

**RFP-RH-14-012  
Printing & Mailing of Treasurer  
Property Tax Billings &  
Various Assessor Reports &**

376 vendors solicited via MITN

	DataMail 747 E Whitcomb Avenue Madison Heights MI 48071 Dave Comstock 248.588.2415	Kent Communications Inc. (KCI) 3901 East Paris Ave SE Grand Rapids, MI 49512 Autumn Hoffman 616.957.3026	Whitlock Business Systems (formerly 360 Services, Inc.) 275 E. 12 Mile Road Madison Heights, MI 48071 Margo Pickl 248.548.1040	Great Lakes Graphics 209 E. Washington Ave, Suite 355 Jackson, MI 49201 Mickey VanLake 517.783.5500	PrintComm 2929 Davison Flint, MI 48506 Stephen Naughton 810.239.5763
Firm Established; years in business	Established 1992; 22 years	Established 1975; 40 years	Established 1984; 30 years	Established 2001; 13 years	Established 1955; 59 years
Type of Organization	Corporation				Corporation
How many full time employees and part time:	55 full time; 35 part time	45 full time; 15 part time	50 full time; 12 part time	8 full time; 13 part time	40 full time; 80 part time
How many yrs providing printing & mailing services:	22 years	40 years	30 years	13 years	20 years
Years printing & mailing property tax billings 5-years mandatory experience required	15 years	10+ years	22 years	8 years	6 years
Names of municipalities provided Tax billings	8-municipalities listed	49-municipalities listed	14-municipalities listed	3-municipalities listed	One of four regional print partners for Click2Mail/Tax Serve to collect delinquent taxes for municipalities; working with City of Hartford, CT
Years printing/mailing services for Assessor 5 years mandatory exp required	15-years	10+ years	20 years	8 years	6 years
Names of municipalities provided Assessor printing	9-municipalities listed	60-municipalities listed	13-municipalities listed	4-municipalities listed	One of four regional print partners for Click2Mail/Tax Serve to collect delinquent taxes for municipalities; working with City of Hartford, CT
Last name & contact info for single point	Provided	Provided	Provided	Provided	Provided
Can you accept Adobe PDF?	Yes	Yes	Yes	Yes	Yes
Via the Internet?	Yes	Yes	Yes	Yes	Yes
Any size limitations?	No	No	No	No	No
Comments:				Use FTP for bigger files	This is the preferred file type
Can you accept PMD file?	Yes	PDF - Yes	Yes		Yes
Via the Internet?	Yes	Yes	Yes		Yes
Any size limitations?	No	No	Yes		Yes
Comments:		Able to accept PDF files	PMD is a PageMaker file, software was replaced by InDesign by Adobe. Most PMD files can be opened and read with InDesign		Can accept them, but prefer PDF or native files
Can you accept FTP via the internet?	Yes	Yes	Yes	Yes	Yes
Comments:	DataMail uses a secure utility called Move It	KCI has a FTP site	Secure FTP is also available	Great Lakes Graphics has a FTP site	Secure FTP for RH
Acknowledge all files delivered/received thru FTP site	Yes	Yes	Yes	Yes	Yes
Work plan & methodology:	Separate attached proposal document	Load file, program for customer specifications, produce proof to customer, edit setup if necessary, verify addresses through CASS, NCOA, print, fold, insert mail full service at GR PO.	Attachment A	Great Lakes Graphic would pre-print all front, backs, envelopes, & any inserts before data is received. Create files from your BSA data & proof to City. Once data is complete, Great Lakes Graphic would print, fold, insert and mail.	Provided in Attachment
List client references & list services performed:	Provided; 7 municipal.	Provided; 4 municipal.	Provided; Attachment B; 7 municipal.	Provided; See references	Provided; 1 municipal
What detail will be provided on your firm's invoice?	Quantity, Description, Unit cost, Line Amount for each item. Additional information by request.	Quantity, Process, Price, Postage less postage prepayment	Same breakdown as what is on the RFQ unless otherwise requested	Great Lakes Graphic uses Quick book for any detail invoicing RH may require	Flexible based on City needs
Time to complete for Treasurer:					
All Forms	Typically 5-7 days from approval	5 days for data, 10 days to print shells &	10-12 business days	2-4 days	5-8 working days
Print & Mail Tax Bills	Typically 5-7 days from approval	5 days	3-5 business days	2-4 days	5 working days after completion of forms
Delivery to RH extra/surplus forms, env, etc.	2 days	3 days	2 days after mailing	1 day	1 day after mailing
Comments:				Great Lakes Graphics will work hard to achieve RH deadlines	Dedicated to working with the city to meet needs

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Time to complete for Assessor: All Forms:	Typically 5-7 days from approval	5 days for data, 10 days to print shells & 5 days	3 business days	2-4 days	5-8 working days
Print & Mail Notices:	Typically 5-7 days from approval	5 days	3-5 business days	2-4 days	5 working days after completion of forms
Delivery to RH Assessor all forms/Reports:	2 days	3 days	2 days after mailing	1 day	1 day after mailing
Comments:				Great Lakes Graphics will work hard to achieve RH deadlines	Dedicated to working with the city to meet needs
Detail how printing/mailing operation address City needs:	Process various statements and bills for many clients across the nation. Document specialists successfully deliver million of documents each month in both a traditional paper format as well as using modern electronic delivery methods.	We are very experienced processing these projects. We work with over 120 cities, townships, counties across Michigan on these projects	We currently run 2 shifts, utilizing 4 Black and White and 2 full color digital printers.	Great Lakes Graphics can produce 1,000,000 prints per day	Process orders and jobs like the city's on a daily basis for both private and public sectors. Workflows limit the amount of human hands touching after inception. Once system is operational, real-time feed of data coming in from the FTP that automatically drops into mail prep and template automation queue that has faster turn around time and quality control
State capacity to perform the work as described.	Many years of experience producing municipal bills and notices. DataMail rep has over 20 year with municipal clients.	Print and mail tax, assessment and personal property.	In addition, we have 2 high capacity inserting machines. This allows us internal backup for any down time for printer or machine malfunctions.	Great Lakes Graphics can insert 100,000 envelopes per shift	Process orders and jobs like the city's on a daily basis for both private and public sectors. Workflows limit the amount of human hands touching after inception. Once system is operational, real-time feed of data coming in from the FTP that automatically drops into mail prep and template automation queue that has faster turn around time and quality control
Firm's experience in service requested for others	Direct experience working with multiple data systems	Direct experience working with multiple data systems	RH invited to contact any of the municipalities for which Whitlock works for. They can't say they don't make mistakes but do whatever it takes to correct them asap. Treat each mistake as a learning process constantly refining our procedures for the best service possible.	Great Lakes Graphics handles the City of Warren's 70,000 with 5 different type bills	Process orders & jobs like city's on a daily basis for both private & public sectors. Workflows limit the amount of human hands touching after inception. Once system is operational, real-time feed of data coming in from the FTP that automatically drops into mail prep and template automation queue that has faster turn around time and quality control
How many clients currently served w/this type of services?	Over 250	120 Annually	Tax Bills: 13; Assessment Change Notices: 20	8-10 cities	Active print jobs: one; but service dozens through the course of a year.
List comparable public sector projects completed successfully:	Assessment Notices, Tax Bills, Water Bills, Dog & Cat Licenses, Utility Bills, Statements and various special projects	Same projects for City of Kalamazoo and many more	Water/Utility Bills, Credit Union Monthly Statements, Financial Statements, Year End documents, etc....	Not many mailings that are close to BSA mailing, however, Great Lakes Graphics do many promotional mailings and newsletters with variable data	Bills/Assessments/Notice for CLick2Mail and their client: Tax Serve. Print ballots for Genesee County, Midland County, Tuscola County, Ingham County, St. Clair County and others.
Any options that would be beneficial to process-explain:	Offer complete commercial printing services, letter shop, laser printing, variable color printing, mailing services and lowest cost postage programs available	Yes, most customers process on generic forms using white double window envelopes. This would reduce cost because RH would be purchasing envelopes & paper with all KCI's customers	Yes, many clients use a "one window" outbound envelope. Both the return address and the mailing address show through the same window. We buy these envelopes in huge quantities, resulting in a savings passed onto clients.	Great Lakes Graphics offers a large picture window envelope that many of their BSA clients have taken advantage of their high communication value and reduces the need to over run envelopes	Automated production process implemented for other would be implemented for Rochester Hills, if given opportunity, would be beneficial. Quality is guaranteed and city staff's time and subsequent payroll allocated to be execution is very minimal once things become automated.
Provide an equipment list:	Provided in proposal document	2 Xerox Nuvera digital B&W printers, Mailing software, 9 inserting machines	Provided in their attachment C	4 Canon IR 110, 2 Canon IR 125, 1Canon IR 150, 1 Bell and Howell inserter, 2 Neopost inserter, 2 folders, 5 printing computers.	Provided
Documented procedures for equipment	Provided	Provided	Provided	Provided	Provided

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<b>TREASURER PRINTING AND DISTRIBUTION:</b>						
1 Print 1-sided summer tax bill	\$494.00		\$986.14	\$450.00	\$815.00	\$638.00
2 Print 2-sided winter tax bill	\$608.00		\$1,053.11	\$450.00	\$978.00	\$710.00
3 1-side on 10# window mailer env/ presorted 1st class postage	\$768.90		\$487.39	\$1,366.00	\$701.00	\$1,558.00
4 1-side on 10# window mailer env	\$225.00		\$114.14	\$248.00	\$120.00	\$310.00
5 1-side on #9 Return Envelope	\$748.00		\$756.15	\$982.00	\$725.00	\$1,158.00
6 Imprint print file into tax forms both winter and summer	\$832.00	included	\$0.00	\$540.00	\$800.00	\$1,398.00
7 Print 8 1/2" x 3 7/8 insert	\$564.30		\$442.18	\$700.00	\$300.00	\$376.00
8 Print 8 1/2" x 11 brochure	\$578.00		\$1,052.42	\$1,554.00	\$400.00	\$566.00
9 Print 8 1/2 x 11" "Dear Taxpayer Insert"	\$901.23		\$1,721.38	\$1,200.00	\$360.00	\$996.00
10 Tri-fold & insert summer non- escrow tax bill w/3-inserts	\$651.00		\$930.00	\$709.00	\$500.00	\$592.00
11 Tri-fold & insert winter non-escrow tax bill w/2-inserts	\$651.00		\$930.00	\$709.00	\$500.00	\$572.00
12 27,500 records CASS certify	\$125.00	included	\$0.00	\$80.00	included \$0.00	included in #6 \$0.00
13 2-times per year; delivery of tax bills to Post Office	included \$0.00	included	\$0.00	included \$0.00	included \$0.00	Free local delivery to Flint P. O. \$0.00
14 32,000 First Class Postage	\$12,480.00		\$0.38100 \$0.04060 \$9,753.60	\$12,192.00	\$12,160.00	\$13,440.00
<b>TOTAL</b>	<b>\$19,626.43</b>	\$50 delivery fee for returned mail	<b>\$20,874.91</b>	<b>\$21,180.00</b>	<b>\$18,359.00</b>	<b>\$22,314.00</b>
<b>ASSESSOR PRINTING AND DISTRIBUTION</b>						
<b>VALUATION RECORDS REAL PARCELS 26,000 qty</b>						
Data file handling: once a year	included \$0.00		\$50.00	\$40.00	blank	\$164.00
Paper, 20 lb white bond	included \$0.00	included	\$0.00	\$338.00	blank	\$198.00
Laser Print, 3-hole punched printing on front side only	\$754.00		\$260.00	\$850.00	blank	\$552.00
Delivery to RH Assessor's Office	\$50.00		\$50.00	included \$0.00	blank	\$50.00
<b>TOTAL</b>	<b>\$804.00</b>		<b>\$360.00</b>	<b>\$1,228.00</b>	<b>\$650.00</b>	<b>\$964.00</b>
<b>ASSESSMENT ROLL 7,000 qty</b>						
Data File Handling - Frequency: once a year	included \$0.00		\$50.00	\$40.00	blank	\$205.00
Paper, 20 lb white bond	included \$0.00	included	\$0.00	\$91.00	blank	\$54.00
Laser Print, 3-hole punched, duplexed	\$224.00		\$70.00	\$229.00	blank	\$314.00
One (1) original required	included \$0.00	included	\$0.00	blank	blank	\$25.00
Delivery to RH Assessor's Office	\$50.00		\$50.00	included \$0.00	blank	\$50.00
<b>TOTAL</b>	<b>\$274.00</b>		<b>\$170.00</b>	<b>\$360.00</b>	<b>\$315.00</b>	<b>\$648.00</b>
<b>ASSESSMENT NOTICES REAL PROPERTY PARCELS 25,000 qty</b>						
Data File Handling Frequency: once a year	\$125.00		\$150.00	\$40.00	blank	\$205.00
Paper, 50lb, 8 1/2" x 11, 2 side w/backer	\$575.00	included	\$0.00	\$325.00	\$2,900.00	\$202.00
Laser Print	\$865.00		\$1,750.00	\$825.00	blank	\$884.00
Required imprinting proofs to Assessor prior to final job	included \$0.00	included	\$0.00	included \$0.00	blank	\$25.00

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Presorted Postage Permit info (postal indicia) printed on env.	(envelope cost only) \$525.00	included \$0.00	included \$0.00	blank	\$872.00
Printing return address printed-blank ink, front side	included \$0.00	included using blank white #10 double window envelope \$0.00	\$1,035.36	blank	Included in postal indicia above \$0.00
CASS Certify	(fold, insert, seal & sort) \$875.00	\$0.00	\$40.00	blank	\$830.00
Mailing: deliver to Post Office	\$0.00	\$0.00	USPS Metroplex \$0.00	blank	See postage below \$0.00
Location of Post Office:	Location not specified	Location not specified	Location: Pontiac	Location: not specified	Location: Flint PO
First Class Postage	\$9,750.00	\$9,650.00	\$9,525.00	\$9,500.00	\$10,500.00
<b>TOTAL</b>	<b>\$12,715.00</b>	<b>\$11,550.00</b>	<b>\$11,790.36</b>	<b>\$12,400.00</b>	<b>\$13,518.00</b>
<b>ASSESSMENT NOTICES PERSONAL PROPERTY PARCELS 2,100 qty</b>					
Data File Handling - frequency, once a year	included \$0.00	\$100.00	\$40.00	\$567.00	\$82.00
Paper 50#	included \$0.00	included \$0.00	\$27.30	blank	\$16.00
Laser Print	included \$0.00	\$147.00	\$69.30	blank	\$122.00
Required imprinting proofs to Assessor prior to final job	included \$0.00	included \$0.00	included \$0.00	blank	\$25.00
Presorted Postage Permit info, front side of envelopes	(envelope cost only) \$175.00	included \$0.00	included \$0.00	blank	\$75.00
Printing return address printed-blank ink, front side	included \$0.00	included \$0.00	\$87.00	blank	Included in postal indicia above \$0.00
CASS Certify	\$225.00	included \$0.00	\$40.00	blank	\$108.00
Mailing: Delivery to Post Office	included \$0.00	included \$0.00	USPS Metroplex \$0.00	blank	See postage below \$0.00
Location of Post Office:	Location not specified	Location not specified	Location: Pontiac	Location: not specified	Location: Flint PO
First Class Postage	\$819.00	\$806.64	\$800.10	\$798.00	\$882.00
<b>TOTAL</b>	<b>\$1,219.00</b>	<b>\$1,053.64</b>	<b>\$1,063.70</b>	<b>\$1,365.00</b>	<b>\$1,310.00</b>
<b>PERSONAL PROPERTY STATEMENTS 2,100 qty</b>					
Data File Processing & Programming: frequency once a	included \$0.00	\$75.00	\$40.00	\$567.00	\$102.00
Offset print 2/ 11" x 17" sheets, duplex black & white	included \$0.00	included \$0.00	\$146.44	blank	Included in laser price below \$0.00
Laser Forms w/taxpayer name & address	\$1,475.00	\$588.00	\$112.00	blank	\$281.00
Fold forms & insert w/instructions	included \$0.00	included \$0.00	\$115.50	blank	\$106.00
Required: State Tax Commission approval of printed form	included \$0.00	included \$0.00	\$50.00	blank	no charge \$0.00
Required: Imprinting proofs to Assessor prior to final job	included \$0.00	included \$0.00	included \$0.00	blank	\$50.00
Set-up custom artwork for envelope	included \$0.00	KCI's custom printed envelope \$0.00	\$30.00	blank	\$75.00
Offset print #10 double window envelopes - black & white	\$150.00	KCI's custom printed envelope \$0.00	\$80.00	blank	\$306.00
Print 2-notices on front of env (Year) Personal .." AND "FORM 5076"	included \$0.00	included \$0.00	\$130.00	blank	Included in offset price above \$0.00
CASS Certify	included \$0.00	included \$0.00	\$40.00	blank	\$118.00

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(formerly 360 Services, Inc.)  
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Madison Heights, MI 48071  
Margo Pickl  
248.548.1040

Great Lakes Graphics  
209 E. Washington Ave, Suite 355  
Jackson, MI 49201  
Mickey VanLake  
517.783.5500

PrintComm  
2929 Davison  
Flint, MI 48506  
Stephen Naughton  
810.239.5763

Mailing: Deliver to Post Office	included	\$0.00	included	\$0.00	USPS Metroplex	\$0.00	blank	See postage below	\$0.00	
Location of Post Office	Location	not specified	not specified		Location:	Pontiac	Location:	not specified	Location:	Flint PO
First Class Postage		\$819.00	Postage estimated at presort std rates	\$484.26		\$800.10		\$798.00		\$882.00
<b>TOTAL</b>		<b>\$2,444.00</b>		<b>\$1,147.26</b>		<b>\$1,544.04</b>		<b>\$1,365.00</b>		<b>\$1,920.00</b>
<b>ANNUAL TOTAL FOR ALL SERVICES</b>		<b>\$37,082.43</b>		<b>\$35,155.81</b>		<b>\$37,166.10</b>		<b>\$34,454.00</b>		<b>\$40,674.00</b>
<b>3 YEAR TOTAL FOR ALL SERVICES</b>		<b>\$111,247.29</b>		<b>\$105,467.43</b>		<b>\$111,498.30</b>		<b>\$103,362.00</b>		<b>\$122,022.00</b>
Any other charges?	None		None		None		None		None	
Acknowledge comply w/all Post Office regulations:	Acknowledged		Acknowledged		Acknowledged		Not Acknowledged		Acknowledged	
Can you offer any cost saving recommendations?	Cost includes Personal Property Statements L-4175 & Form 5076, product DataMail developed. RH currently uses this product.		KCI would recommend moving to a generic form in a double window envelope.		Larger, one window envelope for outbound		Use a large picture window envelope when possible		Can revisit the process after inception to see where improvements and subsequent cost savings can be provided	
Artwork for new logo & font will be provided	Yes		Yes		Yes		Yes		Yes	
Can you accept City MasterCard for payment?	Yes		Yes for services, No for postage		Yes		Yes		Yes	
Provided required equipment list?	Yes		Yes		Yes		Yes		Yes	
Can you meet City's Insurance Requirements?	Yes		Yes		Yes		Yes		Yes	
Provided signed Hold Harmless Agmt?	Yes		Yes		Yes		Yes		Yes	
Additional information/points not addressed:	DataMail values RH continued business & looks forward to serving RH				Proposal includes costs for printing of the instruction & 5076 form on the Personal Property Statement pricing sheet				Proposal prices based on payment via cash, check or conventional ACH. A 3% transaction fee will be added if you choose to pay by credit card or an ACH with credit card transaction fees.	
Extend to MITN Cooperative?	No		Yes		Yes		Yes		Yes	