is easily managed and facilitated. If more than one department's input is required, all can be called together at a moment's notice. If the issue cannot be immediately corrected, the Director of Operations will become involved.

We strive for 100% accuracy on every job we run. If for any reason the accuracy is compromised and it is found that Information Outsource is at fault, all necessary steps will be taken to rectify the situation – whether it be a corrected mailing or financial retribution.

1.4.3.2 After hours support – describe procedures.

Our Client Services department is available from 8:00 AM – 5:00 PM MST, Monday through Friday. Should an urgent issue arise outside this timeframe, Production personnel are onsite from 6:00 AM – 6:00 PM MST, Monday through Friday. We will also provide the City with an after-hours service number where a message may be left outside of normal business hours.

1.4.3.3 Provide a list of company holidays.

We observe the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day & The Day After Thanksgiving
Christmas Day



If holiday or weekend processing is required in order to meet agreed upon timelines, we assume this as our responsibility. If a special or emergency mailing is required, this will be addressed on a case-by-case basis.

1.4.3.4 Provide contact points for customer service

Your Client Specialist will be the first point of contact for all technical, operational and live job questions. This individual will determine who best in the organization can address your needs and then manage the process from start to finish. Your contact is available via phone and/or email, and their primary job function is to ensure that your needs are met. All Information Outsource personnel may be reached via phone at (602) 352-2369, or via email at production@spcio.com. A secondary Client Specialist will also be assigned in case your primary contact is out of the office.

1.4.4 The vendor will be required to print, fold, insert, meter and mail via lowest discount rate the completed bills for delivery to the U.S. Postal Service (USPS) preferably within the same business day, but no later than 24 hours. Under no circumstances shall the bill be mailed later than 24 hours after electronic submission.

This requirement is fully met. It is anticipated that bills will mail on the same business day, but always within 24 hours. We understand the importance of timely delivery and how this directly impacts your revenue stream. We deliver your mail directly to the main Phoenix Business Mail Entry Unit located at 4949 East Van Buren Street and it is anticipated that customers will receive their bills one day later.

1.4.5 Larger and more complicated jobs are to be completed within 48 hours from electronic submission. The city shall determine which jobs will fall into this category.

This is understood and the requirement is fully met, based on individual job instruction.

1.4.6 The city may have need for other print jobs to be processed, not identified in this proposal. These jobs are to be individually negotiated at a price agreeable to both the city and the contractor. Time frames should reasonably accommodate the contractor's operations needs along with the City of Glendale's deadline. If the City's deadline cannot be met, the contractor shall provide an alternative solution to the Contract Administrator that will allow the deadline to be met.

This requirement is fully met and is a common practice among our municipal clients. We are happy to discuss any additional mailings you require, or print projects that fall outside the scope of mailing (e.g. door hangers, City brochures, etc.).

1.5 Contractor Services

1.5.1 The City is looking for a Contractor that runs an off-site facility Monday through Friday with minimum hours of operation from approximately 8:00 a.m. to 5:00 p.m. Offerors shall state where their facility is located, the contact phone number, the hours of operations, the number of staff and an inventory of equipment.

This requirement is fully met. Production staff is onsite from 6:00 AM – 6:00 PM Monday through Friday at our primary facility, located at:

3540 West Lincoln Street
Phoenix, AZ 85009
Phone: (602) 352-2369



Our system is available 24 hours a day, 7 days a week for secure file transfer and access to Electronic Billing websites. In addition, our offsite data center allows for continuous file transfer and website access in the event of an outage at our primary location.

There are 48 full-time employees at Standard Printing/Information Outsource.

The following equipment is located at our primary facility, with comparable equipment housed at our disaster recovery site:

- High-speed laser and variable color laser printers
- Full-color digital printers
- Six-station intelligent inserters
- 4- to 6-color web presses

1.5.2 Contractor is to maintain all paper stock, on-site, to meet the variety of items required by the city. The in-house stock level is to be sufficient to produce the requested items, at their anticipated volumes. In addition, a safety stock is to be maintained on-site for possible immediate reprinting regardless of the reason for the reprinting. The maximum inventory of preprinted forms (shells) which the city will be liable for and will pay the contractor if the city changes the form is 90 days.

This requirement is fully met. All materials, including pre-printed stock and envelopes, will be warehoused onsite in our climate-controlled warehouse, and will be managed through our proprietary inventory management system. Our normal business practice is to house a 90 day supply of forms onsite and to alert you to the need to reorder once we reach a 6-week supply. **There is no charge for warehousing.**

Being that all forms will be produced onsite, we are able to quickly print materials on your behalf, should a change need to be accommodated.

1.5.3 The City will not be liable for the cost to reprint and mail a job; if it is determined the reason for the reprint is the fault of the contractor. The contractor would be reimbursed when the delay arises out of cause beyond the control and without the fault of negligence of the contractor. The City shall determine which reprint jobs are the fault of the contractor and what is beyond the control of the contractor and what is negligence by the contractor.

This is understood.

1.5.4 Contractor will also be required to have the ability to accept printing jobs electronically. City shall evaluate the proposer's acceptable forms of transmission and determine which form, if any works best for the city.

This requirement is fully met. Information Outsource accepts data via our secured FTP site or secure web-based Customer Portal. Our sites are available 24 hours a day, 7 days a week to receive your files. City staff will be fully trained on how to access our site and submit data, as well as how to review the provided reports during live job processing.

We are able to accept your data file as it is most easily exported from your data system. Text and delimited files are preferred, but we can also easily accept PDF or print image data, as is the case with your tax documents. Information Outsource is able to accept your bill files in their current format and utilizing your preferred transmission method. We can also accept an automated transmissions if you would prefer to schedule your file delivery and automatically connect to us.



No matter which raw data format you supply, our in-house development team builds a unique program to manage the data structure of each of our clients, allowing us to manage the print layout, CASS verification, barcoding, address correction updates, production paperwork and special handling requirements for each entity. This program allows us to build efficiencies in automation, versus relying on manual processes that could introduce a margin for error. Even if a PDF document is supplied, we are still able to manage custom messaging and address verification and correction on the mailed piece.

1.5.5 Contractor may provide an option for a hosted solution to present utility bills that will integrate with the City's existing website. The hosted solution will retain and present up to 13 months of the PDF version of the actual printed bill. The integration with the City's website will be designed such that the customer will only need to log into the City's website and not be required to log in again to view their utility bill.

This requirement is fully met and can be managed in one of three ways, listed here from least to most robust. All of the following options are developed and supported by our in-house Development staff and there are no sub-contractors associated with these offerings. Should the City opt to pursue an electronic billing solution, we would welcome the opportunity to present an online (or onsite) demonstration of the product's features.

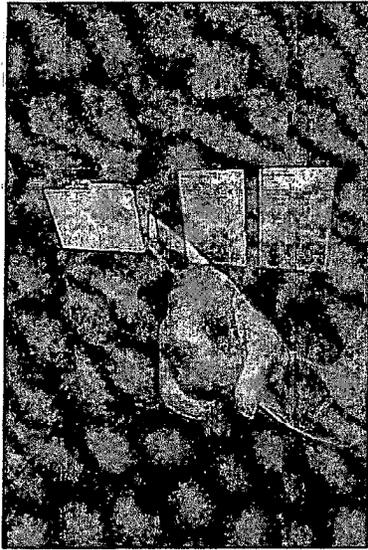
We also would like to state that the following options reflect how we have interpreted your needs, however, we are happy to discuss additional solutions with City staff, knowing that our Development team can create a custom solution on your behalf.

Option 1: PDF Image Archive - Our development team can work with City staff to integrate a PDF document archive with the existing City website. By offering individual PDF images to the City with each billing process, we can name the images in a fashion that they can be pulled from a City-hosted data repository and served up onto the City's existing customer access portal. This would require development attention from City staff, but would be an efficient route for customers to access documents through the existing mechanism. The Arizona Department of Administration has implemented a similar function with Information Outsource and has met with success in this area. (AZDOA is one of our provided references, and they may be contacted to discuss this initiative and other questions relative to service.)

Option 2: Hybrid Bill Presentment - In this scenario, our development team would work with City staff to create a pass through to our hosted site from the City's existing website. Upon login to the City site, the customer would be able to click a link that would verify their account information and pass them directly to the Information Outsource hosted site and their account landing page. This would allow them access to current and historical documents, as well as a link to pay their bill through Authorize.net if you so choose.

Option 3: Full Scale Electronic Bill Presentment - Information Outsource offers a full-service Electronic Billing component, which allows for hosted Administrative and Customer websites, as well as email notification and documents delivered via email in PDF format. In this scenario, communication with customers regarding available documents, the migration of customers to electronic billing and the management of email addresses and active users is managed by Information Outsource.





Full-Service Electronic Billing Includes:

- Self-enrollment & ongoing job management
- An exact replica of mailed bill, allowing customers to see detail and messages
- A link to a hosted version of the bill as well as attached PDF if desired
- Access to marketing inserts and newsletters via the hosted site
- A link to designated payment processor through the website or in the body of the email message
- Customer and Administrative Sites with access to all documents, whether emailed or mailed

Benefits of Full-Service Electronic Billing:

- No need for involvement by City staff for enrollment or program maintenance
- Customers can access 13 months of billing history online
- City staff can view current and historical documents via the Administrative website for customer service purposes.

Email Alerts

The Email Alert function is the vehicle used to let an enrolled customer know they have a statement ready for viewing on the EBP Customer site. Each time a job runs, IO will compare the customer data against a table of enrolled customers. When an enrolled customer is identified as having a document within the data, an Email Alert is sent to the customer. The message in the Email will contain a link to the login page of the customer website hosted by IO and/or a PDF attachment of the customer's current document. The document would then be suppressed from the paper mailing.

Email Notification to Customer

Your online billing statements dated 02/15/14 are available for viewing.

The total amount due is \$64.00 and the due date is 02/15/14. Please click on the link to view your statement. If you need further assistance, please call 800-735-9519 or email us at customerservice@io.com.

Account Login

Information Outsource is pleased to offer electronic access to your billing documents.

Log In

User Name: _____

Password: _____

Remember me next time.

Other features of email delivery:

- Attached PDF image (optional)
- Current messages
- Link to payment processor

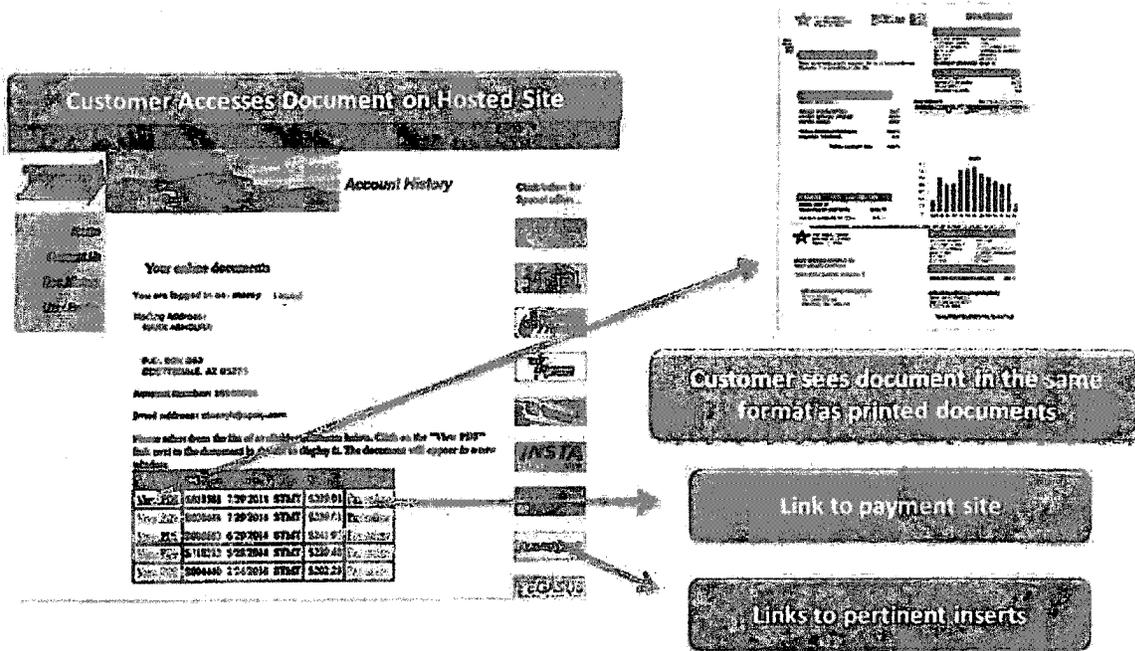
Information Outsource

Home | Contact Us | Payment Options | Enroll Now

First time users, please refer to your printed document for pre-enrollment information, or contact us at (800) 735-9519 to enroll via phone.



Understanding that the City already has an interface for customer login, the link in the email notification could direct the customer to the City-hosted site if preferred. In this case, the customer would authenticate themselves on the City site, and then be passed to the Information Outsource hosted portion of the solution without requiring a secondary login:



Administrative Document Access

As part of the full-scale Electronic Bill Presentment product, we also build and host an Administrative Site that would allow City staff to access current and historical documents. Staff would be able to view documents exactly as they were mailed to customers:



Administrators Access Customer Documents

Search Functionality

Customer Service Search Accounts

Account Number: []
 Return On Account: []
 [SEARCH]

James Van
 RANDY ANTONIOLLO

Account Number	Account Name	City	State	Account Status
10000001	JOHN HAFRELL	CAVE CREEK	AZ	Account Deleted
10000024	ENZO MOLOMBI	PHOENIX	AZ	Account Deleted
10000046	SMANTHA DOWELL	PHOENIX	AZ	Account Deleted
10000058	DAVID MUYAS	CAVE CREEK	AZ	Account Deleted
10000080	PAULA ZENG	PHOENIX	AZ	Account Deleted
10100001	MARK ADENBERG	SCOTTSDALE	AZ	Account Deleted
10100002	BENBETH PAGE	CAVE CREEK	AZ	Account Deleted
10100005	NKO AUTO	SCOTTSDALE	AZ	Account Deleted

All documents uploaded to Admin site, and are in the same format the customer received electronically or in print.

Any combination of these options can be explored with the City and the solution that best meets your needs will be deployed.

1.6 CONTRACTOR SERVICES FOR MAIL SERVICES

The vendor shall provide electronic mail-sort services to maximize postal discounts and mail bills at the lowest discount rate. The following requirements shall be adhered to:

- 1.6.1 Bills must be mailed via presorted first class mail to maximize postal discounts.
- 1.6.2 The City must be able to verify proof of delivery to the USPS on an as-needed basis.

All of the above requirements are fully met. All documents will be mailed via pre-sorted First-Class mail to maximize postal discounts. Proof of delivery to the USPS is available via the Information Outsource Customer Portal or via your Client Specialist. Additional USPS documentation is available upon request.

1.6.3 Customer addresses must be validated and updated as necessary by the vendor using CASS (USPS-certified) software.

This requirement is fully met. CASS processing is a standard procedure with each of your mailings, and we utilize USPS-certified software to complete this task. With each job, a “non-qualified address” report is provided. This list of addresses details those addresses in the data file that cannot be pre-sorted and do not warrant a discounted postage rate. Error codes accompany these addresses, which further define why the post office is unable to verify the address. A sample report follows:



	A	B	C	D	E	F	G
1	keyfield	name 1	address 1	city	state	zip	err_stat
2	1779200000	FRANK LOLA	833 W MAIN DR	CHANDLER	AZ	85286	411
3	9098200000	JOHNNY'S RESTAURANT	6101 S PIAZZA	TEMPE	AZ	85283	411
4	8990300000	PIZZA PALACE	PO BOX 2900	GOLETA	CA	93118	411
5	0098500000	BONITA KLEIN	14231 E CAVE DEAL DR	TEMPE	AZ	85282	412
6	1079200000	REED STOCKINGTON	1112 GARDNER ST	GILBERT	AL	85233	412
7	1778500000	MYLA ARDEN	2427 W COMET	SCOTTSDALE	AZ	85262	412
8							

1.6.4 The vendor must provide daily reports of address changes, so that the City can update the Customer Information System database.

This requirement is fully met. NCOALink will also be utilized per your RFP instructions, which allows us to update the mailing address to reflect any forwardable moves the USPS identifies. A report detailing those addresses that were updated, including account number, original address, new address and move status, will be provided at the processing stage. Additional keyfield information can be added to this report to allow for efficient updates to your CIS database.

3.6.5 The vendor shall provide details about how they will ensure that the City receives the lowest postal rates possible, including information about minimum quantities for mailing.

All addresses are run through our USPS-certified CASS software to verify the addresses. This ensures that all addresses meet the USPS standard for the lowest possible pre-sort postage rates.

We have also implemented the Intelligent Mail Barcode for all customers. This barcode allows additional information to be passed to the post office, which aids in the quick delivery of mail pieces. The bar code includes delivery point information that allows us to meter your mail at the lowest automatable presort rates.

For the majority of its mail pieces, the City can expect to receive the lowest possible rate - \$.381. This savings is passed on directly to you, as our postage process is completely transparent. The normal quantity for a maximum (5-digit pre-sort) discount is 500 pieces. Due to the concentration of customers within your billing area, most bills are mailed at the lowest rate offered by the post office.

There is no minimum quantity required for mailing.

The City of Glendale will only be responsible for the actual amount of postage applied, versus a flat per-piece rate.

3.6.6 The vendor must be in compliance with any new mailing requirements of the USPS, such as the NCOALink for processing zip code +4 or Information Technology (IT) services to report City addresses, which have been updated in the USPS database due to a customer submitted change of address.

This requirement is fully met. We are in compliance with all current requirements of the USPS. Being that we are one of the largest mailers in the Phoenix area, we have a solid relationship with the post office on both a local and national level. This allows us to stay informed of changing regulations on your behalf, and also



thoroughly research any issues that may occur at the postal level. We also utilize USPS-certified software for CASS and NCOA processing, giving the City access to the most current address information and therefore obtaining the most postal discounts and rate of deliverable mail.

Information Outsource is also eligible for additional postal discounts based on our compliance with new USPS "full service" rules. This can allow us to reduce rates by an additional .003 per envelope. Any savings accrued through this business practice will be passed along to the City.

1.7 CONTINGENCY PLAN

Proposers are to provide a specific contingency plan if any principal team member were to leave the project or if any vehicle or equipment necessary to meet the service needs of the city is temporarily not operational.

Knowing that the delivery of your billing documents represents revenue, we understand the importance of timely delivery. Our business model is such that we practice redundancy both in our personnel and equipment. Production, Development, and Client Services all work together to service our client accounts, and the Director of Operations regularly monitors all account activity. Should a team member leave IO, all history and current project activity would be easily managed by another team member, as they would have first-hand knowledge of the account.

All of our production functions (processing, printing and inserting) are able to be performed on at least two other pieces of machinery, so if one piece of equipment is out of service, we are never left without the capability to meet agreed-upon timelines.

We also retain full-service maintenance contracts on all pieces of machinery, ensuring they will be up and running to complete your business. Monthly preventative maintenance is scheduled on each, in an effort to identify potential issues before they arise.

In addition, our facility houses two onsite generators to provide power for equipment in the event of a short-term power outage, along with data connections through multiple providers to allow continuous access to customers.

Additional information on long-term recovery is offered in section **1.9 Disaster Recovery**.

1.8 IMPLEMENTATION OF SERVICES

Proposer shall describe in detail the approach to transition and implement from the existing 3rd party printing and mailing service. The notice to proceed will be by confirmation of the award of the contract by the City Council. It is anticipated that the City Council will take this action in the Fall of 2015. Continuity of service is critical and the transition and implementation must produce a seamless delivery of printing and mailing services. The City will make electronic copies of the forms and envelopes available to the successful proposer.

Information Outsource has implemented and currently supports customers on the Harris Northstar system and, as such, we are familiar with the raw data output. We work with a variety of data platforms and have created an implementation process that allows us to methodically address your business needs and unique handling.

Our implementation process is on average a 25-30 day process, during which there are two sample stages. We will first work with you to define the parameters of your job, and will ask for a test data file. Once all has been defined, we will get to work on producing Phase 1 samples.



Phase 1 samples are generated in our Development environment from the provided test data file. These samples will be provided to you for review, and it is at this stage we make all necessary adjustments to your job. Once samples are approved, we move to Phase 2.

Phase 2 is the stage at which we move all programming to our Production environment. A second round of samples is created and submitted for approval, and rigorous quality control checks are completed by both Development and Client Services. It is during Phase 2 that we would provide hardcopy samples for barcode testing, to ensure readability for payment processing.

Once Phase 2 is complete, we are ready to move to live Production. At this stage, a meeting is held with Development, Client Services and Production to discuss the live job and make sure all departments are on the same page. When the first live file is received, Production and Client Services complete an additional QC process prior to submitting the live job samples to you for approval.

At every step of the implementation process, our Development, Client Services and Production teams are connected, minimizing risk and allowing for a seamless transition to the live stage. **All work is completed onsite by our in-house development team.**

Prior to going live, we will discuss any questions your staff may have about the data submission and approval process, to make sure they are fully trained our services and how to utilize the IO Customer Portal.

We are also happy to schedule parallel processing that would create PDF bill output for a live billing file, allowing you to look through specific account information and ensuring that the bill output generated by Information Outsource mirrors that of your current vendor and meets your customers' expectations.

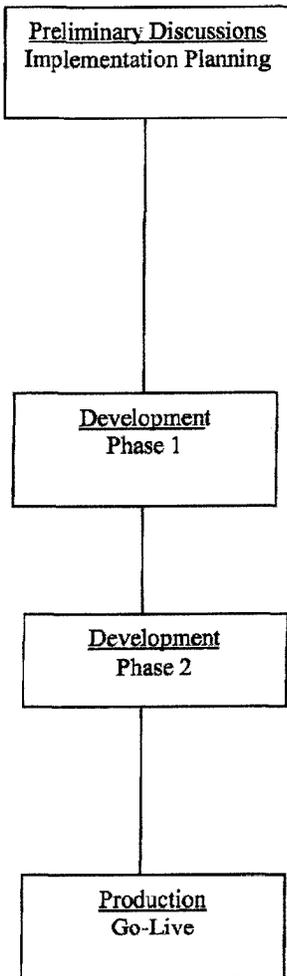
1.8.1 Proposer shall also describe the timing required and coordination with City staff necessary to train and educate the proposer's staff with the duties and requirements of the contract. The awarded contractor's training is to be sufficient to provide knowledgeable staff competent to begin service at full performance level the first day of the contract. All training, development and approval by the City of forms, reports and billing processes must be completed prior to the commencement of the contract.

City staff will be asked to address periodic questions during the implementation period, and to review and approve development samples prior to moving into a live environment. Required staff time is estimated at 2-3 hours for the whole of the implementation process, and there are no hardware or software requirements beyond your current billing system and Internet access. An installed FTP client is also desirable, but not required.

At the City's discretion, a site visit to our facility is welcome, and we can kick-off our implementation efforts with a face-to-face meeting with appropriate City representatives. We would welcome the opportunity for you to meet all of our personnel and to see how your job will travel through the processing, printing and mailing stages.

All training of City staff would be completed prior to going live and at no expense to the City.





Implementation Planning

The following is what will occur immediately following your decision to work with IO:

- Introductory call from your Client Specialist to discuss the implementation process
- Technical call, which is designed to:
 - Introduce key contacts
 - Confirm key aspects of the new project
 - Discuss technical & logistical questions from your IO team
 - Address timing for implementation and go-live
- Delivery of FTP instructions and Scope of Services
- Delivery of Project Plan with outlined implementation tasks, deliverables, milestones, timeframes and resources

Development: Phase 1

During the first phase of development, the following will occur:

- Your requests and instructions will be researched by IO Development
- The report form for your job will be built and tested by IO Development
- Phase 1 samples and beta site will be created in the IO Dev environment
- Phase 1 samples will be sent to you for feedback and approval

Development: Phase 2

Following your approval of the Phase 1 Development samples:

- IO Development will move your job into our Production environment and perform a battery of quality control checks
- Phase 2 samples will be produced using test data in our Production environment
- Phase 2 samples will be sent to you for final approval

Production: Go-Live

Once you approve Phase 2 items, we are ready to “go live”. What this means is:

- Production is ready to receive your live file
- A final series of quality control checks will be performed by Production and your Client Specialist during your first job
- Live job samples and control totals will be provided to you for approval
- Your documents will mail for the first time

1.8.2 Proposer shall also describe the process to be used to obtain any additional equipment necessary for the timely execution of the contract.

No additional equipment will be required to complete the execution of this contract. All required job processes and manufacturing equipment is available and in use as part of our present operation.

1.8.3 There shall be no cost to the City for any training of staff or development of the necessary contract documents, reports or operating forms, supplies, or any other associated start-up expenses. This excludes the one-time integration fee for the electronic bill presentment.

This is understood and fully met. No implementation fees will be charged relative to the print and mail portion of your business.



1.9 DISASTER RECOVERY

The vendor must have a disaster recovery facility to process the City's bills if the main facility becomes inoperable. Provide locations and information about these facilities. Provide a summary of the disaster recovery plan, including the amount of time needed to move processing to another facility.

We have a disaster recovery facility in Phoenix, which is equipped to mirror our main operation and perform all necessary functions to meet customer commitments in the event of short- or long-term failure. This site contains printing and inserting equipment comparable to the equipment housed in our main facility, which would allow for the processing, printing, inserting and mailing of your documents.

Testing is completed on a monthly basis to ensure the viability of our disaster recovery solutions. The time required to move processing to our Printing, Processing & Inserting Alternate Site would be 90 minutes or less.

In addition to a fully-functional disaster recovery facility, we also retain 20,000 square feet near Phoenix Sky Harbor Airport. This space may serve as an alternate location for our main facility, should our facility be deemed inoperable for an extended period of time. Additionally, our relationships with our paper and envelope vendors would allow for the delivery of supplemental materials within 24 hours.

We also own and house live servers at Phoenix NAP, an offsite data center near 32nd Street and University, that runs parallel to our Production equipment. In the event of any facility issue, we are able to immediately access all data with no interruption of service. Phoenix NAP is one of the nation's premiere disaster recovery operations, offering redundant power and network infrastructure as well as guaranteed 100% uptime.

Printing, Processing & Inserting Alternate Site:
3616 West Thomas Road, Suite 5
Phoenix, AZ 85019

Additional Alternate Site:
2802 Old Tower Road
Phoenix, AZ 85034

Data Management, Electronic Billing Alternate Site:
Phoenix NAP Data Center
3402 East University Drive
Phoenix, AZ 85034



1.10.5 REFERENCES



Discuss specific qualifications as they relate to the City contract and the Firm's experience on contracts of a similar size and nature.

Provide three client references that are operational with mail and printing services of similar or greater size and complexity to the City. References and work experience identified for mail and printing services should be on work performed with the last 24 months.

Information Outsource has a multitude of customers that mirror the City of Glendale's profile in size, mailing needs, and expectations. As such, we have created a business model that directly reflects the needs of these customers.

The following current customers would welcome your call to discuss our capabilities, service level, cost-effectiveness, and attention to detail:

Town of Gilbert, Gilbert, AZ

Contact: Leslie Nieves, Customer Service Manager
Phone: (480) 503-6801
Email: leslie.nieves@gilbertaz.gov

The Town of Gilbert has been a client since 2001 and we were re-awarded the Town's business through a public RFP in 2012. Since we began working with the Town, we have guided them through two separate billing system upgrades, which required Information Outsource to work hand-in-hand with their software provider to understand the nuances of the new system and to coordinate efforts. New printed output accompanied their system changes, and all transitions were made without disruption to their live business. We currently print and mail the Town's utility bills, shut-off notices and collection letters, which totaled 833,000 mailed pieces in 2014, in addition to hosting and maintaining an electronic billing site on their behalf. The Town has also implemented Share My Stamp.

DriveTime Phoenix, AZ

Contact: Jodi Cook, Assistant Director of IT
Phone: (480) 544-4923
Email: Jodi.Cook@drivetime.com

DriveTime has been a client since 2004, and we attribute our success with this organization to our ability to act as an extension of their business. Throughout the course of our relationship, we have implemented over 85 different collection, lost sales and notice of intent letters. We also mail 1099-MISC and 1099-C documents in January each year. Working with their proprietary data system, we created ways to manage their customer communications, including an automated archival system, so that documents are readily accessible to their customer service representatives and staff. We also print custom forms and inserts to be used with their mailings. We mailed 1.3 million letters in 2014 for this client.



City of Avondale
Avondale, AZ

Contact: Lisa Hord, Customer Service Manager
Phone: (623) 333-2045
Email: lhord@avondale.org

The City of Avondale has been a client since 2001. We currently mail Utility Bills, Shut-Off Notices, Final Bills and Sales Tax Notices on the City's behalf, mailing 270,000 documents in 2014. Avondale's utility billing software does not allow for much flexibility when it comes to exporting their data stream and Information Outsource has been able to add value by creating a program that can manipulate the City's data and create an output that makes the best use of the space available on their documents.

City of Tempe
Tempe, AZ

Contact: Tarja Nummela, Utility Billing Customer Services Manager
Phone: (480) 350-8637
Email: tarja_nummela@tempe.gov

Contact: Bruce Smith, Tax License and Collection Supervisor
Phone: (480) 350-8509
Email: Bruce_Smith@tempe.gov

The City of Tempe has been a client since 2013, when we were awarded their business through a public RFP. We mail the City's Utility Bills, Final Bills and Notices on a daily basis, as well as their Tax Account Statements, Privilege Sales Tax Returns, License Certificates and License Renewals. In 2014 we mailed over 800,000 documents on the City's behalf. We accept, warehouse and utilize City-created inserts for use with all applications and facilitate the imprinting and use of custom envelopes during the holiday pick-up season each year.

Arizona Department of Administration
Phoenix, AZ

Contact: Stu Wilbur, Manager, Statewide Payroll & RASL
Phone: (602) 542-1674
Email: Stu.Wilbur@azdoa.gov

The Arizona Department of Administration (AZDOA) has entrusted the printing and mailing of their annual W2 and 1099-MISC documents to Information Outsource since 2007, when they awarded their business to Information Outsource through an RFP. They have exercised multiple options to extend this contract in this timeframe as well, reinforcing their acknowledgement of our level of service and ability to manage their business accurately. In addition to producing these documents, we also print the required pre-printed tax forms with necessary instructions, as well as a custom insert that is included with the annual W2 mailing. AZDOA is also working on an initiative to promote online access to tax documents, and Information Outsource has worked hand-in-hand with AZDOA staff to create a process for suppressing electronic documents from the physical mailing and creating a comprehensive PDF archive of tax documents for upload into the AZDOA online portal. We have also created a process for adding employee information to the address block, which will allow for AZDOA staff to identify returned mail through the envelope window, without having to open each piece. We process approximately 59,000 records each January, mailing 26,000 documents and archiving all records for posting to their internal site.



1.10.6 COSTS AND FEES

PRICE SHEET

UTILITY BILLING			
Description	Estimated Annual Totals	Unit Cost	Extended Cost
Regular Billing - Form, Windowed Outer Envelope #10, Remit Envelope #9, including one (1) two (2) page insert provided by the City Per forms pages 26, 27, 28, 29, 46 and 47 of the RFP	600,000	\$ 0.0864	\$ 51,840.00
Sure Pay Billing - Form is same as above, Windowed Outer Envelope #10, including one (1) two (2) page insert provided by the City Per forms pages 26, 27, 28, 29, 46 and 47 of the RFP	80,000	\$ 0.0744	\$ 5,952.00
Reminder Notes - Form Outer Envelope #10. Per forms pages 30 & 31 of the RFP.	78,000	\$ 0.0791	\$ 6,169.80
TRANSACTION PRIVILEGE (SALES) TAX DOCUMENTS			
Description	Estimated Annual Totals	Unit Cost	Extended Cost
Privilege Tax License - Annually rotating color (Aqua, Yellow, Pink) Cut Sheet & #10 Presort Envelope, Per forms pages 32, 33, 34, 35, and 36 of the RFP. (Page 35 is text to be added to business license.)	41,000	\$ 0.0951	\$ 3,899.10
Privilege Tax Return Forms & #10 Presort Envelope & #9 Regular Remit Envelope Per Forms pages 37, 38, 39, 40 and 41 of the RFP.	166,000	\$ 0.1081	\$ 17,944.60
Statement of Account Form & #10 Presort Envelope & #9 Regular Remit Envelope Per forms pages 42, 43, 44, and 45 of the RFP.	114,000	\$ 0.0971	\$ 11,069.40
			Sub Total
			\$ 96,874.90



OPTIONAL: Printing of <i>Glendale Connection</i> Newsletter Per forms pages 46 (front) and 47 (back) of the RFP. Offeror is not required to bid on this option.	672,000	\$ 0.016	\$ 10,752.00
			Sub Total
			\$ 10,752.00

OPTIONAL: Hosted solution to present utility bills that will integrate with the City's existing web site. Section 1.5.5. Offeror is not required to bid on this option.			
Option 1 - As outlined in proposal	Per PDF Image		\$ 0.010
Option 2 - As outlined in proposal	Per Uploaded Image		\$ 0.015
Option 3 - As outlined in proposal	Per Uploaded Image		\$ 0.015
Option 3 - As outlined in proposal	Per Email Notification		\$ 0.035
			Sub Total
			Varies
			Grand Total
			\$ 107,626.90

PRESORTED RATES

For Domestic mail only, No International mail

Letter Size, Automation Basic, Mixed AADC, ALL Typed, on #10 sized envelopes

Up to 1.0 Ounce

5-digit	.381
3-digit	.406
AADC	.406
Mixed	.435
Non-Verified	.490

It is anticipated that the majority of your bills will mail at the \$.381 postage rate due to the concentration of customers within a specified zip code. We also employ the Intelligent Mail Barcode and provide all postal paperwork to the USPS electronically, allowing us to presort your mail at the absolute lowest automated pre-sort rate.

1.1 to 2.0 ounces

These rates are the same as noted above. The USPS currently extends the 1-ounce pre-sort postage rates to mail pieces weighing less than 2.0 ounces that carry an Intelligent Mail Barcode and can be automated.



5.2 PROCUREMENT CARD ORDERING CAPABILITY See Section 2. Please check appropriate box.

- X YES, I will accept payment under this contract with the Procurement Card.
___ NO, I will not accept payment under this contract with the Procurement Card.

5.3 DISCOUNT/PAYMENT TERMS: The City standard is 2% 20 days.

Comply: YES X NO

If your answer is NO, please state terms offered: _____

OFFEROR NAME: Information Outsource, a division of Standard Printing Company

5.4 **PAYMENT** *The Contractor shall provide monthly statements of itemized services. Payment will be reviewed and approved by the Contract Administrator or designee. The itemized statement shall not exceed the proposal fee in Section 5.1. Contractor shall provide a monthly statement, by the 10th calendar day of the following month, to the Finance Department detailing the actual monthly charges. Charges are to be separated by Utility Bills and Transaction Privilege (Sales) Tax documents.*

5.5 **TAX AMOUNT** *Do not include any use tax or federal tax in your proposal. The City is exempt from the payment of federal excise tax and will add use tax as applicable.*

1.10.7 EXCEPTIONS TO THE SOLICITATION



Proposer is to state any exception taken to the provisions of this RFP.

Information Outsource is able to accept the City's contract terms, conditions, provisions, and insurance requirements without exception.



1.10.8 OPTIONAL PRINTING OF GLENDALE CONNECTION NEWSLETTER

The City of Glendale currently prints 56,000 monthly citizen newsletters, Glendale Connection, which is inserted into the utility bills. The resulting agreement shall require the Contractor to furnish all labor, materials, equipment, tools, supplies, and transportation necessary to complete the service in accordance with the job processing and specifications.

The City, at any time, may discontinue the printing/ mailing of the Glendale Connection, subject to authorized city budget.

This requirement is fully met and pricing for this option is outlined on the Costs and Fees sheet in section 1.10.6. By allowing us to produce your marketing materials onsite, we will provide the City with a cost-effective, timely, efficient way to manage your insert needs. We are able to print spot and/or full-color inserts, ranging from 1/3 page slips to 11" x 17" fold-out tabloid inserts. All processes are managed internally from the design and proofing to printing, trimming, folding and staging in our warehouse for use with your mailings.

Alternatively, we are able to receive inserts, newsletters or other marketing materials that have been produced by the City and warehouse them onsite for use with your mailings. There is no charge for warehousing, whether we print the inserts or you supply them to us.

1.11.1 Job Processing

The City shall provide artwork via electronic mail: PDF / MAC OS. Contractor to provide proofs (match prints or comparable) prior to printing order. Two working day "Proof" timeline required from receipt of artwork, plus a four-working day turnaround from release of proof to print and fold newsletter. Exact production schedule shall be determined between Contractor and City contract administrator.

We are able to accept artwork in the fashion you describe, follow the process for proofing and production and meet the expected timelines as outlined. Being that all materials are produced in-house, we are in a unique situation to meet your rush needs.

1.11.2 Specifications

Quantities: 56,000 monthly, no over runs/under runs

Size: 8.5" x 11" – print on front and back, (then to letter fold of 3.5" x 8.5")

Stock: 60# offset

Bindery: Fold in thirds

Ink Color: 1/1 Black

We are able to adhere to all specifications and currently produce inserts of this nature for our existing client base. The creation and management of inserts is part of our standard operating procedures and is one of the many services we neatly manage as part of your print and mail package. All inserts will be produced in-house, allowing us to manage timelines, quality and proofing details on your behalf.

**Thank you for the opportunity to present this proposal.
We look forward to discussing the details with you.**



EXHIBIT A – PRIVACY POLICY

**Standard Printing Company
DBA Information Outsource
SOC 2 Type II Privacy Notice
Created June 30, 2012, Reviewed August 31, 2014**

General

Standard Printing Company DBA Information Outsource ("SPCIO") is a privately held service organization utilizing technology to provide customers with electronic information outsource solutions. SPCIO is committed to maintain accuracy, confidentiality and security of client information. Our services include but are not limited to:

- Custom document design, display, and printing
- Variable laser imaging
- In-house programming
- Postal presort discounts
- Data archival
- Electronic bill presentment and payment
- Manufacturer printing products

SPCIO is thoroughly committed to the privacy of our customers

SPCIO provides outsource solutions as well as custom document design, display, and printing at the request of our clients. SPCIO fulfills customer requirements that ultimately drive custom solutions while reviewing sensitive data within secured information technology network systems. SPCIO continuously reviews and deploys technology best practices to design and implement appropriately secure systems applications environments. When secured systems are developed, our customer data privacy is a key element in system design.

What Personal Information May Be Collected

SPCIO may collect personal information about you when you use our websites. When you visit our site we may collect information through the use of a "cookie". We also may automatically collect certain information relating to you, such as your Internet Protocol (IP) address, Internet service provider, type of operating system, the time and date you accessed the Site, the Uniform Resource Locator (URL) from which you arrived at our site and, if you browse away from our site by clicking on a link on our site, the URL you click on.

Use of Personal Information

When you access our site, we collect information that may be used to facilitate your use of our site and improve the operation of the site. We also respond to and fulfill any requests you make for products, services or support from SPCIO. When our existing clients access our site, personal information may be exchanged through secured measures. SPCIO will retain personal information collected to fulfill the purpose for which the information was collected or as required by applicable law.

Sharing Personal Information with Third Parties

SPCIO will not sell or give your personal information to third parties for their use for purposes unrelated to SPCIO without your permission, except as noted in this Statement or on our websites. SPCIO may disclose your personal information as we consider necessary to comply with the law or requests by governmental authorities, in connection with litigation, dispute resolution, or administration of this Statement or a possible violation of this site's Terms of Use or the rights of SPCIO or a third party.



Data Security

To protect the personal information we receive, SPCIO uses data security measures designed to guard against the loss, misuse and alteration of information. SPCIO uses secure processes to exchange data between SPCIO and our clients. Personal information is destroyed through secure processes when the purpose is fulfilled for that personal information.

Links to Other Websites

Our websites may contain links to other sites, not maintained by SPCIO. If you choose to access those sites, please review the privacy statement applicable to each site. The links to other sites are made available as a convenience to you and SPCIO is not responsible for the privacy policies and information collection practices of those sites.

Contact Information

Please direct any questions you might have about this Statement to the SPCIO Chief Security Officer at debbieb@SPCIO.com or you may direct your communications to:

Standard Printing Company DBA Information Outsource
Chief Security Officer
3540 W. Lincoln St
Phoenix, Arizona 85009
800-735-9515

Consent

By using our Website, you agree to the terms and conditions set forth in this SOC 2 Privacy Statement and you consent to the collection and use of this information by SPCIO as disclosed in this Privacy Statement.



EXHIBIT B – SAMPLE PROJECT PLAN



Task	Notes	Timing	Responsible Party
Contract is signed and official relationship begins			Customer & IO
Provide samples of current output - paper, envelopes and electronic art files		Week 1	Customer
Complete design of proposed documents and pre-printed forms		Week 1	IO
Approve document design		Week 1	Customer
Approve all material requirements		Week 1	Customer
Confirm all handling requirements		Week 1	Customer
File transmission instructions and secure login information provided		Week 1	IO
Provide test data via secure IO web portal using unique login information, or via preferred method		Week 1	Customer
Complete data assessment and pose all necessary questions		Week 1	IO
Establish projected go-live date		Week 1	Customer
Programming is completed and Phase 1 samples are created and submitted for approval		Week 2	IO
Feedback and/or approval on Phase 1 samples is provided		Week 2	Customer
Phase 2 samples are created and reviewed by the IO Client Specialist		Week 3	IO
If inserts are required, they are ordered through Standard Printing and a ship date is confirmed		Week 3	Customer & IO
Postage deposit is sent		Week 3	Customer
Arrival date & time for first live file is confirmed		Week 3	Customer
Internal start-up meeting is held with Development and Production to prepare for first live mailing		Week 4	IO
Send live data for first mailing		Week 4	Customer
Process live data		Week 4	IO
Approve live data		Week 4	Customer
Print & mail documents		Week 4	IO





CITY OF GLENDALE MATERIALS MANAGEMENT REQUEST FOR PROPOSAL

SOLICITATION NUMBER: RFP 15-38

DESCRIPTION: UTILITY BILL AND TAX & LICENSE PRINTING,
FOLDING, INSERTING AND MAILING
SERVICES

OFFER DUE DATE AND TIME: 2:00pm local time, Thursday, March 5, 2015

SUBMITTAL LOCATION: City of Glendale
Materials Management
5850 West Glendale Avenue, Suite 317
Glendale, Arizona 85301

Proposals must be in the actual possession of Materials Management on or prior to the time and date, and at the location indicated. Materials Management is located on the third (3rd) floor of the Glendale Municipal Office Complex (City Hall) behind the Engineering Department. Proposals are accepted from the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, unless otherwise indicated for a holiday. All proposals will be time stamped at the Engineering Department's front counter. Late proposals will not be considered.

Proposals must be submitted in a sealed envelope with the Solicitation Number and the Offeror's name and address clearly indicated on the envelope. See Paragraph 2.3 for additional instructions for preparing an offer.

PRE-PROPOSAL CONFERENCE A pre-proposal conference will be conducted on **Tuesday, February 10, 2015 at 2pm at the City Hall 2nd Floor Conference Room 2A at 5850 West Glendale Ave, Glendale, Arizona, 85301.**

Proposals shall be opened publicly at the time, place and location designated on this page. Only the name of each Offeror shall be publicly read and recorded. All other information contained in the proposals shall be confidential so as to avoid disclosure of contents prejudicial to competing Offerors.

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.

For questions regarding this solicitation contact:
Tim Burkeen
Purchasing and Materials Manager
623-930-2867
tburkeen@glendaleaz.com



Solicitation Number: RFP 15-38

**UTILITY BILL AND TAX & LICENSE PRINTING,
FOLDING, INSERTING AND MAILING SERVICES**

**CITY OF GLENDALE
Materials Management
5850 West Glendale
Avenue, Suite 317
Glendale, Arizona 85301**

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	GLENDALE CONNECTION NEWSLETTER INSERT BACK SIDE	47

 <p>GLENDALÉ</p>	<p align="center">Solicitation Number: RFP 15-38</p> <p align="center">UTILITY BILL AND TAX & LICENSE PRINTING, FOLDING, INSERTING AND MAILING SERVICES</p>	<p align="center">CITY OF GLENDALE Materials Management 5850 West Glendale Avenue, Suite 317 Glendale, Arizona 85301</p>
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1.0 SPECIFICATIONS

1.1 INTRODUCTION

The City of Glendale is looking to establish a partnership with a private contractor to provide off-site city utility bill and Transaction Privilege (Sales) Tax documents printing, folding, inserting and mailing services plus the option for electronic utility bill presentment. The City Utility Billing Services Section currently produces approximately 52,000 billing statements for print on a monthly basis. In addition the section produces approximately 5,500 reminder notices on a monthly basis. The Tax & License Division currently produces 13,000 – 17,000 monthly tax returns. In addition, the Tax & License Division also produces 5,000 – 9,000 monthly statements and annually approximately 20,000 renewal statements and business license certificates. Response time is critical.

The City is working together with the Arizona Department of Revenue to achieve the goal of simplifying the manner in which taxpayers report and pay their Transaction Privilege (Sales) Taxes. This will result in changes throughout 2015 and 2016 which could have an effect on the future printing and mailing of monthly tax statements and returns, however it will not affect the mailing of utility bills.

The vendor will receive an electronic data file from the City’s utility billing customer information system by remote means and process the data to generate printed utility bills and reminder notices. The vendor will receive a separate file from the City’s tax and license information system by remote means and process the data to generate printed statements, tax returns, and license certificates. All warehousing of paper stock, preprinted forms (shells), printing, folding, inserting and mail processing services will be performed by the contractor “in house” in the contractor’s plant. Subcontracting any printing, folding, inserting or mail processing is not acceptable. Any offer received that has subcontracted services shall be deemed non-responsive and not considered.

1.1.1 The Contractor shall provide the Contract Administrators with a proposed work schedule, name of the Supervisor(s) who will oversee the work performed, and the telephone number(s) by which to contact them. The Contract Administrators will decide all issues that may arise as to the quality and acceptability of any work performed under the contract.

1.1.2 All inserts will be provided by the city and shipped to the contractor by the city. They will be shipped 48 hours before submittal of the electronic data file.

1.1.3 When notice of a performance deficiency is delivered to the Contractor, the Contractor shall have two (2) hours from the time of notification to initiate corrective action in any specific instances of unsatisfactory performance. Failure to correct unacceptable work or to provide suitable backup staffing within the specified time frame may result in reduction of payment or non-payment for service. If Contractor fails to correct the problem, the City reserves the right to correct the situation by whatever means are in the best interest of the City, with City personnel or by separate contract, and the cost of such actions will be deducted from the Contractor’s monthly invoice.

1.1.4 Contractor is required to provide as many personnel as needed to meet the specifications. Maintaining continuity of the off-site services with trained staff experienced with the requirements of the City is of high importance. Contractor shall ensure that staff have no prior felony convictions or any

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convictions other than minor violations and understand that the City may initiate a background check administered by the Police Department if it is determined to be in the City's best interest. Contractor, and its employees, agree to treat all information, which is obtained through its performance of this contract, as highly confidential information to the extent that is provided under Federal, State, and local laws, and shall not use any information obtained in any manner except as directed by the contract administrator. Contractor's employees will be required to sign a confidentiality agreement.

1.2 UTILITY BILLING PRINT

The vendor will support the billing format as designed by the City. The vendor will pre-print City utility bills and reminder statements on 8.5" x 11", 24lb., and single part paper. The statements will contain a micro perforation (at least 42 teeth per inch) and Z-folds to fit a #10 single window envelope. The perforation is the bottom third of the page for remittance purposes. The remittance envelopes will be a standard #9, no window. The reverse side of the utility bill shall contain static billing information and in the future may contain variable data as contained in the customer's record. The vendor will also accept any inserts printed for the City by other providers. Utility jobs will be done on a weekly basis with the largest job estimated at 20,000 bills and the smallest job estimated at 9,000. The City may at a future date begin billing on a daily basis with printable bills ranging from an estimated 3,000 to 5,000 per day. Current print specifications are listed below. Sample of forms attached.

Stock*	MS Color/s	Screened	Ink	Perf.
Water Bill Shell	Boise #24 Virgin Stock	Front and back	Front and back Black + Red	42T micro-perf
Water Bill Envelopes	White Wove #10 Window		No Screen	No
Water Remit Envelopes	White wove #9 Window	Front	Black	No
Notice Shell Blank	Boise 24#	Front	Black	42T micro-perf
Notice Envelopes	White Wove #10 Window	Front	Front	No

***In the future the City may require having two different bill stock papers, one for regular bills and one for delinquent bills. These will likely have the same format but will use different color schemes so that they are noticeably different to the customer receiving the bill.**

1.3 TRANSACTION PRIVILEGE (SALES) TAX DOCUMENTS

The vendor will support the document formats as designed by the City. The vendor will pre-print City of Glendale privilege tax license - cut sheets, privilege tax return forms and statement of account forms on 8.5" x 11", 24lb paper. The privilege tax license form will need to contain a micro perforation (at least 42 teeth per inch) and Z-folds to fit a #10 single window envelope. The perforation is the top third of the page. The statement of account form will need to contain a micro perforation (at least 42 teeth per inch) and Z-folds to fit a #10 single window envelope. The perforation is the bottom third of the page for remittance purposes. The statement of account form remittance envelopes will be a standard #9, no



Solicitation Number: RFP 15-38

**UTILITY BILL AND TAX & LICENSE PRINTING,
FOLDING, INSERTING AND MAILING SERVICES**

**CITY OF GLENDALE
Materials Management
5850 West Glendale
Avenue, Suite 317
Glendale, Arizona 85301**

window. The reverse side of the applications, tax returns and statement of account forms shall contain static information. The vendor will also accept any inserts printed for the City by other providers, as needed. Current print specifications are listed below. Sample of forms attached.

Stock	MS Color/s	Screened	Ink	Perf.	Frequency	When Data Sent
Privilege Tax License - Cut Sheet	8.5 x 11 24# White	Front	Black + (annually rotating license colors: (Yellow PMS 109, Aqua PMS3255, and Pink PMS 231))	42T micro-perf - Top Third	Monthly	No later than (NLT) Mid-Month except weekly mailings for the first three (3) months of the new year.
Privilege Tax Return #10 Presort Envelope	24# WW DS Regular w/1c Blk Return Address		Black - Face	No		
Privilege Tax Return	8.5 x 11 24# White	Front and Back	Black and red front and back	No	Monthly	NLT Third Week of the Month
Privilege Tax Return #10 Presort Envelope	24# WW DS Regular w/1c Blk Return Address		Black - Front	No		
Privilege Tax Return #9 Regular Remit Envelope	24# WW DS Regular w/1c Blk Return w/bar code		Black - Front	No		
Statement of Account	8.5 x 11 24# White	Front and Back	Black Front; Black + Red-Back	42T micro-perf - Bottom Third	Monthly	NLT First Week of the Month
Statement of Account #10 Presort Envelope	24# WW DS Regular w/1c Blk Return Address		Black - Face	No		
Statement of Account #9 Regular	24# WW DS Regular w/1c Blk Return		Black - Face	No		

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Return Envelope						
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1.4 JOB PROCESSING

The vendor shall confirm receipt of the proper data file via e-mail within two (2) hours of receipt of the City's file. (The number of records contained in the file and the billing batch number will be used as confirming data). Reporting shall consist of the following:

1.4.1 Daily Production Confirmation Reports via email – immediately after processing is complete:

- a. Volume of bills
 - i. received for processing
 - ii. printed/archived
 - iii. not printed but archived - grouped by type or reason for not printing
 - iv. not printed/archived due to data errors
- b. Account details (customer name and account number) for all of the above categories

1.4.2. Monthly statistics to be provided by the 10th calendar day of the following month:

- a. Timeline for each cycle/job, from receipt to delivery to USPS.
- b. For each file, with volumes summarized monthly:
 - i. File name
 - ii. Date received
 - iii. Volume of:
 - Transactions
 - Printed bills
 - First pages
 - Multiple Page
 - iv. Job status
 - v. Total postage

1.4.3 The vendor shall contractually guarantee the City's daily billing requirements and work schedule for customer support and provide unlimited telephone support during the hours of 8:00 a.m. to 5:00 p.m. Glendale, Arizona time, Monday through Friday.

- 1.4.3.1 Describe the trouble management process including problem reporting, assignment, escalation and resolution.
- 1.4.3.2 After hour support – describe procedures.
- 1.4.3.3 Provide a list of company holidays.
- 1.4.3.4 Provide contact points for customer service.

1.4.4 The vendor will be required to print, fold, insert, meter and mail via lowest discount rate the completed bills for delivery to the U.S. Postal Service (USPS) preferably within the same business day, but no later than 24 hours. Under no circumstances shall the bill be mailed later than 24 hours after electronic submission.

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1.4.5 Larger and more complicated jobs are to be completed within 48 hours from electronic submission. The city shall determine which jobs will fall into this category.

1.4.6 The city may have a need for other print jobs to be processed, not identified in this proposal. These jobs are to be individually negotiated at a price agreeable to both the city and the contractor. Time frames should reasonably accommodate the contractor's operational needs along with the City of Glendale's deadline. If the City's deadline cannot be met, the contractor shall provide an alternative solution to the Contract Administrator that will allow the deadline to be met.

1.5 CONTRACTOR SERVICES

1.5.1 The City is looking for a Contractor that runs an off-site facility Monday through Friday with minimum hours of operation from approximately 8:00 a.m. to 5:00 p.m. Offerors shall state where their facility is located, the contact phone number, the hours of operation, the number of staff, and an inventory of equipment.

1.5.2 Contractor is to maintain all paper stock, on-site, to meet the variety of items required by the city. The in-house stock level is to be sufficient to produce the requested items, at their anticipated volumes. In addition, a safety stock is to be maintained on-site for possible immediate reprinting regardless of the reason for the reprinting. The maximum inventory of preprinted forms (shells) which the city will be liable for and will pay the contractor if the city changes the form is 90 days.

1.5.3 The City will not be liable for the cost to reprint and mail a job; if it is determined the reason for the reprint is the fault of the contractor. The contractor would be reimbursed when the delay arises out of cause beyond the control and without the fault of negligence of the contractor, The City shall determine which reprint jobs are the fault of the contractor and what is beyond the control of the contractor and what is negligence by the contractor.

1.5.4 Contractor will also be required to have the ability to accept printing jobs electronically. City shall evaluate the proposer's acceptable forms of transmission and determine which form, if any, works best for the city.

1.5.5 Contractor may provide an option for a hosted solution to present utility bills that will integrate with the City's existing website. The hosted solution will retain and present up to 13 months of the PDF version of the actual printed bill. The integration with City's website will be designed such that the customer will only need to log into the City's website and not be required to log in again to view their utility bill.

1.6 CONTRACTOR SERVICES FOR MAIL SERVICES

The vendor shall provide electronic mail-sort services to maximize postal discounts and mail bills at lowest discount rate. The following requirements shall be adhered to:

1.6.1 Bills must be mailed via presorted first class mail to maximize postal discounts.

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1.6.2 The City must be able to verify proof of delivery to the USPS on an as-needed basis.

1.6.3 Customer addresses must be validated and updated as necessary by the vendor using CASS (USPS-certified) software.

1.6.4 The vendor must provide daily reports of address changes, so that the City can update the Customer Information System database.

1.6.5 The vendor shall provide details about how they will ensure that the City receives the lowest postal rates possible, including information about minimum quantities for mailing.

1.6.6 The vendor must be in compliance with any new mailing requirements of the USPS, such as the NCOALink for processing zip code + 4 or Information Technology (IT) services to report City addresses, which have been updated in the USPS database due to a customer submitted change of address.

1.7 CONTINGENCY PLAN

Proposers are to provide a specific contingency plan if any principal team member were to leave the project or if any vehicle or equipment necessary to meet the service needs of the city is temporarily not operational.

1.8 IMPLEMENTATION OF SERVICES

Proposer shall describe in detail the approach to transition and implement from the existing 3rd party printing and mailing service. The notice to proceed will be by confirmation of the award of the contract by the City Council. It is anticipated that the City Council will take this action in the Fall of 2015. Continuity of service is critical and the transition and implementation must produce a seamless delivery of printing and mailing services. The City will make electronic copies of the forms and envelopes available to the successful proposer.

1.8.1 Proposer shall also describe the timing required and coordination with City staff necessary to train and educate the proposer's staff with the duties and requirements of the contract. The awarded contractor's training is to be sufficient to provide knowledgeable staff competent to begin service at full performance level the first day of the contract. All training, development and approval by the City of forms, reports and billing processes must be completed prior to the commencement of the contract.

1.8.2 Proposer shall also describe the process to be used to obtain any additional equipment necessary for the timely execution of the contract.

1.8.3 There shall be no cost to the City for any training of staff or development of the necessary contract documents, reports or operating forms, supplies, or any other associated start-up expenses. This excludes the one-time integration fee for the electronic bill presentment.

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1.9 DISASTER RECOVERY

The vendor must have a disaster recovery facility to process the City's bills if the main facility becomes inoperable. Provide locations and information about these facilities. Provide a summary of the disaster recovery plan, including the amount of time needed to move processing to another facility.

1.10 PROPOSAL RESPONSE FORMAT

In order to facilitate the analysis of responses to the Request for Proposal, proposers are required to prepare their offers in accordance with the instructions outlined in this section. The proposal should be organized into the following major sections in the following order:

1.10.1 Executive Summary

This portion of the response should be limited to a brief narrative highlighting the proposal and demonstrating the firm's understanding of the services to be provided. It's also the location to provide an explanation as to why the proposer believes it's the most qualified to be the City's provider.

1.10.2 Company Background

The information should provide the City the ability to evaluate the proposer's stability, relevant staff experience, and capability to support the commitments set forth in the RFP. It should also include a brief company history specific to mail and printing services.

Provide your company name, address, phone number, as well as the location of the office that will conduct the work for Glendale's account.

Provide the name, title, address, phone, fax, resume, and email address of your main contact regarding the proposal related to this RFP along with contact information of the team members proposed for this project.

Describe company background and qualifications, including year firm was established.

Provide the total number of utility, municipal utility, and Transaction Privilege (Sales) Tax clients to whom you provide Bill Print and Distribution services, including the volumes of items printed for each client.

Describe experience with customer care billing services as they relate to municipal utility services. These might include billing, customer care, remittance processing, electronic bill presentment and payment, credit and collections.

Describe your bill printing and distribution facilities in detailed terms.

Describe your proposal for an optional hosted solution as indicated in 1.5.5

1.10.3 Business Plan

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The information should provide the City the ability to evaluate the proposer's ability to support the operational functions, service needs and performance requirements specifically described and identified in the Request for Proposal. The information should substantiate the proposer's understanding of the contract by providing a methodology and approach for completing the requirements of the proposal in a timely, accurate and efficient manner. The information should also include the time (in calendar days) required from receipt of written notice of award from the city to commencement of service by the contractor.

1.10.4 Specifications

Offeror shall state how they will comply with meeting the City's daily billing requirements per Specification Section 1.4.1

Offeror shall describe their approach to transitioning from the current 3rd party print shop and mailing service to the Contractor per Specifications Section 1.8

Offeror shall describe how they provide services during a disaster and prepare for recovery per Specifications 1.9

1.10.5 References

Discuss specific qualifications as they relate to the city contract and the firm's experience on contracts of a similar size and nature.

Provide three client references that are operational with mail and printing services of similar or greater size and complexity to the City. References and work experience identified for mail and printing services should be on work performed within the last 24 months. Identify:

Client name, location and size

Client contact name, title, role relating to the services and phone number

Brief description of the mail and printing services performed

Annual volumes of mail handled and copies made

Total time at the client

1.10.6 Costs and Fees

Costs and fees are to be provided per Section Five, Price Sheet.

1.10.7 Exceptions to the Solicitation

Proposer is to state any exception taken to the provisions of this RFP.

1.11 OPTIONAL PRINTING OF GLENDALE CONNECTION NEWSLETTER (Offeror is not required to bid on option 1.11)

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The City of Glendale currently prints 56,000 monthly citizen newsletters, *Glendale Connection*, which is inserted into the utility bills. The resulting agreement shall require the Contractor to furnish all labor, materials, equipment, tools, supplies, and transportation necessary to complete the service in accordance with the job processing and specifications.

The City, at any time, may discontinue the printing/ mailing of the *Glendale Connection*, subject to authorized city budget.

1.11.1 Job Processing

The City shall supply artwork via electronic mail: PDF / MAC OS. Contractor to provide proofs (match prints or comparable) prior to printing order. Two working day "Proof" timeline required from receipt of artwork, plus a four-working day turnaround from release of proof to print and fold newsletter. Exact production schedule shall be determined between Contractor and City contract administrator.

1.11.2 Specifications

- Quantities: 56,000 monthly, no over runs/under runs
- Size: 8.5" x 11"—print on front and back, (then to letter fold of 3.5" x 8.5")
- Stock: 60# offset
- Bindery: Fold in thirds
- Ink Color: 1/1 Black

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2.0 SPECIAL TERMS AND CONDITIONS

2.1 INCORPORATION BY REFERENCE All responses shall incorporate by reference the Scope/Specifications, terms and conditions, general instructions and conditions and any attachments. The Standard Terms and Conditions applicable to this solicitation are posted on the Internet. They are available for review and download at the City's Materials Management Internet home page, www.glendaleaz.com/purchasing. Offerors are advised to review all provisions of the General Instructions and Conditions for this solicitation.

2.2 RETURN OF OFFER One CD-ROM or flash drive containing the entire solicitation, contractor's response to solicitation (Offer) and an originally signed "Offer Sheet" (Section 3.0). With exception to the signed Offer Sheet, no Paper documents will be accepted. Response to the solicitation shall be in MS Word, Excel, Powerpoint and/or PDF format. Offers submitted in a format (paper or electronic) different than specified herein, may be rejected at the discretion of the City.

The offeror shall complete all sections of the solicitation in the format given (i.e. Offer Sheet, Price Sheet, and Questionnaires) in the space provided. If additional space is needed than what is given, enter "See Attachment A for detail".

Submittal of the CD-ROM or flash drive by the offeror in response to this solicitation shall be construed as the offeror's intent to be bound by any resultant contract.

The Offeror shall complete all sections of the solicitation in the format given in the space provided. If additional space is needed than what is given, enter "See attachment for detail." Offers that do not conform to the above format may be rejected.

2.3

2.4 ALTERNATE OFFERS/EXCEPTIONS Offers submitted as alternates, or on the basis of exceptions to specific conditions of purchase and/or required specifications, must be submitted as an attachment referencing the specific paragraph number(s) and adequately defining the alternate or exception submitted. Detailed product brochures and/or technical literature, suitable for evaluation, must be submitted with the Offer. If no exceptions are taken, City will expect and require complete compliance with the specifications and all conditions of purchase.

2.5 EVALUATION CRITERIA The criteria is listed with their relative weights.

- 2.5.1 METHOD OF APPROACH AND COMPLIANCE WITH SPECIFICATIONS 40%**
- 2.5.2 COST 40%**
- 2.5.3 CAPABILITIES AND EXPERIENCE OF FIRM AND STAFF 15%**
- 2.5.4 DELIVERY SCHEDULE AND RESPONSE TIME 5%**

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- 2.6 INQUIRIES** Any question related to the Request for Proposal shall be directed to the Contract Officer whose name appears above. An Offeror shall not contact or ask questions of the department for whom the requirement is being procured. The Contract Officer may require any and all questions be submitted in writing. Offerors are encouraged to submit written questions via electronic mail or facsimile, at least five days prior to the proposal due date. Any correspondence related to a solicitation should refer to the appropriate Request for Proposal number, page and paragraph number. An envelope containing questions should be identified as such; otherwise it may not be opened until after the official proposal due date and time. Oral interpretations or clarifications will be without legal effect. Only questions answered by a formal written amendment to the Request for Proposal will be binding.
- 2.7 EVALUATION PANEL** Submittals will be evaluated by an evaluation panel. Award shall be made to the responsive, responsible Offeror whose proposal is determined to be the most advantageous to the City.
- 2.8 PANEL CONTACT** Offeror shall have no exclusive meetings, conversations or communications with an individual evaluation panel member on any aspect of the RFP, after submittal.
- 2.9 ADDITIONAL INVESTIGATIONS** The City reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any Offeror submitting a proposal.
- 2.10 WITHDRAWAL OF PROPOSAL** At any time prior to the specified solicitation due date and time, an Offeror may formally withdraw the proposal by a written letter, facsimile or electronic mail from the Offeror or a designated representative. Telephonic or oral withdrawals shall not be considered.
- 2.11 PROPOSAL EVALUATION** The City reserves the right to secure additional information from the Offerors in various forms and or to award based on submitted information.
- 2.12 INTERVIEWS** The City reserves the right to conduct interviews with some or all of the Offerors at any point during the evaluation process. However, the City may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process shall be taken into consideration when evaluating the stated criteria. The City shall not reimburse the Offeror for the costs associated with the interview process.
- 2.13 DISCUSSIONS** The City reserves the right to conduct discussions with Offerors for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in the proposal in order to clarify an offer and assure full understanding of, and responsiveness to, solicitation requirements.
- 2.14 DISCUSSIONS AND REVISIONS TO PROPOSAL** Discussions may be conducted with responsible Offerors who submit proposals determined to be reasonably susceptible of being selected for award; and may obtain pertinent information for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements. Should the City elect

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to call for 'best and final' offers, Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing Offerors.

- 2.15 **BEST AND FINAL OFFERS** The City may request best and final offers if deemed necessary, and will determine the scope, subject, and method of scoring of any best and final request.
- 2.16 **PRICE** All prices quoted shall be firm and fixed for the specified contract period.
- 2.17 **FOB POINT** Prices quoted shall be FOB destination to: City of Glendale.
- 2.18 **TERM OF AGREEMENT** The initial term of the contract shall be two (2) years upon approval by the City Council.
- 2.19 **OPTION TO EXTEND** The City may, at its option and with the approval of the Contractor, extend the term of this agreement four (4) additional years in one (1) year increments based on satisfactory Contractor performance. Contractor shall be notified in writing by the City Materials Manager of the City's intention to extend the contract period at least thirty (30) calendar days prior to the expiration of the original contract period. Price adjustments will only be reviewed during contract renewal.
- 2.20 **INSURANCE** Contractor, performing as an independent Contractor hereunder, shall be fully responsible for providing Workers' Compensation or other applicable insurance coverage for itself and its employees and the City shall have no responsibility of liability for such insurance coverage.

Contractor shall provide to the City a copy of the policy or a certification by the insurance carrier, showing the Contractor to have in effect during the term of this contract, a General Liability Insurance policy, which shall be the primary coverage for Contractor activities under this contract. The coverage limits of such insurance shall not be less than those listed below.

The insurance company issuing the policy required above shall have an AM Best financial rating of "A-" or better and be authorized by the State of Arizona Department of Insurance to transact business within the State. **The certificate and policy shall name the City as an additional insured and shall be primary and non-contributory coverage. The City shall also be an additional insured to the full limits of the liability insurance purchased by the Consultant even if those limits are in excess of those required by this contract.**

The City reserves the right to terminate any Contractor agreement if the Contractor fails to maintain such insurance coverage.

Contractor must provide certification of insurance compliance within ten (10) calendar days after notification of award. Certification must include: name and address of insurance company;



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FOLDING, INSERTING AND MAILING SERVICES**

**CITY OF GLENDALE
Materials Management
5850 West Glendale
Avenue, Suite 317
Glendale, Arizona 85301**

policy number; liability coverage amounts; a statement the policy will not be canceled or failed to be renewed without thirty (30) days written notice to the City.

Certification to be submitted to: Materials Management, 5850 West Glendale Avenue, Suite 317, Glendale, Arizona 85301.

<u>Type of Insurance</u> <u>(Minimum)</u>	<u>Limits of Liability</u>
Workers' Compensation	Statutory
Employer's Liability	
Each Accident	\$100,000
Disease-Each Employee	\$100,000
Disease-Policy Limit	\$500,000

Commercial General Liability shall cover liability arising from bodily injury, property damage, products-completed operations, personal and advertising injury, independent Contractors, and broad form contractual coverage.

Each Occurrence	\$1,000,000
Personal and Advertising	\$1,000,000
General Aggregate	\$2,000,000
Products-Completed Operations	\$1,000,000

Automobile Liability – Including bodily injury and property damage for any owned, hired and non-owned vehicles used in the performance of the services.

Combined Single Limit (CSL) \$1,000,000

Professional Liability (Errors and Omissions) coverage shall apply to liability for a professional error, act or omission arising out of the scope of services as defined.

Per Claim	\$1,000,000
Policy Aggregate	\$2,000,000

2.21 WORKERS' COMPENSATION Contractor shall be in full compliance with the provisions of the Arizona Workers' Compensation Law (Title 23, Chapter 6, Arizona Revised Statutes) as amended, and all rules and regulations of the Industrial Commission of Arizona made in pursuance thereof. Contractor shall secure payment of compensation to employees by insuring the payment of such compensation with the State Compensation Fund or any insurance company authorized by the Insurance Department of Arizona to transact business in the State of Arizona.

Contractor further agrees that he shall require any and all subcontractors performing work under the agreement to comply with said Workers' Compensation Law. It is expressly understood and agreed that all persons employed directly or indirectly by the Contractor, or any of his subcontractors, shall be considered the employees of such Contractor, or his subcontractor(s), and not the employees of the City.

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2.22 NOTICE OF INTENT TO AWARD Information about the recommended award for this solicitation will be posted on the Internet. The information will be available for review on the City's Materials Management Internet home page www.glendaleaz.com/purchasing immediately after the City has completed its evaluation process of the offers received. If you have any questions, or would like further information about an intended award, contact the Contract Analyst immediately. Any protest must be submitted to the Materials Manager no later than seven (7) calendar days from the date of posting on the Internet. Please go to: <http://www.glendaleaz.com/Purchasing/doingbusinesswithglendale.cfm> for information and instructions on how to file a protest with the City of Glendale.

2.23 PRICE ESCALATION Price increases may be requested by the Contractor thirty (30) days prior to the renewal date of the contract. The increased rate shall be based upon mutual consent of the Contractor and the City. The City staff shall evaluate the Contractor's performance, services and records documentation to determine the appropriateness of the increase requested.

Price increases will become effective only after agreement by the Contractor and the City and will be effective for at least one year from the date of approval.

2.24 PERMITS AND LICENSES The Contractor shall be responsible for determining and securing, at his/her expense, any and all licenses and permits that are required by any statute, ordinance, rule or regulation of any regulatory body having jurisdiction in any manner connected with providing operations and maintenance of the facility. Such fees shall be included in and are part of the total proposal cost. During the term of the contract, the Contractor shall notify the City in writing, within two (2) working days, of any suspension, revocation or renewal.

2.25 ESTIMATED QUANTITIES The Quantities listed are the City's best estimate and do not obligate the City to order or accept more than City's actual requirements during the period of this agreement as determined by actual needs and availability of appropriated funds. It is expressly understood and agreed that the resulting contract is to supply the City with its complete actual requirements for the contract period, except that the estimated quantity shown for each proposal item shall not be exceeded by 100% without the express written approval of the Materials Manager. Any demand or order made by any employee or officer of the City, other than the Materials Manager, for quantities in the excess of the estimated quantities shall be void if the written approval of the Materials Manager was not received prior to the Contractor's performance.

2.26 CONTRACT NEGOTIATIONS Exclusive or concurrent negotiations may be conducted with responsible Contractor(s) for the purpose of altering or otherwise changing the conditions, terms and price of the proposed contract unless prohibited. Contractors shall be accorded fair and equal treatment in conducting negotiations and there shall be no disclosure of any information derived from proposals submitted by competing Contractors. Exclusive or concurrent negotiations shall not constitute a contract award nor shall it confer any property rights to the successful Contractor. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into subsequent concurrent or exclusive negotiations with the next most qualified firm(s).

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- 2.27 COOPERATIVE USE OF CONTRACT** This agreement may be extended for use by other governmental agencies and political subdivisions of the State, including all members of SAVE (Strategic Alliance for Volume Expenditures). Any such usage by other entities must be in accord with the ordinances, charter, rules and regulations of the respective entity and the approval of the Contractor and City. For a list of SAVE members, click on the following link: <http://www.maricopa.gov/Materials/save.aspx>.
- 2.28 ADDITIONS/DELETIONS OF PRODUCTS OR SERVICES** The City reserves the right to add additional products to this contract when deemed necessary by the City. If this occurs, the Contractor will be requested to submit a negotiable quotation for the additions. Upon approval and authorization by the Materials Manager such additions will be added to and become a part of the contract through properly executed forms.
- 2.29 PUBLIC RECORD** Contractor acknowledges that the City is a public agency and must comply with all Public Records laws. All proposals submitted in response to the Solicitation shall become the property of the City and, subsequent to award recommendation, become a matter of public record available for review pursuant to Arizona Public Records Law.

If a Contractor believes that a specific section of its Proposal response is confidential, that should be withheld from the public record, Contractor shall isolate the pages and mark each page confidential in a specific and clearly labeled section of its Proposal response. The Contractor shall include a written statement as to the basis for considering the marked pages confidential including the specific harm or prejudice if disclosed. The City Materials Management Division will review the material and make a determination as to the confidentiality of any of the information and/or material contained within the Submittal. In the event of a public records request for documents Contractor deems confidential, the City will notify Contractor of the request and if Contractor claims such documents are confidential, it shall be the Contractor's sole responsibility, including sole cost, to take appropriate action, including legal action, to protect such documents.

- 2.30 NO CONTACT, NO INFLUENCE DURING THE RFP OR IFB PROCESS** The City is conducting a competitive bidding process for the contract, free from improper influence or lobbying. There shall be no contact concerning this solicitation from Contractors submitting an offer with any member of the City Council, Evaluation Committee Members, or anyone connected with the process for or on behalf of the City. Contact includes direct or indirect contact by the Contractor, its employees, attorneys, lobbyists, surrogates, etc. in an attempt to influence the bidding process.

From the time the RFP or IFB is issued until the expiration of the protest period or the resolution of any protest, whichever is later (the "Black-Out Period"), Contractors, directly or indirectly through others, are restricted from attempting to influence in any manner the decision making process through, including but not limited to, the use of paid media; contacting or lobbying the City Council or City Manager or any other City employee (other than Material Management employees); the use of any media for the purpose of influencing the outcome; or in any other way that could be construed to influence any part of the decision-making process about this RFP or

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IFB. This provision shall not prohibit a Contractor from petitioning an elected official or engaging in any other protected first amendment activity after the protest period has run or any protest has been resolved, whichever is later.

Violation of this provision will cause the proposal or offer of the Contractor to be found in violation and to be rejected.

2.31 PROPRIETARY INFORMATION A Bidder shall clearly mark any proprietary information contained in its bid with the words "Proprietary Information." Bidder shall not mark any Solicitation Form as proprietary. Pricing data shall not be considered proprietary. Marking all, or nearly all, of a bid as proprietary may result in rejection of the bid.

Bidders acknowledge that the City is required by law to make certain records available for public inspection. In the event that the City receives a request for disclosure of Proprietary Information by any person, court, agency or administrative body, or otherwise has a reasonable belief that it is obligated to disclose the Proprietary Information to any such person or authority, the City will provide Bidder with prompt written notice so that Bidder may seek a protective order or other appropriate remedy. The Bidder, by submission of materials marked Proprietary Information, acknowledges and agrees that the City will have no obligation to advocate for non-disclosure in any forum or any liability to the Bidder in the event that the City must legally disclose the Proprietary Information.

2.32 CERTIFICATION By signature on the Offer page, solicitation Amendment(s), or cover letter accompanying the submittal documents, Contractor certifies:

2.32.1 The submission of the offer did not involve collusion or other anti-competitive practices.

2.32.2 The Contractor shall not discriminate against any employee or applicant for employment in violation of Federal or State law.

2.32.3 The Contractor has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer.

2.32.4 The Contractor hereby certifies that the individual signing the submittal is an authorized agent for the Contractor and has the authority to bind the Contractor to the Contract.

2.33 KEY PERSONNEL Contractor shall assign specific individuals to the key positions in support of the Contract. Once assigned to work under the Contract, key personnel shall not be removed or replaced without the prior written approval of the City. Upon the replacement of any key personnel, Contractor shall submit the name(s) and qualifications of any new key personnel to the City Contract Administrator or Designee. With the concurrence of the Contract Administrator or Designee, the City shall amend the Contract to reflect the name(s) of any replacement key personnel. Upon any unplanned departure of key personnel, Contractor shall immediately notify the Contract Administrator or Designee.

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For this purpose, a primary and secondary emergency contact name and phone number are required from the Contractor. It is critical to the City that the contractor's emergency contact information remains current. The Materials Management staff member, identified on page 1, is to be contacted by E-mail with any change to a contact name or phone number.

All products or services provided to meet an emergency phone request are to be supplied as per the contract prices, terms and conditions. The Contractor may provide the fee (pricing) for an after-hours emergency opening of the business separate from the Price Sheet (Section 5.0). In general, the order will be placed using a City Procurement Card. The billing is to include the emergency opening fee, if applicable.

- 2.34 EMERGENCY BUSINESS SERVICES** During a natural disaster, or homeland security event, there may be a need for the City to access your business for products or services twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year. The need could be for a pick up or a delivery.

For this purpose, a primary and secondary emergency contact name and phone number are required from the Contractor. It is critical to the City that the contractor's emergency contact information remains current. The Materials Management staff member, identified on page 1, is to be contacted by E-mail with any change to a contact name or phone number.

All products or services provided to meet an emergency phone request are to be supplied as per the contract prices, terms and conditions. The Contractor may provide the fee (pricing) for an after-hours emergency opening of the business separate from the Price Sheet (Section 5.0). In general, the order will be placed using a City Procurement Card. The billing is to include the emergency opening fee, if applicable.

2.35 NON-DISCRIMINATION

By submitting this bid, Contractor agrees not to discriminate against any employee or applicant for employment on the basis race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

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3.0

PROPOSAL SUBMISSION REQUIREMENTS

3.1 **OFFER OUTLINE** Offerors should follow this outline:

3.1.1 Cover Letter of Interest

3.1.2 Detailed description and explanation outlining how offeror will meet all specifications listed in Section 1.0

3.1.3 List a minimum of 3 verifiable professional references to include commercial clients and municipal clients. Provide the name, address, phone number and email address of the current or past client and years the client has been served. *(2 page limit)*.

3.1.4 Offer Sheet *(See Offer Sheet 4.0)*

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4.0

OFFER SHEET

4.1 OFFER Offeror certifies that they have read, understand, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Offeror also certifies that the prices offered were independently developed without consultation with any of the other Offerors or potential Offerors.

_____	_____
Authorized Signature	Company's Legal Name
_____	_____
Printed Name Address	
_____	_____
Title	City, State & Zip Code
_____	_____
Telephone Number	FAX Number
_____	_____
Authorized Signature Email Address	Date

For questions regarding this offer: (If different from above)

_____	_____	_____
Contact Name	Phone Number	Fax Number

Email Address		

FEDERAL TAXPAYER ID NUMBER: _____

Arizona Sales Tax No. _____ Tax Rate _____

Offeror certifies it is a: Proprietorship Partnership Corporation

Minority or woman owned business: Yes No

	Solicitation Number: RFP 15-38 UTILITY BILL AND TAX & LICENSE PRINTING, FOLDING, INSERTING AND MAILING SERVICES	CITY OF GLENDALE Materials Management 5850 West Glendale Avenue, Suite 317 Glendale, Arizona 85301
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5.0

PRICE SHEET

5.1 **Proposal Fee**

UTILITY BILLING			
Description	Estimated Annual Totals	Unit Cost	Extended Cost
Regular Billing-Form, Windowed Outer Envelope #10, Remit Envelope #9, including one (1) two (2) page insert provided by the City. Per forms pages 26,27,28, 29, 46, and 47 of the RFP	600,000	\$	\$
Sure Pay Billing – Form is same as above, Windowed Outer Envelope #10, including one (1) two (2) page insert provided by the City. Per forms pages 26, 27, 28, 46, and 47 of the RFP.	80,000	\$	\$
Reminder Notices – Form Outer Envelope #10. Per forms pages 30 & 31 of the RFP.	78,000	\$	\$
TRANSACTION PRIVILEGE (SALES) TAX DOCUMENTS			
Description	Estimated Annual Totals	Unit Cost	Extended Cost
Privilege Tax License-Annually rotating color (Aqua, Yellow, Pink) Cut Sheet & #10 Presort Envelope. Per forms pages 32, 33, 34, 35, and 36 of the RFP. (Page 35 is text to be added to business license)	41,000	\$	\$
Privilege Tax Return Forms & #10 Presort Envelope & #9 Regular Remit Envelope Per Forms page 37, 38, 39, 40, and 41 of the RFP.	166,000	\$	\$
Statement of Account Form & #10 Presort Envelope & #9 Regular Remit Envelope Per forms pages 42, 43, 44, and 45 of the RFP.	114,000	\$	\$
			Sub Total

Solicitation Number: RFP 15-38

UTILITY BILL AND TAX & LICENSE PRINTING, FOLDING, INSERTING AND MAILING SERVICES

			\$

OPTIONAL: Printing of <i>Glendale Connection</i> Newsletter Per forms pages 46 (front) and 47 (back) of the RFP. Offeror is not required to bid on this option.	672,000	\$	\$
			Sub Total
			\$

OPTIONAL: Hosted solution to present utility bills that will integrate with the City's existing web site. Section 1.5.5. Offeror is not required to bid on this option.		\$	\$
			Sub Total
			\$

			Grand Total
			\$

PRESORTED RATES

For Domestic mail only, No International mail

Letter Size, Automation Basic, Mixed AADC,
ALL Typed, on #10 sized envelopes)

Up to 1.0 ounce	Unit Cost
	\$ _____
1.1 to 2.0 ounces	\$ _____

5.2 PROCUREMENT CARD ORDERING CAPABILITY See Section 2. Please check appropriate box.

Solicitation Number: RFP 15-38

UTILITY BILL AND TAX & LICENSE PRINTING, FOLDING, INSERTING AND MAILING SERVICES

_____ YES, I will accept payment under this contract with the Procurement Card.

_____ NO, I will not accept payment under this contract with the Procurement Card.

5.3 DISCOUNT/PAYMENT TERMS: The City standard is 2% 20 days.

Comply: YES NO

If your answer is NO, please state terms offered: _____

OFFEROR NAME: _____

5.4 PAYMENT The Contractor shall provide monthly statements of itemized services. Payment will be reviewed and approved by the Contract Administrator or designee. The itemized statement shall not exceed the proposal fee in Section 5.1. Contractor shall provide a monthly statement, by the 10th calendar day of the following month, to the Finance Department detailing the actual monthly charges. Charges are to be separated by Utility Bills and Transaction Privilege (Sales) Tax documents.

5.5 TAX AMOUNT Do not include any use tax or federal tax in your proposal. The City is exempt from the payment of federal excise tax and will add use tax as applicable.

Solicitation Number: RFP 15-38

**UTILITY BILL AND TAX & LICENSE PRINTING, FOLDING, INSERTING AND
MAILING SERVICES**

SAMPLE FORMS

The attached pages in the sample forms are in color. If you are unable to download these documents in color you may request color copies by contacting:

Tim Burkeen, Purchasing and Materials Manager
Materials Management
5850 W. Glendale Avenue, Ste. 317
Glendale, Az 85301
623-930-2867



RETURN BOTTOM PORTION WITH YOUR PAYMENT - DO NOT MAIL INQUIRIES WITH PAYMENT

GUSB1011



Debit Card Policy

Return Check Policy

Help Us Help You

Business Office - Telephone City Hall - East Room

Payment Methods:

Automated Pay by Phone

Internet/Online

Mail - City Hall

Telephone Assistance - All Services

Payment Boxes

Billing Questions - Connects/Disconnects

City Hall Locations

Telephone Assistance - Sanitation Service Only

Subline Locations

Correspondence Mailing Address

All payments must be received by 9:00 a.m. each business day, at all payment locations.

Please do not deposit cash in any payment box.

Mailing Address or Phone Number Change

SEND THE ORIGINAL ONLY WITH YOUR PAYMENT

Street Number	Direction	Street Name or PO Box	Suffix (St, Ave, etc)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

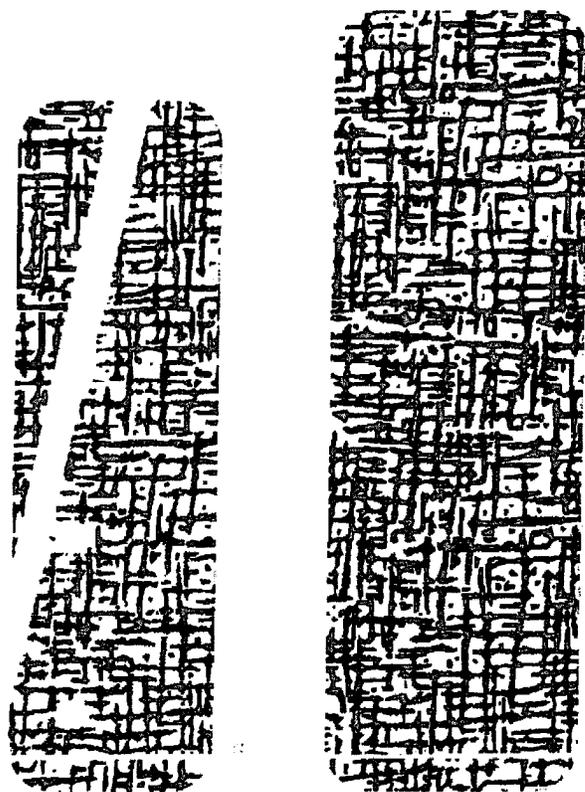
Post Dir.	Choose one <input type="checkbox"/> Apt <input type="checkbox"/> Suite <input type="checkbox"/> Bldg <input type="checkbox"/> Floor	Apt/Suite/Bldg/Floor	City	State
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>

ZIP Code

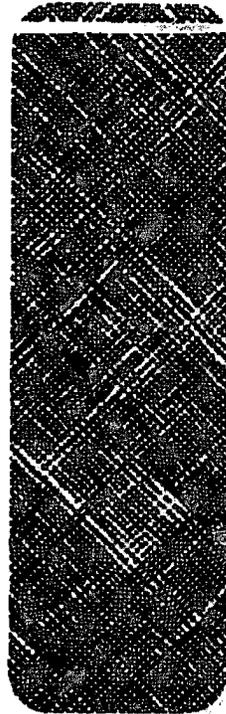
Phone	Extension
<input type="text"/>	<input type="text"/>

GUSB1012





PLACE
STAMP
HERE



From: _____



FINAL NOTICE

INTENT TO DISCONNECT SERVICE

Our records indicate your account is delinquent and is in "collection status." To prevent your service from being disconnected, payment must be received and processed by 5:30 P.M. on the due date of this notice. After an order for disconnect has been generated, the full balance plus a delinquent account administrative fee of \$54.98 and any additional fees must be paid to prevent your service from being disconnected, or to reinstate service after the disconnect has occurred. Failure to pay this amount could result in further collection action, including a lien on your

DO NOT MAIL THIS PAYMENT.

Electronic Payment Methods: For no additional fee, payment can be made using the 24-hour automated payment system at 623-930-3639 or at www.glendaleaz.com, located under the Online Services tab at the top of the page. Payment must be received by 5:30 P.M. on the due date of this notice.

Payment can also be hand delivered to our Payment/Service Center located on the first floor of City Hall at 5850 W. Glendale Ave until 5:00 PM. We accept Visa, MasterCard and American Express, credit/debit card payments.

If your payment was previously mailed, please contact customer service immediately at (623) 930-3190 to ensure it has been received and posted to your account.



CITY OF GLENDALE
5850 West Glendale Avenue
Glendale, AZ 85301-2599

Account Number:	
Notice Date:	12/18/14
Amount Past Due:	\$ 187.33
Notice Fee:	\$ 1.22
Due Date:	12/22/14

GLF1216A AUTO SCH 5-DIGIT 85302
7000000493 00.0002.0114 491/1



URGENT

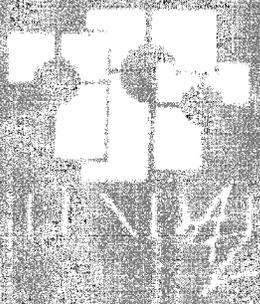


**VALID UNTIL REVOKED
OR UNTIL EXPIRES**

CITY OF GLENDALE
TAX & LICENSE DIVISION, GLENDALE, AZ 85301

NOT TRANSFERABLE

BUSINESS NAME / LOCATION ADDRESS



ISSUED:
EXPIRES:
LICENSE NO:
Business Class(es):
TYPE:

THIS LICENSE MUST BE DISPLAYED IN A CONSPICUOUS PLACE

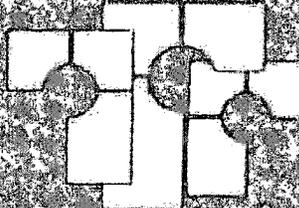
(DETACH UPPER SECTION AND POST IN A CONSPICUOUS PLACE)

VALID UNTIL REVOKED
OR UNTIL EXPIRES

CITY OF GLENDALE
TAX & LICENSE DIVISION GLENDALE, AZ 85301

NOT TRANSFERABLE

BUSINESS NAME AND LOCATION ADDRESS



GLENDALE
Arizona

NAME AND MAILING ADDRESS

THIS LICENSE MUST BE DISPLAYED IN A CONSPICUOUS PLACE



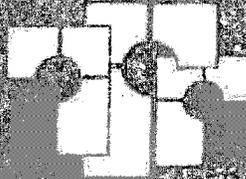
VALID UNTIL REVOKED
OR UNTIL EXPIRES

CITY OF GLENDALE

NOT TRANSFERABLE

TAX & LICENSE DIVISION, GLENDALE, AZ 85301

BUSINESS NAME/LOCATION ADDRESS



GLENDALE

ISSUED:

EXPIRES:

LICENSE NO:

Business Class(es):

TYPE:

THIS LICENSE MUST BE DISPLAYED IN A CONSPICUOUS PLACE

(DETACH UPPER SECTION AND POST IN A CONSPICUOUS PLACE)

(DETACH UPPER SECTION AND POST IN A CONSPICUOUS PLACE)

The business or firm listed is hereby licensed to conduct business at the mentioned location upon the condition that tax returns are filed and taxes remitted to the City of Glendale as required under the provisions of the City Code.

Thank you for doing business in the City of Glendale. We realize you had many options when considering where to operate your business and we are pleased you chose Glendale. We wish you success and prosperity in this year and in the years to come.

If you have questions regarding Glendale's tax reporting requirements or need information regarding specialty licenses, please contact us by:

web page: <http://www.glendaleaz.com/taxandlicense>

email address: taxlic@glendaleaz.com

Telephone: (623) 930-3190

Fax number: (623) 930-2188

TTY: 602-534-6500



CITY OF GLENDALE
Tax & License Division
5850 West Glendale Avenue
Glendale, AZ 85301-2598

11340-014

CITY OF GLENDALE

TAX & LICENSE DIVISION
5850 West Glendale Avenue
GLENDALE, ARIZONA 85301-2599



City of Glendale
P.O. Box 800
Glendale, AZ
85311-0800

PRIVILEGE (SALES) TAX RETURN

Filing Address Changed?
 (Yes) (No)

ACCOUNT INFORMATION

License # _____

Period Ending _____
(MM-YY)

Filing Frequency _____

THIS RETURN IS DUE ON THE 30TH OF THE FOLLOWING MONTH

CITY OF GLENDALE

To cancel your license, check the box at the left, note reason and date of expiration and sign the bottom of the form.

Reason _____

Effective Date MM DD YY

If you had no business activity in this period, check here and sign at the bottom. **THIS FORM MUST BE RETURNED TO THE CITY EVEN IF THERE IS NO TAX DUE**

This is an Amended Return

Business Activity	Bus Class	Column 1 Gross Receipts or Jet Fuel Gallons	Column 2 Less: Deductions From Sch A on back	Column 3 Column 1 - Column 2 = Net Taxable	Column 4 Tax Rate	Column 5 = Tax Amount
7 TOTAL FROM ADDITIONAL TAX RETURN PAGE(S)				Plus (+)		
8 ENTER EXCESS CITY TAX COLLECTED (From SCHEDULE C on the back)				Plus (+)		
GRAND TOTAL (Add Lines 1 through 8)				Equals (=)		
9 PENALTY AND INTEREST (5% late filing per month and 10% late payment. Variable interest rate charged monthly as described in City Code Section 21.1-540(a).)				Plus (+)		
10 ENTER TOTAL LIABILITY (Line 7 plus Line 9)				Equals (=)		
11 ENTER CREDIT BALANCE TO BE APPLIED (From SCHEDULE B on back)				Minus (-)		
12 ENTER NET AMOUNT DUE (Line 10 minus Line 11)				Equals (=)		
13 ENTER TOTAL AMOUNT PAID (Payable to City of Glendale). Write your account number on your check.						

FOR CITY USE ONLY

Under penalty of perjury, I declare I have examined this return, including the accompanying schedules and statements, and to the best of my knowledge and belief it is true, correct and complete. The declaration of the paid preparer is based upon all information of which the preparer has any knowledge. A SIGNATURE IS REQUIRED TO VALIDATE THIS RETURN.

SEND TO
KEEP A COPY 37
LY
CORDS

11340-027

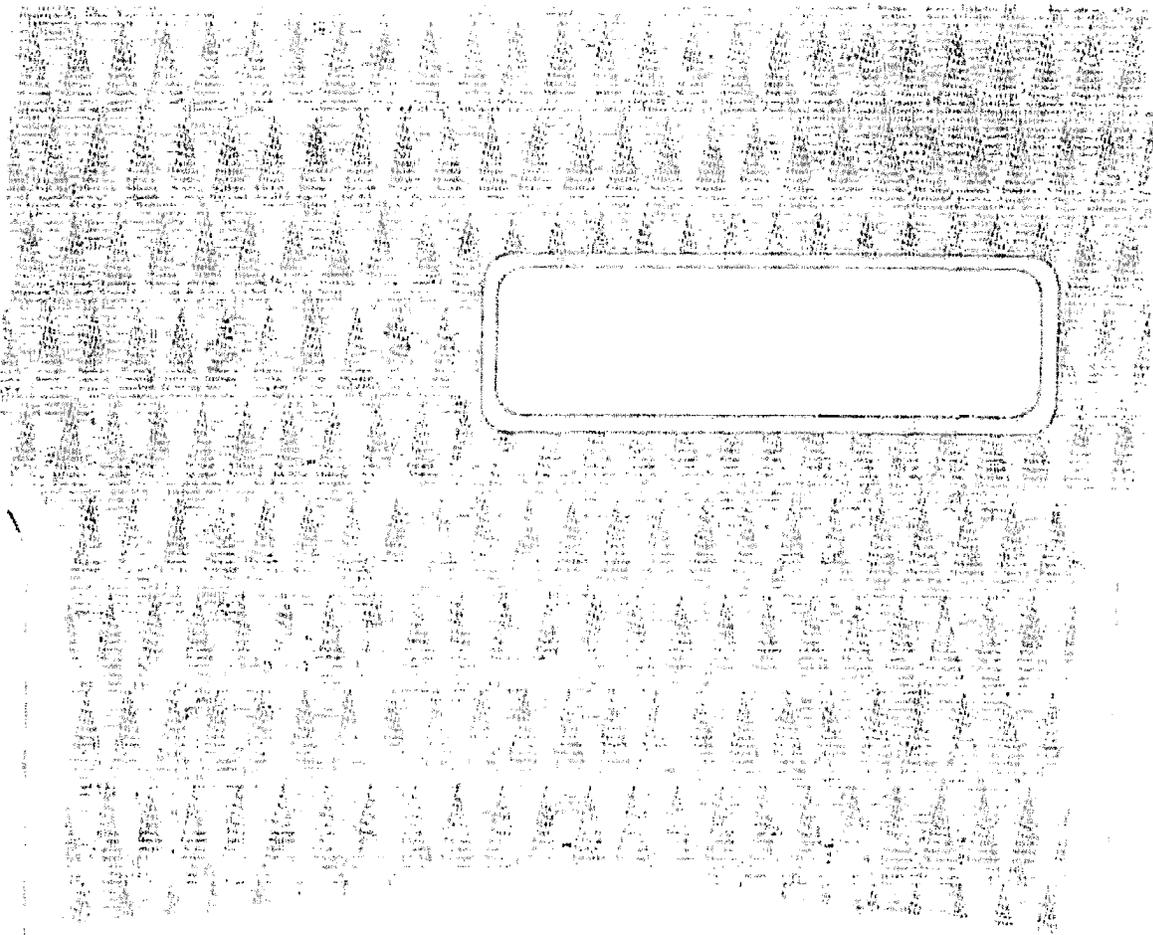
CITY OF GLENDALE

**TAX & LICENSE DIVISION
5850 West Glendale Avenue
GLENDALE, ARIZONA 85301-2599**

1 1/4 X 4 1/2

LEFT 7/8 BOTTOM 5/8

PL NO. 7172107



11340-028

F
R
O
M

CHECK HERE IF ACCOUNT STATUS HAS CHANGED



PLACE
STAMP
HERE

CITY OF GLENDALE ARIZONA
PRIVILEGE TAX SECTION
PO BOX 800
GLENDALE AZ 85311-0800





City of Glendale
5850 W. Glendale Ave.
Glendale, AZ 85301
www.glendaleaz.com/taxandlicense

TAX & LICENSE STATEMENT OF ACCOUNT

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT.

TAX & LICENSE STATEMENT OF ACCOUNT



City of Glendale
5850 W. Glendale Ave.
Glendale, AZ 85301-2663

GS0A1011



EXPLANATION OF THE TAX & LICENSE STATEMENT OF ACCOUNT

The Statement of Account may have a balance consisting of license fees, liabilities, penalties, interest, and/or audit and miscellaneous adjustments, all of which are due and payable upon receipt of this notice. Tax returns that have not been filed may also be listed by report period. All license fees and penalties owed by a person must be paid before a license is issued.

PAYMENTS AND TAX RETURNS NOT FILED: All payments and returns must be received before the due date. A tax return must be filed for every period, whether tax is due or not. If you have no income to report, place a check mark in the appropriate place on the tax return and sign at the bottom of the form and return to the City. Failure to file any return or pay any amount due may result in additional penalties and/or interest on your license being assessed or revoked pursuant to City Code Section 21.1-529.

CREDIT BALANCE: A credit balance shown on this statement represents money owed to you. The credit may be used to offset fees and tax liabilities for the next tax period after the credit has been determined or you may request a refund. Complete the return as usual, entering the credit balance on the appropriate line on the tax return. A refund request must be made in writing within one (1) year following the date the excess payment was determined.

RENEWAL PENALTY: Any person who fails to renew his license on or before January 31st of any year and who conducts any activity covered by such license after such date shall be deemed to be operating without a license, and shall be subject to a penalty of fifty percent (50%) of the annual license fee.

PENALTIES: A taxpayer who fails to file a return shall pay a five percent (5%) penalty of the tax due for each month, or fraction of a month, between the delinquency date of the return and the date on which it is filed. A taxpayer that fails to pay the tax within the time prescribed shall pay a five percent (5%) penalty of ten percent (10%) of the unpaid tax. The total of these two penalties shall not exceed twenty-five percent (25%).

INTEREST: After October 1, 2005, the interest rate shall be determined quarterly as prescribed by Section 6621 of the United States Internal Revenue Code and compounded annually under the method described in City Code Section 21.1-530(g). Interest cannot be waived by the Tax Collector.

IMPORTANT CREDIT BUREAU REPORTING INFORMATION REQUIRED BY FEDERAL LAW TO BE DISCLOSED TO YOU: WE MAY REPORT INFORMATION ABOUT YOUR ACCOUNT TO CREDIT BUREAUS. LATE PAYMENTS, MISSED PAYMENTS OR OTHER DEFAULTS ON YOUR ACCOUNT MAY BE REFLECTED IN YOUR CREDIT REPORT.

FOR QUESTIONS ABOUT YOUR STATEMENT OF ACCOUNT: Please call General - (623) 930-3190, Collections - (623) 930-3190, and Fire Inspection Fees - (623) 930-4400.

POSTMARKS ARE NOT ACCEPTED AS PROOF OF TIMELY PAYMENT

If payment is not received by the due date, additional penalty and interest may be accrued. Make checks payable to City of Glendale. You may mail in your payment or pay in person at: City of Glendale, Tax & License Division, 5850 W. Glendale Ave., Glendale, AZ 85301.

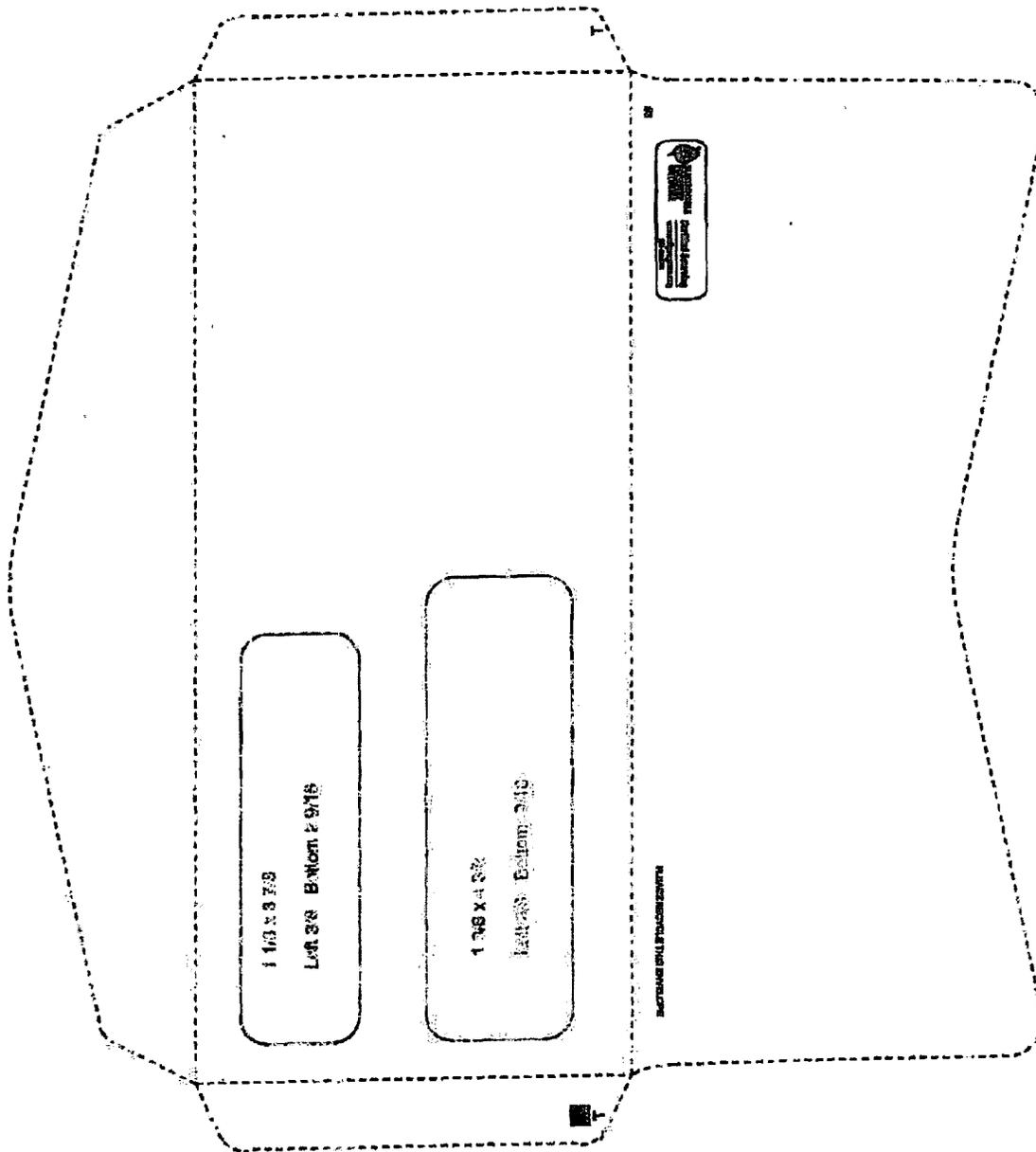
FOR ASSISTANCE, CALL:

City of Glendale (623) 930-3190 (Press 1), TTY (623) 630-2197, Fax (623) 930-2186 or visit our website www.glendaleaz.com/taxandlicense

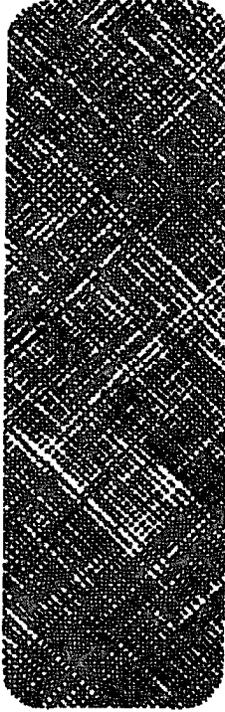
FOR CITY USE ONLY

GS0A1012





PLACE
STAMP
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From: _____



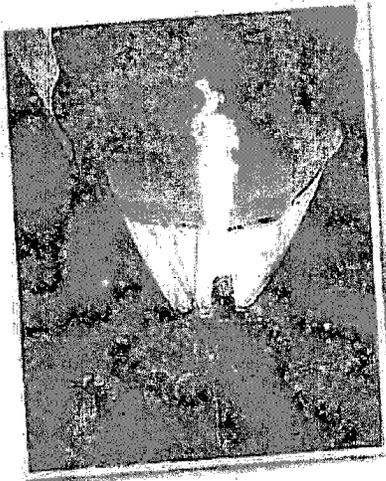
Glendale Glitter & Glow Block Party Rocks Downtown Glendale January 10

Don't miss the Glendale Glitter & Glow Block Party on January 10, from 4 - 10 p.m. with fun for the whole family! Take in the stunning display of 1.5 million lights along with more than 20 hot air balloons illuminating 16 blocks of Historic Downtown Glendale.

This event provides a dazzling array of glowing colors and twinkling lights, combined with musical performances and delicious food. Thousands of people are expected to stroll along the closed downtown streets and watch tethered balloons, enjoying eleven bands performing rock, blues, reggae, country and jazz music as well as vibrant street performers for a climactic finale to a festive season.

Admission is free and free parking shuttles will be available from 3:45 - 10:15 p.m., from Glendale Community College, located at 59th and Olive avenues. Glendale Glitter & Glow is produced by Glendale's Office of Special Events, presented by Sears Vacations, and sponsored by Blue Cross Blue Shield of Arizona, SRP, Valley Buick-GMC, Direct Buy, The Arizona Republic, Eternal Waters, ABC-15, KOOL, KMILE, Live 101.5, Camelback Ranch-Glendale and the Arizona Coyotes.

INFO: glendaleaz.com/events or 623-930-2299



Glendale Hosts Sweetest Event in Town Super Bowl Weekend with 20th Annual Chocolate Affaire



Glendale will host a super-sweet event of its own on Super Bowl weekend, Friday, Jan. 30 and Saturday, Jan. 31. The 20th Annual Glendale Chocolate Affaire in Historic Downtown Glendale will be a chocolate lover's paradise, with special activities geared toward sports fans, as well.

Visitors will delight in the nearly 40 chocolate purveyors, featuring confections like chocolate-covered strawberries, chocolate-drizzled kettle corn, chocolate-covered nuts, berry chocolate kabobs, fudge popsicles, chocolate-covered

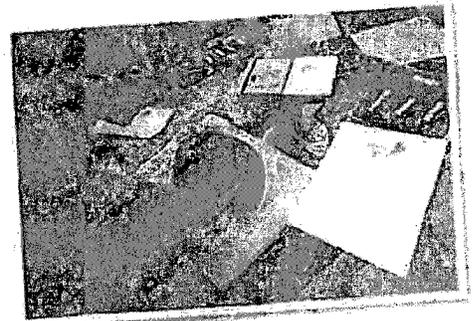
cheesecake and bananas, fried Twinkles and fried Snickers dipped in chocolate and much more, all along with free admission and free parking! The Chocolate Affaire is sponsored by Arizona's famous candy makers, Cerrera Candy Company. The candy factory will offer tours all weekend, and visitors can expect to see some football-themed chocolate creations at the factory.

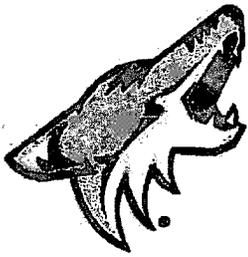
Families with children will enjoy hands-on arts and crafts, face-painting and a rock-climbing wall. The exciting new attraction with a football twist will be a "Super Street" filled with live music, games and activities with decorations themed to each of the two NFL conference champion teams in the big game.

Event hours are Friday noon - 10 p.m. and Saturday 10 a.m. - 10 p.m. The event is located in the heart of Historic Downtown Glendale, in Murphy

Park, located at 58th and Glendale avenues. The Glendale Chocolate Affaire is presented by Sears Vacations, and sponsored by Cerrera Candy Company, Valley Buick-GMC Dealers, ABC-15, KMILE, KOOL, Live 101.5, The Arizona Republic, SRP, Direct Buy, Eternal Waters, Camelback Ranch-Glendale and the Arizona Coyotes.

INFO: glendaleaz.com/events or 623-930-2299





Coyotes Tickets with Promotions Available for Exciting Games This Season!

From January through March the Arizona Coyotes welcome four Original Six NHL teams to the Valley, including the Detroit Red Wings on Feb. 7, the New York Rangers on Feb. 14, the Montreal Canadiens on March 7 and the Chicago Blackhawks on March 12.

Promotions during this first quarter of 2015 include a Fleece Blanket giveaway to the first 5,000 fans on Jan. 3 (courtesy of Gila River Casinos), Military Night on Jan. 10 along with a Camo Jersey T-Shirt to the first 7,500 fans on January 8 (courtesy of Sanderson Ford), Howler's Birthday/Kids Night on Jan. 10 with a free Drawstring Backpack courtesy of Pepsi, Supper on Smitty at the Feb. 5 game with free pizza vouchers from Papa John's Pizza, a Tyson

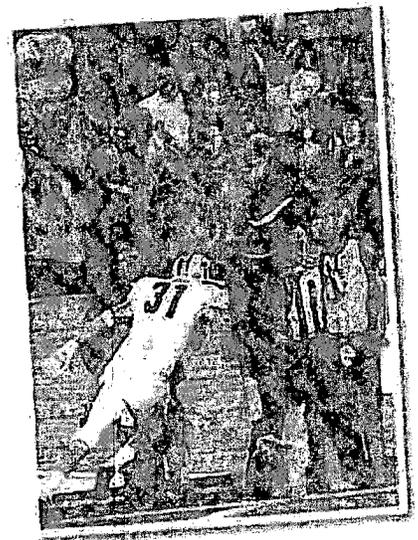
Nash Garden Gnome giveaway to the first 5,000 fans on Feb. 13 (courtesy of Gila River Casinos), Throwback Night on March 5 which includes a Jeremy Roenick bobble head giveaway to the first 5,000 fans (courtesy of Gila River Casinos) as the team plays in throwback uniforms on the ice, a St. Paddy's Day celebration on March 14 with a Leprechaun Top Hat to the first 5,000 fans (courtesy of Gila River Casinos) and a special "Green Night" from SRP on March 22.

Fans can catch all of the action and entertainment of NHL Hockey at Gila River Arena with tickets starting at \$30 a seat. To reserve yours call 480-563 PUCK or visit coyotes.nhl.com.

Mark Your Calendar: December is for Football & Festivities!

Now in its ninth year in Glendale, the VIZIO Fiesta Bowl on December 31, 2014 will match two of college football's greatest teams. Along with the gridiron action, the game brings a multitude of festivities to enjoy. All events are open to the public. Some events charge admission.

INFO: 480-350-0911 or glendalestogame.com



Provide Input on County Hazard Mitigation Plan

Glendale residents are invited to provide input on updates being made to the Maricopa County multi-jurisdictional hazard mitigation plan. Hazard mitigation planning is the process used to identify risks and vulnerabilities associated with natural disasters and to develop long-term strategies for protecting people and property in future hazards. The process results in a mitigation plan that offers a strategy for breaking the cycle of disaster damage, reconstruction, and repeated damage and a framework for developing feasible and cost-effective mitigation projects. Under the Disaster Mitigation Act of 2000 (Public Law 106-390), local and tribal governments are required to develop and maintain a FEMA approved hazard mitigation plan as a condition of eligibility for receiving certain non-emergency federal hazard mitigation grants.

A team of representatives from the 27 participating jurisdictions located within Maricopa County will be meeting regularly to review, revise and update

the current hazard mitigation plan, with specific attention to:

- Natural hazards that may impact or have impacted the community
- Profiles of the most relevant hazards
- Vulnerability assessment to the identified hazards
- Goals and objectives for hazard risk reduction/elimination
- Mitigation actions/projects to achieve the stated goals and objectives
- Plan maintenance strategy for the next 5-year cycle

An updated draft of the plan is expected in February 2015. For additional information, please visit www.maricopa.gov/Emerg_Mgt/links.aspx or contact your Glendale representative: Anthony Butch with the Glendale Fire Department at 623-872-5090 or abutch@glendaleaz.com.

VIZIO Fiesta Bowl Fan Fest

University of Phoenix Stadium – North Orange Lot
Wednesday, December 31, 2014
8:30 a.m. - 1:30 p.m.

APS Fiesta Bowl Stadium Club

University of Phoenix Stadium – Great Lawn
Wednesday, December 31, 2014
10:30 a.m. - 1:30 p.m.

44th Annual VIZIO Fiesta Bowl

University of Phoenix Stadium
Wednesday, December 31, 2014 - 2 p.m.

Mayer
Jerry P. Weiers
623/930-2280

Councilmember
Ian Hugh
Cactus District
623/830-2249

Councilmember
Gary D. Sherwood
Saguaro District
623/930-2249

Councilmember
Samuel L. Chavra
Yucca District
623/930-2249

Councilmember
Janee Adams
Ocotillo District
623/980-2248

Councilmember
Lauren Teinmehoff
Cholla District
623/930-2249

Councilmember
Bert Turner
Barrel District
623/830-2249

City Manager
Brenda Fischer
623/920-2870



For details on the latest city news, events, meetings or updates to this newsletter, visit glendaleaz.com. To watch council meetings or other city news, tune into Glendale 11 TV or watch online at glendaleaz.com/glendale11.

Published by the City of Glendale, AZ Communications Dep.

or Debbie Denuit 623/830-2856

EXHIBIT B

Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services

COMPENSATION

METHOD AND AMOUNT OF COMPENSATION

Contractor shall invoice the City for actual services performed at the unit cost described below no less frequently than once per month. Invoice shall include documentation of the work performed.

NOT-TO-EXCEED AMOUNT

The total amount of compensation paid to Contractor for full completion of all work required by the Project during the entire term of the Project must not exceed the unit prices as set forth below..

DETAILED PROJECT COMPENSATION

Description	<u>Estimated</u> Monthly Volume	Unit Price
Regular Billing-Form, Windowed Outer Envelope #10, Remit Envelope #9, including one (1) two (2) page insert provided by the City. Per forms pages 26,27,28, 29, 46, and 47 of the RFP	600000	\$ 0.08640
Sure Pay Billing – Form is same as above, Windowed Outer Envelope #10, including one (1) two (2) page insert provided by the City. Per forms pages 26, 27, 28, 46, and 47 of the RFP.	80000	\$ 0.07440
Reminder Notices – Form Outer Envelope #10. Per forms pages 30& 31 of the RFP.	78000	\$ 0.07910
Privilege Tax License-Annually rotating color (Aqua, Yellow, Pink) Cut Sheet & #10 Presort Envelope. Per forms pages 32, 33, 34, 35, and 36 of the RFP. (Page 35 is text to be added to business license)	41000	\$ 0.09510
Privilege Tax Return Forms & #10 Presort Envelope & #9 Regular Remit Envelope Per Forms page 37, 38, 39, 40, and 41 of the RFP.	166000	\$ 0.10810
Statement of Account Form & #10 Presort Envelope & #9 Regular Remit Envelope Per forms pages 42, 43, 44, and 45 of the RFP.	114000	\$ 0.09710
OPTIONAL: Printing of Glendale Connection Newsletter Per forms pages 46 (front) and 47 (back) of the RFP.	672000	\$ 0.01600
OPTIONAL: Hosted solution to present utility bills that will integrate with the City’s existing web site.	Option 1 - As outlined in proposal Per PDF Image Option 2 - As outlined in proposal Per Uploaded Image Option 3 - As outlined in proposal Per Uploaded Image Option 3 - As outlined in proposal Per Email Notification	\$0.010 \$0.015 \$0.015 \$0.035

EXHIBIT C

Utility Bill and Tax & License Printing, Folding, Inserting and Mailing Services

DISPUTE RESOLUTION

1. Disputes.

- 1.1. Commitment. The parties commit to resolving all disputes promptly, equitably, and in a good-faith, cost-effective manner.
- 1.2. Application. The provisions of this Exhibit will be used by the parties to resolve all controversies, claims, or disputes ("Dispute") arising out of or related to this Agreement-including Disputes regarding any alleged breaches of this Agreement.
- 1.3. Initiation. A party may initiate a Dispute by delivery of written notice of the Dispute, including the specifics of the Dispute, to the Representative of the other party as required in this Agreement.
- 1.4. Informal Resolution. When a Dispute notice is given, the parties will designate a member of their senior management who will be authorized to expeditiously resolve the Dispute.
 - a. The parties will provide each other with reasonable access during normal business hours to any and all non-privileged records, information and data pertaining to any Dispute in order to assist in resolving the Dispute as expeditiously and cost effectively as possible;
 - b. The parties' senior managers will meet within 10 business days to discuss and attempt to resolve the Dispute promptly, equitably, and in a good faith manner, and
 - c. The Senior Managers will agree to subsequent meetings if both parties agree that further meetings are necessary to reach a resolution of the Dispute.

2. Arbitration.

- 2.1. Rules. If the parties are unable to resolve the Dispute by negotiation within 30 days from the Dispute notice, and unless otherwise informal discussions are extended by the mutual agreement, the parties may agree, in writing, that the Dispute will be decided by binding arbitration in accordance with Commercial Rules of the AAA, as amended herein. Although the arbitration will be conducted in accordance with AAA Rules, it will not be administered by the AAA, but will be heard independently.
 - a. The parties will exercise best efforts to select an arbitrator within 5 business days after agreement for arbitration. If the parties have not agreed upon an arbitrator within this period, the parties will submit the selection of the arbitrator to one of the principals of the mediation firm of Scott & Skelly, LLC, who will then select the arbitrator. The parties will equally share the fees and costs incurred in the selection of the arbitrator.
 - b. The arbitrator selected must be an attorney with at least 10 years experience, be independent, impartial, and not have engaged in any business for or adverse to either Party for at least 10 years.
- 2.2. Discovery. The extent and the time set for discovery will be as determined by the arbitrator. Each Party must, however, within ten (10) days of selection of an arbitrator deliver to the other Party copies of all documents in the delivering party's possession that are relevant to the dispute.
- 2.3. Hearing. The arbitration hearing will be held within 90 days of the appointment of the arbitrator. The arbitration hearing, all proceedings, and all discovery will be conducted in Glendale, Arizona unless otherwise agreed by the parties or required as a result of witness location. Telephonic hearings and other reasonable arrangements may be used to minimize costs.

2.4 **Award.** At the arbitration hearing, each Party will submit its position to the arbitrator, evidence to support that position, and the exact award sought in this matter with specificity. The arbitrator must select the award sought by one of the parties as the final judgment and may not independently alter or modify the awards sought by the parties, fashion any remedy, or make any equitable order. The arbitrator has no authority to consider or award punitive damages.

2.5 **Final Decision.** The Arbitrator's decision should be rendered within 15 days after the arbitration hearing is concluded. This decision will be final and binding on the Parties.

2.6 **Costs.** The prevailing party may enter the arbitration in any court having jurisdiction in order to convert it to a judgment. The non-prevailing party shall pay all of the prevailing party's arbitration costs and expenses, including reasonable attorney's fees and costs.

3. **Services to Continue Pending Dispute.** Unless otherwise agreed to in writing, Contractor must continue to perform and maintain progress of required services during any Dispute resolution or arbitration proceedings, and City will continue to make payment to Contractor in accordance with this Agreement.

4. **Exceptions.**

4.1 **Third Party Claims.** City and Contractor are not required to arbitrate any third-party claim, cross-claim, counter claim, or other claim or defense of a third-party who is not obligated by contract to arbitrate disputes with City and Contractor.

4.2 **Liens.** City or Contractor may commence and prosecute a civil action to contest a lien or stop notice, or enforce any lien or stop notice, but only to the extent the lien or stop notice the Party seeks to enforce is enforceable under Arizona Law, including, without limitation, an action under A.R.S. § 33-420, without the necessity of initiating or exhausting the procedures of this Exhibit.

4.3 **Governmental Actions.** This Exhibit does not apply to, and must not be construed to require arbitration of, any claims, actions or other process filed or issued by City of Glendale Building Safety Department or any other agency of City acting in its governmental permitting or other regulatory capacity.