



The Master's Touch, LLC

Statement Processing Contract For City of Grand Junction

This Agreement is entered into between **The Master's Touch, LLC** (hereinafter referred to as TMT) and City of Grand Junction.

Overview

The Master's Touch, LLC will act as an all-inclusive vendor to print and mail utility statements for the City of Grand Junction. Included in this Agreement will be the preprinting of the statement stock, envelopes and any additional insert(s) required. All mailing addresses will be Coding Accuracy Support System (CASS) certified and Presort Accuracy Validation and Evaluation (PAVE) presorted using the most current United States Postal Service (USPS) provided address data. Single page and multiple page statements will be sealed and metered with appropriate postage and delivered (no additional charge to the City of Grand Junction for delivery) to the United States Postal Service bulk mail facility with all necessary documentation and will be mailed at the lowest postage rates eligible for class and weight. All of the described services will be completed by TMT. There will be no subcontracting of any portion of the work performed.

1. Timing

Definition: For the purpose of this Agreement, it will be noted that work days do not include weekends or postal holidays. TMT's hours of operation (which implies valid notification times) will be from 8:00 AM to 5:00 PM PST.

Understanding that mail dates are critical, TMT will make every effort to meet or exceed the mailing expectations of City of Grand Junction by following the steps in this Agreement. As of this date, The Master's Touch, LLC has never missed a mail drop date, except for customer data errors outside the control of TMT. In every case TMT's customers were grateful for the delay. Therefore, TMT abides by the policy that, if ever TMT determines the integrity of a mailing may be at stake, all City of Grand Junction mail will be held until City of Grand Junction can verify accuracy. This is a very rare occurrence, but it can happen. Still, for this reason, TMT will require a random sampling of statements be proofed prior to production of each mailing. Proofing is simple and quick, but considered a very important element to the verification process. Therefore, production promises are based upon proof approval times rather than receipt of data times.

After receipt of the City of Grand Junction's production data through secure data transmission to the TMT ftp site, City of Grand Junction data will be processed and random PDF proofs of at least 100 statements will be placed back on TMT's secure ftp site for City of Grand Junction to review and approve. Proofs will be made available on the same day data is received by TMT, but will occur no later than 10:00 AM PST the day after receipt of data. Notification of proof arrivals to the secure ftp site will be made by email to City of Grand Junction's designated email address. Should this address change, it is critical that City of Grand Junction notify TMT by email at mailsvc@themasterstouch.com immediately so that a new email address can be set up for proofing. City of Grand Junction will have 24 hours to review and approve these PDF

proofs. After 24 hours, if no objection or correction is received by TMT, TMT will assume that proofs are approved and ready for production. It is highly encouraged and much preferred that City of Grand Junction email an approval every statement cycle to mailsvc@themasterstouch.com. Within 24 hours of approval, or the 24 hour proof approval window, all City of Grand Junction statements will be laser printed, folded, inserted and delivered to the USPS bulk mail facility in Spokane, Washington.

NOTE: Should The Master's Touch, LLC ever fail to meet these promised timetables, the extent of TMT liability will be limited to mail processing fees. Specifically, statement stock, envelopes, inserts and postage will remain due and payable as outlined in this Agreement. The mail service, however, will either be discounted or waived entirely, based upon mutual agreement between TMT and City of Grand Junction. The mail processing fee shall be waived entirely if within 24 hours of approval, or the 24 hour proof approval window, all City of Grand Junction statements are not laser printed, folded, inserted and delivered to the USPS bulk mail facility in Spokane, Washington. Failing to meet promised timetables will also be grounds for immediate termination of this Agreement by City of Grand Junction.

2. Preprinted Statement and Envelope Stock

TMT will need City of Grand Junction to supply a high resolution electronic logo to be used for print copy on City of Grand Junction forms and envelopes. In addition, TMT will need to know the mailing address City of Grand Junction would like printed for City of Grand Junction's return address. Up to a six month supply of printed stock will be produced and stored by TMT. Stock replenishment will be initiated 60 days prior to the depletion of City of Grand Junction inventory. City of Grand Junction will be notified at the time of replenishment with an opportunity to request a change in print copy. If a change is required, TMT will revise art and provide City of Grand Junction with a new proof prior to print production. New art should be initiated by City of Grand Junction as soon as practical so that PDF approval of revised art can be completed at least 4 weeks prior to mail date.

Once printed, all inventory is owned by City of Grand Junction. Should City of Grand Junction cancel this Agreement with TMT for any reason other than default by TMT, all remaining inventory TMT has in storage will become immediately due and payable if not already paid for and any remaining stock will be shipped to City of Grand Junction's designated address. Upon termination of this Agreement for any reason any inventory remaining paid for by the City of Grand Junction shall be shipped to the City of Grand Junction's designated address. Freight and any handling charges will be the responsibility of the City of Grand Junction.

If printed stock is not usable for any reason not caused by the City of Grand Junction, but because of poor print quality of statements, perforations causing sheets to stick together, or the like, then TMT shall be responsible for all costs related to replenishing the City of Grand Junction's inventory.

The Master's Touch, LLC with City of Grand Junction approval will produce the following items in a six month supply:

1. 8 ½" x 11" statement stock, printing up to two colors on face and one on back with one right angle perforation on a 60# white bond
2. #10 special window envelope, printing up to two colors on face on 24# white wove
3. #9 reply envelope printed one color on face on 24# white wove

(The above items will be invoiced upon completion of printing and will be due on a Net 30 basis)

3. Optional Inserts

**** City of Grand Junction may add up to three additional inserts ****

- First and second insert – no additional processing fee*
 - Third insert – add .005 cent each per piece for processing*
- A. It is highly recommended that all inserts be printed by The Master's Touch, LLC. In so doing TMT accepts full responsibility for having City of Grand Junction's inserts completed on time so that City of Grand Junction's mail is not delayed. Provided TMT has PDF proof approval by the 15th of the month, TMT guarantees on-time completion and insertion into City of Grand Junction's mailing by the first of the month or the insert is FREE. Quite often, TMT can prepare the printed insert in less time than this, but the "FREE" guarantee will no longer apply if PDF proof approval is received later than the 15th of the month with a promised insertion date by the 30th of the month.
- B. *Inserts must meet the following requirements or receive prior approval from TMT.
- a. Final finished or folded minimum size 3 ½" x 5 ½".
 - b. Final finished or folded maximum size 3 7/8" x 9"
 - c. Minimum thickness – 60# text
 - d. Maximum thickness - 12 PT gloss or 100# cover
 - e. All finished inserts (folded or not) must be uniform in size and thickness, per insert: (i.e. insert A must be all same size and weight. Insert B must all be same size and weight, but does not have to be same as insert A).
 - f. Exceptions to the above specifications may be permitted, but may also require additional processing. Any additional inserting fee will be discussed and approved by both parties prior to inserting.

4. Set Up and Programming

The Master's Touch, LLC requires sample data of no less than 100 statements, a data definition file, and a data layout map (indicating what fields print where), prior to beginning software setup. TMT requests this information as soon as practical after signing of this Agreement. In addition, it is highly recommended that City of Grand Junction include in the sample data, records that exemplify the minimum and maximum limits of every field (i.e. largest dollar amount, smallest dollar amount, longest field, longest address, any exceptions or unique fields, etc.). TMT will have initial PDF proofs ready within three weeks of receiving this information.

Under this Agreement, TMT will work directly with City of Grand Junction I.T. department (or any other designee) in order to obtain these set-up specifications and sample data to set up City of Grand Junction statement. Sample PDFs will be provided to City of Grand Junction via TMT's secure ftp for review and approval. It will be the responsibility of the City of Grand Junction to carefully review the PDF file to verify data accuracy and formatting. When satisfied, City of Grand Junction will email approval to mailsvc@themastertouch.com.

Once samples have been approved, TMT, at TMT's cost, will produce hard copy samples and will overnight the samples to the City of Grand Junction for a look at the actual printed copy as it will be mailed. Again, any adjustments that need be made will be corrected and new hard copy proofs submitted until the City of Grand Junction is 100% satisfied. Once this "test data" has been approved by City of Grand Junction and preprinted envelopes and statement stock is completed, TMT will be ready for City of Grand Junction's next cycle of "live" production data for contracted printing and mailing.

5. Address Updates

Only certified addresses are eligible for discounted automation postage. Non-certified mail pieces will either be returned to City of Grand Junction for mailing or will bear full fare first class postage based upon the weight of each piece. *(By default, all non-certified pieces will be mailed, unless City of Grand Junction instructs TMT in writing to do otherwise).* Foreign addresses must bear the name of the country in the address block or will be considered "undeliverable" and will be returned to City of Grand Junction.

In order to obtain and pass along automation postage discounts, the USPS requires that TMT certify to the best of TMT's ability that City of Grand Junction's mail file has been processed through a move update service within the previous 95 days. There are several methods that can be used to comply with this requirement. The most effective and efficient service that TMT offers is NCOA (National Change of Address) service. Using this service satisfies the USPS requirement and enables City of Grand Junction to keep its address list up to date.

If City of Grand Junction chooses NCOA as its method of compliance, then at least once every 90 days, City of Grand Junction's address file will be processed through NCOA. Once NCOA is completed, all updated addresses will be provided back to City of Grand Junction via electronic format and placed on TMT secure ftp site for retrieval. Address updates will be returned to City of Grand Junction within 72 hours of receipt of this information. It is the responsibility of the City of Grand Junction to review and update addresses based on the information provided through NCOA. TMT will not monitor, nor be responsible if address changes are identified, but are not updated by City of Grand Junction. TMT can assist City of Grand Junction with this address update process, should City of Grand Junction so choose.

6. Production

When TMT and City of Grand Junction are ready to "go live" with production, the following procedures will be adhered to. Within 4 hours of receipt of City of Grand Junction's production file, random PDF proofs from City of Grand Junction file will be placed on the TMT secure ftp site. An email will be sent to City of Grand Junction notifying them of opportunity to review and approve production file proofs. TMT will assume approval if not otherwise notified within 24 hours. In every case, TMT would prefer written approval. Once approval is received, or after the 24 hour deadline, all statements will be printed, folded, inserted and delivered to the USPS bulk mail facility in Spokane, Washington within 24 hours of the approval or the deadline passing (the next business day after receiving production file).

NOTE: If City of Grand Junction is providing one or more inserts, TMT cannot properly presort the data file without an accurate sample weight. Therefore, regardless of when City of Grand Junction data is received, TMT cannot process and proof City of Grand Junction data until after receipt of City of Grand Junction insert(s). This means, processing and proofing times will begin after receipt of insert(s) stock or City of Grand Junction production data, whichever is later. This is a chief reason to strongly consider using TMT for printing any inserts City of Grand Junction may want to include, since it becomes a TMT responsibility to have inserts completed on time. Still, TMT will prioritize City of Grand Junction's job regardless of a tardy insert delivery by City of Grand Junction.

7. Redundancy and Contingency

TMT's commitments to TMT's customers are vital to TMT and to the customers. TMT's ability to keep those commitments is partly due to TMT's philosophy regarding redundancy in TMT's equipment. TMT will keep a minimum of four in-house high speed laser printers available for City of Grand Junction statement processing, insuring that if one becomes in-operable, at least three additional backup printers will be available. TMT will also keep a minimum of three in-house high speed automated inserters available to fold and insert City of Grand Junction's statements, again insuring that if one inserter becomes inoperable, a backup machine will complete the project.

In the event of a minor disaster, TMT anticipates completing City of Grand Junction mailing through the redundancy of TMT's equipment. In the event of a major disaster (ie. fire, earthquake, flood, etc.) TMT will complete City of Grand Junction's mailing in one of three ways. TMT will produce new envelopes and statement stock within 3-5 days and either:

- A. TMT has a contingency agreement with Block Graphics, Portland, Oregon, to use its printing and inserting equipment in case of disaster at TMT's Spokane location, or
- B. Schedule TMT's Kailua, Hawaii branch to complete the job (postage is the same throughout the United States) or
- C. TMT will secure new equipment and complete at another Spokane location.

Additional processing time needed shall be no longer than one week from the date of occurrence.

8. Postage and Documentation

Current USPS postage, as of this date will typically range between 33.5 cents to 38.2 cents per one ounce mail piece for automation qualified pieces. TMT shall obtain the lowest eligible first class rates available. TMT takes responsibility for preparing all mail according to the current USPS regulations in force at the time of mailing. In the event a mailing is refused by the USPS for automation compatibility, TMT will correct the discrepancy to the satisfaction of the USPS and resubmit the mailing to the USPS at the earliest possible time at no additional cost to City of Grand Junction for any additional mail preparation. TMT will not be held responsible for any other additional costs not caused by TMT.

After completion of City of Grand Junction's mailing and within 72 hours of the mail date, TMT will provide City of Grand Junction with a copy of the #3602 postage statements presented to and accepted by the USPS bulk mail facility. In addition, a complete accounting will be provided of every piece mailed and the postage rate at which they were charged by the USPS.

9. Reporting

Reporting is an important part of the mailing process. TMT will provide the following reports as part of TMT's normal reporting process at no charge to the City of Grand Junction, except there may or may not be a small fee for Delivery Confirmation, depending on the extent of information requested. TMT will receive City of Grand Junction written approval before incurring the additional charge for Delivery Confirmation. If there are additional reports, Grand Junction would like to receive, TMT will do its best to provide those as well.

Daily Reports

- 1. Group Report –
 - o Identifies the name of the job
 - o Identifies the date and time it was run
 - o Identifies the total number of statements (sheets of paper) processed
 - o Identifies the total number of envelopes mailed
- 2. 3600 USPS postage Report –
 - o Identifies the total number of mail pieces mailed
 - o Identifies postal rates incurred
 - o Identifies total postage incurred by the mailing
 - o Identifies date the mailing was accepted by the USPS

Monthly Reports

The monthly reports will include a spread sheet showing the total number of forms and envelopes used per type of billing per day, as well as a summary for the entire month. Daily and monthly postage totals will also be noted on this spread sheet.

Address Move Updates

OneCode ACS is a service actually provided by the USPS but administered by TMT. This service is requested via the new Intelligent Mail Barcode TMT will be utilizing for addressing the City of Grand Junction's statements. By using this service, TMT will be able to provide electronic notice for every move that takes place where mail is forwarded or is undeliverable for any reason, providing the City of Grand Junction expedited information regarding valid, invalid and updated mailing addresses.

Delivery Confirmation

OneCode Confirm is also a service provide by the USPS but administered by TMT. This service is requested via the new Intelligent Mail Barcode and will provide delivery information for each mailing from induction to the initial Spokane facility to the final postal carrier who will deliver the mail. There may or may not be a small fee for this service, depending on the extent of information requested. This service is quite valuable in that it will allow the City of Grand Junction to verify when mail was sent and received by the customer and could also be utilized to verify when the customer returns customer's payment.

10. Security

TMT recognizes and understands the importance of security and protecting City of Grand Junction information. All City of Grand Junction data will always be transferred via secure methods, typically through TMT's secure ftp site. City of Grand Junction will be given a login and password. All data proofs will be uploaded to City of Grand Junction folder and will be the responsibility of City of Grand Junction to review and approve. An email notification will be sent to City of Grand Junction when files have been uploaded.

TMT is a secure facility with access obtained only through locked doors. Any guests invited into TMT's facility are required to sign in and are escorted through TMT's production area by TMT personnel. All TMT employees are required to have a background check and have all signed a copy of the TMT security policy.

All City of Grand Junction data is encrypted on TMT's server and will remain on TMT's server for one extra statement cycle. This allows TMT to review and troubleshoot should a problem be discovered. Once the next production file is received and approved, the previous production file will be immediately deleted. In this way, City of Grand Junction data should not remain on TMT's server for more than 30-35 days, depending on statement cycle.

11. Payment

Payment for mail processing will be billed monthly and will be due on a net 30 basis. A separate invoice for postage will also be sent to City of Grand Junction. At least two days prior to each mailing, a deposit equivalent to the estimated postage for one mailing will be required by The Master's Touch, LLC and used for that mailing. Any postage costs not covered by City of Grand Junction's deposit will be due upon receipt of TMT postage invoice.

12. Term

The term of this Agreement will be for one year from date of initial mailing and can be extended by mutual agreement of both parties in one year increments. Termination of this Agreement can be made by City of Grand Junction with 30 days written notice. Any unused stock remaining in storage will be the responsibility of City of Grand Junction. Stock will be immediately delivered to City of Grand Junction and will be billed on a net 30 basis. Freight and any handling charge to City of Grand Junction will also be City of Grand Junction's responsibility.

13. Assignment

TMT shall not sell, assign, transfer or convey this Agreement, in whole or in part, without the prior written approval from the City of Grand Junction.

14. Compliance with Laws

TMT's work under this Agreement shall comply with all Federal, State of Colorado, Mesa County and local laws governing or covering this type of service.

15. Confidentiality

All information disclosed by the City of Grand Junction to TMT for the purpose of the work to be done or information that comes to the attention of TMT during the course of performing such work is to be kept strictly confidential. No information shall be released to any 3rd party without the prior written permission of the City.

16. Sovereign Immunity

The City of Grand Junction specifically reserves its right to sovereign immunity pursuant to Colorado State Law as a defense to any action arising in conjunction to this Agreement.

17. Venue

The laws of the State of Colorado, County of Mesa and City of Grand Junction, with any Rules and Regulations issued, prevail with regard to this Agreement. Any suit, action or proceeding shall be brought in any state court of competent jurisdiction sitting in Mesa County, Colorado, or in the United States District Court applicable to Mesa County.

18. Indemnification

TMT shall defend, indemnify and save harmless the City of Grand Junction, State of Colorado, 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 TMT, or of any TMT's agent, employee, sub-consultant or contractor in the execution of, or performance under this Agreement. TMT shall pay any judgment with cost which may be obtained against the City of Grand Junction growing out of such injury or damages.

19. Non-appropriation of Funds

The contractual obligation of the City of Grand Junction under this Agreement is contingent upon the availability of appropriated funds from this fiscal year budget as approved by the City Council for this fiscal year only. **State of Colorado Statutes prohibit obligation of public funds beyond the fiscal year for which the budget was approved.** Anticipated expenditures/obligations beyond the end of the current

City of Grand Junction's fiscal year budget shall be subject to budget approval.

20. Independent Contractor

TMT shall be legally considered an independent contractor and neither TMT nor its employees shall, under any circumstances, be considered servants or agents of the City of Grand Junction; and the City of Grand Junction shall be at no time legally responsible for any negligence or other wrongdoing by TMT, its servants, or agents. The City of Grand Junction shall not withhold from the payments under this Agreement to TMT any federal or state unemployment taxes, federal or state income taxes, Social Security tax, or any other amounts for benefits to TMT. Further, the City of Grand Junction shall not provide to TMT any insurance coverage or other benefits, including Workers' Compensation, normally provided by the City of Grand Junction for its employees.

21. Employment Discrimination

During the performance of this Agreement, TMT agrees to the following:

- A. TMT shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap or national origin except when such condition is a bona fide occupational qualification reasonably necessary for the normal operations of TMT. TMT agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- B. TMT, in all solicitations or advertisements for employees placed by or on behalf of TMT, shall state that TMT is an Equal Opportunity Employer.
- C. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

22. Insurance Requirements

TMT will provide, at its own expense, without cost to the City of Grand Junction the following minimum insurance:

- A. Commercial General Liability Insurance policy with minimum combined single limits of (\$1,000,000 per occurrence and \$1,000,000 general aggregate) for bodily injury and property damage, which coverage shall include products/completed operations, independent contractors and contractual liability each at \$1,000,000 per occurrence. Coverage must be written on an occurrence form.
- B. Comprehensive Automobile Liability Insurance, which includes coverage of all, owned, non-owned and rented vehicles with a minimum of \$1,000,000 combined single limit for each occurrence.
- C. The required limits may be satisfied by any combination of primary, excess or umbrella liability insurances, provided the primary policy complies with the above requirements and the excess umbrella is following form. TMT may maintain reasonable and customary deductibles, subject to approval by the City Risk Manager, (970) 244-1592.
- D. All insurance shall be purchased from an insurance company licensed to do business in Colorado that has a financial rating of B+ VII or better as assigned by the BEST Rating Company or equivalent.

E. The policies shall be endorsed to include the City of Grand Junction and the City of Grand Junction's officers and employees as additional insured's. Every policy required above shall be primary insurance, and any insurance carried by the City of Grand Junction, its officers, or its employees, or carried by or provided through any insurance pool of the City of Grand Junction, shall be excess and not contributory insurance to that provided by the TMT. No additional insured endorsement to any required policy shall contain any exclusion for bodily injury or property damage arising from completed operations. TMT shall be solely responsible for any deductible losses under any policy required above. TMT shall provide a certificate of insurance to the City of Grand Junction as evidence that policies providing the required coverage, conditions, and minimum limits are in full force and effect prior to commencement of this Agreement.

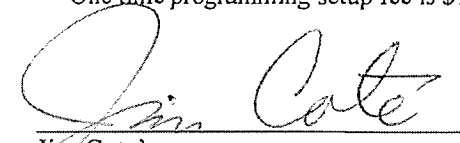
F. Worker Compensation and Employer's Liability Insurance shall cover the obligations of TMT.

23. **Pricing: May be adjusted only by mutual consent of both parties, except that TMT is so confident in TMT's pricing that TMT will match any lower price that the City of Grand Junction may find locally for any of the printed pieces needed in the City of Grand Junction's mailing. This avoids transportation delays and also insures the city of Grand Junction is getting the very best price available. Pricing is as set forth in the attached Section 11: Solicitation Response Form which is incorporated herein, except the information regarding EMS Billing is not applicable. The prices listed are applicable for all mailings, including those that may be less than 30,000 per month. The mail processing fees are those set forth for print and fold invoice, insert bill, return envelope, optional insert, seal, bundle and mail, including delivery to the USPS bulk facility. Additional pricing information regarding inserts set forth above.**

(See attached PDF for price schedule)

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* Current automation postage ranges from 33.5 to 38.2 cents each depending on the zip sort level with most mailing at 33.5 cents.

** One time programming setup fee is \$1000.00 (Waived!)



Jim Cote
President
The Master's Touch, LLC

9/7/10

Date



City of Grand Junction
Purchasing Manager

Title

9/10/10

Date



REQUEST FOR PROPOSALS

RFP-3215-10-SH

PRINTING AND MAILING SERVICES FOR ELECTRONIC INVOICES

City of Grand Junction, Colorado

RESPONSES DUE PRIOR TO:

May 11, 2010 at 2:30 p.m.

Purchasing Representative:

Susan J. Hyatt C.P.M., CPPB

Senior Buyer

Phone: (970) 244-1513

susanh@gjcity.org

March 19, 2010

This solicitation has been developed specifically for requesting proposals for Printing and Mailing Services for electronic invoices. All vendors are urged to thoroughly review this RFP prior to submitting. Submittal by FAX IS NOT ACCEPTABLE for this solicitation.

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SECTION 1: INTRODUCTION

The City of Grand Junction (City) is soliciting proposals for Printing and Mailing Services of electronic invoices. Currently, different departments throughout the City are printing and mailing their own invoices. The intent of this solicitation is to gather information to see if it is more beneficial to outsource these activities. **This solicitation may or may not result in an award.** The mission of this project is to select a contractor capable of providing and implementing a printing and mailing system where the City provides an electronic file which contains customer billing information. The successful vendor will print the information from the provided file and mail invoices to individual customers.

SECTION 2: SCOPE OF WORK

- 2.1** It is the intent and purpose of this solicitation to detail and outline the terms and conditions under which a successful contractor shall provide to the City of Grand Junction Printing and Mailing Services. The contractor will provide all necessary printing, folding and mailing of invoices.
- 2.2** It is anticipated that the Contractor shall provide an all inclusive printing and mailing system with following capabilities/features:
- A.** Receive electronic files from the City which contain the billing information for each customer.
 - B.** Print the bills (invoices) for each individual customer.
 - C.** Fold the bill and occasional inserts and stuff into envelopes.
 - D.** Mail the bill to the appropriate customer address
 - E.** Envelope printing will be included as an option
- 2.3** The Contractor shall provide a comprehensive automated printing system that is compatible to all existing City-owned computer equipment and software.
- 2.4** The expectation of the Contractor is to:
- A.** Receive, print, warehouse and inventory #10 window envelopes, #9 return envelopes, preprinted/perforated statements as directed by the City of Grand Junction. See pages 15 and 16 for samples of the perforated statement and envelopes.
 - B.** Receive weekly electronic files from city billing applications.
 - C.** Sort data as needed, certify mailing addresses, print received billing data onto statements. Add insert materials as required. Fold statements and inserts (if required); insert into #10 window envelopes along with a #9 return envelope, and any other City inserts as directed.
 - D.** Provide the most cost effective mail sort processing. Deliver to Post Office within one working day of file receipt.
 - E.** Fax or email weekly copies of US Postal Service acknowledgement of mailing certificates.
 - F.** Provide weekly reports detailing how many bills were mailed.
 - G.** Provide information on quality control measures.

- 2.5 The Contractor shall maintain confidentiality on all data collected or processed in administration of this Contract. Data shall not be released to any 3rd party without the prior written permission of the City.
- 2.6 The Contractor shall have the ability to update/correct customer information upon request and notification by the City. This system shall comply with all applicable laws and regulations, including but not limited to Health Insurance Portability and Accountability Act (HIPAA).
- 2.7 There are several different regular and periodic services that may be required. In an attempt to explain the services to Contractors so they may understand the requirements, the following list is a sample of the types of invoicing performed by the City:
- A. EMS billing and mailing. Average number per month is 1,000. Each piece consists of one 8-1/2"x11" bill, one #9 return envelope and one #10 mailing envelope. Materials may or may not be provided. Envelopes are to be quoted as an option in this solicitation. Extra inserts may be provided from time to time to be included in the mailing. If this should be the case, printing and folding of the inserts may be necessary. Place bill, inserts (if applicable), and #9 return envelope in the #10 mailing envelope. Envelope will then be sealed. Bundle, prepare for carrier route discount, mail, complete the appropriate paperwork, and deliver to Post Office. Bill must be kept in exact order throughout the process. Provide City with a copy of the paperwork from Postal Service.
 - B. Utility billing and mailing. Average number per month is 30,000. Each piece consists of one 8-1/2"x11" bill, one #9 return envelope and one #10 mailing envelope. Inserts will be required periodically and will also require printing and folding. Materials may or may not be provided. Envelopes are to be quoted as an option in this solicitation. Place bill, inserts (if applicable), and #9 return envelope in the #10 mailing envelope. Envelope will then be sealed. Bundle, prepare for carrier route discount, mail, complete the appropriate paperwork, and deliver to Post Office. Bill must be kept in exact order throughout the process. Provide City with a copy of the paperwork from Postal Service.

SECTION 3: TERMS OF AGREEMENT

- 3.1 **Term:** The initial term of the contract shall be one year with optional unlimited one-year extensions at the sole discretion of the City.
- 3.2 **Extension of Term:** The City reserves the right to renew said contract for an unlimited number of additional one year terms, under the same terms and conditions (as amended).
- 3.3 **Pricing:** Proposers shall submit pricing for the initial areas of work; printing forms, perforating forms, folding forms, stuffing envelopes, mailing and printing envelopes..
- 3.4 **Price Escalation/De-escalation:** After the initial one-year contract period, the awarded vendor may request price adjustments based on the changes in the marketplace.
- A. Any such requests must be itemized with supporting rationale and documentation.
 - B. The City reserves the right to accept or reject any such request, either in whole or in part. Said acceptance or rejection shall be in writing prior to any price adjustment taking effect. If the City rejects the contractor's price adjustment request, the contractor may cancel said contract with thirty days prior written notice of intent to terminate.

- 3.5 Payment Terms:** Proposer shall be paid on a monthly basis for the work performed in the previous month.

SECTION 4: RFP TIMETABLE

The following projected timetable should be used as a working guide for planning. The City reserves the right to adjust this timetable as required during the course of the RFP, contract negotiation, and implementation process.

- | | |
|---|----------------|
| • Request for Proposals Available on or about | March 30, 2010 |
| • Last Day Questions Accepted | April 30, 2010 |
| • Proposals due prior to 2:30 p.m. | May 11, 2009 |
| • Vendor selection | May 24, 2010 |
| • City Council Approval, if required | June 14, 2010 |
| • Contract Begins | July 1, 2010 |

SECTION 5: ADMINISTRATION

- 5.1 Issuing Office:** This Request for Proposal (hereinafter referred to as RFP) is being solicited by the City Purchasing Division in behalf of the City.

- 5.2 Inquiries:** shall be directed to:

Susan J. Hyatt
 Senior Buyer
 250 North 5th Street
 Grand Junction, CO 81501
 Phone: (970) 244-1513
 Email: susanh@gjcity.org

- 5.3 Submittals Due:** Responses with all required deliverables shall be received **PRIOR TO 2:30 p.m., May 11, 2010**. A **postmark** by that date and time shall **not be sufficient**.

- 5.4 Submittal Address:** Responses with all deliverables shall be mailed or delivered to:

Grand Junction City Clerk
 250 North 5th Street
 Grand Junction, CO 81501

Exclusions: No oral, telegraphic, telephonic E-mailed or facsimile bids will be considered.

SECTION 6: PROPOSAL DOCUMENTS AND FORMAT

- 6.1** Contractors are required to provide **one original and one (1) electronic copy**, compatible with Microsoft Office Word or Adobe PDF. Response shall be mailed or delivered in a sealed package with the following information clearly delineated on the outside of the package:

Company Name
RFP-3215-10-SH

Printing and Mailing Services

The electronic response shall have all the sections combined into a single PDF file.

- 6.2 Cover Letter:** Proposals shall include a cover letter stating the name, address and telephone number of the Contractor, and must bear the signature of the person having the authority to make the proposal for the firm.
- 6.3 Qualifications:** Provide names, titles and responsibilities of key personnel who will be responsible for the on-site management of this project. Include qualifications, experience and length of time with the company.
- 6.4 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.
- 6.6 References:** Give a least three (3) references for projects of similar size and scope, including at least two (2) references for projects completed during the past five years. Include the name of the organization, a brief summary of the work, the cost of the project and the name and telephone number of a responsible contact person.
- 6.7 Response Form:** Include the Solicitation Response Form (See Section 11) in your response. Contractor must submit entire Form (pgs 13 and 14) completed, dated and signed along with all other solicitation documents.

SECTION 7: GENERAL TERMS AND CONDITIONS

- 7.1 Late Responses:** Responses received after the time and date specified, whether delivered or mailed, **will not be considered** and will be returned **unopened**. It is the sole responsibility of each respondent to ensure that their submittals arrive at the City Purchasing Division prior to the time and date specified.
- 7.2 Rejection of Proposals:** The City reserves the right to accept or reject any or all proposals received in response to this solicitation. The City further reserves the right to waive any informalities and /or minor irregularities in the proposals received, if deemed to be in the best interest of the City.
- 7.3 Proprietary Information:** All submittals in response to this request become public record and become subject to public inspection. Any confidential information contained in your submittals must be clearly identified as such to be treated as confidential or proprietary by the City and then only to the extent allowable by law in the Open Records Act. Unrestricted disclosure of propriety or confidential information by the contractor places it in the public domain. Proprietary or confidential information is defined by the City to be any information that is not generally known to competitors and which may provide a competitive advantage. **Proposals in their entirety cannot be specified confidential or proprietary.**

- 7.4 Ownership of Materials:** All materials submitted with regard to this solicitation become the property of the City and will only be returned at the City's option. The City shall have the right to use all ideas or adaptations of the ideas contained in proposals received, subject to the confidential or proprietary limitation contained herein. Disqualification of any document does not restrict or eliminate this right.
- 7.5 Expenses:** Expenses incurred in preparation, submission and presentation of this RFP are the responsibility of the company and cannot be charged to the City.
- 7.6 Sovereign Immunity:** The City specifically reserves its right to sovereign immunity pursuant to Colorado State Law as a defense to any action arising in conjunction to this agreement.
- 7.7 Venue:** The laws of the State of Colorado, County of Mesa and City of Grand Junction, with any Rules and Regulations issued, prevail with regard to any contract documents, possible terms and conditions disagreements, arbitration, or litigation. Any suit, action or proceeding shall be brought in any state court of competent jurisdiction sitting in Mesa County, Colorado, or in the United States District Court applicable to Mesa County.
- 7.8 Compliance with Laws:** All proposals must comply with applicable federal, state, county and city laws governing this procurement.
- 7.9 Amendments:** Amendments to this RFP may be issued at any time prior to the time set for receipt of proposals.
- 7.10 Oral Statements:** Oral statements by representatives of the City of Grand Junction or the responding company shall not modify or otherwise affect the terms, conditions, or specifications stated in this document. **All modifications to this request must be made in writing.**
- 7.11 Conflict of Interest:** No City official and/or employee shall have interest in any contract resulting from this RFP. All City officials/employees with possible conflict must enact a public disclosure record by completing the City's "Statement of Financial Interest" form.
- 7.12 Insurance Requirements:** The successful Contractor will be required to provide, at their own expense, without cost to the City the minimum insurance as stipulated in Section No. 16 of this RFP.
- 7.13 Indemnification:** The Contractor shall defend, indemnify and save harmless the City, State of Colorado, 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 Contractor, or of any Contractor's agent, employee, sub-consultant or contractor in the execution of, or performance under, any contract which may result from proposal award. Contractor shall pay any judgment with cost which may be obtained against the City growing out of such injury or damages.

- 7.14 Non-appropriation of Funds:** The contractual obligation of the City under this contract is contingent upon the availability of appropriated funds from this fiscal year budget as approved by the City Council for this fiscal year only. **State of Colorado Statutes prohibit obligation of public funds beyond the fiscal year for which the budget was approved.** Anticipated expenditures/obligations beyond the end of the current City fiscal year budget shall be subject to budget approval. Any contract will be subject to and must contain a governmental non-appropriation of funds clause.
- 7.15 Independent Contractor:** The Contractor shall be legally considered an independent contractor and neither the contractor nor its employees shall, under any circumstances, be considered servants or agents of the City; and the City shall be at no time legally responsible for any negligence or other wrongdoing by the contractor, its servants, or agents. The City shall not withhold from the contract payments to the contractor any federal or state unemployment taxes, federal or state income taxes, Social Security tax, or any other amounts for benefits to the contractor. Further, the City shall not provide to the Contractor any insurance coverage or other benefits, including Workers' Compensation, normally provided by the City for its employees.
- 7.16 Contractor:** The Contractor is the person or organization identified as such in the Agreement and is referred to throughout the Contract Documents. The term Contractor means the Contractor or his/her authorized representative.
- 7.17 Employment Discrimination:** During the performance of the contract, the Contractor agrees to the following:
- 7.17.1** The Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap or national origin except when such condition is a bona fide occupational qualification reasonably necessary for the normal operations of the Contractor. The Contractor agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- 7.17.2** The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, shall state that such Contractor is an Equal Opportunity Employer.
- 7.17.3** 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.
- 7.18 Taxes:** The City is exempt from State retail tax and Federal excise tax. The RFP price must be net, exclusive of taxes.
- 7.19 Prices:** In the event of a discrepancy between the prices stated in words and those in figures of the RFP form, the words shall control. All costs to the City shall be included in, and made a part of, the proposal prices submitted by the Contractor at the time of the proposal submission, without exception, unless otherwise specified in this document. All prices shall remain firm for the full contract term including extensions thereof, unless an adjustment provision has been stipulated in this Solicitation.

- 7.20 Contractor Binding 60 Days:** Unless otherwise specified all formal offers submitted shall be binding for sixty (60) calendar days, following opening date, unless the contractor, upon request of the Purchasing Representative, agrees to an extension.
- 7.21 Assignment:** The Contractor 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.
- 7.22 Termination for Convenience:** The performance of work under this Contract may be terminated by the City in whole or in part whenever the City determines that termination is in the City's best interest. Any such termination shall be effected by the delivery to the contractor of a written notice of termination at least thirty (30) days before the date of termination, specifying the extent to which performance of the work under the contract is terminated and the date upon which such termination becomes effective.
- After receipt of a notice of termination, except as otherwise directed, the contractor shall stop work on the date of receipt of the notice of termination or other date specified in the notice, place no further services, except as necessary for completion of such portion of the work not terminated; terminate all contractors and subcontracts; and settle all outstanding liabilities and claims.
- 7.23 Collusion Clause:** Each contractor 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 Contractor's. 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.
- 7.24 Permits, Fees and Notices:** The contractor shall pay secure and pay for all permits, governmental fees and licenses necessary for the proper execution and completion of the Work.
- 7.25 Immigration Reform and Control Act of 1986:** 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.
- 7.26 MSDS (OSHA Form 20):** In compliance with the Occupational Safety and Health Act (OSHA) Hazardous-Material Amendment, OSHA 1910.1200, The City of Grand Junction requires **material safety data sheets** on all potentially hazardous materials utilized within City operations. Therefore, delivery of products subject to the aforementioned laws and regulations will not be accepted unless accompanied by a satisfactorily completed OSHA-20 Materials Safety Data Sheet, or approved equivalent.
- 7.27 Federal, State, Local Laws:** All respondents must comply with all Federal, State and Local laws relative to conducting business in the City of Grand Junction including, but not limited to, licensing, labor and health laws, including The Americans with Disabilities Act (ADA). The laws of the State of Colorado will govern as to the interpretation, validity, and effect of this solicitation, its award, and any agreement entered into. Venue for any lawsuit will be in Mesa County, Colorado.

7.28 Non-Exclusiveness of Remedies: Any right or remedy on behalf of the City provided in any part of these specifications, including, but not limited to any guaranty or warranty or any remedy for contractor's non-performance shall be in addition to and not a limitation of any right or remedy otherwise available by law, equity, or statute.

7.29 Default for Insolvency: The City may terminate the Agreement for default in the event of the occurrence of any of the following:

The Insolvency of Contractor: Contractor shall be deemed to be insolvent if it has ceased to pay its debts in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition for bankruptcy has been filed, and whether or not insolvent within the meaning of the Federal Bankruptcy Law;

- The filing of a voluntary petition to have Contractor declared bankrupt;
- The appointment of a Receiver or Trustee for Contractor;
- The execution by Contractor of a general assignment for the benefit of creditors.

The rights and remedies of the City provided in this Section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement.

7.30 Cooperative Purchasing: Purchases as a result of this solicitation are primarily for the City of Grand Junction. 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 solicitation.

The quantities furnished in this bid document are for only the City of Grand Junction. It does not include quantities for any other jurisdiction.

The City of Grand Junction will be responsible only for the orders placed for our jurisdiction. Other participating entities will place their orders 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 of Grand Junction accepts no liability for payment of orders placed by other participating jurisdictions that choose to piggyback on our solicitation.

Orders placed by participating jurisdictions under the terms of this solicitation will indicate their specific delivery and invoicing instructions.

SECTION 8: INSURANCE REQUIREMENTS

8.1 Insurance Requirements: The successful Contractor will be required to provide, at their own expense, without cost to the City the following minimum insurance:

Commercial General Liability Insurance policy with minimum combined single limits of (\$1,000,000 per occurrence and \$1,000,000 general aggregate) for bodily injury and property damage, which coverage shall include products/completed operations, independent contractors and contractual liability each at \$1,000,000 per occurrence. Coverage must be written on an occurrence form.

- 8.2 Comprehensive Automobile Liability Insurance, which includes coverage of all, owned, non-owned and rented vehicles with a minimum of \$1,000,000 combined single limit for each occurrence.
- 8.3 The required limits may be satisfied by any combination of primary, excess or umbrella liability insurances, provided the primary policy complies with the above requirements and the excess umbrella is following form. The Consultant may maintain reasonable and customary deductibles, subject to approval by the City Risk Manager, (970) 244-1592.
- 8.4 All insurance shall be purchased from an insurance company licensed to do business in Colorado that has a financial rating of B+ VII or better as assigned by the BEST Rating Company or equivalent.
- 8.5 The policies shall be endorsed to include the City and the City's officers and employees as additional insured's. 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 the Contractor. No additional insured endorsement to any required policy shall contain any exclusion for bodily injury or property damage arising from completed operations. The Contractor shall be solely responsible for any deductible losses under any policy required above. The contractor shall provide a certificate of insurance to the City as evidence that policies providing the required coverage, conditions, and minimum limits are in full force and effect prior to commencement of the Contract.
- 8.6 Worker Compensation and Employer's Liability Insurance shall cover the obligations of the Contractor in accordance with the provisions of the Workers Compensation Act, as amended, by the State of Colorado.

SECTION 9: CONTRACT PERIOD

The contract period shall commence upon award and approval by the Grand Junction City Council and run continuously through completion, subject to annual funding provisions in General Terms and Conditions of this Request for Proposals. Any increased fee requests are subject to review by the City. Requests for fee increases will not be reviewed more than annually during the contract period.

SECTION 10: EVALUATION CRITERIA PROCESS

- 10.1 **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.
- 10.2 **Intent:** Only respondents who meet the qualification criteria will be considered for participation in the oral presentations. The City intends to reduce this group to the 2-3 best qualified who will be invited to participate in oral presentations. Therefore, it is imperative that the submitted proposal clearly indicate the firm's ability to provide the services described herein.

Evaluations will be done in accordance with the criteria and procedure defined herein. Companies selected for oral presentations will be chosen on the basis of their apparent

ability to best meet the overall expectations of the City. The City reserves the right to reject any and all submittals. The following parameters will be used to evaluate the submittals (in no particular order of priority):

- Responsiveness of submittal to the RFP
- Understanding of the project and the objectives
- Necessary resources
- Required skills
- Demonstrated capability
- Demonstrated business integrity
- References

10.3 Short List Selection: Following the submittal deadline, the City will announce the “short list”, if needed. It is anticipated that the "short list" will consist of 2-3 potential firms; this depends on the number and quality of statements received. At that time a notice will be issued to the selected firms so that they may prepare both written and oral presentations for the interview process.

10.4 Interviews/Oral Presentations: If necessary, short-list firms will be asked to interview with the evaluation committee. Interviews will be limited to 45 minutes of presentation followed by 30 minutes for questions. **Presentations should be made only by the principals assigned to the project.**

10.5 Award: The committee will rank the finalists in order of preference based on written and oral presentations. The contract will be awarded to the firm that is deemed most qualified to perform the scope of services based on responsiveness, qualifications and availability, prior experience, references, and fees.

SECTION 11: SOLICITATION RESPONSE FORM

RFP-3215-10-SH

Printing and Mailing Services for Electronic Invoices

EMS Billing

Print and fold invoice, insert bill, return envelope, optional insert, seal, bundle and mail

\$ _____/M
or \$ _____ Ea

Optional services:

Printing inserts

\$ _____/M
or \$ _____ Ea

Folding inserts

\$ _____/M
or \$ _____ Ea

Printing #9 return envelopes

\$ _____/M
or \$ _____ Ea

Printing #10 window envelopes

\$ _____/M
or \$ _____ Ea

Utility Billing

Print and fold invoice, insert bill, return envelope, optional insert, seal, bundle and mail

\$ _____/M
or \$ _____ Ea

Optional Services:

Printing Inserts

\$ _____/M
or \$ _____ Ea

Folding Inserts

\$ _____/M
or \$ _____ Ea

Printing #9 return envelopes

\$ _____/M
or \$ _____ Ea

Printing #10 window envelopes

\$ _____/M
or \$ _____ Ea

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 and Exhibit A 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 that he/she is 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 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.
- 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. Payment Terms _____.

Agent shall **initial** each applicable item below to certify acknowledgement.

	Initial to indicate the required proposal submittals are enclosed.
	Initial to acknowledge receipt of addendum and/or amendment (if applicable).

Date: _____

Company Name – (Typed or Printed)

Authorized Dealer Agent – (Typed or Printed)

Authorized Dealer or Agent Signature

Title

Address of Offeror

City, State, and Zip Code

Phone Number

Fax Number

E-mail Address of Agent or Sales Contact

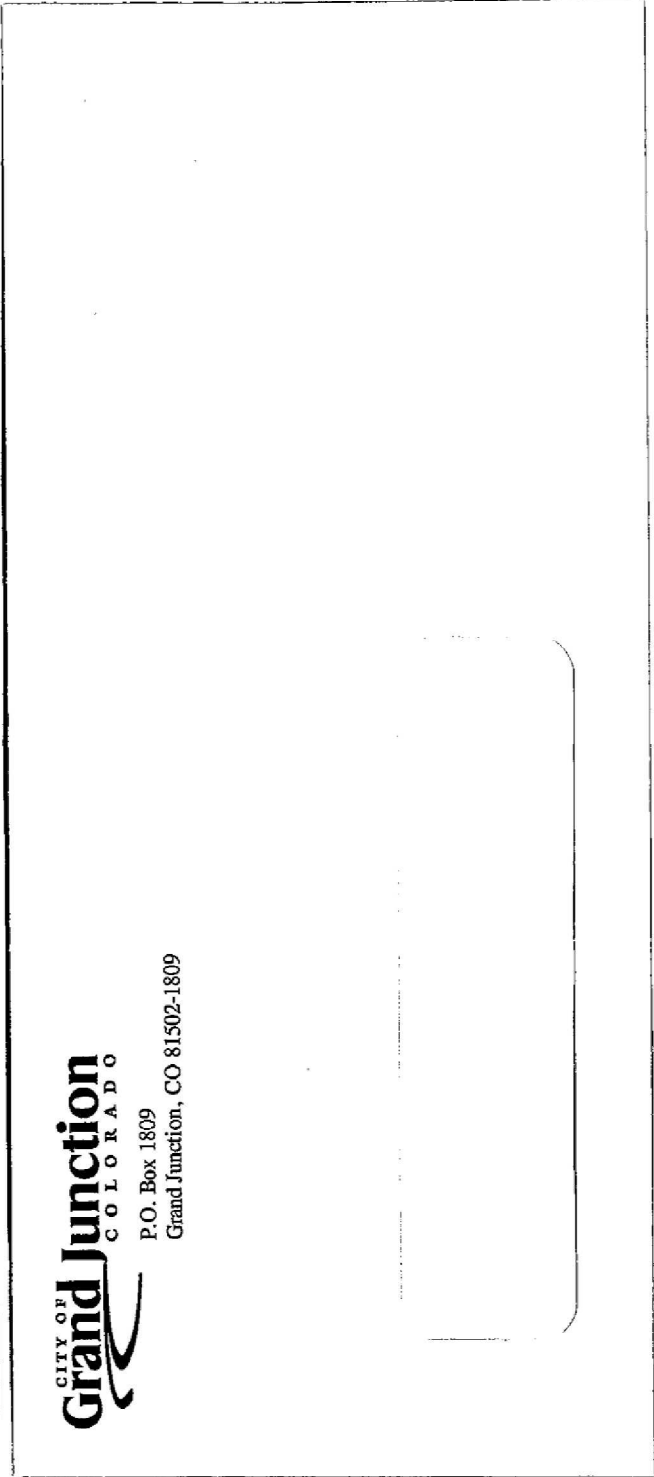
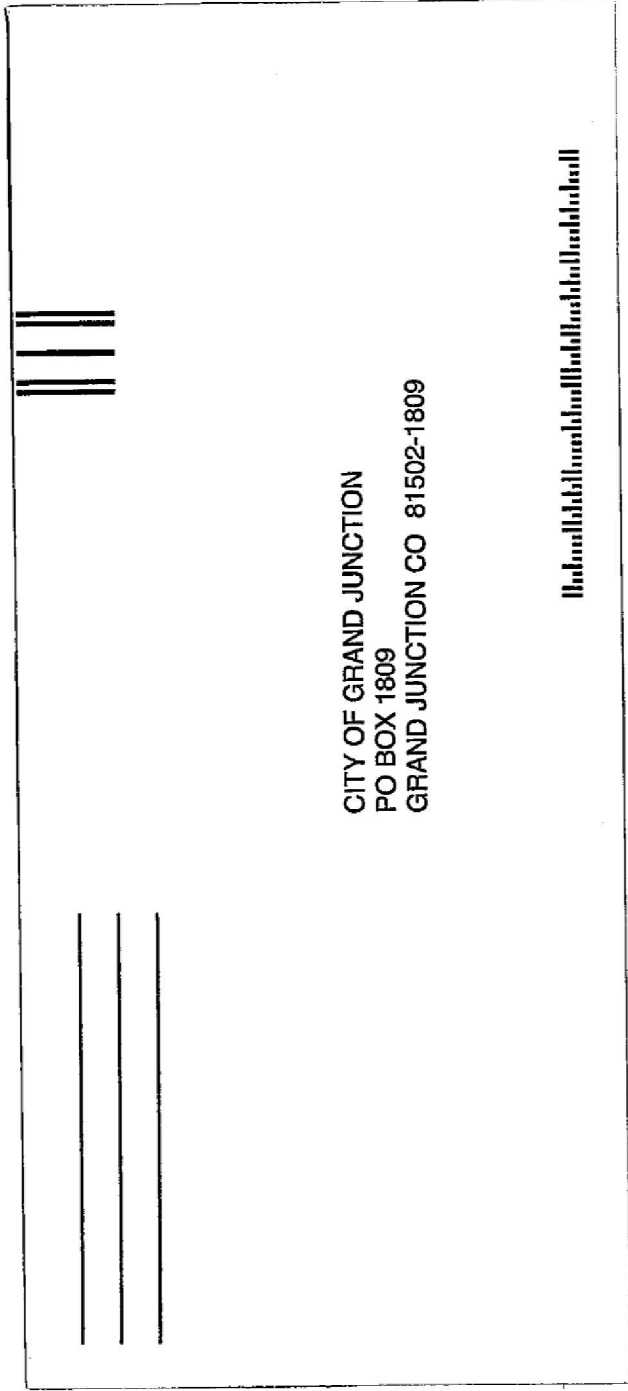
Cell Phone Number

SAMPLE - PERFORATED INVOICE/STATEMENT



250 N 5th Street
PO Box 1809
Grand Junction, CO 81502-1809
(970) 244-1579 www.gjcity.org

SAMPLE - PRINTED ENVELOPES



ADDENDUM NO. 1

DATE: April 14, 2010

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

TO: All Offerors and Interested Parties

RE: Printing and Mailing Services for Electronic Invoices RFP-3215-10-SH

Firms responding to or interested in the above referenced Request for Proposal are hereby instructed that the proposal requirements have been clarified, modified, superseded and supplemented as to this date per the following questions and responses:

Question 1. “Section 2.2 A. What file type(s) will the Invoices and Utility bill be available in? PDF, delimited .txt or .csv, xml etc.”

Answer: The file type is PCL5.

Question 2. “How many different fields will require to be formatted”

Answer: No formatting is needed.

Question 3. “Are there any 2 D barcodes, graphs, bar charts or photos to be processed per record?”

Answer: Barcodes – no, bar charts - yes. More importantly, each invoice has on OCR Scanline, using OCR-A or OCR-B font.

Question 4. “Is there a master template for formatting?”

Answer: No formatting is needed.

Question 5. “Are the weekly batches sent on the same days of each week?”

Answer: Weekly batches are normally every Thursday, but once per month there is an additional Monday batch. On months with five weeks there is sometimes a week with no batch.

Question 6. “Is there 1 page per envelope or multiple pages?”

Answer: Normally one page.

Question 7. **“Section 2.3. Please define “compatible to all existing City-owned computer equipment and software”.”**

Answer: **This pertains to the vendor being able to accept the electronic file in a format our systems are capable of producing.**

Question 8. **“Is the perforated statement shown on page 15 pre printed in full color, 2 color or B&W? 1 sided or 2 sided?”**

Answer: **It is one sided black and white.**

Question 9. **“What kind of paper, 20lb bond, 60lb or 70lb offset?”**

Answer: **The paper is 20 lb bond.**

Question 10. **“Normal perforation or Micro perforation?”**

Answer: **Either is acceptable, please quote the most cost effective.**

Question 11 **“Can the perforated piece be at the top instead of at the bottom?”**

Answer: **No, it absolutely must stay on the bottom.**

Question 12. **“Do all invoices require a #9 envelope or do you have some clients that prefer to pay online?”**

Answer: **Yes, there is a group in every cycle that prefers to pay online. This group does not get a return envelope. Currently they are set up to print first so they can be separated.**

Question 13. **“What quantities of envelopes and pre printed statements should be quoted? (The best price breaks are at 2500. (30,000 vs. 32500 etc)). Full contract period? (372,500 each) Can this be billed in the first monthly billing? Print & Bill Quarterly, (93,000 each)? Monthly (32,500)?”**

Answer: **The City of Grand Junction cannot tell someone how they should print or at what quantities. As the expert in your field, we would expect each responding vendor to know what works best in their operation. If you want to print 32,500 it is fine. However, the City will not pay for a year’s worth of printing on the first monthly billing. The City will only be invoiced for what is used in the given month.**

Question 14. **“What size(s) are the inserts? Full color, 2 color or B&W? 1 sided or 2 sided? What kind of paper?”**

Answer: **The size of the inserts varies on a regular basis. Guidelines can be established with the awarded vendor if there are special requirements by that vendor. The paper is always 20 lb bond and is usually printed in black ink. Sometimes the paper is colored (canary, salmon, lilac, green, etc.).**

Question 15. **“How often is there an insert?”**

Answer: **There are inserts in almost every cycle.**

Question 16. **“Are the inserts preordered and stocked or are they expected to be produced within the 24 hour window?”**

Answer: **Currently they are pre ordered and stocked. The inserts come from all areas of the City. In this case they would be preprinted and shipped to the awarded contractor to be inserted.**

However, in the future this could change which is why we are asking for pricing on printing and folding of the inserts. For your quoting purposes, quote 1/2 page printed on colored paper in black ink with one fold,

Question 17. **“Can we (the printer) partner with a Mail House? (Most printers don’t do mailing and most mail houses don’t print). If so, will the city accept two coordinated invoices and cut two checks?”**

Answer: **This will be an all or none award. If you choose to partner with another vendor it is acceptable, however, the City will only be invoiced one time per month by the awarded vendor. Receiving two different invoices from two different vendors is not acceptable.**

Question 18. **“Are the invoices for EMS Billing and Utility Billing the same?”**

Answer: **They use the same blank perforated invoice form.**

Question 19. **“Is the same envelope used for both EMS Billing and Utility Billing?”**

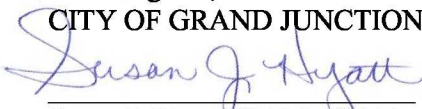
Answer: **The return envelopes will have a different remit to address. The window envelope will be the same.**

Question 20. **“Is it preferred to use a local vendor?”**

Answer: **The City of Grand Junction does not have a formal local preference policy. However, in this case, it may be easier to supply the preprinted inserts if the vendor is local.**

All other conditions of subject RFP remain the same. If you have any questions, please call the undersigned at (970) 244-1513.

With Regards,
CITY OF GRAND JUNCTION, COLORADO



Susan J. Hyatt, C.P.M., CPPB
Senior Buyer



ADDENDUM NO. 2

DATE: April 19, 2010

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

TO: All Offerors and Interested Parties

RE: Printing and Mailing Services for Electronic Invoices RFP-3215-10-SH

Firms responding to or interested in the above referenced Request for Proposal are hereby instructed that the proposal requirements have been clarified, modified, superseded and supplemented as to this date per the following questions and responses:

Question 1. “Are you currently using a utility billing software to generate the invoices? If so, which one? If not, what software are you using? My understanding is that PCL5 is a printer language, not a file format.”

Answer: The utility billing software used to generate invoices is called NorthStar, which is a division of Harris Computer Systems. You are correct, PCL5 is a printer language. The file sent to the vendor contains PCL commands which do not print, but do tell the printer specific instructions on how to print the invoices. The file also contains the customer billing information. PCL command files sometimes have a .PRN extension, which we can certainly accommodate when sending the file.

Question 2. “Just to clarify the schedule – you anticipate an average of 30,000 utility bills each month, which will go out in weekly increments of approximately 7,500. Is that correct?”

Answer: The number sent out per week will vary depending on the billing cycle. It could be less than 7500 one week, and then more than 7500 the next week. The average, however, is 30,000 per month. There are five billing cycles per month (two separate cycles the first week of the month and one cycle the second, third, and fourth weeks of the month.)

Question 3. “Your RFP mentions “prepare for carrier route discount”. My understanding is that Post Office regulations require that invoices be mailed first class, and that there is no longer a carrier route discount for first class letters. There are other

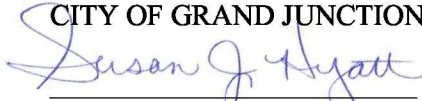
Automated Presort Discounts that I assume you want to take advantage of. Does this agree with your understanding of current Post Office procedures?"

Answer: **The awarded vendor will be required to follow current Post Office procedures and pursue available discounts.**

All other conditions of subject RFP remain the same. If you have any questions, please call the undersigned at (970) 244-1513.

With Regards,

CITY OF GRAND JUNCTION, COLORADO



Susan J. Hyatt, C.P.M., CPPB
Senior Buyer



ADDENDUM NO. 3

DATE: April 21, 2010

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

TO: All Offerors and Interested Parties

RE: Printing and Mailing Services for Electronic Invoices RFP-3215-10-SH

Firms responding to or interested in the above referenced Request for Proposal are hereby instructed that the proposal requirements have been clarified, modified, superseded and supplemented as to this date per the following questions and responses:

Question 1. “Can Grand Junction get the files to Logan [Utah] by 2:00 am on Thursday?”

Answer: Due to the billing processes, we would not be able to provide the file by 2 a.m. on Thursdays. We would normally supply it between noon and 3 p.m. on Thursday. If your concern is the next day requirement of delivery to the Post Office, we are certainly flexible and open to discussion with the awarded vendor.

Question 2. “If Grand Junction can’t do this, how far East are they willing to have this produced? (It will increase the lead time for statements to actually arrive in the mail boxes). The next closest facility that may have capacity is in St. Charles (Chicago). After that, we would be on the East coast (Maryland or Massachusetts).”

Answer: While there is no local preference for this particular solicitation, lead time will certainly be taken into consideration when making a determination for the best possible fit in making an award.

Question 3. “Should postage be included in the pricing for “print and fold invoice, insert the bill, return envelope, optional insert, seal, bundle and mail”?”

Answer: Yes, the awarded vendor will be responsible for mailing the invoices.

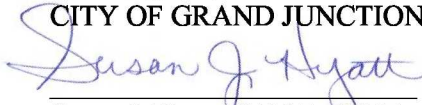
Question 4. “Section 6.6 References: Asks for “the cost of the project”. Are you wanting implementation/design costs?”

Answer: **Please provide all available information. The more you provide, the better decision we can make.**

All other conditions of subject RFP remain the same. If you have any questions, please call the undersigned at (970) 244-1513.

With Regards,

CITY OF GRAND JUNCTION, COLORADO

A handwritten signature in blue ink that reads "Susan J. Hyatt". The signature is written in a cursive style with a large initial 'S'.

Susan J. Hyatt, C.P.M., CPPB
Senior Buyer



ADDENDUM NO. 4

DATE: May 5, 2010

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

TO: All Offerors and Interested Parties

RE: Printing and Mailing Services for Electronic Invoices RFP-3215-10-SH

Firms responding to or interested in the above referenced Request for Proposal are hereby instructed that the proposal requirements have been clarified, modified, superseded and supplemented as to this date per the following questions and responses:

Question 1. “How are these to be mailed? Section 2.7, paragraphs A & B both state they are to be prepared for carrier route discount, which would not be logical without sorting into carrier route order prior to print & fold operations. This would also require a barcode field as well as additional fields in the address area to accommodate required USPS delivery sequence information. At present the utility billings are being mailed Presorted First Class, automation rates. This rate requires a certified 11 digit barcode that is presently generated & applied by a MLOCR (Multi Line Optical Character Reader) that takes an image of the enveloped address, looks it up in the National database & attempts to resolve the address & apply an 11 digit barcode to the envelope. The envelope is then sorted to the appropriate USPS sort level from the barcode information. Carrier route sort would not be appropriate unless this information was incorporated into the sorting & printing of the invoices. In any case I would question whether the Carrier Route Presort rate would be allowable or advisable.”

Answer: The City of Grand Junction is not in a position to answer this question. The intent of this solicitation is to gather information and seek contractors who do have the experience to recommend a solution. If you have no recommendation, please not that on your response. If you do have a recommendation, we are very interested in knowing what you can offer.

Question 2. “Is the City logo and return address on the return portion preprinted on the form, or part of the “print file”?”

Answer: **The sample shown in the RFP document is a preprinted form. All other information comes from the print file.**

Question 3. **“What protection from an increase in Postal rates would the city offer the vendor? Or would the city consider a change to the request with postage at cost and the printing, inserting and other items being separated out?”**

Answer: **The City of Grand Junction understands that postal rates change periodically. When/if that should happen, there is no problem adjusting the awarded cost once documentation of the increase is received.**

Question 4. **“What are the cycles and quantities for the EM S cycles and do you anticipate the quantities & cycles to remain basically the same for the Utility cycles?”**

Answer: **While this information is basically unknown at this point, please respond as if they are printed and mailed once a month in one cycle.**

Question 5. **“What is your interpretation of a “certified mailing address”?”**

Answer: **If you are referring to Section 2.4.c, the intent is to verify whether or not there are any blatant errors, such as erroneous characters (!% \$) or misspellings (Road vs. Raod).**

Question 6. **“Presently most if not all inserts are 8-1/2” x 3-5/8” unfolded “buck slip” type and are supposed to be on a minimum 24 lb stock in order to facilitate machine inserting. They would not require any folding at that size.”**

Answer: **For the sake of comparison, please respond as requested in Addendum No. 1 Question 16.**

Question 7. **“Would the use of a Postal Indicia (Permit) be acceptable as a means of paying postage? This would mean the mail would have no “date” on the envelope.”**

Answer: **Please choose whichever method is the most cost effective and works best for your firm and respond accordingly.**

Question 8. **“Do we need to include a copy of each addendum with the proposal response or just initial on the signature page?”**

Answer: **No, just initial where appropriate on the signature page.**

Question 9. **“How should we present cost saving options and best practice recommendations? Should we attach a separate sheet to Section 11 response?”**

Answer: **Yes, if you have recommendations, include on a separate sheet.**

Question 10. **“Addendum #3, question 3 talks about including postage in the pricing. As the 1st class presort postage rate are variable (USPS has 5 different tiers) and we bill the postage at the actual rates, we do not include postage in the per piece fee. Is this acceptable?”**

Answer: When your response is received, the City needs to see the total amount you will charge for all services. If there are different rates involved, please list those options so we can see the total cost.

Question 11 **“Addendum #1, question 12 – Can you tell us how many customers currently pay online each month and therefore do not receive the #9 envelope?”**

Answer: There are approximately 3000 customers paying online each month who do not require a return envelope.

Question 12. **“Addendum #1, question 19 – You stated there are two separate return envelopes, one for each Utility and EMS but the RFP only includes a sample of one return envelope with address of PO Box 1809. Can you provide us with a copy of the 2nd return envelope?”**

Answer: There is no sample available at this time. However, the only change will be a different PO Box number. Otherwise, the envelope will be identical to the sample shown in the RFP document.

Question 13. **“Can you provide a scan of a sample printed bill so that we can see the current bill format?”**

Answer: Yes, a sample is included at the end of this Addendum. Please keep in mind that the bills vary based on the service the customer receives but the format is the same, we just add services on the service line. Also keep in mind this sample is an online pay, so the preprinted logo and return address are not showing on what would normally be the perforated section.

Question 14. **“Please provide the measurement for your perforation. (e.g. 7.5” from the top edge).”**

Answer: It is perforated at 7-3/8” from the top edge.

Question 15. **“Please provide the size and measurements for your single window envelope.”**

Answer: Envelope size is standard #10 (9-1/2” x 4-1/8”), window size is 1-1/4” x 4-1/2”.

Question 16. **“Is the City interested in learning about additional solutions the vendors can offer such as data cleansing, bill presentment and payment options?”**

Answer: We currently have a payment company we work with, so not at this time, however that could change.

Question 17. **“Section 3.3 Pricing is being requested for perforating forms yet the Section 11 Solicitation Response Form does not specify perforating forms. Please explain.”**

Answer: **Perforation is to be included in the price entered on the first line in each section marked “print and fold invoice, insert bill, return envelope, optional insert, seal, bundle and mail”.**

Question 18. **“Section 7.12 “Minimum insurance as stipulated in Section 16 of this RFP” could not be located. Should Section 8: Insurance Requirements be referenced instead?”**

Answer: **Yes. Section 8 should have been referenced, not Section 16.**

Question 19. **“Section 2.7.A and 2.7.B In order to qualify for not only carrier route but lowest postal discounts, each mailing typically requires re-sequencing of the mail pieces (bills). The would contradict the stated requirement of “Bills must be kept in exact order throughout the process”. Please explain.”**

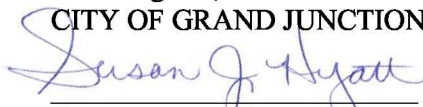
Answer: **The requirement for keeping bills in the same order throughout the process is because the online pays are at the beginning of the run and do not require a return envelope. If sorting is required to obtain a postal discount it is certainly allowed.**

Question 20. **“In order to comply with the USPS Move Update requirements, all mailers, including Municipal Utilities, must have their files run through NCOA to ensure they have the most current consumer addresses and to secure first class postage discounts. File must contain the most current addresses with updates every 95 days. Does the City of Grand Junction have a current process to run their files through NCOA and show proof of move update compliance before sending the files to the print/mail vendor? The current PCL5 file format does not allow for parsing out of the address block to enable us to run the NCOA process. Please let us know your current process and expectation.”**

Answer: **After a bit of research on the Move Update Process, it appears to require the addresses to contain the zip+4 format of zip codes. The NorthStar software used by the City of Grand Junction does not have many (or any) of those zip codes. Therefore, we may not be eligible for that particular discount.**

All other conditions of subject RFP remain the same. If you have any questions, please call the undersigned at (970) 244-1513.

With Regards,
CITY OF GRAND JUNCTION, COLORADO



Susan J. Hyatt, C.P.M., CPPB
Senior Buyer

SAMPLE OF PRINTED INVOICE (QUESTION 13)

City of Grand Junction
(970) 244-1579

Account Number
00068224-00

Name
[REDACTED]

Service Address
[REDACTED] CROSS CANYON LN

Meter Number	Read Dates		Billing Days	Meter Readings			Multiplier	Usage	Units	Power Factor
	Present	Previous		Code	Present	Previous				
	03/29/2010	03/01/2010	28							

BILLING SUMMARY	
Previous Balance as of : 03/01/2010	19.90
Payments as of 04/01/2010	
Adjustments as of 04/01/2010	
Interest Charges as of : 04/01/2010	
Balance Forward as of : 04/01/2010	0.00
Current Charges as of : 04/01/2010	19.90
Total Amount Due	19.90

PREVIOUS BALANCE 19.90
 PAYMENT 03/16/2010 -19.90
 BALANCE FORWARD 0.00
 SEWER 19.90
 CURRENT CHARGES 19.90
 TOTAL AMOUNT DUE 19.90

CONSUMPTION HISTORY

Bill Type	Account Type	Bill Date	Due Date	Amount Due	Payment Type
REGULAR	RESIDENTIAL	04/01/2010	04/16/2010	19.90	DO NOT PAY

MESSAGES:

Name	Account Number
[REDACTED]	00068224-00 R
Due Date	Amount Due
04/16/2010	19.90
Service Address	Amount Enclosed
[REDACTED] CROSS CANYON LN	

Please detach bottom portion and return with payment.
 ** ACH - DO NOT PAY **

[REDACTED]
 [REDACTED]
 [REDACTED] CROSS CANYON LN
 GRAND JUNCTION, CO 81504
 00068224 00 0000001990



THE MASTER'S TOUCH, LLC

May 10, 2010

Susan J. Hyatt C.P.M., CPPB
Senior Buyer
City of Grand Junction
250 N. 5th St
Grand Junction, CO. 81501

RE: RFP-3215-10-SH Printing and Mailing Services for Electronic Invoices

Dear Susan,

The Master's Touch, LLC is pleased to offer a response to the City of Grand Junction's RFP regarding bill print and mail services for electronic invoices. It is our hope and objective to not only demonstrate our ability to perform these services at a significant value, but to do so while meeting or exceeding all the goals and objectives as outlined in your RFP.

The Master's Touch, LLC serves customers in twelve states and our business in the state of Colorado continues to grow. That growth is largely due to our "all under one roof" approach to coordinate all aspects of the mailings we produce, as well as the superior customer service that spurs our business to grow just by word of mouth.

Although your mail will be processed and sent out from Spokane, Washington, the extended mail time is at most one extra day from what you would receive from a Grand Junction company. In fact, our ability to print and produce your entire mailing including all inserts reduces the overall production time, and relieves you of the responsibility to manage inventory and coordinate all the different pieces needed for each mailing. We hope to prove that value, integrity, and superior customer service trumps distance when considering the printing and mailing of a communication tool so critical to your organization – your customer statement.

We look forward to a further discussion of our services with you.

Sincerely,

A handwritten signature in black ink that reads "Jim Cote". The signature is fluid and cursive, with the first and last names clearly legible.

Jim Cote
President

Enclosure: Response to RFP-3215-10-SH

Response
For
City of Grand Junction
Request For Proposal

RFP-3215-10-SH

Printing and Mailing Services for Electronic Invoices

Purchasing Representative:
Susan J. Hyatt C.P.M., CPPB
Senior Buyer
Phone: (970) 244-1513
susanh@gjcity.org

Contact: Jim Cote'
President
1-800-301-1347
masters@themasterstouch.com



Why use The Master's Touch, LLC? What is Different/Unique about us?

Every time we hire a new employee we ask the question – “Why should we hire you rather than one of the other applicants?” It seems a valid question to ask here as well, “Why should you hire The Master's Touch, LLC to provide print and mail services for your Grand Junction utility bills rather than someone else?” It is a privilege for us to have the opportunity to give an answer to that question as well as our response to your RFP #3215-10-SH.

The Master's Touch, LLC (TMT) is well equipped to provide these services for the city of Grand Junction and will offer the following services that we believe will uniquely set apart our response from others you will receive.

1. Face to Face discussions: We believe more can be accomplished in less time when we have an opportunity to meet face to face. In order to insure a timely and smooth set up process, TMT proposes to conduct at least two on-site meetings at the city of Grand Junction offices attended by TMT staff and customer personnel who will be directly responsible for the initial set-up, implementation and on-going processes of this contract. All TMT transportation costs will be covered by TMT. The following meetings are suggested.
 - a. Initiation meeting: An introduction of all the key players and an opportunity to discuss and clarify, in person, all aspects of the contract. It is our hope that if not already procured, live samples can be gathered at this time and the calendar reviewed for key dates in the set-up process. It is anticipated that this meeting would happen as soon as can be arranged after contract award.
 - b. Follow-up meeting: Roughly 60-90 days after “go live” date, we propose a follow-up meeting take place to review all processes and procedures as implemented, with an open discussion for how the system is working and what might be done to improve the process and procedures in order to enhance quality and maximize efficiencies.
2. TMT proposes to provide all printed materials needed for every mailing at the lowest possible price. This would seem to be everyone's claim, but we have a way to prove it. Our ability to print all items in house gives us a unique advantage in cost and turnaround time. We are confident our pricing will always be competitive, but if the city of Grand Junction should ever find a better price locally for any of the printed pieces needed in your mailing, TMT will meet that price in order to avoid the transportation costs incurred through shipping those materials to our facility. This avoids transportation delays and also insures the city of Grand Junction is getting the very best price available.
3. TMT proposes to provide the city of Grand Junction with the very best audit trail available for all of your mail. With the advent of the USPS OneCode Confirm service, TMT can provide the city of Grand Junction with date and time confirmation for when every mail piece enters the postal system, as well as when each piece reaches the carrier delivering that mail. This unique service can be provided by TMT in addition to the other reports TMT intends to provide - describing each day's jobs, number of pieces printed and mailed, total postage, etc.
4. Move updates: When someone moves and fills out a change of address with the US postal service requesting their mail be forwarded, TMT will provide the city of Grand Junction with the new address at no additional charge. This will allow the city of Grand Junction to keep their records current and reduce the research time, energy and cost associated with undeliverable and returned mail.
5. Since beginning to bulk mail in 1996, TMT has never been late with a first class mailing due to any fault of our own. TMT will back up our commitment to the city of Grand Junction with our promise that if TMT should ever be late with a mailing due to our fault, the mail service for that mailing will be **free!**



Company Background

The Master's Touch, LLC (TMT) is a full service print and mail organization, founded in 1994. The term "full service" means we provide all the printing and mailing functions ourselves in our own facility, without any subcontracting. This gives TMT the unique ability to provide very timely service at highly competitive prices, due to our ability to coordinate the entire design, set-up, press printing, variable imaging of data, inserting, sorting and mailing as a seamless project.

TMT provides print and mail service for customers in twelve Western States, including the state of Colorado. Our customers are a blend of both private and public organizations with mail volumes ranging from as small as a few hundred to as many as 250,000 in a single mailing.

Our secure production and warehouse facility headquartered in Spokane, Washington encompasses 36,000 square feet, providing ample room for all of our print and mail activities while giving us plenty of room for growth and state of the art print and mail equipment. Our branch facility located in Kailua, Hawaii serves as a secondary sales office as well as a disaster recovery facility for data, imaging, and (soon) inserting and presort backup.

TMT equipment is all very young by industry standards, with no production equipment over four years old, and most only one to two years old. We have chosen Heidelberg presses for our printing equipment, Pitney Bowes for our inserting equipment, and Canon and Ricoh for our laser printers for variable imaging. These companies produce, arguably, the best equipment available. Yet, it is not the quality of the equipment that TMT considers critical, but the superior service that we consider essential to fulfilling the mission of our organization. That mission is:

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

To this end, new TMT employees are screened more for their commitment to taking care of customers, rather than their skill levels. We believe we can teach the skills but the character must pre-exist and be an integral part of the person, otherwise they will not be successful on our team.

Nonetheless, TMT does not have turnover. It truly does not exist. The reason for hiring has always been due to increased workloads. Nearly half of our staff has been with the company at least ten years, while half of the rest have been with us at least three years – all due to growth.

TMT has been a “premier” customer of the U.S. Postal Service for the past 7 years. To obtain this level, a company is required to produce over one million dollars in revenue to the USPS each year. As a premier customer, a USPS representative is assigned to our account insuring swift and complete resolutions to mailing issues as they arise. In the most recent Gallup survey, the Spokane bulk mail center was named the #1 facility in the United States for customer satisfaction and on-time delivery. Keep in mind, it is not only the quality of the mail service company, but also the USPS bulk mail center handling your mail, that makes the difference in efficient and accurate delivery of your mail. We are proud to have the efficiency of the Spokane facility as one of the benefits we can offer the City of Grand Junction.



Security

Security at The Master's Touch, LLC is taken very seriously. Due to our involvement in the mailing of many first class documents including sensitive financial and personal statements, TMT voluntarily chose to undergo a SAS 70 audit in January of 2009. Financial institutions undergo routine audits by state and federal authorities to determine, among other things, that their member's identity and data remain secure. Part of this review includes a survey of the vendors they use to determine if they, too, have safeguards in place to insure any data they handle remains safe and secure. The SAS 70 audit is the #1 requested verification tool these auditors are looking for when verifying these financial organizations are using certified vendors.

This audit is extremely thorough, covering not only security but the entire process used in handling customer data. Obviously, this audit can prove to be extremely valuable to any organization that has a concern for security and confidentiality of customer data and account information. **A confidential copy** of this report is attached for the city of Grand Junction to review.

Financial Stability

Although it was not asked for in your RFP, it is becoming increasingly important to insure the vendors you deal with are financially secure so there is some degree of assurance that they will be able to take care of your needs into the future. We are happy to provide a confidential copy of our financial report should it be of interest.

Additionally, we can tell you that TMT is completely debt free. ALL of our bills are paid on time every month and we own all of the equipment we use in the processing of your mailings, including our warehouse facility. This also gives us opportunity to provide terrific pricing for our customers since we are servicing no debt. It also allows us opportunity to openly consider the acquisition of new equipment and software that will enhance our ability to serve you in the future, since the banks are quite willing to loan us the money for such purchases.



Experience and Qualifications

TMT began to provide mail service for direct mail and simple mailings in 1996. The type of client was non-profit organizations and universities doing appeal mailings, as well as retail customers with special projects. Mailings consisted of envelopes, self-mailers and postcards. In late 1999 and 2000, our focus began to shift to more complex first class mailings, such as County treasurer tax statements and assessment notices, election mailings, credit union statements, and utility bills. Effectively, TMT has had 10+ years experience with first class mailing statements, with this class of mail volume steadily increasing every year. In 2009, TMT mailed in excess of 9 million pieces and has already mailed over 6 million so far in 2010.

Specifically, TMT mails utility bills for customers in quantities as small as 2,000 statements per mailing to as many as 35,000 statements per mailing. TMT initiated business in Colorado several years ago when we began doing mailings for Adams State College. Since that time our Colorado business has grown substantially. This year TMT mailed property tax statements for 14 Colorado County Treasurers. TMT also provides weekly utility billing services for the City and County of Broomfield.

TMT provides both Standard A and First Class mail services. We were one of the first mail services in our region to begin using the Intelligent Mail Barcode, in spite of the fact that it is not required until May 2011. TMT will also become a "Full Service" IMB vendor within the next 60 days making us one of only several hundred companies nationally to become "Full Service". Full Service means we can provide our customers with FREE address move updates as they are recorded by the USPS, as well as the lowest postage rate in the industry, - lower by three tenths of a cent over the lowest first class rates allowed. Only "Full Service" providers are afforded these special privileges.

Due to our in-house graphics and printing capabilities, TMT is able to provide extremely quick turnaround times on both new art setups and press jobs. Our graphics department has a commitment to a 24 hour turnaround on most jobs. Typically art is supplied to us via email or ftp in native Quark, InDesign, Illustrator files, or PDFs. Once art is approved, our press department will usually have the print job ready within 4 or 5 days unless a special paper is hard to obtain or the quantity is unusually high (over 100,000). In all cases, printing never exceeds two weeks. At the same time, when needed, we have produced inserts within 24 hours. Again, we attempt to do the impossible for our customers and to exceed expectations whenever possible.

If the printed piece will be used as an insert in a mailing, the convenience of having TMT provide it at our highly competitive prices makes perfect sense. Any amount of copies that may be needed by the City of Grand Junction would be sent via UPS, with a 2 – 3 day delivery being normal. With ample notice, these extra inserts can be available at the city of Grand Junction prior to the mailing going out.

TMT works closely with our new customers during implementation and even the most complex job required no more than 6 weeks for setup. Our setup process includes one or more face to face meetings with all necessary people involved and then PDF proofs of all our work as we proceed through the various stages of setup. Many think the set-up to be much more complex and time-consuming than what it really is. Our software and conversion programs allow us the ability to get initial proofs to our customers almost always within the first week. TMT can guarantee a set-up process of no more than 6 weeks from start to finish.

ALL Set-up will be provided at NO Charge to the City of Grand Junction!



Meet the key personnel that will be assigned to this project

Jim Cote' – President – will act as the contract manager for this contract. Jim will be the project leader through setup and implementation. He will be responsible for coordinating the printed forms and envelopes and will be designated as the one for questions and trouble shooting at all times. Jim is the founder of The Master's Touch, LLC and has 24 years experience in the printing industry with 15 years experience in the mailing industry. He is the former co-chair of the Spokane Postal Customer Council, and was recently certified at the National Postal Forum in address management and the Intelligent Mail Barcode.

Email: masters@themasterstouch.com

Shelly Espinoza – Customer Service Manager – will be responsible for coordination of all preprinted items that will be included in this project. Shelly has been with the company for ten years and has worked in all facets of the business, including production. This gives Shelly a keen awareness of issues that can arise in production due to a faulty design or improper specifications. Customers love Shelly for her “whatever I can do for you” approach to helping them. When a question or concern regarding the overall project or print production is received, either Shelly or Jim will return that call immediately or, worst case, within 3 hours of your call.

Email: CustSvc@themasterstouch.com

Ven Artemov – Data Processing Manager – will handle all set-up and data processing for your mail. Ven is best described as the gentle genius. He quickly finds solutions to data problems and is extremely patient in helping customers understand the solutions. Ven has been with the company four years. Ven is in charge of setting up at least 2 – 3 major new projects per month. Ven is a great problem solver and has helped customers through many seemingly impossible situations. Frequently, customers are amazed at how Ven finds solutions that seem to stump everyone else. Ven has a keen ability to think “outside the box”. All data questions and data proofing is typically handled by Ven directly. That way if questions, concerns or adjustments need to be made, they can be handled swiftly and with the greatest dexterity.

Email: Venar@themasterstouch.com

James Cote' – Mail Service manager – will handle the actual insertion, sorting, and all mail processing up to and including delivery to the US Postal Service. James has worked in the production area 10 years and served as its manager for the past two years. He is tireless in his commitment to insure on-time mailings, arranging staff and hours so that all personnel and resources needed to complete mailings on time are always available. This is a primary reason why mailings always go out on time. James has a great team of six highly qualified mail service personnel who work in a coordinated effort to make sure mail is processed quickly, with an eye on total accuracy. James boasts a mistake ratio of zero regarding mail piece accuracy and near zero regarding overall quality control.

Email: MailSvc@themasterstouch.com

Total Combined years of experience – 48 years just in our team leaders alone!



Strategy and Implementation

Prior to bringing on large new customers, an open discussion is held with our key staff to insure we have the proper resources, including both personnel and equipment, to handle the new business in the time frames required. There was just such a meeting held in regard to this RFP. Management from our I.T., and production were brought together to discuss the increased volume that would result from an agreement with the City of Grand Junction. Unanimously, all agreed that the increased volume could be easily accommodated. Our current equipment capacity allows us to increase our volume by over 50,000 units per day during a single eight hour shift. Our staff looks forward to the additional business and the opportunity to serve the city of Grand Junction.

Our plan for setting up and establishing a system for providing these services to the city of Grand Junction will begin with the assignment of a highly experienced team member in each primary area of the process:

- A customer service representative will be assigned to the City of Grand Junction to be the primary individual in charge of coordinating the print and mail. All questions and inquiries will funnel through this person so that familiarity with your account will breed quick responses and supreme competency in providing excellent customer service.
- Our data processing manager will personally be responsible for handling the software set-up, coordinating the data transmissions and for the laser printing of each of the forms being printed and mailed. Extreme care is taken to insure legibility and high quality imaging for easy readability and any OCR scanning.
- A primary mail production worker who has been with the organization at least 5 years will be assigned the routine responsibility for insertion, sorting and mailing of the city of Grand Junction mail. Again, this familiarity will help to improve processing speeds and provide quick and accurate alerts to situations should a concern of any type arise.

Initial Set-up

As mentioned earlier, we would like to begin the process by having a face to face meeting soon after the contract award. This will allow us to clearly define the goals and timelines for the set-up and implementation process. It also gives us a great opportunity to share ideas regarding the process so that we can tailor our solution to the specific needs and requests of the city of Grand Junction. Often in these discussions we discover opportunities for additional services that we can provide, with little or no additional effort that can be of significant benefit to our new accounts. (This same reasoning applies to a follow-up meeting after implementation so that we can improve and streamline the process).

At this initial meeting, we would like to obtain samples of how you would like the statement and envelopes to print, both with the static information and the variable statement data, if possible. We will also request an electronic file of sample data, from as little as a few hundred samples to as many as an entire production file. If possible, we will also request a layout map showing where the data in the file will print on the form. In the case of PCL 5 data, this may be unneeded.

With samples in hand, electronic data transmitted to our secure ftp, and a pleasant visit in our minds, we will return to our office to begin the set-up process.



Set-up begins with processing the data through our CASS software to validate the addresses and add the zip+4 information needed to produce a USPS Intelligent Mail Barcode that will allow us to obtain the maximum postal discounts. In addition, the data is parsed out so that placement on the billing form can be completed in any position and/or in any font size and style the city of Grand Junction will prefer.

After the CASS and parsing process has been completed, we will prepare sample statements from the test file supplied to us. It is highly recommended that the test file contain statement samples that can be used to test the limits of every field that will print. This allows us to insure that there is ample room to print all data and no fields are being truncated. These sample statements will be created as PDF's which we will upload to our secure ftp, for review and proofing by the city of Grand Junction. Notations of any corrections that need be made will be submitted by the city of Grand Junction to TMT so that adjustments can be made and new proofs returned for review. This proofing process will continue until the city of Grand Junction is 100% satisfied that the samples are accurate.

Once samples have been approved, TMT will produce hard copy samples and will overnight to city of Grand Junction for a look at the actual printed copy as it will be mailed. Again, any adjustments that need be made will be corrected and new hard copy proofs submitted until the city of Grand Junction is 100% satisfied. Once approved, TMT will be ready to "go live" at any time.

Production

Once we have final approval on test samples, TMT will be prepared to go live. All preprinted stock and envelopes will be prepared and inventoried for initial production. Typically, we like to keep a 3 – 6 month supply on hand. Routine inventory reports declare what our inventory balance is at the end of each month. As supplies reach a "one month left" volume, a reorder is triggered and the city of Grand Junction will be notified so that any art changes required could be accomplished and approved prior to a new batch being produced.

It is highly recommended that TMT produce the preprinted stock and envelopes. This places the complete responsibility for maintaining inventory supplies on us and validates our promise for free mail service should we ever be late. It is not totally uncommon for a batch of paper to come off of a laser printer with toner fading or with poor quality of some sort. When this occurs, TMT replaces this stock at our expense. If perforations are bad or are causing sheets to stick together so that blanks get pulled through the laser, TMT wants to be responsible. When another print vendor is involved, there is too much opportunity for finger pointing – "Your laser printer is out of adjustment" they may say. We might say, "Your perforations are too deep causing one sheet to stick to the next." We prefer to know 100% that it is our issue so we can quickly handle the reprint and the expense of getting it fixed. Again, partly as a result of this philosophy, TMT has never been late with a first class mailing due to any delay on our part.

Once envelope and statement stock is readied and sample proofs are approved, TMT is now ready to receive actual production files via our secure ftp. When your file is transmitted each Thursday, TMT will have a software routine set up to automatically download the file for processing. Within approximately 30 minutes of receipt of your data file, PDF images of the entire file will be uploaded on our secure ftp and an email will be generated and sent to you indicating the proofs are ready for viewing. The email will declare the total number of statements we received as well as the total dollar volume being billed so that you can double-check our figures to insure a 100% accurate transmission. The entire file of PDF's will also give the city of Grand Junction an opportunity to review as many statements as you choose in order to assure total accuracy of the images TMT will print and mail. Once proofs are approved physical print and production will begin.



Variable Imaging

The electronic print file will then be sent to one of four high speed laser printers. Each laser is capable of printing up to 5600 pages per hour. The statements are quality checked at the start of processing and roughly every 500 to 1000 sheets thereafter. Each statement is marked with OMR marks and a sequential number. The OMR marks allow the machine to read and verify that it has fed just one sheet and in the correct order. The sequential numbers allow us to quickly and accurately reprint any statement that gets damaged during processing. When this occurs, the sequence number is noted and a reprint of that statement is generated. Immediately upon completion, the original statement is then shredded.

Folding and Inserting

Once laser printing is completed, the printed statements are brought to the inserting equipment where one of four machines will fold the statement, add any insert and reply envelope, and stuff them all into the outside envelope. The envelope is then sealed on the same inserter and quality checked by the operator by fanning through each stack of envelopes as they are completed. The envelopes are immediately placed in mailing trays, and a protective sleeve is used to enclose them so that none fall out during transportation to the USPS bulk mail facility.

Delivery to USPS

The city of Grand Junction statements will mail under The Master's Touch, LLC first class mailing permit. The envelope will bear no indication where it was mailed from. Delivery to the USPS will be completed on Friday, assuming receipt of production file on Thursday and except for any national holiday. To accommodate holidays, the city of Grand Junction can arrange to provide the production file earlier or arrange for us to mail the following business day. Our commitment to the city of Grand Junction will be to guarantee delivery to the USPS within 24 hours of PDF proof approval or our mail service for that mailing will be free!



Sample Timeline

It might be beneficial to provide the city of Grand Junction a suggested timeline for implementation.

1. Vendor selection May 24th
2. City Council approval June 14th
3. Initial face to face meeting in Grand Junction June 25th (I will be attending Colorado County Treasurer's Conference the following week).
4. Contract award July 1st.
5. Sample data sent to TMT on July 2nd
6. PDF proofs of printed envelopes and/or statements (if agreed) by July 7th
7. PDF proofs of variable imaging by July 15th
8. Corrections or changes to imaging proofs by 19th
9. Final corrections/changes to proofs by July 21st
10. Preprinted envelopes and/or forms completed by July 30th
11. First live production file for mailing sent to TMT August 5th
12. First mailing of live production file on August 6th.



Reporting

Reporting is an important part of the mailing process. Timely and accurate reports can help you verify that all statements were processed and at what rates they were processed, as well as when they were mailed.

Critical Note: It is quite simple and natural to overlook the fact that postage charges will vary from vendor to vendor. Postage will vary based upon two primary factors.

1. The CASS certification percentage will vary based upon the quality of the software each vendor uses. The better the CASS software, the greater percentage of your more mail will qualify for discounts. This CASS rate can vary by as much as 5 – 10% among vendors. We have verified instances where the postage a customer received from us was over \$1,000 less on identical mailings of 100,000+ pieces.
2. The postal presort determines the actual rate at which each mail piece will be charged. Currently, the lowest rate is 33.2 cents each for a one ounce first class letter. Other valid presort rates are 33.5 cents, 35.7 cents, 36 cents, 38.2 cents, and 41.4 cents. Obviously, the more mail that is processed at the lower rates, the lower your overall postage. Although we can't tell you what rates you might receive from any other vendor, TMT guarantees your mail will always receive the lowest rates your mail is eligible for.

TMT will provide the following reports as part of our normal reporting process. If there are additional reports, Grand Junction would like to receive, we will do our best to provide those as well.

Daily Reports

1. Group Report –
 - Identifies the name of the job
 - Identifies the date and time it was run
 - Identifies the total number of statements (sheets of paper) processed
 - Identifies the total number of envelopes mailed
2. 3600 USPS postage Report –
 - Identifies the total number of mail pieces mailed
 - Identifies postal rates incurred
 - Identifies total postage incurred by the mailing
 - Identifies date the mailing was accepted by the USPS

Monthly Reports

The monthly reports will include a spread sheet showing the total number of forms and envelopes used per type of billing per day, as well as a summary for the entire month. Daily and monthly postage totals will also be noted on this spread sheet.

Address Move Updates

OneCode ACS is a service actually provided by the USPS but administered by TMT. This service is requested via the new Intelligent Mail Barcode TMT will be utilizing for addressing your statements. By using this service, TMT will be able to provide electronic notice for every move that takes place where mail is forwarded or is undeliverable for any reason, providing the City of Grand Junction expedited information regarding valid, invalid and updated mailing addresses.

Delivery Confirmation

OneCode Confirm is also a service provide by the USPS but administered by TMT. This service is requested via the new Intelligent Mail Barcode and will provide delivery information for each mailing from induction to the initial Spokane facility to the final postal carrier who will deliver the mail. There may or may not be a small fee for this service, depending on the extent of information requested. This service is quite valuable in that it will allow the city of Grand Junction to verify when mail was sent and received by the customer and could also be utilized to verify when the customer returns their payment.

SECTION 11: SOLICITATION RESPONSE FORM

RFP-3215-10-SH

Printing and Mailing Services for Electronic Invoices

EMS Billing - Average 1,000/mo. *JC*

Print and fold invoice, insert bill, return envelope, optional insert, seal, bundle and mail

\$ 10.⁷⁰ /M
or \$ _____ Ea

Optional services:

Printing inserts

* Assume 5 1/2 x 8 1/2 black one side *JC*

\$ 12.⁰⁰ /M
or \$ _____ Ea

Folding inserts

\$ 5.⁰⁰ /M
or \$ _____ Ea

Printing #9 return envelopes

\$ 25.⁰⁰ /M
or \$ _____ Ea

Printing #10 window envelopes

\$ 29.⁰⁰ /M
or \$ _____ Ea

Option: 8 1/2 x 11 preprinted + preperfed form

\$18.⁰⁰ /M *JC*

Utility Billing - Average 30,000/mo. *JC*

Print and fold invoice, insert bill, return envelope, optional insert, seal, bundle and mail

\$ 6.⁷⁵ /M
or \$ _____ Ea

Optional Services:

Printing Inserts

* Assume 5 1/2 x 8 1/2 black one side *JC*

\$ 12.⁰⁰ /M
or \$ _____ Ea

Folding Inserts

\$ 5.⁰⁰ /M
or \$ _____ Ea

Printing #9 return envelopes

\$ 25.⁰⁰ /M
or \$ _____ Ea

Printing #10 window envelopes

\$ 29.⁰⁰ /M
or \$ _____ Ea

Option: 8 1/2 x 11 preprinted + preperfed form

\$18.⁰⁰ /M *JC*

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 and Exhibit A 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 that he/she is 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 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.
- Prompt payment discount of ~~5~~ percent of the net dollar will be offered to the City if the invoice is paid within 30 days after the receipt of the invoice. Payment Terms Net 30.

Agent shall **initial** each applicable item below to certify acknowledgement.

<i>JL</i>	Initial to indicate the required proposal submittals are enclosed.
<i>JL</i>	Initial to acknowledge receipt of addendum and/or amendment (if applicable). <u>1,2+3</u>

Date: 5/8/2010

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

Jim Cote
Authorized Dealer Agent - (Typed or Printed)

Jim Cote
Authorized Dealer or Agent Signature

President
Title

1405 N. Ash St.
Address of Offeror

Spokane, WA 99201
City, State, and Zip Code

800-301-1347
Phone Number

509 326-7214
Fax Number

masters@themasterstouch.com
E-mail Address of Agent or Sales Contact

808 366-5092
Cell Phone Number



References:

1. **City and County of Broomfield**, One DesCombes Dr., Broomfield, CO. 80020
Contact: Diane Cooper, Phone: 303-438-6316
Email: dcooper@broomfield.org
Project Value is approximately \$25,000 annually

TMT has been providing print and mail services for this customer for just over one year. In fact, they just renewed their contract with us for a second year. In spite of the distance, this customer has found our service and delivery times to be every bit as good as what they were receiving prior to using us, while their cost for services are so much less than what they had been paying. The City and County of Broomfield mails roughly 17,000 mail statements per month. Each Thursday they transmit their data to us via secure ftp and immediately (typically within an hour) receive PDF proofs of their statements for review. After review, they give us a green light to print and mail so that statements are mailed the very next day.

2. **Eagle County Treasurer**, PO Box 479, Eagle, CO 81631
Contact: Karen Shaefer or Mari Renzelman Phone: 970-328-8860
Email: treasurer@eaglecounty.us
Project Value is approximately \$7,500 per project

Eagle County was among our first County Treasurers in the state of Colorado. They were printing and preparing statements internally before signing on with The Master's Touch, LLC. After learning about our company at a treasurer's conference in Steamboat Springs, they chose to give TMT a try. They were not disappointed (**please see reference letter attached**). Eagle has us print all forms and envelopes that are used in the mailing and then sends us their statement data via ftp. Eagle County has now used TMT to print and mail their tax statements for the past two years. TMT mails roughly 40,000 statements for Eagle combining as many statements as are addressed to the same owner into a single envelope, thus saving significantly on postage by reducing the overall number of mail pieces.

3. **City of Cheney** – 609 2nd St Cheney, WA 99004
Contact - Laurie Hale (509) 498-9259
Email: lhale@cityofcheney.org
Project Value is approximately \$30,000 annually

TMT has provided print and mail services for this customer since 2001. They were one of our earliest mailing customers. This customer has us mail roughly 6,000 statements on the last business day of every month. We print all the statements, mailing envelopes and inserts for every mailing. Often the inserts are decided at the last minute. TMT has always accommodated those late requests and has never once missed a mail date since the very first mailing. Print data is supplied to us by 10:00 AM and statements are mailed the same day. TMT also mails second notices and shut off notices with similar, though not as demanding time frames.

TMT also has instruction from this customer to print certain batches of statements and return to them un-mailed for review and disposition from their office. TMT has this capability and can provide the same or similar process for the City of Grand Junction, as well.

(Reference letter attached)



4. **Spokane County Utilities** – 1026 W Broadway Spokane, WA 99260
Primary Contact – Maureen Ades - (509) 477-7285 or Janice Clark - (509) 477-3604
Email: mades@spokanecounty.org
Project Value is roughly \$65,000.00 annually.

TMT has been providing print and mail services for this customer since 2003. TMT mails roughly 38,000 mail pieces at the beginning of each month for this customer. At the inception of our contract, we provided just the mail services. The printed forms and envelopes came from another vendor as the initial RFP was for mail services alone. During the initial term of our mailing contract, the vendor who supplied the forms provided a run of statements where the perforation was coming apart on our inserting equipment creating a huge challenge for us to keep all elements of each statement going into the same envelope. We struggled through a month's worth of these bad forms until replacements could be provided.

Several months later a batch of envelopes came in where the window was made crooked, and moved up and down at random, so that the addresses would not properly show through the window. Initially, the vendor blamed our equipment, but after several days agreed it was their problem and would provide replacement envelopes on a rush basis in 3 weeks. In the meantime, our customer was faced with mailing three weeks late. We offered to produce replacements in 3 days and the customer agreed. After this final episode, a new RFP was issued combining the mail service and supply of all printed materials under a single scope of work. TMT was awarded this new contract in 2005 and has had it renewed annually ever since then.

Note: Additional reference letters are attached for your review.

CITY & COUNTY OF BROOMFIELD



Samples Provided By:
The Master's Touch, LLC
509-326-7475

Email: Sales@themastertouch.com

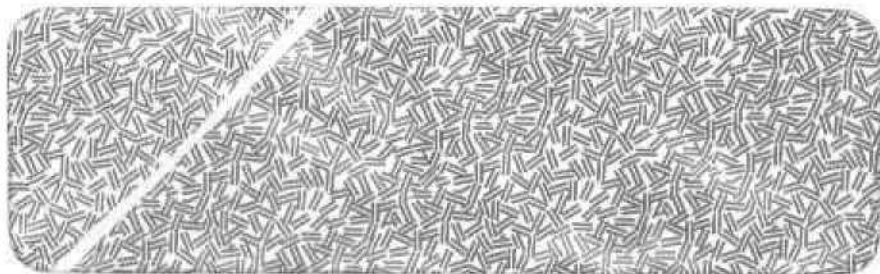


PORT



City and County of Broomfield

UTILITY BILLING
ONE DECOMBES DRIVE • BROOMFIELD, COLORADO 80020



Presorted First Class
U.S. Postage
PAID
The Master's Touch, LLC
99224

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themasterstouch.com

Return Address



Postage
Required
Post Office will
not deliver
without proper
postage.

CITY AND COUNTY OF BROOMFIELD
DEPT 67
DENVER CO 80281-0067

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themasterstouch.com





NewsNotes: FOR YOUR INFO

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themasterstouch.com

September 2009

Coming Up -

September 26: Teen Improv Club, 2:00 to 4:00 p.m., Mamie Doud Eisenhower Public Library, 3 Community Park Road.

September 26: Fishing at the Bay, 250 Lamar Street. For ages 12 and under accompanied by an adult. Bring fishing poles, hooks and bait. Limit is two trout. Register online at <http://econnect.ci.broomfield.co.us> or call 303.464.5500.

September 26: Investor Education in Your Community seminar at the Library, 3 Community Park Road. 9:30 a.m. to 12:30 p.m. Call 720.887.2350 to reserve a place. Space is limited.

September 29: Rocky Mountain National Park trip for a cookout and elk viewing. Features a barbecue picnic in Estes Park: \$24 for residents, \$26 non-residents includes transportation, barbecue, drinks. \$10 park entrance fee on your own. 1:00 to 8:30 p.m. Register online at <http://econnect.ci.broomfield.co.us> or call 303.464.5500.

October 7: CU jazz faculty in Broomfield featuring Cole Porter and other great American Songwriters - tunes from the great American songbook. 7:00 p.m. Broomfield Auditorium, 3 Community Park Road.

October 16: Wild Mountain Celts. Broomfield Auditorium. Tickets: \$10 adults, \$5 for seniors and students, \$20 for four.

October 21, 23, 24: "DogsBreath Devereaux, The Dastardly Doctor," or "Nurses! Foiled Again" melodrama at the Broomfield Community Center, 280 Lamar Street. \$5 for dress rehearsal and brunch October 21 at 2:00 p.m., \$15 for dinner theater October 23 and October 24. \$7.50 for children. Register online at <http://econnect.ci.broomfield.co.us> or call 303.464.5500.

October 30: Spirits and Spooks Wine and MicroBrew Tasting and Fundraiser for Senior Resources. Costume contest, refreshments from local restaurants, with music by the Soho Band. 6:30 to 9:00 p.m. Must be 21 to participate. Tickets: \$20 at the Senior Center front desk or at the door. For more information, call 303.464.5526.

October 31: The Great Broomfield Pumpkin Festival, 1:00 to 4:00 p.m. (location to be determined). Carnival games, prizes, wagon rides, and a trick or treat street. Fee is \$6 for one series of carnival games and treat street. For kids of all ages. Register online at <http://econnect.ci.broomfield.co.us> or call 303.464.5500.



'Art for Awhile' Begins in Broomfield

Broomfield's Sculpture on Loan Program, spear-headed by the Public Art Committee, will soon be seen in Community Park. Similar to rotating exhibits in Glenwood Springs, Greeley, Lafayette and Aurora, Broomfield's program is called "Art for Awhile." The art will be on display until September 1, 2010.

Three artists, Barbara Baer, Susan Quinlan and Bill Vielehr, were picked by the committee to lend their work for one year for a \$750 honorarium. The location for the art is in Community Park, west of the Mamie Doud Eisenhower Public Library and Broomfield Auditorium, 3 Community Park Road, Broomfield, Colorado.

Baer's piece is titled "Bower," Quinlan's is "Ancient Pillar," and Vielehr's is "Human Glyph Series A."

The committee will provide plaques for each piece listing title, artist, materials, price, and contact information for purchase. A ten percent commission of the purchase price will be retained by the Broomfield Public Art Committee.

For more information, please call 303-464-5835/5829.

Broomfield City Council

October 13 and 27

Regular City Council meetings begin at 6 p.m. in the City Council Chambers, City and County Building, One DesCombes Drive.

The meetings also may be viewed live on KCCB Channel 8 for Comcast subscribers, and live on Broomfield's Web site.

The meetings are also rebroadcast online. Visit www.broomfield.org for a schedule.



City and County of Broomfield

Utility Statement

ONE DESCOMBES DRIVE BROOMFIELD, CO 80020 (303) 438-6319



If you have any questions please call (303) 438-6319
After hours emergency - (303) 438-6400
PAY ONLINE: broomfield.org
AUTOMATED PHONE PAYMENTS: 303.438.6262 OPTION 950

Account Number: [REDACTED]
Bill Date: 09/10/2009
Due Date: 09/25/2009
Total Amount Due: **\$61.54**

Usage Information



Service Address [REDACTED]
Cycle/Route 2 - 219
Service Period 08/03/2009 to 08/31/2009
Number of Days 28
Current Reading 800
Previous Reading 787
Current Usage 13,000
Previous Year 25,000

Billing Detail



Service	Charge
Water Service Base Charge	8.74
Water Usage Charge	36.40
Sewer Usage Charge	13.80
Federal Mandate	2.60
Total	61.54

Message Center



It pays to B in the Loop! When you subscribe to B in the Loop; You will receive an online coupon for special discounts to the Paul Derda Receration Center! Go to: www.broomfield.org/subscribe. Within one business day you will receive the email link to your online coupon!

Billing Summary



Last Bill Amount	78.34
Payments	-78.34
Adjustments	0.00
Balance Forward	0.00
Current Charges	61.54
Total Amount Due	61.54

Delinquent Accounts assessed a \$5.00 late charge 30 days after billing date with service terminated 45 days after billing date.
Reconnection charge is \$25.00.

PLEASE RETURN THIS PORTION WITH YOUR REMITTANCE

Service Address [REDACTED]
Bill Date 09/10/2009
Due Date 09/25/2009

Remittance address (with stub)
City and County of
Broomfield
Dept 67
Denver, CO 80281-0067



Account Number	[REDACTED]
Payment Amount	\$61.54

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themasterstouch.com

0274959300000000000000000061542

211
311



-- SEE REVERSE FOR IMPORTANT INFORMATION

Real Property Appeal Rights

To preserve your right to appeal the 2010 assessment, your mailed appeal must be received by the Eagle County Assessor's office no later than June 1, 2010, or you must appear in the Eagle County Assessor's office between May 1 and June 1, 2010. After these dates, your right of appeal to the Assessor is waived. We recommend that the Assessor's account number be included in any correspondence to ensure your appeal is addressed.

If you have questions, please contact the Eagle County Assessor's office at (970) 328-8640 or (800) 225-6136 x8640 (Colorado only).

Please Note: This notice is sent to you in compliance with Paragraph 8(c), Section 20, Article X of the Colorado Constitution. Inclusion of this notice with your tax notice saves the taxpayers of Eagle County approximately \$20,000.

Mark Chapin, Eagle County Assessor

Samples Provided By:

The Master's Touch, LLC

509-326-7475

Email: Sales@themasterstouch.com



EAGLE COUNTY

OFFICE OF THE TREASURER
AND PUBLIC TRUSTEE
P.O. BOX 479
EAGLE, COLORADO 81631-0479

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themasterstouch.com

Presorted First Class
U.S. Postage
PAID
The Master's Touch, LLC
99224

IMPORTANT PROPERTY TAX DOCUMENT ENCLOSED

PROPERTY
OWNER
OF
RECORD

CHAVEZ, LAWRENCE N.
4510 S JASON
ENGLEWOOD CO 80110-5806



111
17

AMPLE

MAIL EARLY - AVOID PENALTIES

Payments must have a U.S. postmark on or
before the delinquent date shown.

1ST HALF PMT. DUE BY: FEB 28TH
2ND HALF PMT. DUE BY: JUNE 15TH
FULL PAYMENT DUE BY: APRIL 30TH

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themastertouch.com

OFFICE OF THE TREASURER AND PUBLIC TRUSTEE

PO BOX 479
EAGLE CO 81631-0479



Postage
Required.
Post Office will
not deliver
without proper
postage.



ACCOUNT# R001520
 PARCEL # 220519402009
 TAX DISTRICT # 031

REAL ESTATE PROPERTY TAX NOTICE
2009 TAXES DUE IN 2010

EAGLE COUNTY TREASURER
 BOX 479, 500 BROADWAY
 EAGLE, CO 81631-0479
 www.eaglecounty.us



TAX AUTHORITY	TAX LEVY	TEMP TAX CREDIT	GENERAL TAX	VALUATION	ACTUAL	ASSESSED
TOWN OF RED CLIFF	33.878		1,583.46	LAND	151,160	46,740
CO RIVER WATER CONSERVATI	0.253	0.087	7.76			
EAGLE VALLEY LIBRARY DIST	2.750		128.54			
EAGLE CTY HEALTH SERVICE,	2.030	0.250	83.20			
EAGLE COUNTY 001 - 011	8.499		397.24			
EAGLE RIVER FIRE PROTECTI	5.550		259.41			
COLO MTN COLLEGE (CMC), 0	3.997		186.82			
RE50J SCHOOL DIST, 015 -	19.402		906.85			
TOTAL			3,553.28			
	NET LEVY--> 76.022		3,553.28			
	GRAND TOTAL		3,553.28			

S B 25 -- In absence of State Legislative Funding, your School General Fund mill levy would have been 16.028

LEGAL DESCRIPTION OF PROPERTY
 Subdivision: RED CLIFF Block: J Lot: 46 AND:- Lot: 47 BK-0237 PG-0524

PROPERTY LOCATION: SPRUCE DR RED CLIFF AREA

MESSAGES
 IF THESE TAXES ARE ESCROWED BY YOUR LENDER, PLEASE FORWARD A COPY OF THIS NOTICE TO THEM. IF IN DOUBT, CONTACT YOUR LENDER TO CONFIRM THEY WILL BE REMITTING YOUR 2009 (DUE IN 2010) TAX PAYMENT.
 MOBILE HOME PROPERTIES MAY NOT BE MOVED WITHOUT A VALID PERMIT OR PRORATED TAX RECEIPT AND A TRANSPORTABLE MANUFACTURED HOME PERMIT FROM THE COUNTY TREASURER'S OFFICE. VIOLATORS SHALL BE PROSECUTED.

Unpaid prior year taxes:
 Contact Treasurer's Office immediately if a number appears above

PAYMENT	DUE DATE	AMOUNT
FIRST HALF	FEB 28, 2010	1,776.64
SECOND HALF	JUN 15, 2010	1,776.64
FULL PAYMENT	APR 30, 2010	3,553.28

R001520
 CHAVEZ, LAWRENCE K,
 4510 S JASON
 ENGLEWOOD CO 80110-5606



Make Checks Payable To:
 EAGLE COUNTY TREASURER

DO NOT PAY THIS BILL IF YOUR MORTGAGE COMPANY WILL MAKE THIS PAYMENT.

Please see reverse side of this form for additional information.



RETAIN TOP PORTION FOR YOUR RECORDS

2009 TAXES DUE IN 2010



Unpaid prior year taxes:

Contact Treasurer's Office immediately if a number appears above

To obtain a receipt, please check here and include a self-addressed, stamped envelope or provide an email address below

RETURN THIS COUPON FOR SECOND HALF PAYMENTS

2nd Half Coupon

2

Return this coupon with payment to:
 EAGLE COUNTY TREASURER
 BOX 479, 500 BROADWAY
 EAGLE, CO 81631-0479

ACCOUNT NUMBER
 R001520

IF YOUR MAILING ADDRESS IS NOT CORRECT.
 Check this box for change of address, make changes and sign below.

R001520

PROPERTY OWNER OF RECORD
 CHAVEZ, LAWRENCE K,
 4510 S JASON
 ENGLEWOOD CO 80110-5606



SECOND HALF DUE BY JUN 15, 2010 **1,776.64**

PAYMENTS MUST BE MADE IN U.S. FUNDS AND DRAWN ON A U.S. BANK

OWNER'S SIGNATURE

2009 TAXES DUE IN 2010



Unpaid prior year taxes:

Contact Treasurer's Office immediately if a number appears above

To obtain a receipt, please check here and include a self-addressed, stamped envelope or provide an email address below

RETURN THIS COUPON WITH FIRST HALF OR FULL PAYMENTS

Full Payment or 1st Half Coupon

1

Return this coupon with payment to:
 EAGLE COUNTY TREASURER
 BOX 479, 500 BROADWAY
 EAGLE, CO 81631-0479

ACCOUNT NUMBER
 R001520

IF YOUR MAILING ADDRESS IS NOT CORRECT.
 Check this box for change of address, make changes and sign below.

R001520

PROPERTY OWNER OF RECORD

Samples Provided By:
The Master's Touch, LLC
 509-326-7475
 Email: Sales@themastertouch.com

FIRST HALF DUE BY FEB 28, 2010 **1,776.64**

PAYMENTS MUST BE MADE IN U.S. FUNDS AND DRAWN ON A U.S. BANK

FULL PAYMENT DUE BY APR 30, 2010 **3,553.28**

OWNER'S SIGNATURE



Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themasterstouch.com

Steve Miller, Assessor
100 West Oak Street, Suite 2000
PO Box 1190
Fort Collins, CO 80522-1190

2010 Real Property Notice of Valuation

This notice serves as your *2010 Real Property Notice of Valuation*. Your 2010 value will be used to calculate the property tax bill you pay in 2011. The value will remain the same as shown on the enclosed tax statement, unless your property underwent new construction, remodels and additions, demolition, change of use, or any other change which requires reappraisal under Colorado law. Should your 2010 value be changed for any reason, you will receive an additional Notice of Valuation by May 1, 2010.

On your tax statement, you will find the current actual value for your property at the top of far right-hand column. That actual value will remain the same for 2010 unless affected by one of the changes described above.

If you believe your 2010 value is incorrect, you have the right to protest to the Larimer County Assessor. To protest, you may visit the Assessor's office, mail or fax a letter between May 1, 2010 and June 1, 2010.

Larimer County Assessor
P.O. Box 860
Fort Collins, CO 80522
Fax: (970) 498-7070

Please include as much information as possible to explain why you believe the value the Assessor has assigned is incorrect. Property sales information is available online at www.larimerassessor.org. The Assessor will consider your protest and send you a response on or before June 30, 2010.

If you have questions about this *2010 Real Property Notice of Valuation*, please call the Larimer County Assessor's Office at (970) 498-7050.

This notice does not apply to business personal property



If the mailing address on the enclosed tax notice is not correct please complete the information below and include it with your tax payment or send it to: **Larimer County Assessor, PO Box 860, Fort Collins, CO 80522**

Parcel Number _____ Schedule Number _____

Owner's Name _____
(As it appears on the tax notice)

Mailing Address _____

Property Owner's Signature _____ (Date) _____
(Unsigned forms will be returned for signature)



LARIMER
COUNTY

COMMITTED TO EXCELLENCE

OFFICE OF THE TREASURY

P.O. BOX 1250

FORT COLLINS, COLORADO 80522-1250

Myrna J. Rodenberger, Treasurer

IMPORTANT !!
PROPERTY TAX NOTICE ENCLOSED

Presorted First Class
U.S. Postage
PAID
The Master's Touch, LLC
99224

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themasterstouch.com



PROPERTY TAX STATEMENT

Myrna J. Rodenberger, Treasurer
 P. O. Box 2336, Ft. Collins, CO 80522-2336
 200 W. Oak Suite 2100 Fort Collins, CO 80521
 phone: (970) 498-7020
 www.larimer.org/treasurer
 email: marteldj@larimer.org

2009 Taxes Payable in 2010

SCHEDULE NUMBER: 0292036		TAX DISTRICT: 1037	PROPERTY TYPE: RL Mineral	PARCEL NUMBER: 881000008	
TAX AUTHORITY	MILL LEVY	LEVIED TAX		VALUATION	ACTUAL ASSESSED
POUDRE R-1 GENERAL FUND	35.28600	\$2.47		\$230.00	\$70.00
POUDRE R-1 BOND PAYMENT	12.70300	\$0.89		ASSESSED VALUE x MILL LEVY = LEVIED TAX	
LARIMER COUNTY	22.43500	\$1.57			
WELLINGTON FIRE DISTRICT	9.74700	\$0.68			
HEALTH DIST OF NO LARIMER CTY	2.16700	\$0.15			
LARIMER CO PEST CTRL DST	0.14200	\$0.01			
POUDRE RIVER PUBLIC LIBRARY DIST	3.00000	\$0.21			
N COLO WATER CONS DIST	1.00000	\$0.07			
		86.48000	\$6.05		
PROPERTY LOCATION see Legal Description				TAX AMOUNT	
LEGAL DESCRIPTION OF PROPERTY UNDIV 203/2000THS INT IN ALL GAS, OIL AND M/R ON N 1/2 10-8-68				BALANCE	
ADDITIONAL PROPERTY INFORMATION				Amount Due	
				\$11.05	
				PAYMENT DUE DATE AMOUNT DUE	
				FIRST HALF March 1 \$0.00	
				SECOND HALF June 15 \$0.00	
				FULL PAYMENT April 30 \$11.05	
PROPERTY OWNER OF RECORD		PROPERTY STATUS CODES		<p>The Colorado Legislature has suspended the Senior Homestead Exemption for property tax year 2009, payable in 2010.</p>	
REDEKER, JOHN A DBA AMICUS ENERGY CO 1190 EAGLE RD BROOMFIELD CO 80020-1222					

- Use enclosed envelope to mail payment.
- See letter from Assessor for mailing address changes.
- Post dated checks are not acceptable.
- If you have sold this property, please forward this statement to the new owner or return to this office marked "property sold".
- The Treasurer's Office is required by law to send this notice to the owner of record. If your taxes are paid by a mortgage company, please keep this notice for your records.

- County Treasurer is not responsible for erroneous payments. If in doubt, please check with your mortgage holder to determine who is to make the tax payment. Failure to do so could result in delayed processing of your account.
- Please write your schedule number(s) on your check for the properties your check is making payment. This will ensure the proper credit is applied to the proper account.
- Please see the back of this statement for credit card payments or visit our website at www.larimer.org/treasurer/creditcard for credit card payment information. Additional processing fees will apply. Credit card payments can be accepted up to August 31st of each year. Certified funds are required for payment as of September of each year.

Make checks payable to:
LARIMER COUNTY TREASURER

THIS IS THE ONLY NOTICE YOU WILL RECEIVE
 RETAIN TOP PORTION FOR YOUR RECORDS



2009 Taxes Payable in 2010

SCHEDULE NUMBER:
0292036

RETURN THIS COUPON FOR SECOND HALF PAYMENT

2nd Half Payment Coupon

2

- Your cancelled check is your best receipt and saves you tax dollars.
 To obtain a receipt, by mail, check the box, add \$2.00 to your payment, then return this coupon with payment.

Make checks payable to: LARIMER COUNTY TREASURER

Samples Provided By:
The Master's Touch, LLC
 509-326-7475
 Email: Sales@themasterstouch.com

311
1/1



PROPERTY TYPE: RL Mineral

PROPERTY STATUS CODES

2ND HALF DUE BY June 15 **\$0.00**

Late payments will accrue delinquent interest. Delinquent interest accrues at 1% per month. All unpaid real property and mobile home taxes will be sold at tax lien sale in November.



2009 Taxes Payable in 2010

SCHEDULE NUMBER:
0292036

RETURN THIS COUPON FOR FULL OR FIRST HALF PAYMENT

Full or 1st Half Payment Coupon

1

- Your cancelled check is your best receipt and saves you tax dollars.
 To obtain a receipt, by mail, check the box, add \$2.00 to your payment, then return this coupon with payment.

Make checks payable to: LARIMER COUNTY TREASURER

Samples Provided By:
The Master's Touch, LLC
 509-326-7475
 Email: Sales@themasterstouch.com



PROPERTY TYPE: RL Mineral

PROPERTY STATUS CODES

1ST HALF DUE BY March 1 **\$0.00**

FULL AMOUNT DUE BY April 30 **\$11.05**

Late payments will accrue delinquent interest. Delinquent interest accrues at 1% per month. All unpaid real property and mobile home taxes will be sold at tax lien sale in November.

The Pipeline



May/June 2010

8000 NE 52 Court
PO Box 8979
Vancouver, WA 98668

Phone: 360-750-5876
Fax: 360-750-7570

Hours of Operation:
Monday-Friday
8:00 am—5:00 pm
Closed Sat, Sun, &
Holidays

Emergency? Call us
@ 360-750-5876
24 hours per day/
7 days per week

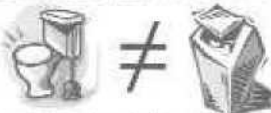
Commissioners:
Norm Harker
Neil Kimsey
Denny Kiggins

General Manager:
John M. Peterson

CRWWD Stats... (Jan – Mar 2010)

- Processed 12,407 calls
- Connected approximately 1.2 homes to sewer per day
- 2 new subdivisions
- 1 new commercial project

REMEMBER...

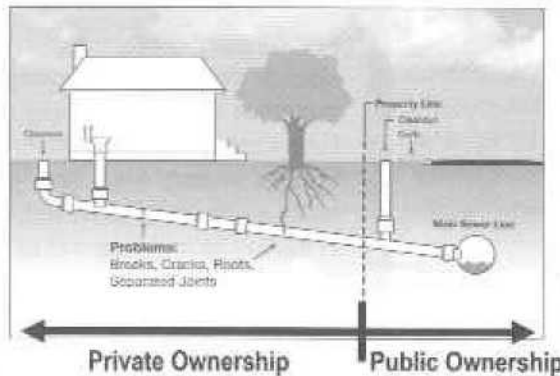


Your Toilet is NOT a trash can!

Sewer Backups Cause Major Damage

Who is responsible? Are you covered?

The District has a comprehensive sewer maintenance program. We perform routine maintenance (inspecting, cleaning and repairing) on our public system, which includes over 500 miles of pipe that serves more than 80,000 people. However, on rare occasions a sewer backup can occur. Sewer backups can be very damaging and property owners often think they have insurance coverage or they think the liability always falls on their sewer service provider. However, liability for damages often falls back to the property owner, so we thought you should know the facts.



Who is responsible?

Property owners are responsible for their private property sewer pipes that connect their homes to the public sewer system. Typically public sewers are the pipes in the public right-of-way. Under state law, when a sewage problem occurs on private property, the District cannot spend public money repairing or cleaning up the mess unless it is responsible for the backup.

Are you covered?

State law and court decisions have held that if a sewer district has an appropriate maintenance program, then

it is not responsible for backups it cannot control (such as heavy rainfall, vandalism, dumping inappropriate material into the system). The District has such a program and, therefore, will typically have limited or no liability for these kinds of sewer backups. So property owners should know what their coverage is and make an informed decision about purchasing extra coverage for sewage backups.

Unfortunately, most of us haven't asked the question "does my insurance policy cover sewer backups?" Often our insurance policies do not cover sewer backups. Those that do may provide very limited coverage. In some cases, an insurance company may offer inexpensive riders, which property owners may buy and add to their existing insurance.

How can I prevent backups?

What can you do to prevent your private property sewer pipes from backing up? Don't put fats, oils or grease down your drains. Don't flush paper or cloth cleaning products down your drains. If you are experiencing slow draining pipes, you may want to call a plumber and ask them to inspect and clean your private property sewer pipes.

Although every incident is a little different, as property owners, we should all be aware of our potential financial exposure in a sewer backup and how to avoid one. We encourage our customers to carry adequate insurance for sewer backups because the financial responsibility so often falls to the property owner. So check your insurance policy and know what is and isn't covered. And take the precautions that will significantly reduce the risk of a sewage backup.

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themastertouch.com



P.O. Box 8979
Vancouver, WA 98668-8979

RETURN SERVICE REQUESTED

STATEMENT ENCLOSED

Prepaid First Class
U.S. Postage
PAID
CRWWD
99224

SAMPLE

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: sales@themasterstouch.com

114315
10





P.O. Box 8955
Vancouver, WA 98668-8955
(360) 750-5876

www.crwwd.com

*Celebrating 50 years - 2008
Expanding the Boundaries of Service*



DUE DATE 04/30/2010	CUSTOMER NUMBER [REDACTED]
BILL DATE 03/31/2010	AMOUNT DUE 255.00
SERVICE LOCATION 6717 NE 84TH ST	

FROM:	TO:	SERVICE DESCRIPTION:	AMOUNT:
03/01/2010	03/31/2010	Previous Balance	816.00
		Payments	-765.00
		Adjustments	-51.00
		Miscellaneous	0.00
		Sewer	255.00
		Finance Charge	0.00
		Lien Interest	0.00

Clark Regional Wastewater District Operating Costs	\$14.66
Treatment Costs Charged by Other Agencies	\$19.34
Monthly Billing Amount	\$34.00

Make checks payable to CRWWD.
Please see back for detailed billing information.

TOTAL DUE ▶

255.00

The District Bills Residential Units on a Bi-Monthly Basis (2 Months Per Bill)

For questions regarding your bill, please contact the Finance Department at Finance@crwwd.com.
GO GREEN! Sign up to receive your billing statement by email.
Go to www.crwwd.com and click on the Online Payments link to get started.



P.O. Box 8955
Vancouver, WA 98668-8955
(360) 750-5876
www.crwwd.com

Payment Due Date
04/30/2010

Customer #
[REDACTED]

Amount Due
255.00

Make checks payable to CRWWD.

Clark Regional Wastewater District



Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themasterstouch.com



0257830000000255000

SPOKANE COUNTY

UTILITIES DIVISION
PUBLIC WORKS DEPARTMENT

(509) 477-3604

MONTHLY STATEMENT OF SEWER CHARGES

SERVICE ADDRESS	ACCOUNT NUMBER	BILLING MONTH	DATE DUE
██████████ WALNUT ST	██████████████████	12/01/2009	12/28/2009

Sewer Service Fees

Operations and Maintenance: 24.79
Wastewater Treatment Plant Charge: 10.55

Capital Facilities Rate

General Facilities Charge: .00
Construction and Finance Costs: 25.02

Total Current Charges 60.36

Late Payment Charges

Penalty: .00
Interest: .00

Lien Total .00

Return Check Fee .00

Previous Balance	Current Charges	Late Charges	Return Check Fee	Payments Received	Adjustments	Amount Due
60.36	60.36	.00	.00	-60.36	.00	60.36

THIS BILL IS DUE AND PAYABLE AND WILL BE DELINQUENT AFTER THE DUE DATE

MESSAGE

Payment is due by the 28th of the month.

▲ Separate Here ▲

**MAKE CHECKS PAYABLE TO:
SPOKANE COUNTY UTILITIES**

RETURN THIS STUB WITH YOUR PAYMENT IN ENVELOPE PROVIDED.
WRITE ACCOUNT NUMBER ON CHECK.

SERVICE ADDRESS	
████████████████████	
ACCOUNT NUMBER	BILLING MONTH
██████████████████	12/01/2009
DATE DUE	PAY THIS AMOUNT
12/28/2009	60.36
AMOUNT PAID \$	

Samples Provided By:
The Master's Touch, LLC
509-326-7475
Email: Sales@themastertouch.com

6895 79 22

SPOKANE COUNTY UTILITIES
PO BOX 2355
SPOKANE WA 99210-2355



01696506696500060361



COMMISSIONERS
Norm Harker
Denny Kiggins
Neil Kimsey

GENERAL MANAGER
John M. Peterson

Post Office Box 8979
Vancouver, WA 98668-8979

8000 N.E. 52nd Court
Vancouver, WA 98665-0983

(360) 750-5876 ♦ FAX (360) 750-7570
www.crwwd.com

In 2009, Clark Regional Wastewater District, located in Vancouver, Washington, issued a request for proposal (RFP) for outside vendor services for monthly printing, inserting and mailing of utility bills to 26,000 District customers. Additional services requested in the RFP included printing billing statement and envelope stock, and printing a customer newsletter, which is inserted in the mailed utility bills. The Master's Touch, LLC was chosen as the vendor to provide these services for the District. The Master's Touch, LLC not only presented the District with the lowest bid prices, but also provided ample examples of work performed by them and offered the District the greatest level of flexibility in process options and statement and envelope designs.

The Master's Touch, LLC worked with the District and the District's lockbox payment provider for two months of testing, to ensure the data was printing correctly on the statements and the payments and envelopes were compatible for payment processing.

The District has completed two full billing cycles with The Master's Touch, LLC and are appreciative of the many ways their staff has gone the extra mile to meet deadlines and ensured bills were complete and accurate. In addition, the District's billing process has been drastically shortened from a two day process to about 4 hours, our bills are mailed out the second business day of the month and we are securing discounted postage on a greater percentage of our statements. Finally, the quality of the work performed by The Master's Touch, LLC has been excellent!



An American Public Works Association Accredited Agency



**LAKE STEVENS
SEWER DISTRICT**

Serving You Since 1957
Dear Karla;

1106 Vernon Road • Suite A • Lake Stevens, WA 98258

(425) 334-8588 • Fax (425) 335-5947

Web Address: lkstevenssewer.org

I want to take a few moments to tell you how happy we are that we have changed to The Master's Touch, LLC for the printing and mailing services for our billing statements. When I met you at a conference, greeted by your friendliness and your openness to share with me the services you offer, I was intrigued to continue meeting with you and Jim Cote to discuss options that made financial sense and give us a reason to change.

After reviewing the services and meeting with Jim, we determined it made financial sense to change to The Master's Touch, LLC. Changing services to you from our current vendor was a decision we did not take lightly as we have to evaluate the entire process; we looked at services and timeframes, not just the price; after it was all said and done, we felt that it would be significant in all areas, enough to make the change worth our while!

We changed services this summer and the move was so worth it! Seamless process and the service we get from the employees is fantastic! We have The Master's Touch, LLC print and mail our billing statements, our quarterly newsletter, and statement stuffers. The service is immediate turn-around, with quick and friendly service to boot! Finally, making the choice we have found that their service at every level has been extraordinary! I have been quite impressed with the number of clients they have that are very well known throughout the state, clients that I know demand quick, quality service, so why not join in!!

Please feel free to use the Lake Stevens Sewer District as a reference, and we will be more than happy to share our positive experience with others!

Sincerely,

Tonya Christoffersen

Tonya Christoffersen
Deputy Manager of Administration
425-334-8588



City of Ephrata

121 Alder Street Southwest
Ephrata, Washington 98823

Phone: 509-754-4601
Fax: 509-754-0912

Voice: 1-800-833-6384
TDD: 1-800-833-6388

April 28, 2010

The Master's Touch
1405 N Ash Street
Spokane, WA 99201-2805

Dear Jim:

When the City of Ephrata implemented a new billing program in the fall of 2008, we also decided to use The Master's Touch to print and mail our monthly utility bills. This has been a great experience. We not only save valuable time, but also have saved significantly on the cost of postage. The service we receive is always excellent and the integrity of your company is of the highest quality. Your staff is always friendly and willing to help with whatever questions we have. Thank you for the outstanding service you provide.

Sincerely,

Louise Rifenberg
Utility Billing

OFFICE OF THE TREASURER

(970) 328-8860

FAX (970) 328-8879

EMAIL: treasurer@eaglecounty.us

OFFICE OF THE PUBLIC TRUSTEE

(970) 328-8870

FAX (970) 328-8871

EMAIL: publictrustee@eaglecounty.us

www.eaglecounty.us



EAGLE COUNTY, COLORADO

KAREN L. SHEAFFER
Treasurer and Public Trustee

March 30, 2009

Jim Cote
The Master's Touch, LLC
1405 N. Ash St.
Spokane, WA 98201-2805

Dear Jim:

I wanted to take this opportunity to thank you for the service you provided Eagle County in printing and mailing our tax notices. 2009 is the first year we have not printed them in house since 1998 and I am extremely happy with the service your company provided.

Your staff has been very pleasant and provided all services agreed to on schedule as well. Our tax notices look professional and in addition, my staff found the return envelopes provided to tax payers for property tax payments have been very convenient for us and have helped streamline our payment posting process.

The service The Master's Touch provided has been excellent, and I look forward to working with you again.

Thank you,

A handwritten signature in cursive script that reads "Karen L. Sheaffer". The ink is dark and the signature is fluid and legible.

Karen L. Sheaffer
Eagle County Treasurer

SUSAN COCHELL
BACA COUNTY TREASURER
PUBLIC TRUSTEE

741 Main Street
Springfield, CO 81073
Phone (719) 523-4262
bacatrea@bacacounty.net

February 19, 2009

RE: Recommendation for Master's Touch

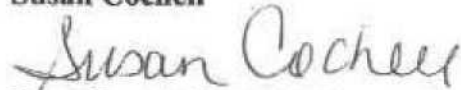
To Whom It May Concern:

I am writing this letter to recommend Master's Touch for your Tax Notice printing and mailing service. Jim Cote' made a presentation at the Colorado Treasurer's Association last year and I was very impressed. We were currently using our computer company to print our notices and stuffing and mailing on our own with normal postage prices. Of course, I had many concerns of which I told Jim about. He was very prompt on his replies. I was one of the first in Colorado to take the plunge with Master's Touch, and I can see them having more business here in the years to come.

Master's Touch, Jim, and all of his associates were always there to answer any questions and help with any problems. We received our tax notices in a very timely manner, and exactly the way I wanted them. I also like the address checking service also included in with their services. I can see our postage and returns going down in the near future.

I will definitely recommend Master's Touch to fellow Colorado Treasurer's.

Susan Cochell


Baca County Treasurer



**LORRAINE WOOLLEY
PROWERS COUNTY TREASURER
AND
PUBLIC TRUSTEE**

301 S. MAIN STREET SUITE 200 LAMAR, COLORADO 81052
PHONE: (719) 336-8081 FAX: (719) 336-7232 prowtrea@prowerscounty.net

April 14, 2009

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

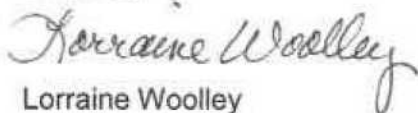
Dear Jim,

Thank you very much for the excellent service you provided in printing and mailing our tax notices this year. Outsourcing the tax notices provided us the opportunity to get a headstart on all the other jobs that have to be done at the first of the year thus reducing the stress level in the office considerably.

The Master's Touch Mailing service saved us money on the printing costs as well as on postage costs and labor costs. The amount of returned tax notices for address corrections was down dramatically since your company CASS certifies and NCOA the addresses prior to mailing which resulted in additional cost savings. Our tax notices were mailed promptly on the date I requested.

It has been a pleasure doing business with your company and I am looking forward to using The Master's Touch for printing and mailing our Tax Notices in the coming years.

Sincerely,


Lorraine Woolley

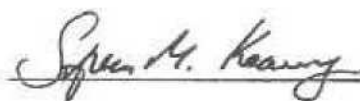
***MAIL CENTER MANAGEMENT
PROFESSIONAL CERTIFICATE***

Presented to:

Jim Cote'

In recognition of your commitment to professional development by attending the required workshops at the:

National Postal Forum
Washington, DC
May, 2009



SENIOR VICE PRESIDENT
CUSTOMER RELATIONS
UNITED STATES POSTAL SERVICE
HEADQUARTERS

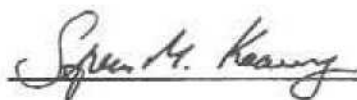
***INTELLIGENT MAIL
PROFESSIONAL CERTIFICATE***

Presented to:

Jim Cote'

In recognition of your commitment to professional development by attending the required workshops at the:

National Postal Forum
Washington, DC
May, 2009



SENIOR VICE PRESIDENT
CUSTOMER RELATIONS
UNITED STATES POSTAL SERVICE
HEADQUARTERS

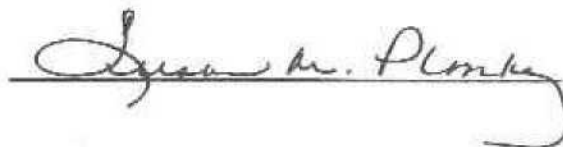
***QUALITY ADDRESSING
PROFESSIONAL
CERTIFICATE***

Presented to:

Jim Cote'

In recognition of your commitment
to professional development by
attending the required workshops at the

National Postal Forum
Anaheim, CA
May, 2008



VICE PRESIDENT,
CUSTOMER SERVICE
UNITED STATES POSTAL SERVICE