



Request for Proposal

RFP # 22-084

Request for Proposals for
**Comprehensive Document Production
& Distribution Services**

Wake County, North Carolina
P.O. Box 550
Raleigh, North Carolina 27602

Proposals are due 10/20/2022, before
3:00 pm local time.



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1 Introduction

1.1 Introduction

The Wake County Department of Tax Administration, herein referred to as “Client”, is seeking proposals from experienced and qualified document processing firms, herein after referred to as “Vendor”, to provide printing and mailing services of bills, letters, statements, certified mail, forms and applications, herein referred to as “notices”, as well as other ancillary services. The Client is also seeking proposals on behalf of its partners, including the Wake County Board of Elections, Wake County Human Services, and the Town of Holly Springs.

1.2 Project Overview

1.2.1 County Overview

Wake County is the most populous county in North Carolina. The County consists of 15 municipalities and includes Raleigh, the County seat and State capitol. The County’s land area is quite large and covers 864 square miles. The County’s population, as of April 1, 2020, was 1,129,410 residents.

1.2.1 Wake County Tax Administration

Wake County Department of Tax Administration focuses on completing all tasks mandated by the North Carolina General Statutes as to the discovery, listing, appraisal, billing and collection of ad valorem property tax and gross receipts tax in the most fiscally responsible, customer focused, and service driven approach possible. The department currently has 97 employees to carry out this mission.

The following statistics are provided as of July 1, 2022:

1) Annual Property Tax Bills	254,000
2) Final Property Tax Notices	45,000
3) Nightly Statements	100-500 per day
4) Value Notices	30,000
5) Business Listings	28,000
6) Individual Listings	43,500
7) Gross Receipts Mailings	600 per month
8) Legal Notices with Certified Mail	15-40 per day

1.2.2 Wake County Partners

A. Wake County Board of Elections

The Board of Elections is responsible for conducting all elections held in Wake County. The Board administers, locally, State election laws. Principal functions include establishing election precincts and voting sites; appointing and training precinct officials; preparing and distributing ballots and voting equipment; canvassing and certifying the ballots cast in elections; and investigating any

voting irregularities. It maintains voter registration, voting records, and provides public information on voters and elections.

B. Town of Holly Springs

The Town of Holly Springs operates under the council-manager form of government, in which an elected Town Council (consisting of a mayor and five council members) establishes policy, ordains law, decides how land is developed, and hires a professional, politically neutral town manager to run day-to-day operations. The town manager also is to provide the council with objective, rational advice and recommendations and to carry out the decisions made by the council in a manner based on sound business practices. As of July 1, 2021, the U.S. Census estimates its population at 43,524. The Town's FY 2023 budget is \$88.5 million

C. Wake County Human Services

Wake County's Health & Human Services department helps people with basic needs, such as food stamps and Medicaid. It also has medical clinics that provide healthcare, information and services to help keep individuals and our community safe. These are services often found in county social services and health departments. Wake County's Public Health Clinics offer health care for children and adults, ranging from treatment to education.

1.3 Scope of Services

1.3.1 Specific Services

The scope of services covered in this RFP is to provide Wake County Tax Administration, and its partners, printing and mailing services of bills, letters, statements, certified mail, forms and applications, and other ancillary services.

RFP Attachment A contains a complete list of current client and partner mailings, with the frequency, volume, file format, form type, and other relevant production information. At a minimum, specific services should include these items, as well as any additions or improvements the vendor chooses to highlight.

1.4 General Proposal Requirements

When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit documents according to the instructions. Failure to follow these instructions will be considered a non-responsive proposal and may result in immediate elimination from further consideration.

By submitting a proposal, Vendors acknowledge that:

- 1.4.1 The County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Vendors at any time to gather additional information.

- 1.4.2 Proposals will be received by Wake County Government at the time noted on the cover page of this document. At that point, Wake County will close the receipt of proposals and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the evaluation process, until a contract is awarded.

Wake County, solely at its option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Vendors are not to contact any county staff or elected official in reference to the process due to the nature of a competitive environment and to protect the integrity of the RFP process. As information becomes available and is relevant for release, that information will be shared with respondents.

2 General Submittal Requirements

2.1 Proposal Contact

This RFP and any subsequent action taken as a result thereof is issued by the Wake County Procurement Services in accordance with North Carolina General Statutes on behalf of the County. Proposal responses should be directed to Procurement Services, specifically to the Purchasing Manager, as outlined below. In regard to this RFP and subsequent procurement process, consultants shall make NO CONTACTS, either written or verbal, with any Wake County employee, staff member, or Board of Commissioner members during the period beginning with the issuance of this document through approval of award unless authorized by the proposal contact. ***Any attempt by a Vendor to contact or influence a member or members of the aforementioned will result in the immediate disqualification of the Vendor from award for items or services on this RFP.***

Proposal Contact:

Melissa England
Wake County Finance Department
Melissa.England@wakegov.com
919-856-6120

2.2 Proposal Submittal Requirements

Vendors are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFP. Each Vendor is required to submit its proposal in a sealed package.

Submit one (1) signed original, one (1) complete copy, and one (1) electronic version on a secure jump drive, of the proposal in a sealed envelope to the address shown below.

Mailing Address:

Melissa England
Wake County Finance Dept - Procurement Services
Wake County Justice Center, 2nd Floor – Ste 2900
301 S. McDowell Street
Raleigh, NC 27601

The County must receive proposals no later than **3:00 PM on October 20, 2022**. The Vendor's name, RFP number, and proposal closing time and date must be marked clearly on the proposal submission. The time of receipt shall be determined by the time clock in the Wake County Procurement Services office. The County will not be held responsible for the failure of any mail or delivery service to deliver a proposal response prior to the stated proposal due date and time. It is solely the Vendor's responsibility to: (1) Ascertain that they have all required and necessary information, documents, and addenda, prior to submitting a response; (2) Ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be accepted. Fax or email responses will not be accepted.

2.3 Vendor Expenses

The County will not be responsible for any expenses incurred by any Vendor in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Wake County and/or its representatives. Further, the County shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement/purchase order by the recommended Vendor even if the Board of Commissioners has formally accepted a recommendation.

2.4 Interpretations, Discrepancies, Omissions, Pre-Proposal Questions

Should any Vendor find discrepancies, omissions, or ambiguities in this RFP, or if the vendor has a pre-preproposal question, the Vendor must request in writing via email an interpretation from proposal contact listed in Section 2.2. The deadline for submitting questions is 09/22/2022 by 3:00 PM. All questions will be answered to the extent possible in the form of addenda to the specifications. All written requests for clarification should be emailed to the attention of Melissa England.

Failure to request an interpretation will be considered evidence that the Vendor understands the provision of the RFP.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. It is the County's intent not to issue any addenda after 10/6/2022.

2.5 Tentative Schedule

Date	Event
09/01/2022	RFP Released
09/22/2022 by 5:00 pm	Submittal for Interpretations to be Emailed to County
10/6/2022	Deadline for any Written Addendum
10/20/2022 by 3:00 pm	Proposals due before 3:00 PM

2.6 Finalists and Interviews

From the proposals received, County staff may identify a short-list of finalists. The finalists may be expected to respond to questions regarding their proposal through an interview. Additional information regarding the content of the interview will be provided to the selected finalists if interviews are scheduled.

2.7 Award

Wake County reserves the right to award a contract, based on initial offers received from Vendors, without discussion and without conducting further negotiations. Under such circumstance, the acceptance of a proposal by the County shall be deemed to be an acceptance of an offer and that such acceptance will be binding upon both parties. The County may also, at its sole discretion, have discussions with those Vendors that it deems to fall within a competitive range. The Client may conduct such investigations as it considers necessary to assist in the evaluation of any proposals to establish responsibility, qualifications, and financial ability of any potential vendor to perform the services specified under this request. The County may enter into negotiations separately with such Vendors. Negotiations with a Vendor may continue with a Vendor that the County has tentatively selected to award a contract to. The County shall not be deemed to have finally selected a Vendor until a contract has been successfully negotiated and signed by both parties. The contract must be approved by the County's Finance Department, County Attorney's Office, and County Manager's Office. In addition, the award may require approval by the Wake County Board of Commissioners.

2.8 Non-disclosure of County Information

The Vendor and its agents shall treat all data and information gathered by the Vendor and its agents, including this RFP and all reports, recommendations, specifications, and data as confidential. The Vendor and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

2.9 Retention of Vendor Material

All information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

3 General Terms and Conditions

3.1 Certification

The Vendor hereby certifies that it has carefully examined this Request for Proposal and the Vendor certifies that it understands the scope of the work to be done and that the Vendor has knowledge and expertise to provide the scope of the work. By signature on the response to the RFP, the Vendor certifies that its proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all proposals for the purchase will result from free, open, and competitive proposing among all consultants. Further, the Vendor certifies that it understands that collusive bidding/proposing is a violation of Federal law and can result in fines, prison sentences, and civil damage awards.

3.2 Conflict of Interest

By submission of a response, the Vendor agrees that at the time of submittal, it: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Vendor's services, or (2) will not benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by Wake County. Vendors shall identify any interests, and the individuals involved, on separate paper with the response and shall understand that the County, in consultation with legal counsel, may reject their proposal.

3.3 Assignment

No assignment of the Vendor's obligations or the Vendor's right to receive payment hereunder shall be permitted without prior consent of the County. The Vendor may not sell, assign, transfer or convey the contract resulting from this RFP, in whole or in part, without the prior written approval from the County.

3.4 Indemnification

The Consultant will indemnify and hold the County harmless from any and all liability, expense, judgment, suit, or cause of action for personal injury, death, or direct damage to tangible property which may accrue against the County to the extent it is caused by the negligence of Consultant, its sub-consultants, or their employees or agents, while performing duties under this Agreement, provided that the County gives the Consultant prompt, written notice of any such claim or suit. The County shall cooperate with the Consultant in its defense or settlement of such claim or suit. This section sets forth the full extent of the Consultant's general indemnification of the County from liabilities that are in any way related to Consultant's performance under this Agreement.

3.5 Independent Contractor

It is understood that in the performance of any services herein provided, the Vendor shall be, and is, an independent contractor, and is not an agent or employee of the County and shall furnish such services in its own manner and method, except as required by this

contract. Further, the Vendor has, and shall retain the right to exercise full control over the employment, direction, compensation, and discharge of all persons employed by the Vendor in the performance of the services hereunder. The Vendor shall be solely responsible for, and shall indemnify, defend, and save the County harmless, from all matters relating to the payment of its employees, including compliance with Social Security, withholding, and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

3.6 Payment

Payment for the services rendered pursuant to the Agreement resulting from this RFP shall be made in amounts and at times set forth in the Agreement and shall be made upon receipt of original invoice(s) in accordance and in conformity with payment dates for bills and claims as established by the County. Prior to payment, the Consultant must submit an original dated itemized invoice of services rendered. (Photographs or facsimiles of invoices will not be accepted.) Any reimbursement for expenses as allowed in the Agreement that are included in the invoice(s) must be supported with attached original billings for such expenses.

3.7 Insurance

Vendors shall obtain, at their sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Risk Manager. Workers' Compensation Insurance, with limits for Coverage A Statutory-State of North Carolina and Coverage B Employers Liability \$500,000 each accident, disease policy limit and disease Each Employee.

Commercial General Liability - Combined single limits of no less than \$1,000,000 each occurrence and \$2,000,000 aggregate. This insurance shall include Comprehensive Broad Form Coverage including contractual liability.

Commercial Automobile Liability, with limits of no less than \$500,000 Combined Single Limit for bodily injury and property damage. Evidence of commercial automobile coverage is only necessary if vehicles are used in the provision of services under this Agreement and/or are brought on a Wake County site.

Professional Liability (Errors and Omissions) with limits of no less than \$100,000 each occurrence and \$500,000 aggregate.

Cyber Liability Insurance, with limits not less than \$3,000,000 per claim. Coverage shall be sufficiently broad to respond to the duties and obligations undertaken by Provider in this Agreement regarding sensitive information in any form in Provider's care, custody, or control, and shall include but not be limited to third party liability coverage for loss resulting from denial of service, unauthorized access, security failure, system failure, extortion, or any failure to prevent disclosure of sensitive information, including but not limited to Confidential Information (defined herein). Breach/crisis response coverage must include actions required by federal and/or state statutes, and include but not be limited to notification, call center costs, regulatory fines and penalties, investigation, and identity theft and credit report services, with limits sufficient to respond to these obligations.

All insurance companies must be licensed in North Carolina and be acceptable to the County's Risk Manager. Insurance Policies, except Workers' Compensation, shall be endorsed (1) to show Wake County as additional insured, as their interests may appear and (2) to amend



cancellation notice to 30 days, pursuant to North Carolina law. Certificates of insurance shall be signed by a licensed North Carolina agent and be amended to show "thirty (30) days' notice of change or cancellation will be given to the Wake County Risk Manager by certified mail."

Copies or originals of correspondence, certificates, endorsements, or other items pertaining to insurance shall be sent to:

Wake County Risk Manager
Room 900 - WCOB
P. O. Box 550
Raleigh, NC 27602

If the Vendor does not meet the insurance requirements of the specifications, alternate insurance coverage satisfactory to Wake County may be considered.

3.8 Governing Law

This RFP and any contract resulting therefrom shall be governed by and construed according to the laws of the State of North Carolina. Should any portion of any contract be in conflict with the laws of the State of North Carolina, the State laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect.

3.9 Confidential Information/Public Records Law

INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina's Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively "Procurement Process"), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the Vendor. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

CONFIDENTIAL OR TRADE SECRET INFORMATION

If a Vendor nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of [NCGS 132-1.2](#) "Confidential Information" must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be "confidential" or "trade secret" by Vendor must be clearly marked as such on the face of the document(s) at the time of the initial disclosure/submittal of RFP.** In addition, although not required by law, Wake County requests that any Vendor who submits a proposal or response containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection, thus Vendors should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as “trade secret” or “confidential” upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the Vendor will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a Vendor, the Vendor may participate at its own expense; and by deeming any information in a proposal or response confidential, Vendor further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.

3.10 Compliance with Laws and Regulations

Vendor must comply with all applicable State and Federal Laws. In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful Vendor to notify Wake County at once, indicating in their letter the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

3.11 Acceptance

Submission of any proposal indicates a Vendor’s acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in the County’s best interests to do so. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Vendors if it is deemed in the County’s best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

3.12 Additional Services

The County reserves the right to negotiate additional services with the Consultant at any time after initial contract award.

3.13 E-Verify

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal, or any other response, or by providing any material, equipment, supplies, services,

etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

3.14 Iran Divestment Act

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., consultants and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to [NCGS 147 Article 6E, Iran Divestment Act](#), Iran Divestment Act Certification. Consultants and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. In addition, any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

3.15 Federal Uniform Guidance

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable): Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324).

3.16 Anti-Discrimination

In consideration of signing this Agreement, the Parties hereby agree not to discriminate in any manner on the basis of race, natural hair or hairstyles, ethnicity, creed, color, sex, pregnancy, marital or familial status, sexual orientation, gender identity or expression, national origin or ancestry, marital or familial status, pregnancy, National Guard or veteran status, religious belief or non-belief, age, or disability with reference to the subject matter of this Contract. The Parties agree to comply with the provisions and intent of Wake County Ordinance SL 2017-4. This anti-discrimination provision shall be binding on the successors and assigns of the Parties with reference to the subject matter of this Contract.

4 Detailed Submittal Requirements

4.0 Proposal Format

Vendors shall prepare their proposals in accordance with the instructions outlined in this section. Each Vendor is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Vendor's capabilities to satisfy the requirements of the RFP. Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections with tabs for each section:

**PROPOSAL
SECTION TITLE**

	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Vendor Profile, Background, and Relevant Experience
3.0	Proposed Services to be Provided
4.0	Technology Solutions
5.0	Client References
6.0	Detailed Cost Quotation

Instructions relative to each part of the response to this RFP are defined in the remainder of this section. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

4.1 Executive Summary

(Proposal Section 1.0) This part of the response to the request should be limited to a brief narrative highlighting the Vendor's proposal. Within this section, the Vendor should briefly highlight their abilities and inabilities upon the requirements requested.

4.2 Vendor Profile, Background, and Relevant Experience

(Proposal Section 2.0) The Vendor will provide a profile of its organization and any other companies that will be providing products or services either through a subcontracting arrangement with the Vendor or through a separate contract to be negotiated with the Client. Each proposal must provide the following information about the submitting Vendor's company, so that the County can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. The County, at its option, may require a Vendor to provide additional support or clarify requested information.

1. Description of business, including company size and organizational structure. Include the résumés of staff who will work on the engagement. If they are working on only certain portions of the project, please indicate this on their résumé.
2. Number of years providing document services. In what state(s) has the company worked? How long the company has been providing services to clients similar to the

County? What is the total number of clients for which you provide similar services? Given that the County will be evaluating several proposals, describe why you feel that your services, from a professional and technical perspective, are the best fit for the County environment. Describe the distinguishing features the County should know about your services and company.

3. Description of the printing and mailing operations
4. Implementation process
5. Description of Customer Support and Client Relation process
6. Identify any litigation or governmental or regulatory action pending against your organization that might have a bearing on your ability to provide services to the County.
7. Describe your contractual relationships, if any, with other organizations that will provide services described in your proposal.

4.3 Proposed Services to be Provided

(Proposal Section 3.0) Proposals shall describe in detail all aspects of conditions and specifications, and the way the respondent meets each requirement set forth herein. Any exceptions to the requirements of this request must be expressly stated. If other ancillary services are available that the Vendor believes may be beneficial to the client, the Vendor may choose to provide detailed information within this section of their proposal. Vendors are encouraged to provide examples of services provided to their clients and the impact of those services.

4.4 Technology Solutions

(Proposal Section 4.0) The Vendor must provide narrative responses to each of the requirements listed:

1. Data Transmission Requirements
2. Quality Assurance Requirements and Procedures
3. Process Visibility Tools
4. Production Management & Controls
5. Equipment Capabilities
6. Business Continuity Plan
7. Postal Optimization Software
8. Digital Migration Process
9. Data Archival capabilities

4.5 References

The County considers references to be important in its decision to award a contract. Failure to provide this information will result in the proposal being considered non-responsive.

Please provide a comprehensive client listing with year(s) in which your firm provided services. Also provide at least three current clients who we may contact. Please give their jurisdiction name and location, the number of mailings for each jurisdiction, the type of services performed for the judication, and the dates of the engagement. References should also name and mailing address, telephone, and email of the contact person. Preference is given to vendors with references with similar cyclical requirements and volume as the County and its partners.

	Reference #1	Reference #2	Reference #3
COMPANY			
Contact Name			
Contact Title			
Contact Phone			
Mailing Address			
Email			

4.6 Cost Proposal

(Proposal Section 5.0) The Vendor will provide a detailed breakdown of all costs required for the successful implementation of the proposed solution. The Vendor’s cost proposal for services must be itemized using the Cost Proposal form located at the end of this document to be considered. This information shall be provided in a sealed envelope separate from the proposal response material.

- Note: The County intends to take a multi-year contract for Board of Commissioner approval in December 2022/January 2023. Any rates proposed shall remain effective between the date of the RFP submitted and date contract is approved by the Board of Commissioners.

The County reserves the right to contact Vendors on cost and scope clarification at any time throughout the selection process and negotiation process. The County is asking Vendors to estimate costs for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated.

5 Current Environment

5.1 Current Operations

Wake County Tax Administration is responsible for appraising, assessing, and listing all real estate and personal property within Wake County, its 15 municipalities and related service districts. The Department also collects all current and delinquent taxes on such property excluding registered motor vehicles. In addition, the Department oversees the billing and

collection of the Prepared Food & Beverage Tax, Hotel/Motel Room Occupancy Tax, Heavy Equipment Tax, Rental Vehicle Tax, Special Assessments, and various licensing and permits.

Timely, fair, and accurate assessment of \$176 billion in real and personal property and public service value generates and facilitates the billing and collection of more than \$1 billion of annual County property tax revenue and greater than \$500 million of municipal property tax revenue. Management of registered motor vehicles, special assessments, Gross Receipts, and other County and municipal assessments generate millions of dollars of additional revenue for the County and its municipalities.

Wake County Tax Administration focuses on completing its duties, as mandated by the North Carolina General Statutes, in the most fiscally responsible, customer focused, and service driven approach possible. To do this, the office works as efficiently as possible to increase productivity and control costs.

The County's current vendor has been providing services to Wake County since 2019, and the current contract expires June 30, 2023. An optional one-year extension, if executed, would expire June 30, 2024. The County may maintain concurrent contracts for document production and distribution services during template development, testing, and delivery. The County will reserve the right to cancel the contract if issues that cannot be resolved arise during development and testing.

RFP Attachment A contains a complete list of current client and partner mailings, with the frequency, volume, file format, form type, and other relevant production information.

5.2 Expectations for FY 2024

It is the objective of the Client to select a vendor, and to implement the testing and implementation to meet requirements to perform the tasks identified in RFP Section 1.3, by June 30, 2023. Without exception, full implementation must be complete by October 2023; this will allow full implementation prior to mailing of regular tax bills notices for the county-wide revaluation effective January 1, 2024, and for printing and mailings necessary prior to the 2024 presidential primary.

6 Technical Requirements

The requirements defined in this section are mandatory. They contain the overall, general services required of the Vendor. Vendor shall work with the Client to coordinate the best possible method of printing and distributing notices. This process must take into consideration the best possible flow to ensure that the notices are validated, printed, and mailed within an acceptable time. The overall solution presented below defines a process in which notices are available for printing by the Vendor.

Information requested of the Vendor in this section shall be included in the appropriate subsection of the response format as described in Section 4.4 of this RFP.

6.1 Document Design

The Client desires to contract with a vendor who possesses the staffing and technical expertise necessary to assure professional setup and design assistance with form layouts created and provided by the Client. Such designs may include scan lines for remittance processing and barcodes for returned processing and archival. Client's business may require frequent and rapid changes to the information on and the formatting of notices. In its response, Vendor should describe the tools it has to facilitate this process. All designs provided to Vendor by Client will remain property of the Client and will not be presented for review or offered for use to customers of the Vendor without written consent of the Client.

6.2 Data Processing

The Client desires to contract with a vendor who has demonstrated expertise in working with various file formats to produce client notices. Vendor should be able to receive files through various transmission methods and be available and capable of immediate processing of such files for production. It is the Client's intent to regularly transmit production files in a predetermined form and format, however, occasionally the Vendor may be required to make programming calculations to create remittance processing scan lines and perform pre-issuance testing with bank lockbox facilities, or to code files with special messages to customers.

6.3 Document Format

Most Client forms will be 8 ½ x 11, duplex, with two color graphic capabilities and tear off coupons for lockbox processing. Billing notices contain variable information and specialized messages. All documents with a tear off coupon require a paperweight of minimum 22 lbs. and maximum of 26 lbs. with a thickness of minimum .003" and maximum of .005". Recycled paper must be 24 lbs. or greater. Laser print with a combination of OCR Ink and Drop Out Ink is required on all tear off coupons. Coupon layouts must conform to all lockbox specifications. Lockbox testing and approval will be the responsibility of the Vendor. Refer to Attachment A for additional information.

The Vendor shall provide the ability to selectively insert materials with the notice envelopes based on selection criteria within the notice data. The insert markings required will need to be coordinated with the Client's software provider and/or information technology staff. These inserts may be provided to all customers or only a select list of customers. Determination will be based on criteria supplied by the Client on a monthly basis. The Vendor will advise the Client in advance when mail pieces with specialized inserts have the potential to exceed the U.S. Postal Service (USPS) rate for 1 ounce First Class mail.

6.4 Selective Ability for Statement Pulls

The Client requires the ability to selectively pull notices after transmission but prior to printing and/or after printing but prior to mailing. Requests for printed notices should not be mailed but returned to the Client by the next business day. Selective pulls may be based on account number, zip code, types of accounts, etc. The pulled notice requirement is in addition to the Client receiving sample sets for review and approval prior to mailing. Printed notices determined to be incomplete for mailing, will be returned to Client by overnight mail.

6.5 Combining Multiple Billings

The Vendor must have the capability to mail multiple notices, each consisting of one or more pages, within the same envelope or flat pack. The Vendor must work with the Client to define the process required for marking notices that will be placed into one envelope or flat pack. Multiple mailings may require alternative handling for selective inserts.

6.6 Sample Approval, Changes, and Production Timeframes

Client desires to contract with a vendor that can complete printing and mailing production within six business days for large jobs and within one business day for smaller jobs after sample approval provided by Client, if required. In most instances, the samples for approval should be available to the Client the same day and no later than one business day from transmission of the file. Client requests for changes to the information and/or the formatting of notices be completed, and new samples provided to Client, within one business day.

Notice samples required prior to production will vary based on the notice type. Client will provide set of criteria for each notice type for Vendor to use in extracting sample forms.

6.7 Replacement Notices

A percentage of Client customers request a duplicate copy of their notice. In its response, Vendor should describe what options are available to the Client to replace these customer notices, including a timeframe to accomplish this process.

6.8 Security Requirements

The Vendor must define and demonstrate security procedures that are in place. The Client requires that security measures be taken, both physical and network security, in that the Client's statements and documents are made available only to the Vendor and parties that the Client approves. Vendor will provide a complete list of all third-party vendors to be used in the documentation process for approval by the Client. The Vendor must demonstrate and document these security measures are in place. The Client further requires Vendor to enter into a Business Associate Agreement regarding confidentiality of personal healthcare information, if applicable.

6.9 Disaster Recovery Procedures

The Vendor's proposal must define and detail their structured and demonstrated disaster recovery program to minimize the effects of incidents causing data loss or system functionality issues. The detail of this plan should include off-site storage information, data recovery procedures, equipment failure process, alternate FTP sites, etc. Additionally, the Vendor will detail their solution to assure that no significant interruption of service occurs, timing in which backup will occur, and the cost if any, that will be charged to the Client for the availability of these services.

6.10 Postal Requirements

The Vendor will be responsible for document sorting, postage application, and delivery preparation of the Client's notices into the USPS mail stream. Vendor will ensure all documents

meet USPS standards and guarantee that the processing performed provides the best possible postal rates available, regardless of file volume. Vendor must take advantage of all future postage discounts made available by the USPS. The Vendor shall outline in their proposal their ability/procedure for meeting USPS requirements. Vendor will also describe their ability to meet the following requirements:

- The Vendor must process files through NCOA prior to printing and mailing. Client requires an electronic file of updates made through the NCOA process prior to mailing of notices.
- Vendor will possess ghost nonprofit permit account capabilities and use mail house permit account to obtain Client allowed nonprofit postage rates for specific mailings.
- Vendor will state in advance the specific location and description of the Bulk Mail Center in which they intend to utilize as the primary mail drop off point for the Client's notices. In addition, the Vendor will designate an alternative facility to utilize if necessary.
- The Client will verify address information to certify the accuracy of the list and to code each record with carrier-route, zip plus four, and any other required standardization.
- Vendor will notify Client in advance when mail exceeds postal weight requirements and provide the estimated postal charges to be incurred when mailing.

6.11 Reporting Requirements

After each job, the Vendor will provide various reports to the Client in an acceptable electronic format to facilitate the updating of Client's customer database. Most mailings will require a report of NCOA updates and exception pieces not mailed due to suspected incorrect addresses. Certified Mailings require a daily text file containing the USPS tracking number associated to Client's unique identifier and subsequent individual PDF files per mail piece containing the printed document and signed USPS delivery information sheet. In addition, the Vendor will make available, either online or displayed on invoices, the number of notices mailed (separately identified by form type), job number to match the number printed on the individual notices, number of selective inserts, adjustments for grouped mailings, and total postage applied.

6.12 Process Control and Visibility

To assure the validity of the notice production process, the Vendor will need to define an acceptable process that works within a daily timeframe to print and mail notices. Visibility and control points within this process will be required to ensure that the notices mailed equate to the information sent. These control points and process visibility will be preferably web based and available to the Client via the Internet. The tracking program should not require special software or hardware by the client.

Examples of the availability of the program will be:

1. Ability to transmit files electronically for processing
2. Capability to schedule and initiate jobs

3. Ability to download sample file
4. View number of notices, job number, inserts, postage cost, and sales tax
5. Approve/reject samples online
6. Confirmation of notices sent to USPS

6.13 Process Automation and Electronic Bill Presentment

In its response, Vendor should describe any additional services it offers that can assist Client in increasing efficiency of notice production, processing, postage expense, and/or customer service satisfaction. These services can include alternative methods of bill delivery and/or bill payment services such as electronic bill presentment and payment. Services may also include alternative methods for taxpayers to submit annual listings for tangible personal property per NCGS 105-308. This section should make clear the technical capabilities for this work as part of services proposed, including how the vendor would interface with existing systems of Wake Tax Administration and Wake County. The vendor shall make clear in its response what services are offered by the vendor and what services are offered by a subcontractor or partner of the vendor. The response shall also make clear to differentiate pricing for printing/ mailing services vs services proposed under this section in Attachment B under additional pages/information.

7 Evaluation Criteria

7.1 Selection Participants

The County has established a team of staff to evaluate consultant responses. This team of employees will be responsible for the evaluation and rating of the proposals and conducting interviews.

7.2 Evaluation of Proposals

The Client shall evaluate and select a vendor to provide the required services based on the completed responses. The Client shall be the sole judge in determining how the evaluation process shall be conducted and what vendor shall be considered for award as deemed to be in the best interest of the Client.

Evaluation criteria will include, but is not limited to vendor profile, prior execution of document services for entities including those similar in size to Client, references, experience and expertise of vendor, vendor staffing levels and resource availability, responsiveness to all questions asked in the RFP, ability to meet at a minimum all items in specific scope of services, adherence to required format of the RFP, ability to meet all technical requirements, and cost. Please keep in mind that cost, while an important factor, will not be a sole determining factor. The proposal with the lowest cost will not automatically be awarded preferential consideration.