



**CONTRACT RENEWAL**

#5355-24-KF

Date: December 21, 2023  
Firm: The Master's Touch, LLC  
Description: 3<sup>rd</sup> and Final Year Contract Renewal for the Utility Billing & Printing Services

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Congratulations, The Master's Touch, LLC has been awarded the 3<sup>rd</sup> and Final year (of three) renewal options for contract #5355-24-KF, **Utility Billing & Printing Services**.

The Master's Touch, LLC shall provide to the City of Grand Junction the products and/or services outlined in the Contract Documents dated February 19, 2021, for Solicitation RFP-6862-21-SH, Utility Billing Printing & Mailing Services. This renewal shall cover services from **February 19, 2024, through February 19, 2025**.

Please provide the current ACORD Insurance Certificate to the Purchasing Division.

**CITY OF GRAND JUNCTION, COLORADO**

DocuSigned by:  
*Duane Hoff Jr.*  
9F789E7D50F14BC...  
Duane Hoff, Jr., Contract Administrator

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**ACKNOWLEDGEMENT**

Receipt of this Contract Renewal is hereby acknowledged:

Firm: The Master's Touch, LLC

By: *Jim Cote*  
D084C414B137497...

Name: Jim Cote masters@themasterstouch.com

Title: President

Date: 12/22/2023







Purchasing Division

**NOTICE OF CONTRACT RENEWAL 5174-23-SH**

December 28, 2022

Jim Cote  
The Master's Touch  
1405 N. Ash Street  
Spokane, WA 99201

**SOLICITATION DESCRIPTION: SECOND (OF THREE) ANNUAL RENEWAL FOR  
RFP-4862-21-SH  
Utility Billing Printing and Mailing Services**

Dear Mr. Jagger,

You are hereby notified that your firm's contract has been extended to provide **Utility Billing Printing and Mailing Services** for the City of Grand Junction as referenced in the original contract. This annual renewal continues to include the necessary work as required in the original contract documents.

This contract renewal shall be from **February 19, 2023 to February 19, 2024.**

If you have any questions or need to discuss this extension, please call me at 970-244-1513.

Sincerely,

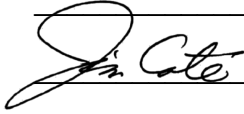
Susan J. Hyatt, C.P.M, CPPB  
City of Grand Junction  
Purchasing Division

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**SUPPLIER ACKNOWLEDGEMENT**

Receipt of this Extension is hereby acknowledged:

Contractor: The Master's Touch LLC  
By:   
Title: President  
Date: December 28, 2022



CITY OF GRAND JUNCTION/MESA COUNTY, COLORADO

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**CONTRACT**

This CONTRACT made and entered into this **19<sup>th</sup>** day of **February, 2021** by and between the **City of Grand Junction**, a government entity in the County of Mesa, State of Colorado, hereinafter in the Contract Documents referred to as the "Owner" and **The Master's Touch, LLC**, hereinafter in the Contract Documents referred to as the "Contractor."

The Contractor shall perform the work set forth and described by the Solicitation Documents and known as **Utility Billing Printing and Mailing Services RFP-4862-21-SH**.

The total amount of the contract shall not exceed **\$190,000** paid by the Owner. The Contractor shall be paid in accordance with the fee schedule set for the in the Solicitation Documents.

The amount of the Contract Price is and has heretofore been appropriated by the Owner for the use and benefit of this Project. The Contract Price shall not be modified except by Change Order or other written directive of the Owner. The Owner shall not issue a Change Order or other written directive which requires additional work to be performed, which work causes the aggregate amount payable under this Contract to exceed the amount appropriated for this Project, unless and until the Owner provides Contractor written assurance that lawful appropriations to cover the costs of the additional work have been made.

Contract Administrator for the Owner is **Debi Overholt**, 970-244-1520, [debbieo@gjcity.org](mailto:debbieo@gjcity.org).

Contract Administrator for the Contractor is **Jim Cotě**, 800-301-1347, [masters@themasterstouch.com](mailto:masters@themasterstouch.com)

The term of this Contract shall be from **February 19, 2021** to **February 19, 2022**. Upon mutual agreement, this contract may be renewed up to three additional one year periods.

Contractor shall provide the insurance required in the Solicitation Documents.

**Contract Documents:** It is agreed by the parties hereto that the following list of instruments, drawings, and documents which are attached hereto, bound herewith, or incorporated herein by reference constitute and shall be referred to either as the "Contract Documents" or the "Contract", and all of said instruments, drawings, and documents taken together as a whole constitute the Contract between the parties hereto, and they are fully a part of this agreement as if they were set out verbatim and in full herein:

The order of contract document governance shall be as follows:

- a. The body of this contract agreement
- b. Solicitation Documents for the Project; **RFP-4862-21-SH** and all Addenda
- c. Contractors Response to the Solicitation

IN WITNESS WHEREOF, City of Grand Junction, Mesa County, Colorado, has caused this Contract to be subscribed and sealed and attested in its behalf; and the Contractor has signed this Contract the day and the year first mentioned herein.

**CITY OF GRAND JUNCTION, COLORADO**

DocuSigned by:  
By: Susan Hyatt  
Title: SR. Buyer

2/23/2021 | 11:50 MST  
Date

**THE MASTER'S TOUCH, LLC**

DocuSigned by:  
By: Jim Cote'  
Title: President/manager

2/19/2021 | 12:11 MST  
Date



**Request for Proposal  
RFP-4862-21-SH**

**Utility Billing Printing & Mailing Services**

**RESPONSES DUE:**

February 2, 2021 prior to 2:30 P.M.

**Accepting Electronic Responses Only**

**Responses Only Submitted Through the Rocky Mountain E-Purchasing  
System (RMEPS)**

**[www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado)**

**(Purchasing Representative does not have access or control of the vendor side of RMEPS.  
If website or other problems arise during response submission, vendor MUST contact  
RMEPS to resolve issue prior to the response deadline. 800-835-4603)**

**Due to recent developments with increased COVID-19 cases in Mesa County, public in-person bid openings are temporarily being suspended until further notice. Bid openings will take place on their designated date and time virtually, and bid tabulations will be posted for public view/access. The virtual link is noted below to attend the bid opening. Public may attend via video or via phone for audio only.**

**Please join Utility Billing Printing & Mailing Services RFP-4862-21-SH on GoToConnect from your computer using the Chrome browser.  
<https://my.jive.com/meet/876587549>**

**You can also dial in using your phone.  
US: (571) 317-3116**

**Access Code: 876-587-549**

**PURCHASING REPRESENTATIVE:**

Susan Hyatt  
susanh@gjcity.org  
970-244-1513

This solicitation has been developed specifically for a Request for Proposal intended to solicit competitive responses for this solicitation and may not be the same as previous City of Grand Junction solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX, EMAIL or HARD COPY IS NOT ACCEPTABLE** for this solicitation.



# **REQUEST FOR PROPOSAL**

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### **Section**

- 1.0 Administrative Information and Conditions for Submittal**
- 2.0 General Contract Terms and Conditions**
- 3.0 Specifications/Scope of Services**
- 4.0 Preparation and Submittal of Proposals**
- 5.0 Evaluation Criteria and Factors**
- 6.0 Solicitation Response Form**

## REQUEST FOR PROPOSAL

### **SECTION 1.0: ADMINISTRATIVE INFORMATION & CONDITIONS FOR SUBMITTAL**

- 1.1 Issuing Office:** This Request for Proposal (RFP) is issued by the City of Grand Junction. All contact regarding this RFP shall be directed to:

**RFP Questions:**

Susan Hyatt

[susanh@gjcity.org](mailto:susanh@gjcity.org)

The City would like to remind all Contractors, Sub-Contractors, Vendors, Suppliers, Manufacturers, Service Providers, etc. that (with the exception of Pre-Bid or Site Visit Meetings) all questions, inquiries, comments, or communication pertaining to any formal solicitation (whether process, specifications, scope, etc.) must be directed (in writing) to the Purchasing Agent assigned to the project, or Purchasing Division. Direct communication with the City assigned Project Managers/Engineers is not appropriate for public procurement prior to award and may result in disqualification.

- 1.2 Purpose:** The purpose of this RFP is to obtain proposals from qualified professional firms to provide Utility Billing Printing and Mailing Services for the City of Grand Junction, CO, area as described in Section 4.0.
- 1.3 Compliance:** All participating Offerors, by their signature hereunder, shall agree to comply with all conditions, requirements, and instructions of this RFP as stated or implied herein. Should the City omit anything from this packet which is necessary to the clear understanding of the requirements, or should it appear that various instructions are in conflict, the Offeror(s) shall secure instructions from the Purchasing Division prior to the date and time of the submittal deadline shown in this RFP.
- 1.4 Procurement Process:** Procurement processes shall be governed by the most current version of the City of Grand Junction [Purchasing Policy and Procedure Manual](#).
- 1.5 Submission:** Please refer to section 5.0 for what is to be included. **Each proposal shall be submitted in electronic format only, and only through the Rocky Mountain E-Purchasing website, [www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado). **The uploaded response shall be a single PDF document with all required information included.** **This site offers both "free" and "paying" registration options that allow for full access of the City's documents and for electronic submission of proposals.** (Note: "free" registration may take up to 24 hours to process. Please Plan accordingly.)** For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 "Preparation and Submittal of Proposals." Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**)
- 1.6 Altering Proposals:** Any alterations made prior to opening date and time must be initialed by the signer of the proposal, guaranteeing authenticity. Proposals cannot be altered or amended after submission deadline.

- 1.7 Withdrawal of Proposal:** A proposal must be firm and valid for award and may not be withdrawn or canceled by the Offeror for sixty (60) days following the submittal deadline date, and only prior to award. The Offeror so agrees upon submittal of their proposal. After award this statement is not applicable.
- 1.8 Addenda:** All Questions shall be submitted in writing to the appropriate person as shown in Section 1.1. Any interpretations, corrections and changes to this RFP or extensions to the opening/receipt date shall be made by a written Addendum to the RFP by the City. Sole authority to authorize addenda shall be vested in the City of Grand Junction Purchasing Representative. Addenda will be issued electronically through the Rocky Mountain E-Purchasing website at [www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado). Offerors shall acknowledge receipt of all addenda in their proposal. Addenda and solicitations are posted on the City's website, [www.gjcity.org/business-and-economic-development/bids](http://www.gjcity.org/business-and-economic-development/bids), for informational purposes.
- 1.9 Confidential Material:** All materials submitted in response to this RFP shall ultimately become public record and shall be subject to inspection after contract award. "**Proprietary or Confidential Information**" is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words "**Confidential Disclosure**" and uploaded as a separate document shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request shall be reviewed and either approved or denied by the City. If denied, the proposer shall have the opportunity to withdraw its entire proposal, or to remove the confidential or proprietary restrictions. Neither cost nor pricing information nor the total proposal shall be considered confidential or proprietary
- 1.10 Response Material Ownership:** All proposals become the property of the City upon receipt and shall only be returned to the proposer at the City's option. Selection or rejection of the proposal shall not affect this right. The City shall have the right to use all ideas or adaptations of the ideas contained in any proposal received in response to this RFP, subject to limitations outlined in the section titled "Confidential Material". Disqualification of a proposal does not eliminate this right.
- 1.11 Minimal Standards for Responsible Prospective Offerors:** A prospective Offeror must affirmably demonstrate their responsibility. A prospective Offeror must meet the following requirements:
- Have adequate financial resources, or the ability to obtain such resources as required.
  - Be able to comply with the required or proposed completion schedule.
  - Have a satisfactory record of performance.
  - Have a satisfactory record of integrity and ethics.
  - Be otherwise qualified and eligible to receive an award and enter into a contract with the City.
- 1.12 Nonconforming Terms and Conditions:** A proposal that includes terms and conditions that do not conform to the terms and conditions of this Request for Proposal is subject to rejection as non-responsive. The City reserves the right to permit the Offeror to withdraw

nonconforming terms and conditions from its proposal prior to a determination by the City of non-responsiveness based on the submission of nonconforming terms and conditions

- 1.13 Open Records:** All proposals shall be open for public inspection after the contract is awarded. Trade secrets and confidential information contained in the proposal so identified by offer as such shall be treated as confidential by the City to the extent allowable in the Open Records Act.
- 1.14 Sales Tax:** City of Grand Junction is, by statute, exempt from the State Sales Tax and Federal Excise Tax; therefore, all fees shall not include taxes.
- 1.15 Public Opening:** Proposals shall be opened in the City Hall Auditorium, 250 North 5<sup>th</sup> Street, Grand Junction, CO 81501, immediately following the proposal deadline. Offerors, their representatives and interested persons may be present. Only the names and locations on the proposing firms will be disclosed.

**Due to recent developments with increased COVID-19 cases in Mesa County, public in-person bid openings are temporarily being suspended until further notice. Bid openings will take place on their designated date and time virtually, and bid tabulations will be posted for public view/access. The virtual link is noted below to attend the bid opening. Public may attend via video or via phone for audio only.**

**Please join Utility Billing Printing & Mailing Services RFP-4862-21-SH on GoToConnect from your computer using the Chrome browser.**  
**<https://my.jive.com/meet/876587549>**

**You can also dial in using your phone.**  
**US: (571) 317-3116**

**Access Code: 876-587-549**

## **SECTION 2.0: GENERAL CONTRACT TERMS AND CONDITIONS**

- 2.1. Acceptance of RFP Terms:** A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated on the Cover Letter by the Offeror or an officer of the Offeror legally authorized to execute contractual obligations. A submission in response to the RFP acknowledges acceptance by the Offeror of all terms and conditions, as set forth herein. An Offeror shall identify clearly and thoroughly any variations between its proposal and the City's RFP requirements. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.
- 2.2. Execution, Correlation, Intent, and Interpretations:** The Contract Documents shall be signed by the City and Contractor. By executing the contract, the Contractor represents that they have familiarized themselves with the local conditions under which the Work is to be

performed, and correlated their observations with the requirements of the Contract Documents. The Contract Documents are complementary, and what is required by any one, shall be as binding as if required by all. The intention of the documents is to include all labor, materials, equipment, services and other items necessary for the proper execution and completion of the scope of work as defined in the technical specifications and drawings contained herein. All drawings, specifications and copies furnished by the City are, and shall remain, City property. They are not to be used on any other project.

- 2.3. **Acceptance Not Waiver:** The City's acceptance or approval of any work furnished hereunder shall not in any way relieve the proposer of their present responsibility to maintain the high quality, integrity and timeliness of his work. The City's approval or acceptance of, or payment for, any services shall not be construed as a future waiver of any rights under this Contract, or of any cause of action arising out of performance under this Contract.
- 2.4. **Change Order/Amendment:** No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All change orders/amendments to the contract shall be made in writing by the City Purchasing Division.
- 2.5. **Assignment:** The Offeror shall not sell, assign, transfer or convey any contract resulting from this RFP, in whole or in part, without the prior written approval from the City.
- 2.6. **Compliance with Laws:** Proposals must comply with all Federal, State, County and local laws governing or covering this type of service and the fulfillment of all ADA (Americans with Disabilities Act) requirements. Contractor hereby warrants that it is qualified to assume the responsibilities and render the services described herein and has all requisite corporate authority and professional licenses in good standing, required by law.
- 2.7. **Debarment/Suspension:** The Contractor hereby certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Governmental department or agency.
- 2.8. **Confidentiality:** All information disclosed by the City to the Contractor for the purpose of the work to be done or information that comes to the attention of the Contractor during the course of performing such work is to be kept strictly confidential.
- 2.9. **Conflict of Interest:** No public official and/or City employee shall have interest in any contract resulting from this RFP.
- 2.10. **Contract:** This Request for Proposal, submitted documents, and any negotiations, when properly accepted by the City, shall constitute a contract equally binding between the City and Offeror. The contract represents the entire and integrated agreement between the parties hereto and supersedes all prior negotiations, representations, or agreements, either written or oral, including the Proposal documents. The contract may be amended or modified with Change Orders, Field Orders, or Amendment.
- 2.11. **Cancelation of Solicitation:** Any solicitation may be canceled by the City or any solicitation response by a vendor may be rejected in whole or in part when it is in the best interest of the City.

- 2.12. Project Manager/Administrator:** The Project Manager, on behalf of the City, shall render decisions in a timely manner pertaining to the work proposed or performed by the Offeror. The Project Manager shall be responsible for approval and/or acceptance of any related performance of the Scope of Work.
- 2.13. Contract Termination:** This contract shall remain in effect until any of the following occurs: (1) contract expires; (2) completion of services; (3) acceptance of services or, (4) for convenience terminated by either party with a written *Notice of Cancellation* stating therein the reasons for such cancellation and the effective date of cancellation at least thirty days past notification.
- 2.14. Employment Discrimination:** During the performance of any services per agreement with the City, the Offeror, by submitting a Proposal, agrees to the following conditions:
- 2.14.1.** The Offeror shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, disability, citizenship status, marital status, veteran status, sexual orientation, national origin, or any legally protected status except when such condition is a legitimate occupational qualification reasonably necessary for the normal operations of the Offeror. The Offeror agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- 2.14.2.** The Offeror, in all solicitations or advertisements for employees placed by or on behalf of the Offeror, shall state that such Offeror is an Equal Opportunity Employer.
- 2.14.3.** Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- 2.15. Immigration Reform and Control Act of 1986 and Immigration Compliance:** The Offeror certifies that it does not and will not during the performance of the contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986 and/or the immigration compliance requirements of State of Colorado C.R.S. § 8-17.5-101, *et. seq.* (House Bill 06-1343).
- 2.16. Ethics:** The Offeror shall not accept or offer gifts or anything of value nor enter into any business arrangement with any employee, official, or agent of the City.
- 2.17. Failure to Deliver:** In the event of failure of the Offeror to deliver services in accordance with the contract terms and conditions, the City, after due oral or written notice, may procure the services from other sources and hold the Offeror responsible for any costs resulting in additional purchase and administrative services. This remedy shall be in addition to any other remedies that the City may have.
- 2.18. Failure to Enforce:** Failure by the City at any time to enforce the provisions of the contract shall not be construed as a waiver of any such provisions. Such failure to enforce shall not affect the validity of the contract or any part thereof or the right of the City to enforce any provision at any time in accordance with its terms.

- 2.19. Force Majeure:** The Offeror shall not be held responsible for failure to perform the duties and responsibilities imposed by the contract due to legal strikes, fires, riots, rebellions, and acts of God beyond the control of the Offeror, unless otherwise specified in the contract.
- 2.20. Indemnification:** Offeror shall defend, indemnify and save harmless the City and all its officers, employees, insurers, and self-insurance pool, from and against all liability, suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the Offeror, or of any Offeror's agent, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from proposal award. Offeror shall pay any judgment with cost which may be obtained against the City growing out of such injury or damages.
- 2.21. Independent Firm:** The Offeror shall be legally considered an Independent Firm and neither the Firm nor its employees shall, under any circumstances, be considered servants or agents of the City. The City shall be at no time legally responsible for any negligence or other wrongdoing by the Firm, its servants, or agents. The City shall not withhold from the contract payments to the Firm any federal or state unemployment taxes, federal or state income taxes, Social Security Tax or any other amounts for benefits to the Firm. Further, the City shall not provide to the Firm any insurance coverage or other benefits, including Workers' Compensation, normally provided by the City for its employees.
- 2.22. Ownership:** All plans, prints, designs, concepts, etc. shall become the property of the City.
- 2.23. Oral Statements:** No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in this document and/or resulting agreement. All modifications to this request and any agreement must be made in writing by the City.
- 2.24. Patents/Copyrights:** The Offeror agrees to protect the City from any claims involving infringements of patents and/or copyrights. In no event shall the City be liable to the Offeror for any/all suits arising on the grounds of patent(s)/copyright(s) infringement. Patent/copyright infringement shall null and void any agreement resulting from response to this RFP.
- 2.25. Remedies:** The Offeror and City agree that both parties have all rights, duties, and remedies available as stated in the Uniform Commercial Code.
- 2.26. Venue:** Any agreement as a result of this RFP shall be deemed to have been made in, and shall be construed and interpreted in accordance with, the laws of the City of Grand Junction, Mesa County, Colorado.
- 2.27. Expenses:** Expenses incurred in preparation, submission and presentation of this RFP are the responsibility of the company and cannot be charged to the City.
- 2.28. Sovereign Immunity:** The City specifically reserves the right to sovereign immunity pursuant to Colorado State Law as a defense to any action arising in conjunction to this agreement.
- 2.29. Public Funds/Non-Appropriation of Funds:** Funds for payment have been provided through the City's budget approved by the City Council/Board of County Commissioners for

the stated fiscal year only. State of Colorado statutes prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that may arise past the end of the stated City's fiscal year shall be subject to budget approval. Any contract will be subject to and must contain a governmental non-appropriation of funds clause.

- 2.30. Collusion Clause:** Each Offeror by submitting a proposal certifies that it is not party to any collusive action or any action that may be in violation of the Sherman Antitrust Act. Any and all proposals shall be rejected if there is evidence or reason for believing that collusion exists among the proposers. The City may or may not, at the discretion of the City Purchasing Representative, accept future proposals for the same service or commodities for participants in such collusion.
- 2.31. Gratuities:** The Contractor certifies and agrees that no gratuities or kickbacks were paid in connection with this contract, nor were any fees, commissions, gifts or other considerations made contingent upon the award of this contract. If the Contractor breaches or violates this warranty, the City may, at their discretion, terminate this contract without liability to the City.
- 2.32. OSHA Standards:** All Offerors agree and warrant that services performed in response to this invitation shall conform to the standards declared by the US Department of Labor under the Occupational Safety and Health Act of 1970 (OSHA). In the event the services do not conform to OSHA Standards, the City may require the services to be redone at no additional expense to the City.
- 2.33. Performance of the Contract:** The City reserves the right to enforce the performance of the contract in any manner prescribed by law or deemed to be in the best interest of the City in the event of breach or default of resulting contract award.
- 2.34. Benefit Claims:** The City shall not provide the awarded Firm/s any insurance coverage or other benefits, including Worker's Compensation, normally provided by the City for its employees.
- 2.35. Default:** The City reserves the right to terminate the contract immediately in the event the Contractor fails to meet delivery or completion schedules, or otherwise perform in accordance with the accepted proposal. Breach of contract or default authorizes the City to purchase like services elsewhere and charge the full increase in cost to the defaulting Contractor.
- 2.36. Cooperative Purchasing:** Purchases as a result of this solicitation are primarily for the City. Other governmental entities may be extended the opportunity to utilize the resultant contract award with the agreement of the successful provider and the participating agencies. All participating entities will be required to abide by the specifications, terms, conditions and pricings established in this Proposal. The quantities furnished in this proposal document are for only the City. It does not include quantities for any other jurisdiction. The City will be responsible only for the award for our jurisdiction. Other participating entities will place their own awards on their respective Purchase Orders through their purchasing office or use their purchasing card for purchase/payment as authorized or agreed upon between the provider and the individual entity. The City accepts no liability for payment of orders placed by other participating jurisdictions that choose to piggy-back on our solicitation. Orders placed by participating jurisdictions under the terms of this solicitation will indicate their specific delivery and invoicing instructions.



**2.37. Public Disclosure Record:** If the Proposer has knowledge of their employee(s) or sub-proposers having an immediate family relationship with a City employee or elected official, the proposer must provide the Purchasing Representative with the name(s) of these individuals. These individuals are required to file an acceptable "Public Disclosure Record", a statement of financial interest, before conducting business with the City.

**2.38. Keep Jobs in Colorado Act:** Contractor shall be responsible for ensuring compliance with Article 17 of Title 8, Colorado Revised Statutes requiring 80% Colorado labor to be employed on public works projects. Contractor shall, upon reasonable notice provided by the City, permit the City to inspect documentation of identification and residency required by C.R.S. §8-17-101(2)(a). If Contractor claims it is entitled to a waiver pursuant to C.R.S. §8-17-101(1), Contractor shall state that there is insufficient Colorado labor to perform the work such that compliance with Article 17 would create an undue burden that would substantially prevent a project from proceeding to completion, and shall include evidence demonstrating the insufficiency and undue burden in its response.

Unless expressly granted a waiver by the City pursuant to C.R.S. §8-17-101(1), Contractor shall be responsible for ensuring compliance with Article 17 of Title 8, Colorado Revised Statutes requiring 80% Colorado labor to be employed on public works projects. Contractor shall, upon reasonable notice provided by the City, permit the City to inspect documentation of identification and residency required by C.R.S. §8-17-101(2)(a).

**2.38.1. "Public Works project" is defined as:**

- (a) any construction, alteration, repair, demolition, or improvement of any land, building, structure, facility, road, highway, bridge, or other public improvement suitable for and intended for use in the promotion of the public health, welfare, or safety and any maintenance programs for the upkeep of such projects
- (b) for which appropriate or expenditure of moneys may be reasonably expected to be \$500,000.00 or more in the aggregate for any fiscal year
- (c) except any project that receives federal moneys.

### **SECTION 3.0: INSURANCE REQUIREMENTS**

**Insurance Requirements:** The selected Contractor agrees to procure and maintain, at its own cost, policy(s) of insurance sufficient to insure against all liability, claims, demands, and other obligations assumed by the Contractor pursuant to this Section. Such insurance shall be in addition to any other insurance requirements imposed by this Contract or by law. The Contractor shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to this Section by reason of its failure to procure or maintain insurance in sufficient amounts, durations, or types. Contractor shall procure and maintain and, if applicable, shall cause any Subcontractor of the Contractor to procure and maintain insurance coverage listed below. Such coverage shall be procured and maintained with forms and insurers acceptable to the City. In the case of any claims-made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage. Minimum coverage limits shall be as indicated below unless specified otherwise:

(a) Worker Compensation: Contractor shall comply with all State of Colorado Regulations concerning Workers' Compensation insurance coverage.

(b) General Liability insurance with minimum limits of:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and  
TWO MILLION DOLLARS (\$2,000,000) per job aggregate.

The policy shall be applicable to all premises and operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, products, and completed operations. The policy shall include coverage for explosion, collapse, and underground hazards. The policy shall contain a severability of interests provision.

(c) Comprehensive Automobile Liability insurance with minimum limits for bodily injury and property damage of not less than:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and  
TWO MILLION DOLLARS (\$2,000,000) aggregate

(d) Professional Liability & Errors and Omissions Insurance policy with a minimum of:

ONE MILLION DOLLARS (\$1,000,000) per claim

This policy shall provide coverage to protect the contractor against liability incurred as a result of the professional services performed as a result of responding to this Solicitation.

With respect to each of Contractors owned, hired, or non-owned vehicles assigned to be used in performance of the Work. The policy shall contain a severability of interests provision. The policies required by paragraph (b) above shall be endorsed to include the City, and the City's officers and employees as additional insureds. Every policy required above shall be primary insurance, and any insurance carried by the City, its officers, or its employees, or carried by or provided through any insurance pool of the City, shall be excess and not contributory insurance to that provided by Bidder. No additional insured endorsement to any required policy shall contain any exclusion for bodily injury or property damage arising from completed operations. The Bidder shall be solely responsible for any deductible losses under any policy required above.

## SECTION 4.0: SPECIFICATIONS/SCOPE OF SERVICES

- 4.1 General:** The City of Grand Junction, Colorado (City) is seeking proposals from qualified firms with the experience, resources, and expertise to provide printing and mailing services of electronic invoices for the Utility Billing Division of the Utilities Department.

The Utilities Department is responsible for water and wastewater services, which include delivering high quality drinking water and irrigation water to customers and collecting and treating wastewater in a manner that is protective of public health and the environment.

The Utilities Department is organized into two main divisions: Water Services and Wastewater Services. The Water Services division includes the water supply, treatment, distribution, irrigation, and utility billing functions. The Wastewater Services Division includes wastewater collections, treatment, industrial pretreatment, and environmental laboratory functions. Utility Billing is included within the Utilities Department.

- 4.2 Scope of Work:** The City is soliciting Proposals from capable firms to provide an all inclusive printing and mailing system with the following capabilities/features. All inclusive means postage is included in the contract prices, as well as printing, perforating, folding, envelope stuffing, insertion, etc.

- 4.2.1** Receive electronic PDF files from the City which contain the billing information for each customer.
- 4.2.2** The electronic file shall be provided by the City between noon and 3:00 P.M. on Thursdays.
- 4.2.3** Utility Billing software is NorthStar, a division of Harris Computer Systems.
- 4.2.4** Print the bills (invoices) for each individual customer.
- 4.2.5** Fold the bill and add occasion inserts and stuff into envelopes.
- 4.2.6** Mail the bill to the appropriate customer address
- 4.2.7** Envelope printing is also included in this contract
- 4.2.8** Field formatting should not be required.
- 4.2.9** Each invoice has OCR Scanline using OCR-A or OCR-B font.
- 4.2.10** Weekly batches are normally every Thursday, but once per month there is an additional Monday batch.
- 4.2.11** Contractor will be required to follow current Post Office procedures and pursue available discounts.

- 4.3** The average number of Utility Bills is 37,000 per month. Each piece consists of:

- 4.3.1** One 8-1/2" x 11" bill.
- 4.3.2** Invoices are normally one page in black and white on 20 LB bond paper.
- 4.3.3** One #9 return envelope
- 4.3.4** One #10 mailing envelope
- 4.3.5** Inserts will be required in almost every cycle and will also require printing and folding
- 4.3.6** The size of inserts vary. Some are 1/3 page, some are 1/2 page and some are full page. All are printed on 20 LB bond and usually printed in black ink
- 4.3.7** There is a group in every cycle that prefers online payment. This group does not get a return envelope..
- 4.3.8** Contractor shall place bill, inserts (if applicable), and #9 return envelope in the #10 mailing envelope. Envelope will them be sealed.

- 4.3.9 Bundle, prepare for carrier route discount, mail, complete the appropriate paperwork and deliver to Post Office.
- 4.3.10 Bills must be kept in exact order throughout the process.
- 4.3.11 Provide City with a copy of the paperwork from Post Service.
- 4.3.12 The number of utility bills sent out per week will vary depending on the billing cycle. There are five billing cycles per month.

4.4 The awarded Contractor shall provide a comprehensive automated printing system that is compatible to all existing City-owned computer equipment and software. Contractor must be able to accept the electronic PDF file in a format City systems are capable of producing.

4.5 The awarded Contractor shall:

- 4.5.1 Receive, print, warehouse and inventory #10 window envelopes, #9 return envelopes, preprinted/perforated statements as directed by the City. Either normal or micro perforation is acceptable. Perforation must stay 7-3/8" from the top edge.
- 4.5.2 Receive weekly electronic PDF files from City.
- 4.5.3 Sort data as needed, certify mailing addresses, print received billing data onto statements. Add insert materials as required. Fold statements and inserts (if required) and insert into #10 window envelopes along with a #9 return envelope, and any other inserts as directed.
- 4.5.4 Use CASS software that verifies and corrects defective addresses such as misspelled street names, missing directional, incorrect suffix, etc. to obtain the lowest postage rate.
- 4.5.5 Have the ability to process addresses through NCOA\_48 and provide weekly address updates.
- 4.5.6 Provide the most cost effective mail sort processing.
- 4.5.7 Deliver to Post Office within one working day of file receipt. **Contractor shall provide next day mail service.**
- 4.5.8 Fax or email weekly copies of US Postal Service acknowledgement of mailing certificates.
- 4.5.9 Provide weekly report detailing how many bills were mailed.
- 4.5.10 Provide information on quality control measures.

4.6 Contractor shall maintain confidentiality on all data collected or processed in administration of this contract. Data shall not be released to any 3<sup>rd</sup> party without prior written consent of the City.

4.7 Contractor shall have the ability to update/correct customer information upon request and notification for the City. Their system shall comply with all applicable laws and regulations, including but not limited to Health Insurance Portability and Accountability Act (HIPAA).

4.8 **RFP Tentative Time Schedule:**

- |   |                      |
|---|----------------------|
| • Request for Proposal available on or about        | January 12, 2020     |
| • Inquiry deadline, no questions after this date    | January 21, 2021     |
| • Addendum issued, if needed                        | January 25, 2021     |
| • Submittal deadline for proposals prior to 2:30 PM | February 2, 2021     |
| • Evaluation of proposals                           | Feb 3 – Feb 10, 2021 |
| • Selection of agency                               | February 12, 2021    |

**4.9 Questions Regarding Scope of Services:**

Susan Hyatt

[susanh@gjcity.org](mailto:susanh@gjcity.org)

**4.10 Contract:** The initial contract period shall be for one (1) year from **February 12, 2021 through February 11, 2022**. The awarded Firm(s) and the City agree the contract may, upon mutual agreement of the Firm(s) and the City, be extended under the terms and conditions of the contract for three (3) additional one (1) year contract periods, contingent upon the applicable fiscal year funding.

## SECTION 5.0: PREPARATION AND SUBMITTAL OF PROPOSALS

**Submission:** Each proposal shall be submitted in electronic format only, and only through the BidNet website, [www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado). This site offers both “free” and “paying” registration options that allow for full access of the City’s documents and for electronic submission of proposals. (Note: “free” registration may take up to 24 hours to process. Please Plan accordingly.) (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline; **800-835-4603**). For proper comparison and evaluation, the City requests that proposals be formatted as directed. The uploaded response to this RFP shall be a single PDF document with all required information included. Offerors are required to indicate their interest in this Project, show their specific experience and address their capability to perform the Scope of Services in the Time Schedule as set forth herein. For proper comparison and evaluation, the City requires that proposals be formatted **A to E**.

- A. Cover Letter:** Cover letter shall be provided which explains the firm’s interest in the project. The letter shall contain the name/address/phone number/email of the person who will serve as the firm’s principal contact with City’s Contract Administrator and shall identify individual(s) who will be authorized to make presentations on behalf of the firm. The statement shall bear the signature of the person having proper authority to make formal commitments on behalf of the firm. By submitting a response to this solicitation the Contractor agrees to all requirements herein.
- B. Qualifications/Experience/Credentials:** Proposers shall supply their qualifications for consideration as a contract provider to the City of Grand Junction. Include experience with other similar contracts.
- C. Strategy and Implementation:** Describe your interpretation of the City’s objectives with regard to the RFP. Describe the proposed strategy and/or plan for achieving the objectives of this RFP. The Contractor may utilize a written narrative or any other printed technique to demonstrate their ability to satisfy the Scope of Services. The narrative should describe a logical progression of tasks and efforts starting with the initial steps or tasks to be accomplished and continuing until all proposed tasks are fully described and the RFP objectives are accomplished.
- D. References:** A minimum of three (3) **references** with name, address, telephone number, and email address that can attest to your experience in projects of similar scope and size. Include a brief narrative of the relationship.
- E. Fee Proposal:** Provide total cost using Solicitation Response Form found in Section 7.
- F. Additional Data (optional):** Provide any value-added products or services/modules in addition to the RFP scope of work.

## SECTION 6.0: EVALUATION CRITERIA AND FACTORS

- 6.1 Evaluation:** An evaluation team shall review all responses and select the proposal or proposals that best demonstrate the capability in all aspects to perform the scope of services and possess the integrity and reliability that will ensure good faith performance.
- 6.2 Intent:** Only respondents who meet the qualification criteria will be considered. Therefore, it is imperative that the submitted proposal clearly indicate the firm's ability to provide the services described herein.

Submittal evaluations will be done in accordance with the criteria and procedure defined herein. The City reserves the right to reject any and all portions of proposals and take into consideration past performance, if available. The following parameters will be used to evaluate the submittals (in no particular order of priority):

- **Responsiveness of submittal to the RFP.**  
(Contractor has submitted a proposal that is fully comprehensive, inclusive, and conforms in all respects to the Request for Proposals (RFP) and all of its requirements, including all forms and substance.)
- **Understanding of the project and the objectives**  
(Contractor's ability to demonstrate a thorough understanding of the Owner's goals pertaining to this specific project.)
- **Experience**  
(Firm's proven proficiency in the successful completion of similar projects.)
- **Necessary Resources/Capability**  
(Firm has provided sufficient information proving their available means to perform the required scope of work/service; to include appropriate bonding, insurance and all other requirements necessary to complete the project.)
- **Strategy & Implementation Plan**  
(Firm has provided a clear interpretation of the Owner's objectives in regard to the project, and a fully comprehensive plan to achieve successful completion. See 8.0 Submittal Requirements and Instructions, Item C. – Development Plan Approach for details.)
- **References**  
(Proof of performance in projects of similar scope and size from previous clients)
- **Fees**  
(All fees associated with the project are provided and are complete and comprehensive. Most competitive fees will be ranked the highest.)
- **Additional value-added products and services/modules**  
(Firm has addressed other areas of expertise.)

- 6.3 Oral Interviews:** The City may invite the most qualified rated proposers to participate in oral interviews. Video conferencing will be considered.

- 6.3 Award:** Firms shall be ranked or disqualified based on the criteria listed in Section 6.2. The City reserves the right to consider all of the information submitted and/or oral presentations, if required, in selecting the firm.

**SECTION 7.0: SOLICITATION RESPONSE FORM**  
**RFP-4862-21-SH**

*Offeror must submit entire Form completed, dated and signed.*

**Utility Billing:**

Print & fold invoice, perforate, insert, return envelope, optional insert seal, bundle & mail:	\$ _____ /m
	\$ _____ /ea
Printing Inserts	\$ _____ /m
	\$ _____ /ea
Folding Inserts	\$ _____ /m
	\$ _____ /ea
Printing #9 return envelopes	\$ _____ /m
	\$ _____ /ea
Printing #10 window envelopes	\$ _____ /m
	\$ _____ /ea

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*The City reserves the right to accept any portion of the work to be performed at its discretion*  
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The undersigned has thoroughly examined the entire Request for Proposals and therefore submits the proposal and schedule of fees and services attached hereto.

This offer is firm and irrevocable for sixty (60) days after the time and date set for receipt of proposals.

The undersigned Offeror agrees to provide services and products in accordance with the terms and conditions contained in this Request for Proposal and as described in the Offeror's proposal attached hereto; as accepted by the City.

Prices in the proposal have not knowingly been disclosed with another provider and will not be prior to award.

- Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- No attempt has been made nor will be to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- The individual signing this proposal certifies they are a legal agent of the offeror, authorized to represent the offeror and is legally responsible for the offer with regard to supporting documentation and prices provided.
- Direct purchases by the City of Grand Junction are tax exempt from Colorado Sales or Use Tax. Tax exempt No. 98-903544. The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- City of Grand Junction payment terms shall be Net 30 days.
- Prompt payment discount of \_\_\_\_\_ percent of the net dollar will be offered to the City if the invoice is paid within \_\_\_\_\_ days after the receipt of the invoice.

**RECEIPT OF ADDENDA:** the undersigned Contractor acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received: \_\_\_\_\_.



It is the responsibility of the Proposer to ensure all Addenda have been received and acknowledged.

\_\_\_\_\_  
Company Name – (Typed or Printed)

\_\_\_\_\_  
Authorized Agent – (Typed or Printed)

\_\_\_\_\_  
Authorized Agent Signature

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Address of Offeror

\_\_\_\_\_  
E-mail Address of Agent

\_\_\_\_\_  
City, State, and Zip Code

\_\_\_\_\_  
Date

**Please join Utility Billing Printing & Mailing Services RFP-4862-21-SH on GoToConnect from your computer using the Chrome browser.**  
**<https://my.jive.com/meet/876587549>**

**You can also dial in using your phone.**  
**US: (571) 317-3116**

**Access Code: 876-587-549**



**Purchasing Division**

**ADDENDUM NO. 1**

**DATE:** January 22, 2021  
**FROM:** City of Grand Junction Purchasing Division  
**TO:** All Interested Parties  
**RE:** Utility Billing Printing and Mailing Services RFP-4862-21-SH

Bidders responding to the above referenced solicitation are hereby instructed that the requirements have been clarified, modified, superseded and supplemented as to this date as hereinafter described.

Please make note of the following:

1. **Question:** Can you tell me who the incumbent is and where they are located?  
**Answer:** The incumbent provider is The Master's Touch located in Spokane, Washington.
2. **Question:** Are inserts one-sided or two?  
**Answer:** Inserts are both one sided and two sided.
3. **Question:** Can we put the insert pricing information on our optional pricing page? There is only one option on the RFP pricing page, but there are multiple sizes which will have different prices for each.  
**Answer:** Yes, you may include insert pricing information on an optional pricing page.
4. **Question:** Can you please provide samples of the billing notice, return and outer envelopes?  
**Answer:** Please see Attachments at the end of this Addendum document.
5. **Question:** Pricing page indicates printing #9 & #10 envelopes. Are you seeking envelope pricing only, or if printing as well, what are the specs? (one-sided or two, how many print colors?)  
**Answer:** See Section 4.2.7. Envelopes are printed in black ink only. #10 envelopes are printed on one side, while #9 envelopes are printed on two sides. Please see examples at the end of this Addendum document.
6. **Question:** The RFP on 4.5.1 indicates "preprinted/perforate4d statements". Is the City currently using preprinted shells?  
**Answer:** The City has used preprinted shells in the past, but prefers print as you go.
7. **Question:** Does the City process late and/or final billing notices? If so, what are the specs for each?  
**Answer:** These types of notices will be included in the weekly batches and require no special consideration.

8. **Question:** Who is your current vendor?  
**Answer:** See Question 1.
9. **Question:** What is the City currently paying for the requested services?  
**Answer:** Current per piece prices are as follows:
- |              |           |
|--------------|-----------|
| Statement    | \$0.0198  |
| #10 Envelope | \$0.03153 |
| #9 Envelope  | \$0.02708 |
| Processing   | \$0.067   |
- Postage varies by address, weight, etc.
10. **Question:** What is the City's anticipated Go Live date?  
**Answer:** Please see Section 4.10. Contract period begins February 12, 2021.
11. **Question:** Please provide a time that the GoToConnect meeting will take place.  
**Answer:** The date and time is noted in the solicitation document on the cover sheet and in Section 4.8. The virtual bid opening will be held February 2, 2021 at 2:30 P.M.
12. **Question:** Regarding the evaluation of submittals provisions of Section 6.2, the second paragraph states the parameters used to evaluate the submittals are listed "in no particular order of priority", while the "Fees" parameter section states the "most competitive fees will be ranked the highest". Can you confirm whether the award will be based on the lowest cost submitted by a qualified proposer?  
**Answer:** All criteria will be considered in selecting a contractor. Those with the most competitive fees will be ranked highest for the individual "fees" criterion. However, rankings for the overall list of criteria as a whole will determine the award.
13. **Question:** Will the City provide the specifications it desires the proposer to price for the "Printing Inserts" category of Solicitation Response Form (Section 7.0)? Section 4.3 states "the size of inserts vary. Some are 1/3 page, some are 1/2 page and some are full page. All are printed on 20 LB bond and usually printed in black ink".  
**Answer:** Inserts are typically provided by various City departments containing information for special projects or upcoming events. There is no "common" size or content, which is why they are described as 1/3 page, 1/2 page and full page. They can be singled sided or double sided. You may attach additional pricing information for each scenario if desired.
14. **Question:** Will the City provide scanned color samples of the front and back of its utility bills?  
**Answer:** Yes. Variable past due amounts on the bill (invoice) are printed in red. Samples are included at the end of this Addendum document.
15. **Question:** Will the City provide the pricing it is currently paying for the printing and processing of utility bills?  
**Answer:** Please see Question 9.
16. **Question:** Who is your current vendor?  
**Answer:** Please see Question 1.
17. **Question:** What are you current production costs?  
**Answer:** Please see Question 9.

18. **Question:** Does the city carry its own postal permit, or will they be using the vendors?  
**Answer:** See Sections 4.2, 4.3 and 4.5 of the RFP document.
19. **Question:** Is the city looking for any online payment solutions?  
**Answer:** No. That service is not part of this solicitation.
20. **Question:** Does the city have late notices and shut off notices to process as well?  
**Answer:** Please see Question 7.
21. **Question:** May I see a sample of the statement form and the associated envelopes? I'd like to determine if any color other than black is required on either the static content OR the variable content.  
**Answer:** All envelopes and forms are printed in black ink, except for the past due amounts on the bill. Those are printed in red ink. Samples of forms are attached at the end of this Addendum document. The static content is blank.
22. **Question:** Is there any printing required on the back of the statement or the envelopes? If yes, black? Or color?  
**Answer:** The #9 envelope has printing in black ink on the back flap as seen in the attached examples. The statement is one sided.
23. **Question:** Is the city willing to commit to no static copy or specification changes on the envelopes and statement forms for the entire year? That might allow the awarded vendor the opportunity to pre-purchase/produce those elements in a larger quantity.  
**Answer:** Static content is blank. Envelope printing will remain the same, but the Contractor is responsible for weekly address updates as stated in Section 4.5.5. Committing to no changes for a full year seems unlikely. The City will commit to six months at the most for envelopes. Please include this request in your Proposal.
24. **Question:** Will the City allow for the additional cost associated with any stuffers/inserts that would be required to be printed in color?  
**Answer:** Yes. Documented proof of the additional cost will be required.
25. **Question:** Can you provide samples of PDFs of each of the billing documents so we can see the format of the bills/colors/current window positions, etc.? Samples PDFs should be in the format they will be received in during production.  
**Answer:** Samples are attached at the end of this document.
26. **Question:** Are your envelopes generic for this project, and if they're custom can you please provide samples for both the mailing envelope and the remittance envelope?  
**Answer:** Envelopes are generic. Samples are attached at the end of this document.
27. **Question:** Who is your current print and mail providers? Can you provide a recent invoice for services rendered from the current provider, or provide contract services printing?  
**Answer:** Please see Questions 1 and 9.
28. **Question:** May I see a sample of the statement form and associated envelopes? I'd like to determine if any color other than black is required on either the static content OR the variable content.

**Answer:** The static content is blank. Variable past due amounts are printed in red. Samples are included at the end of this Addendum document.

29. **Question:** The USPS occasionally raises postage rates. Over a potential four-year contract term, odds are there will be at least one postage rate increase. Does this RFP response require the vendor to quote a fixed postage rate for what could be the entirety of a four-year contract term?

**Answer:** Please see Section 4.10 of the original RFP document. The contract term is for one year. The contract price will be fixed the duration of that contract period. Each optional renewal is obtained by mutual agreement between both parties, the City and the Contractor. If postage rates have increased and can be validated, there is an opportunity to renegotiate contract prices each year upon renewal.

30. **Question:** If the vendor does not agree to a fixed postage rate over the contract term, will the vendor's response be disqualified.

**Answer:** Yes. Contract pricing cannot be adjusted during the contract period – which is one year.

31. **Question:** Is there a mechanism for the vendor to adjust their pricing mid contract term to accommodate USPS postage rate increases?

**Answer:** Each year upon contract renewal there will be an opportunity to adjust pricing.

32. **Question:** Do you print in-house?

**Answer:** No.

33. **Question:** Do you use roll feed or cut-sheet pre-printed forms or plain white paper?

**Answer:** Unknown. It is the discretion of each contractor to determine this process based on their firm's abilities.

34. **Question:** Please provide either a sample of preprinted form or detailed description including any graphics and color combinations required.

**Answer:** Please see samples at the end of this document and Question 28. Past due amounts on the statement are printed in red. All other printing uses black ink.

35. **Question:** If you use a color overlay, please provide a sample of the overlay.

**Answer:** There is no overlay.

36. **Question:** If you currently outsource your bill print, if legally permissible, please identify your current vendor and when current contract ends or renews.

**Answer:** Please see Question 1. Contract ends upon the start of this contract.

37. **Question:** Please describe the details surrounding envelope printing. What images, text, fonts etc. will be required?

**Answer:** Please see examples attached to this Addendum document. Images, text and fonts will be provided to the awarded Contractor.

38. **Question:** Will printing be required on both the #10 and #9 envelope?

**Answer:** Yes. Please see examples at the end of this document.

39. **Question:** Will a vendor be disqualified if they use double window envelopes that provide the same mail and identification functionality as a printed envelope?  
**Answer:** No. All Proposals will be considered. Please provide a detailed explanation of your plan using those types of envelopes as requested in Section 5.C.
40. **Question:** Please provide details on how inserts will be received by the vendor. (Email, SFTP, Push, etc.)  
**Answer:** Insert details will be sent via email to the awarded Contractor.
41. **Question:** Will inserts be sent to the vendor as PDFs, Bitmaps, etc. to be printed?  
**Answer:** Inserts will be sent as PDF, Word or Publisher files.
42. **Question:** Will inserts be included in the PDF that contains the billing information or will inserts have their own file to be received by the vendor?  
**Answer:** Inserts will be sent in a separate email file.
43. **Question:** Will all inserts for a given bill cycle be the same? Or, will inserts be dynamically targeted to specific customers meaning more than one insert to be used for a bill cycle?  
**Answer:** Inserts will be the same for all invoices mailed that week.
44. **Question:** Will any inserts be required to be ordered in advance from a 3<sup>rd</sup> party print company? If yes, describe the process of who orders and who pays.  
**Answer:** No. No third party vendors are part of this contract.
45. **Question:** Section 4.5.1 states we are to receive, print, warehouse and inventory #10 window envelopes, #9 return envelopes, preprinted/perforated statements as direct by the City. While this was once a standard practice for many print and mail companies, technology now provide the same capabilities without having to incur the expense of warehousing thus decreasing the cost to customer. Would a vendor's response be disqualified if they provide these items on demand instead of preprinting and warehousing?  
**Answer:** No. Please provide an explanation of your process as requested in Section 5.C. The City is always open to suggestions for cost saving processes and products.
46. **Question:** RFP states you plan to award on February 12, 2021. What is your target date for production?  
**Answer:** The contract and production will begin immediately.
47. **Question:** May we receive a sample of the PDF file City will provide?  
**Answer:** A sample of the actual PDF file will not be shared prior to award due to the nature of confidential information in the file. The file size ranges from 102,000 KB to 165,000 KB and is transferred via secure FTP site the awarded vendor provides.
48. **Question:** Will the group that does not require the #9 Courtesy Reply Envelope be separated from the rest, and can it be mailed separately?  
**Answer:** The group requiring no envelope has wording on the bill that allows the vendor to flag for no envelope, but it cannot be mailed separately.
49. **Question:** How many of the 37,000 do not require the Courtesy Reply Envelope?  
**Answer:** There are approximately 6,600 of the 37,000 that do not require a return envelope.

50. **Question:** Is there a reason the static form elements and the variable data elements could not be printed at the same time?  
**Answer:** No. Please explain your process in the section containing your Strategy and Implementation (Section 5.C).
51. **Question:** Does the #10 window have color or is it just black and white?  
**Answer:** The envelope is printed in black ink.
52. **Question:** Is the #9 envelope black and white?  
**Answer:** The envelope is printed in black ink.
53. **Question:** The RFP mentions PDF documents being sent to the vendor, we expected to sort the PDF's or is the raw data provided?  
**Answer:** Vendors can sort and print using their production processes that best suit their operations. However, they must be able to identify the invoices with no envelopes and mail accordingly.
54. **Question:** What are the color combinations of the invoices?  
**Answer:** Please see Questions 28 and 34. Examples are attached at the end of this document.
55. **Question:** The proposal lists paper at 20lb. bond. Will the City accept 24lb?  
**Answer:** All submissions will be considered, but the 24lb may be cost prohibitive.
56. **Question:** Pricing for inserts varies according to size. The City has listed full page, 1/2 page and 1/3 page as the sizes for your inserts, but only includes one line item in the pricing sheet. Can we include an additional pricing sheet to itemize inserts by size and for other recommended solutions?  
**Answer:** Yes, additional pricing sheets may be included, as well as other solutions.
57. **Question:** Will the City provide samples and/or scans of your various statements, inserts and envelopes?  
**Answer:** Examples are attached to this Addendum document.
58. **Question:** Just to confirm if we get file by 3:00 PM on Thursday does that mean delivery by end of day on Friday.  
**Answer:** The mail needs to be postmarked and sent on Friday. Section 4.5.7 states next day mail service is required.
59. **Question:** Can you confirm we will receive print ready PDF's and we will not need to do print composition.  
**Answer:** Electronic PDF files will be sent from the City which contain the billing information for each customer. The awarded Contractor will add the return address bar code and the QR tracking code to the statements.
60. **Question:** Will the one additional file be similar in volume as the weekly files or how many package can we expect on the monthly file.  
**Answer:** File sizes vary from approximately 9,500 to 3,500 statements per file. The average number per month is 37,000 as stated in the original RFP document.

61. **Question:** How many #9 are used each month compared to the 37,000 package sent out?  
**Answer:** See Question 49. There are approximately 6,600 automatic pay accounts that do not require an envelope.
62. **Question:** Will both the Invoice and Insert print simplex or duplex black?  
**Answer:** Invoices are single page only. Inserts vary.
63. **Question:** Can you provide additional specs on the envelopes, ie. Paper type, Size, window size/location, number of inks. Can you provide a PDF sample?  
**Answer:** The paper type is a standard envelope. Sizes are #9 and #10. Window location can be seen in the attached example. The #9 envelope has security tint on the inside. All envelopes are printed in black ink.
64. **Question:** The three different additional insert sizes (1/3, 1/2 and full).  
**Answer:** This appears to be an incomplete question and the intent is unknown.
65. **Question:** Can you provide more detail on the insert, are they have variable data or match to the bill. If inserts can vary in size can you give us history or breakout of what size is most common or do they print simplex / duplex?  
**Answer:** Inserts are typically provided by various City departments containing information for special projects or upcoming events. There is no "common" size or content, which is why they are described as 1/3 page, 1/2 page and full page. They can be single sided or double sided.
66. **Question:** Will the inserts be the same for all package in any given week or can they vary in size on the same day?  
**Answer:** Each week will contain the same inserts. They will not vary during that specific week.
67. **Question:** Who is the incumbent?  
**Answer:** Please see Question 1.
68. **Question:** In the current contract, was postage part of the bid price?  
**Answer:** Yes.
69. **Question:** What is the current average postage rate?  
**Answer:** This amount varies. Consequently, the City expects the awarded contractor to stay abreast of current rates.
70. **Question:** How are the bills currently mailed. i.e. presort first class, first class, bulk?  
**Answer:** Please see Section 4.5.6. The City expects the awarded Contractor to determine the best mail sort processing.
71. **Question:** Can you provide samples of the current envelopes # 10 and # 9 BRE?  
**Answer:** Please see attached examples at the end of this document.
72. **Question:** How will the vendor know if the current utility bill will not receive a BRE? ie. Will these be in a separate file? Is there a zero balance?  
**Answer:** Please see Question 48. If there happens to be a zero balance, it will be included in the PDF file and will print on the bill.

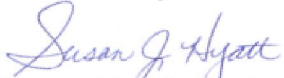


73. **Question:** Does the current bill have a color logo or any color on the form. Is there a backer to the form? Can you supply a current sample of the bill?  
**Answer:** Past due amounts on the statement are printed in red. All other printing uses black ink. There is no backer. Sample is attached at the end of this document.
74. **Question:** Envelope printing? Is this regarding special messages on the # 10 Envelope that can change throughout the year?  
**Answer:** There are no messages on the #10 envelope.

The original solicitation for the project referenced above is amended as noted.

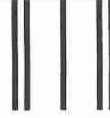
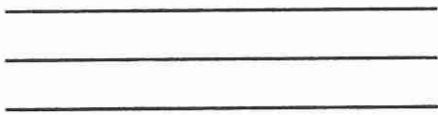
All other conditions of subject remain the same.

Respectfully,



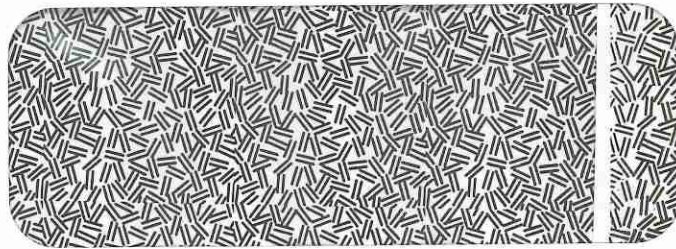
Susan Hyatt, Senior Buyer  
City of Grand Junction, Colorado

**Example of #10 envelope**



Place  
Stamp  
Here

**Example of #9 envelope with printing on back flap**



**WAIT! Please be sure our address shows through the window on the front.**

## Example of Blank Statement showing Perforation



250 N 5th Street  
PO Box 1809  
Grand Junction, CO 81502-1809  
(970) 244-1579 [www.gjcity.org](http://www.gjcity.org)  
(970) 255-2323 Phone payments





**City of  
Grand Junction**

**RFP #4862-21-SH:  
Utility Billing Printing  
and Mailing Services**

Contact: Jim Coté  
(800) 301-1347

[masters@themastertouch.com](mailto:masters@themastertouch.com)

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January 31, 2021

Dear Susan Hyatt and the City of Grand Junction,

On behalf of everyone at The Master's Touch, LLC (TMT), I am pleased to provide you with our response to your Request for Proposal No. 4862-21-SH and Addendum 1. We greatly value and appreciate our long-standing relationship with the City of Grand Junction and we are committed to exceeding your expectations with our exceptional customer service and industry-leading turnaround times.

TMT has been in business since 1994 and we provide utility printing and mailing services to hundreds of municipalities in 28 states across the country. Our clients range in size from 5,000 to over 1 million statements per year and we printed over 33 million statements in 2020. All of our work is completed in house with no subcontracting whatsoever.

Through our team's expertise and knowledgeable use of leading-edge technology, TMT has developed a variety of services - including the ability to offer online statement presentment and IMb Trace - that help organizations like the City of Grand Junction. In addition, TMT is one of a small handful of mail service providers in the country that is USPS Full Service and Seamless certified, so you know that your mail is always receiving the lowest postage rates possible and that the quality is never compromised.

In addition to the quality and customer service you've come to expect during your previous relationship with us, we are pleased to announce that we can also now offer the City of Grand Junction full-color variable printing on your statements, which will allow you to update the look and feel of your statements by adding bolded headlines, colored variable data, and more. With these changes, you can encourage your customers to take action by drawing their attention to critical information in addition to simplifying document navigation, supporting your branding efforts, and strengthening the aesthetic appeal of your statements. The best part? TMT can offer you this new service **at no additional cost!**

TMT considers it a privilege to have provided these services to the City of Grand Junction for the last 10 years and we would be honored to continue that relationship into 2021 and beyond. We welcome your questions and thank you for your consideration.



Jim Coté, President  
masters@themasterstouch.com  
(800) 301-1347  
1405 N Ash Street, Spokane, WA, 99201



# TMT'S QUALIFICATIONS



## OUR MISSION

We provide complete print and mail solutions that minimize costs and maximize efficiencies in order to provide highly effective mailings with 100 percent accuracy and unsurpassed turnaround times. We will be driven by our passion to not just meet customer expectations, but to exceed them wherever possible.



### With so many options at your fingertips, why choose TMT?

- » TMT has over 25 years of experience in printing and mailing statements for municipalities, including 10 years with the City of Grand Junction
- » TMT is one of only a small handful of mail service providers in the country who have received the Full Service certification from the USPS, which gives us the ability to secure the deepest postal discounts and other special services only afforded to Full Service mail service vendors
- » TMT can now print your statements in full-color, including bolded headlines and colored variable data, at no additional charge. See page 8 for additional details!



TMT has been providing reliable, accurate, and easy to use print and mail services for our customers for over 25 years. What started in 1994 as a small-scale, envelope-stuffing operation in the spare room of our founder's family home has seen us grow into one of the leading mail service providers in the country, complete with twin production facilities in Spokane, Washington and Tempe, Arizona, along with sales offices in Kaneohe, Hawaii and Des Moines, Iowa. We now have over 700 clients in 28 states and we're continuing to grow. We're proud of how far we've come, but we never lose sight of our core principles. We're proud of our long-standing partnership with the City of Grand Junction and we're excited to show you why we're still the best fit for your printing and mailing needs.

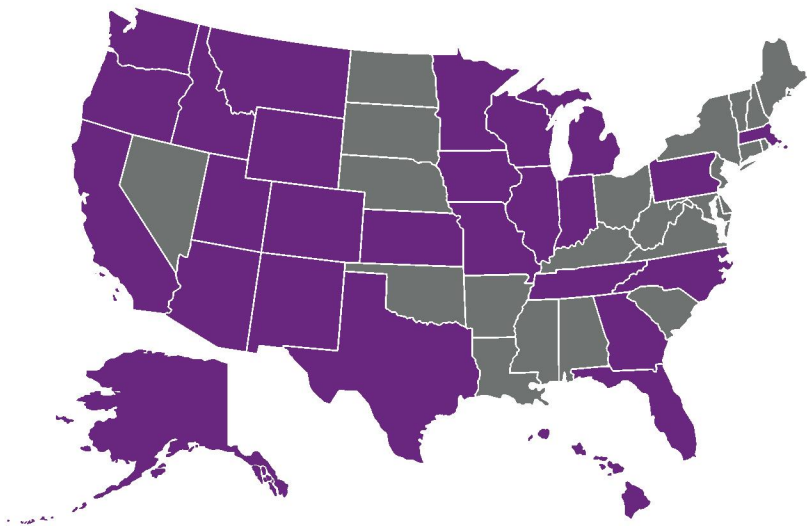


**Spokane, WA Headquarters**



**Tempe, AZ Facility**

Today, we're proud to be the largest mail service provider in the Inland Empire region and the go-to printing and mailing solution for over 700 private and public organizations in 28 states across the country. TMT mail volume has grown every year but one in our over 25 year history. In 2020, TMT produced some 33 million statements and we expect to eclipse that number once again this year. TMT also provides its proprietary "eNotice" paperless statement services to over 400,000 users, but our bread and butter is printing and mailing statements for municipal and government entities, which makes up some 85% of our annual workload.



TMT clients include over 700 private and public organizations, including government agencies and municipalities, in 28 states across the country, spanning every time zone.



Despite TMT's rapid growth, we remain committed to ensuring the needs of our current customers are never compromised. Each of TMT's state of the art production facilities can print 160,000 statements per eight-hour shift, or 320,000 per shift between the two. Currently, TMT runs an average of 100,000 statements per day, which means it can comfortably maintain and take on any additional volume from the City of Grand Junction without hindering our existing customers.

TMT mailings involve no subcontracting whatsoever, so the coordination of your project is seamless and without interruptions or delays. TMT's completely self-contained services include graphic design, high-level data processing (including the ability to manipulate data when required), envelope printing at 60,000 per hour, on-demand print of both static and variable data in color at 50,000 bills per hour, mail preparation utilizing the latest 2d barcode technology, electronic statements (eNotices), and PDF fillable forms, which gives customers the ability to submit completed forms securely online.

TMT sees itself as a Goldilocks-sized service provider - big enough to manage the largest mailings, but still small enough where we can remain flexible and consistently meet the quick turnaround times that are inevitable in this business. And because 95% of TMT's mail is first class, as opposed to marketing mail, our processes and procedures are especially tailored for customers like the City of Grand Junction who require a knowledgeable, honest, and diligent printer who can efficiently and accurately print and mail bills and invoices that include confidential and PII data. Your mailings are TMT's top priority, which is why we purposely run at less than half of our capacity in order to ensure that we never miss a mail date.

## Our Capabilities



Many in the print and mail industry claim to offer the lowest postage rates, the quickest turnaround times, and the most attentive customer service. The truth is, not all print and mail vendors are created alike. Postage rates vary wildly among providers due to differing preparation methods. Our Full Service and Seamless certifications give us special privileges and discount opportunities not afforded to other mail service providers. Few vendors can offer the postal **expertise**, the state-of-the-art **technology** that produces "on-demand" print - which eliminates inventory and overruns that would otherwise add to the cost of your mailings - and the litany of **intangibles** that you have come to expect with TMT. When deciding whether to switch to a new vendor, it's essential to eliminate common misconceptions so that you can make an accurate, apples to apples comparison between providers.

## Expertise



### USPS Certified Full-Service Mail Services Provider

All print and mail vendors are either Basic Service providers or Full-Service providers. The latter is a USPS-conferred certification that shows a vendor offers the special skills and knowledge to prepare mail for the deepest automation postage discounts.



As of 2020, only 88 print and mail companies out of thousands operating nationally have been awarded this prestigious certification, which TMT earned back in 2014. Basic Service mail providers do not qualify for the lowest postage rates! To get around this, most Basic Service providers will slash prices on their mail services while heavily marking up postage and hoping you don't notice by providing you with a non-itemized invoice for postage. The only way to know if your mail service provider is actually getting you the lowest postage rates is to ask them to provide you with an original USPS 3600 postage report with the actual amounts of postage collected by the USPS for each piece of mail. TMT always unabashedly provides you with this report.

### USPS Certified Seamless Provider

TMT earned the USPS Seamless status two years ago and is proud to be one of only a small handful of mail service providers in the country who have received this prestigious USPS certification. To earn the right to be Seamless, a mail service provider must undergo extensive and rigorous mail preparation testing by official US Postal Service auditors. Every mailing presented over a three-month period is scrutinized and verified for proper mail piece preparation, barcode and presort accuracy. The vendor must obtain a 99 percent error-free rate for 90 consecutive days in order to earn Seamless status.

Since near perfection is proven during Seamless testing, your mail is allowed to bypass typical postal clerk verification and is, instead, inducted directly into USPS production lines. TMT's Seamless status provides you with assurance that your mail will always qualify for the lowest postage rates without penalties. Seamless certification is limited to vendors who first certify as a Full-Service mail service provider.

TMT encourages the City of Grand Junction to consider utilizing a Seamless vendor for three critical reasons:

**01 ➤ This is the future:** The USPS has been slowly making plans to reduce, and eventually eliminate, the need for postal clerks in an effort to cut costs. At some point, the USPS will no longer employ verification clerks at all and will instead make Seamless a requirement for those who wish to mail at discounted automation rates. This means that any vendor without a Seamless certification will receive no postal discounts! And here's the catch: typically, the postal Board of Governors only gives a 30-day notice to the public before enacting any changes. If you are in the middle of your contract with a mail service provider who is not Seamless when this happens, your low postage rates will disappear for the remainder of your contract!

**02 ➤ Postage penalties:** Seamless is essentially equal to "error free", which means you don't have to worry that your mail will ever be assessed postage penalties. Those who do not mail Seamless must have their mail verified by postal clerks. When an error is detected through spot-checking, the entire mailing is assessed a penalty, which could require a waiver of the automation postage discount - that's as much as 7 cents per mail piece! And watch out - these penalties are often passed on to the customer unaware, as they show up on your invoice unitemized simply as "postage".





**Delivery time:** Seamless acceptance reduces mail delivery by one to two days, since time-consuming postal verification is avoided and your mail is inducted directly onto USPS production equipment. As a result, TMT mail is nearly always delivered in one to three days without respect to delivery destination - even for East Coast mail recipients.

### USPS Certified Mail Design Professional (MDP)

Mail Design Professionals, or MDPs, are a critical component of compliance with the USPS Domestic Mail Manual (DMM). This USPS-conferred certification earned by mail service professionals shows expertise with mail preparation and design in compliance with the DMM.

Compliance with DMM standards ensures maximum postage savings and expedited delivery through the USPS system. Small errors and less than thorough mail preparation can prevent mail pieces from delivering on time and reducing the postage discounts your mail may be entitled to.

The USPS offers a rigorous training school for those who wish to become skilled in USPS compliance and requirements. USPS certification requires successfully completing an in-depth training and successful test completion that includes material covering the requirements of a mailable piece vs. a machinable piece, barcode specifications, clearance requirements, address verification, and reflectance testing for machine readability, among other complex USPS concepts.

**Most print and mail service providers only have one MDP on staff - TMT has 17!** TMT's MDPs, who are akin to postal clerks, are trained to inspect and verify each component of your mailing to ensure postal compliance at every step of the production process. TMT has more than one MDP on staff, because if you wish to qualify your mail for maximum postage discounts, you must comply with all USPS requirements outlined in their DMM which govern mail piece design and automation processing. Deviation from any postal requirement can reduce postal discounts or incur penalties that could add significant cost to your mailing. MDP oversight helps to ensure accuracy in order to make sure your mail qualifies for the lowest postage rates and gets to its intended destinations quickly and accurately.

### USPS Certified Executive Mail Center Management (EMCM)

The USPS offers the Executive Mail Center (EMCM) certification to recognize a mail professional who offers knowledge to increase productivity, reduce costs, and improve safety and security while managing mailing operations. Individuals earn this certification by attending an in-depth training program at the USPS education center in Norman, Oklahoma. TMT's president, Jim Coté, and Tempe production manager, Greg Gallagher, have completed this coveted USPS certification and employ the concepts learned in this course to ensure quality and timely mail at the lowest prices.



## Personnel

TMT's knowledgeable staff of 39 IT professionals, graphic designers, Mission Managers, and production crew have been carefully selected from the highest quality candidates available in our market. Each of TMT's staff brings unique perspectives and experiences, but all are united by broad industry experience and Second Mile attitude to create the most powerful outcomes possible for you, our client.

### IT Creativity and Ingenuity

TMT's IT department is comprised of seven highly skilled professionals who thrive on working through difficult issues and routinely find solutions to problems big and small as they arise. Imperatively, they also have an intimate knowledge of how dangerous certain changes can be and their potential negative impacts on automation compatability of the mail piece when it arrives at the post office. Poor decisions in design can create huge penalties downstream, including the loss of postal discounts.

The IT staff are responsible for creating the 2d quality control barcodes that contain all the necessary quality control information that TMT's "intelligent" high speed inserters need to accurately assemble each mail piece. They are also fully capable of doing calculations and other adjustments that may be required in order to display your data accurately. Of course, any modification or manipulation of your data requires proofs of these adjustments to be fully reviewed and approved by you before mailing.

These innovative software engineers have also helped pioneer QR codes that will take a customer not just to your website, but directly to their statements. They have also designed ways to combine multiple and variable data files into a single print stream, and then combining those various statements to insert into a single envelope when the names and address are identical between them, thus saving on processing and postage.

Another important item is OCR scan lines. These are meticulously composed by IT in compliance with precise specifications from clients, including font type and size, location and clearances. TMT OCR scan lines never fail - but we test them anyway both internally and by providing a final set of physical proofs for you, our client, to test and approve prior to final production.

## Technology



TMT works with hundreds of municipalities across the country who all utilize a variety of different software platforms and laser imaging formats. They all have several things in common: the need for accurate data imaging, the need for accurate page-to-page matching for statements that span multiple pages, and the need for accurate data placement for scanning and reading OCR lines and barcodes. Additionally, they all require the highest degree of attention to detail for accuracy and integrity.

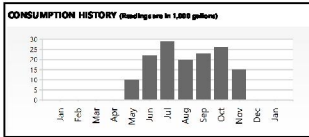


On-Demand Full-Color Printing

TMT has recently purchased new, top of the line technology that will allow the City of Grand Junction to update the look and feel of your statements, including the ability to add more color to your logo, along with bolded headlines and colored variable data. With these changes, you can encourage your customers to take action by drawing their attention to critical information, in addition to simplifying document navigation, supporting your branding efforts, and strengthening the aesthetic appeal of your statements **at no additional cost!**

Meter Number	Current Reading Date	Previous Reading Date	Days	Meter Readings Code	Current Meter Readings	Previous Meter Readings	Multiplier	Usage	Units
154180840	01/04/2021	12/01/2020	34	MR	884	884	1.0	0.00	Thous. G

BILLING SUMMARY	
Previous Balance	\$7.91
Payments	(\$7.91)
Adjustments	0.00
Balance Forward	0.00
Current Charges as of: 1/14/2021	\$57.91
<b>TOTAL AMOUNT DUE</b>	<b>Auto Draft</b>



WATER	20.54
SEWER	22.62
TRASH	13.00
RECYCLING CHARGES	1.75
<b>TOTAL CURRENT CHARGES</b>	<b>\$57.91</b>

Bill Type	Bill Date	Due Date	Amount Due	Previous Amount
MESSAGE:	01/14/2021	01/29/2021	Auto Draft	\$0.00

**CITY OF Grand Junction**  
COLORADO  
250 N 5th Street  
PO Box 1809  
Grand Junction, CO 81502-1809  
(970) 244-1579 www.gjcity.org  
(970) 255-2323 Phone payments

Name	Account Number	
W R IAMS	00003830-00	
Due Date	Amount Due	Previous Amount
01/29/2021	Auto Draft	\$0.00
Service Address	Amount Enclosed	
642 LAKESHORE DR		

Please detach bottom portion and return with payment. \*\*ACH-DO NOT PAY\*\*  
Customer Number: 6157

CITY OF GRAND JUNCTION  
PO BOX 1809  
GRAND JUNCTION CO 81502-1809

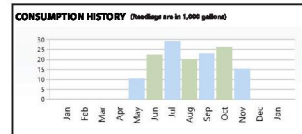


00003830 00 0000005791



Meter Number	Current Reading Date	Previous Reading Date	Days	Meter Readings Code	Current Meter Readings	Previous Meter Readings	Multiplier	Usage	Units
154180840	01/04/2021	12/01/2020	34	MR	884	884	1.0	0.00	Thous. G

BILLING SUMMARY	
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Current Charges as of: 1/14/2021	\$57.91
<b>TOTAL AMOUNT DUE</b>	<b>Auto Draft</b>



WATER	20.54
SEWER	22.62
TRASH	13.00
RECYCLING CHARGES	1.75
<b>TOTAL CURRENT CHARGES</b>	<b>\$57.91</b>

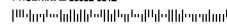
Bill Type	Bill Date	Due Date	Amount Due	Previous Amount
MESSAGE:	01/14/2021	01/29/2021	Auto Draft	\$0.00

**CITY OF Grand Junction**  
COLORADO  
250 N 5th Street  
PO Box 1809  
Grand Junction, CO 81502-1809  
(970) 244-1579 www.gjcity.org  
(970) 255-2323 Phone payments

Name	Account Number	
W R IAMS	00003830-00	
Due Date	Amount Due	Previous Amount
01/29/2021	Auto Draft	\$0.00
Service Address	Amount Enclosed	
642 LAKESHORE DR		

Please detach bottom portion and return with payment. \*\*ACH-DO NOT PAY\*\*  
Customer Number: 6157

CITY OF GRAND JUNCTION  
PO BOX 1809  
GRAND JUNCTION CO 81502-1809



00003830 00 0000005791



CASS Verification

Only CASS-verified addresses are eligible for significant postage discounts. TMT has invested in the best mailing software available to ensure the highest CASS certification percentages – typically 98-99%. TMT's CASS software goes beyond declaring an address good or bad. It contains algorithms and logic that can actually fix many defective addresses, such as a missing or inaccurate directional or suffix, then adding the appropriate zip+4 that will qualify that piece for a postal discount.

Remember: all non-certified addresses mail at the full retail postage rate (50 or 55 cents), which emphasizes the importance of validating and fixing as many addresses as possible, so you avoid paying full retail price whenever possible. Another significant benefit is that CASS-verified addresses get delivered, while non-CASS verified addresses are most often returned as undeliverable mail.



### National Change of Address (NCOA)

Since 2008, the USPS has required “Move Update” on all mail pieces included in a presort mailing. Our NCOA software fulfills this requirement. Most software uses an 18-month look-back period to check for name and address changes, but TMT uses an enhanced NCOA-48 technology which looks back 48 months for these updates, yet another way TMT guarantees accurate mail piece delivery and reduced returned mail.

### Real-time Address Correction Service (ACS)

This service can be provided at a minimal additional charge on your mailings that require the most precision. ACS works in a similar fashion as NCOA, but instead of verifying addresses using directories that are up to 30 days old, it works in real-time. Note that mail prepared Basic Service will cost you 12 cents per correction, but because TMT is a USPS certified Full Service provider, there is no per piece correction fee.

### AEC Verification

This optional service helps our clients find the most accurate addresses and corrects those that fail CASS scrutiny. AEC utilizes postal carrier knowledge to correct addresses that could not otherwise be corrected by CASS or ACS. AEC is a terrific USPS service that could help you completely eliminate return mail.

### IMb Trace

Would you like to eliminate the “I never received my statement” excuse? Would you like to know when the mail piece reached the post office and when the mail piece was delivered by the local mail carrier? With IMb Trace, TMT can provide that information for you. In conjunction with Full-Service mailing, we include an identifier for each mail piece that is unique and retrievable by the USPS. Because of this technology, we can request the USPS scan our tracking number and retain a copy of the scan for every mail piece at each step of their process.

This means at a minimum, TMT can provide you with with a record of when each mail piece was first processed on USPS equipment and another record for when the mail carrier delivered each mail piece. A very small segment of mail cannot be tracked (i.e. foreign mail), but the vast majority of mail can be followed from induction into the USPS to delivery by the carrier.

Additionally, TMT can provide this same tracking service for your remittance stubs. What that means is that not only can we track each mail piece going out, but we can also track mail pieces that are returned to you, so you can know when the USPS first processed a return payment envelope and when the carrier delivered that mail piece to your processing center.



## eNotices

Eight years ago, we were approached by a vendor at a treasurer's conference suggesting that we combine our impressive print and mail capabilities with their ability to provide a web-based electronic statement. Intrigued by the concept, we shook hands and began

offering the service. After only 3 months however, we quickly discovered this partnership was not providing our customers with the level of customer service they were accustomed to receiving from us, so we discontinued the relationship. At the same time, based on the encouragement of an existing customer and their willingness to beta test to rollout, our creative IT staff developed an in-house electronic bill presentment system called eNotices. As a direct result of learning how not to design an electronic statement program, TMT has developed a service that is being widely deployed by County Treasurers and Assessors across the country. Through proprietary software development, TMT is accurately able to authenticate a customer and allow them to access their bill online. The entire process is managed and coordinated by TMT staff so that there is no burden placed on you to provide any part of the service.



**eNoticesOnline**  
**Go Paperless**  
*More Details Inside*

This service has been successful beyond our expectations and is now deployed across the US, coast to coast. Most importantly, we discovered that, just like the print and mail process, it is critical to the success of an EBP program to be completely coordinated by a single provider. TMT would be happy to provide additional details on this service, should the City wish to pursue this electronic method of property tax statement delivery, which would allow you to notify customers of new bills, upcoming due dates, and delinquent reminders via email.

## Intelligent 2d Barcode Inserters

People make mistakes, but our equipment will not. Due to the nature and volume of the First Class mail TMT processes, we made the decision in 2011 to purchase brand new 2d barcode reading inserters. This revolutionary technology virtually eliminates the possibility for errors in page to page matching when inserting multiple pages into one envelope. TMT has utilized this superior barcode equipment since 2011 and has never experienced an error produced by this equipment. The 2d technology allows us to identify every piece of paper in your entire mailing and to ensure that only those pieces unique to each envelope are inserted. Our IT staff programs into every 2d barcode the unique notice number and the page within that notice set so that the inserter can know when pages are out of sequence and will cause the inserter to stop processing. Most of our competition use OMR or 3 of 9 marks, but only 2d technology can claim a zero error rate, and are the only equipment we'll use to process your mail.





## Intangibles



### Partnership

TMT is honored to have been a trusted partner for the City of Grand Junction for the last 10 years. Over that time, we have become deeply familiar with the City's unique needs and specifications. As a current customer, you know we value your business and that when problems arise, we will always make it right, whether it is with a pricing discount or remailing at our expense. When the occasional mistake arises, we immediately confess and do whatever is necessary to fix it. Should TMT be awarded a contract extension, you can expect the same seamless process and attentive customer service you have grown accustomed to, all without the worries and uncertainties that come with switching providers.

Any vendor can promise the moon and give you low-ball pricing to try to win your business. TMT offers 10 years of first hand evidence of our commitment to always go the second mile for the City of Grand Junction.

### Financial Stability

TMT has been in business for over 25 years and is financially stable. We own all of our buildings and equipment outright. In addition, all of our bills are paid on time, with payables averaging 20 days for payment. With TMT, you'll never have to worry about economic conditions or pandemics upending the promises we've made to you. A letter of recommendation from our bank can be provided upon request.

### Security of Confidential Information - SOC Type II

TMT takes the commitment of securing customer data seriously and has invested heavily into both physical and network security. In addition, TMT voluntarily submits to an annual SOC Type II audit. This audit is among the most challenging in the printing and mailing industry. As part of the audit, we declare and describe our procedures and processes to an auditor, who then confirms that those processes provide adequate protection against security violations. If they are not approved, a deficiency is noted. If approved, they then look at the records and documentation from the last 6 months to confirm there have been no exceptions in following those processes and procedures. Failure to follow any of the declared and approved controls results in an exception being noted in the final report. We're proud to share that TMT has never had a recorded exception in any of our SOC audits. A confidential copy of our latest report can be made available upon your request.



## Maintenance

Keeping our equipment online and running is of paramount importance when dealing with the tight deadlines and quick turnarounds that we promise our customers. To that end, we employ in-house factory trained and qualified technicians who maintain and repair our equipment to keep our downtimes to a minimum. We also maintain a robust spare parts cabinet containing every part that might routinely fail, so that replacement can happen immediately instead of having to wait for several days for a replacement to be delivered. Because of this commitment to maintenance, we experience some of the lowest downtimes in the industry. Our commitment to maintenance and redundancy of equipment and facilities is a primary reason TMT never misses promised mail dates.



After contract award, TMT's first step will be to arrange a kickoff meeting between representatives from the City of Grand Junction, the contract manager, your assigned Mission Manager, and our IT professional. At this meeting, we will exchange introductions and learn each person's role and responsibilities in the process. Additionally, we will request updated physical samples of your mail pieces and discuss your goals and expectations, while setting mileposts and timelines for each step in the process. If the City wishes to discuss a proof of concept or a redesign, the kickoff meeting is a good time to start this discussion.

At the conclusion of this meeting all parties will have a clear understanding of the next steps and timing for each.

Our next step is to provide the City with access to our file exchange resources to start the testing phase.

TMT will request a sample data file, field definitions, and a data map. These can be delivered through our secure ftp site. TMT tests automated data transmission and the notification system confirming the receipt of that data.

**This initial phase will only take a couple of days once the contract is awarded.**

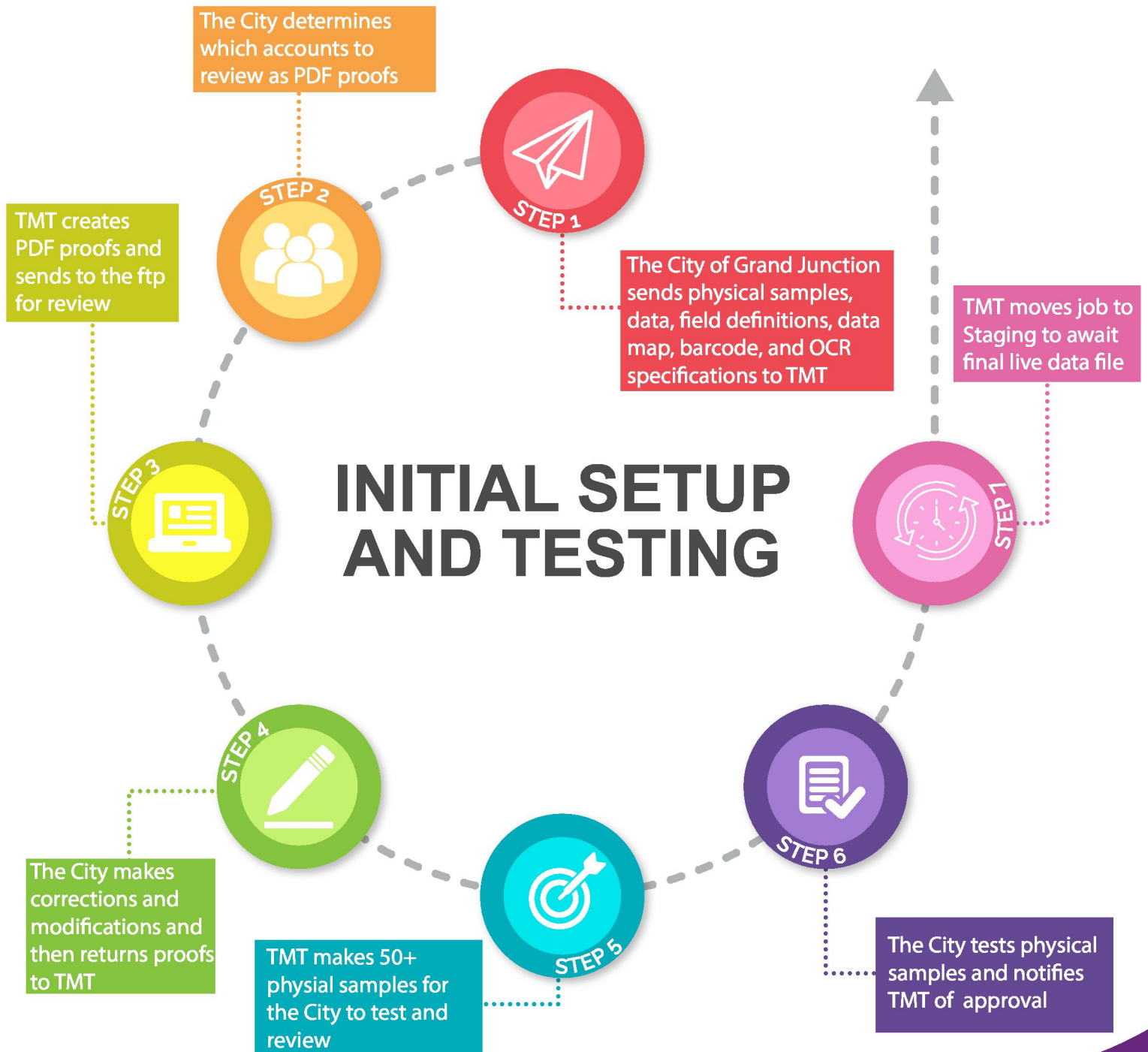
Further details during implementation depend on your specific requests. Some clients request that we insert statements and inserts into envelopes, so they can review the appearance of the mail-ready pieces. Others want specific information in the reports, so we produce samples of reports with the requested design changes. Generally, reports include the number of printed pages, the number of envelopes used, how many envelopes received inserts, the postage for each piece, and the total postage for each mailing category.

**Transition and set up can be easily accomplished in 3 - 4 days.**

Once sample data, field definitions, and the data map have been transmitted over to our ftp server, TMT will acknowledge receipt and begin setup. **Typically, an initial set of PDF proofs will be made available for review within seven days, or sooner if required.**



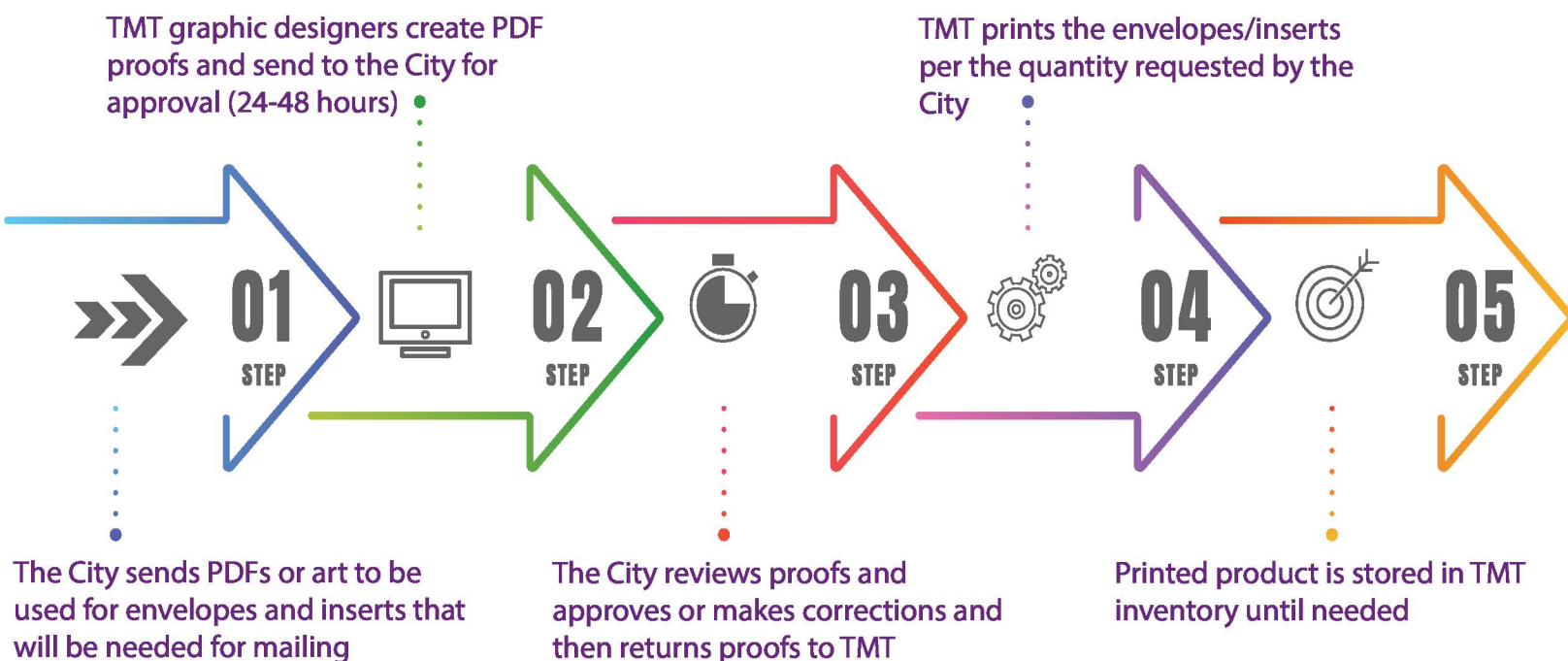
TMT will ask the City to identify accounts that contain data that is unique and peculiar to those accounts so that they can be reviewed for accuracy, along with a random sampling of other accounts. Once PDFs are created, TMT will email a notice that PDF proofs are available for review on our ftp site. Once these are reviewed, additions, corrections and/or deletions will be communicated back to TMT and an updated set of proofs will be created for further review. This process continues until you are fully satisfied with the look and the accuracy of all proofs. It is expected that up to three sets of proofs are typically required to achieve final approval. Once PDF proofs have final approval, TMT will create physical samples and overnight those for testing of OCR's, barcode scanning and any other type of verification the City may wish to employ. Upon this final approval the testing phase will be completed.



Once testing is completed, or in parallel with testing, TMT will prepare #9 and #10 envelopes and inserts for live production. Envelopes can be universal or custom printed. The advantage of universal envelopes is that there is no inventory for you and no guesswork in trying to determine how many envelopes will be needed prior to a live data file being ready. Nevertheless, TMT has the ability to print custom envelopes on our specialized envelope presses that run 60,000 envelopes per hour. If this approach is chosen, TMT graphic designers will setup the envelope art and send PDF proofs to the City of Grand Junction for approval. Once approved, TMT will print envelopes and inventory them at no charge until they are needed.

Similarly, if any inserts will be included that require preprinting, TMT will prepare the art copy and provide PDF proofs to the City for approval. Once approved, TMT will print those inserts and warehouse them.

It is expected that the statements themselves will be printed “on demand” once the live data file is delivered to TMT and final proofs have been approved. TMT has no need to preprint any part of the forms nor inserts since our equipment has the ability to print both variable and static data on white paper. No preprinted forms are needed. This gives TMT the ability to print only what is needed rather than preprinting an excess number of forms based upon projections of how many parcels may be in the final data file. You pay only for what you use.



Once the live data file is ready, the City will send the file to us via our ftp. TMT will acknowledge receipt of the file and will confirm the number of records received so that the City of Grand Junction can verify an accurate count. Utilizing the very same procedures used for the test data, TMT will create PDF proofs of the same accounts produced during testing. Proofs will be ready for review within 24 – 48 hours. Along with the proofs will be reports indicating the total number of records ready to print, as well as the number of non-CASS certified records and NCOA records. Once approved, TMT will again create at least 50 physical samples to overnight to the City for review and testing of any OCRs and barcodes. Upon final approval, print production will begin.



After final proof approval, your print file will be placed onto our print server for live production to begin.

Our print process utilizes non-impact on-demand print technology that allows us to print both static and variable data to both sides of the sheet at the same time in full color. This gives the City of Grand Junction the ability to utilize colored data fields to draw attention to important information. It also reduces costs and conserves resources since paper waste is minimized and only the actual number of statements need to be run – no excess wasted inventory.

After the first few notices print, our printing technician and production manager who are both Mail Design Professionals (MDP) and each have over ten years of print experience will review these live statements for print quality, alignment, perforation location and ease of tearing. Additionally, a critical review will be made to ensure address and Intelligent Mail barcodes are in strict compliance with USPS requirements. Once approved, both will sign off on the job ticket and live production will commence. The top speed of these printers is 50,000 letter size statements per hour.

If there are additional inserts to be included in your mailing, they can be run independently or in line with the statements. If run independently, this can be done upon final art approval and potentially completed prior to final statement approval. If run inline with your statements, the insert must measure the same size as your statement with the advantage that they can print together, fold together and insert together. This improves processing speeds and can result in earlier completion of your project.

It is rare that printing equipment damages statements, but if it does, it is quite simple for the print technician to reprint. Every statement has a statement number and page number printed on it. The operator simply calls the job up on the computer screen, identifies the statement and page number, and executes a reprint order. The original damaged statement is then destroyed. A record of the reprint is also captured so that it can be referenced later if necessary.

**01** The City sends live data file to TMT

On the same day, TMT acknowledges receipt of the file and declares the number of records in the file

**02**

**03** The City receives confirmation of file receipt and confirms accurate record count

Names and addresses are CASS certified and processed through NCOA. Zip+4 and IMb added

**04**

**05** TMT adds control data with statement numbers and 2d barcodes

If eNotices are offered, the authorization code is added at the same time

**06**

**07** All client data is populated to the form per the approved test format

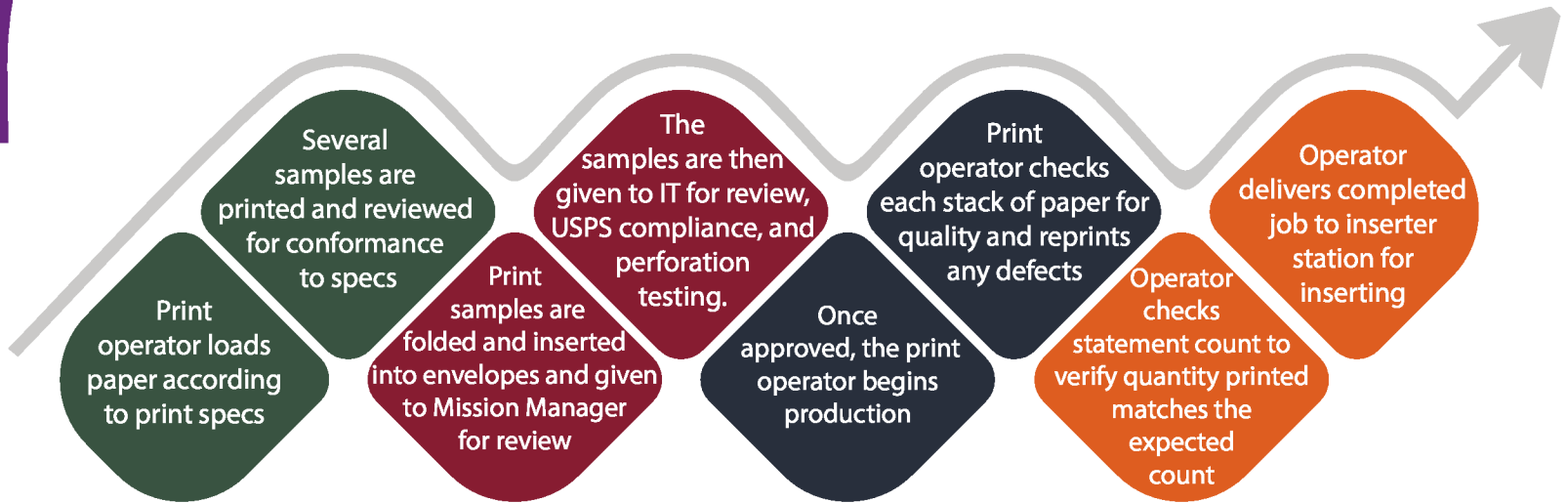
PDF proofs created for the City to review; same accounts proofed in test phase

**08**



Note that only one statement is being charged since billing is based upon the original data file, not production statistics.

Upon completion of printing, the technician will identify the last statement printed and compare the statement number printed on it with the total number of statements that should be printed as identified on the workorder to ensure all statements were indeed printed. The completed statements are then moved to the inserters.



TMT utilizes the latest 2d barcode technology on our “intelligent” inserters to ensure 100% mail piece integrity. When our IT personnel set up the statements for printing, they also add control information that the naked eye can read and 2d barcodes on the bottom right of each statement that our inserters read. Resembling a small QR code, the 2d barcode contains the consecutive statement number, the total number of pages in the statement sequence, the specific page number of each sheet, and a flag telling the inserter which, if any, insert to include in each envelope. The 2d also communicates when there are multiple statements that mail in the same envelope – that would be when the name and address are identical between two or more statements. **Provided the 2d barcode is printed legibly, it ensures 100% accuracy when inserting.** If the 2d is not legible for any reason, the inserting process stops and the operator is alerted so that the problem can be remedied.

After the inserter operator sets up the machine with all appropriate materials, three mail pieces are inserted but not sealed. The contents in each envelope are verified with the work order to ensure all elements are properly folded and enclosed. The address and barcode are verified to ensure they are properly showing through the window and all elements of the address, barcode and mail piece are in compliance with USPS requirements. The operator then takes those sample mail pieces and the workorder to the production manager or assistant production manager for a similar quality control check. When satisfied that all is in order and according to specifications, both operator and manager sign off and live production commences.

TMT uses multiple inserters in each production plant. **Each inserter will fold and insert up to 22,000 statements per hour.** Each inserter has the ability to include up to 6 inserts in addition to the statement. Each insert station can be programmed to include that insert in every envelope or only in selective envelopes under certain conditions. That information is programmed into the 2d barcode and those instructions are then “read” by the machine.



Each statement has a unique consecutive sequence number printed on it, typically just above the name and address. That same sequence number is programmed into the 2d barcode that prints in the bottom right corner. The 2d is read by a camera as it initially feeds into the machine. Every sequence number is captured by the inserter and saved on its hard drive.

This means that **every statement is accounted for**. All statement pages are also counted. If a statement is missing a page or the page sequence is out of order, the entire set is ejected and the operator must then remedy. The same holds true if more than one statement is being combined due to an identical name and address between two or more statements. All pages must be read by the inserter in sequential order or the machine ejects the statements forcing the operator to correct the error.

In addition to the 2d barcode reading every statement, a counter on the inserter also records every envelope, so we track both. A two-foot tray of mail contains between 200 – 300 envelopes. Every tray has a varied number of envelopes based upon how the mail is presorted. Our postal presort for each job tells us how many envelopes are to be in each tray, so the counter on the inserter serves the purpose of verification that the number of envelopes in each tray matches exactly the number of envelopes that are supposed to be in each tray. **At the conclusion of the job, the operator also verifies the total envelope and tray count against the postal presort documents to ensure the numbers match identically.** Those numbers must match or the job does not move on.

One reason the envelope count may not match is due to a damaged envelope. When this occurs, the statement is taken back to the print station, the statement(s) affected are reprinted and inserted. A record of the reprinted statement(s) is saved in the job folder for later reference if needed. The damaged statement(s) are shredded, and the operator can now reconcile the total envelope and statement count.

**This entire process from data receipt to post office delivery will be less than 24 hours. Our commitment and our guarantee is the City of Grand Junction's total satisfaction.**

Following the delivery of your mail to the post office, TMT will provide the City with weekly reports detailing how many bills were mailed, information on quality control measures (including reports showing any addresses or customer information that requires updating), and the USPS acknowledgement of mailing certificates. We also always provide our customers with the original USPS 3600 postage report with the actual amounts of postage collected by the USPS for each piece of mail, so you know that you're always paying the lowest postage rates.





# REFERENCES

## Mesa County, CO Treasurer

**Contact Name:** Sheila Reiner  
**Address:** 544 Rood Ave, Grand Junction, CO, 81501  
**Email Address:** sheila.reiner@mesacounty.us  
**Phone:** (970) 244-1833

TMT provides the printing and mailing of more than 90,000 tax bills, statements and various forms for the Mesa County Treasurer.

## City of Littleton, CO

**Contact Name:** Heather Morales  
**Address:** 2255 West Berry Ave, Littleton, CO, 81020  
**Email Address:** hmorales@littletongov.org  
**Phone:** (303) 795-3776

This customer has been a client with TMT since 2013. TMT mails approximately 60,000 utility bills utilizing customer data, preparing printed forms, imaging, folding and inserting. We guarantee mailing within 3 days of receipt of proof, and typically mail in 24 – 48 hours.

## City of Broomfield, CO

**Contact Name:** Billie Reyes  
**Address:** One Descombes Drive, Denver, CO, 80020  
**Email Address:** breyes@broomfield.org  
**Phone:** (303) 438-6316

This customer has been a client for over ten years. TMT conducts mailings of a variety of types, including utilities and assessment notices at various times throughout the year with a different mailing nearly every month. These mailings range from a few thousand at a time, to near 100,000 per mailing, which demonstrates our ability to effectively handle both large and small mailings within our two production facilities.

**SECTION 7.0: SOLICITATION RESPONSE FORM  
RFP-4862-21-SH**

*Offeror must submit entire Form completed, dated and signed.*

**Utility Billing:**

Print & fold invoice, perforate, insert, return envelope, optional insert seal, bundle & mail:	\$ 77.00 /m
	\$ .077 /ea
Printing Inserts	\$ 33.00 * /m
*Assumes 8 1/2 x 11 printing black , includes inserting	\$ .033 * /ea
Folding Inserts	\$ 30.00 /m
	\$ .003 /ea
Printing #9 return envelopes	\$ 27.00 /m
	\$ .027 /ea
Printing #10 window envelopes	\$ 30.00 /m
	\$ .03 /ea

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*The City reserves the right to accept any portion of the work to be performed at its discretion*  
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The undersigned has thoroughly examined the entire Request for Proposals and therefore submits the proposal and schedule of fees and services attached hereto.

This offer is firm and irrevocable for sixty (60) days after the time and date set for receipt of proposals.

The undersigned Offeror agrees to provide services and products in accordance with the terms and conditions contained in this Request for Proposal and as described in the Offeror's proposal attached hereto; as accepted by the City.

Prices in the proposal have not knowingly been disclosed with another provider and will not be prior to award.

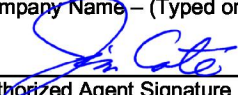
- Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- No attempt has been made nor will be to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- The individual signing this proposal certifies they are a legal agent of the offeror, authorized to represent the offeror and is legally responsible for the offer with regard to supporting documentation and prices provided.
- Direct purchases by the City of Grand Junction are tax exempt from Colorado Sales or Use Tax. Tax exempt No. 98-903544. The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- City of Grand Junction payment terms shall be Net 30 days.
- Prompt payment discount of 0 percent of the net dollar will be offered to the City if the invoice is paid within Net 30 days after the receipt of the invoice.

**RECEIPT OF ADDENDA:** the undersigned Contractor acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received: 1.

It is the responsibility of the Proposer to ensure all Addenda have been received and acknowledged.

The Master's Touch, LLC  
Company Name – (Typed or Printed)

  
Authorized Agent Signature

1405 N. Ash St  
Address of Offeror

Spokane, WA 99201  
City, State, and Zip Code

Jim Cote' President  
Authorized Agent – (Typed or Printed)

800-301-1347  
Phone Number

masters@themasterstouch.com  
E-mail Address of Agent

January 29, 2021  
Date

**Please join Utility Billing Printing & Mailing Services RFP-4862-21-SH on GoToConnect from your computer using the Chrome browser. <https://my.jive.com/meet/876587549>**

**You can also dial in using your phone.  
US: (571) 317-3116**

**Access Code: 876-587-549**