

RFP-RH-23-057 Water/Sewer Bill - Design, Print, Mail	Accuform 7231 Southfield Fwy Detroit, MI 48228	Doxim 2200 Production Drive indianapolis, IN 46241	Extend Your Reach 4908 Contec Drive Lansing, MI 48910	Lasercom 2230 Elliot Troy, MI 48083
Firm Established:	1969	2020	1982	1999
Years in Business:		Over 22 years	41	23
Type of Organization:	Corporation	Corporation	Corporation	Corporation
How many years providing Printing and Distribution Service?	54 years	<p>Founded in 2000, and headquartered in Indianapolis (IN), Doxim is a customer communications management and engagement technology leader serving highly regulated markets, including utilities, financial services, and healthcare. For over 22 years, we have focused on building purpose-built solutions for utilities in the following categories: print and mail, bill redesign, customer engagement, data security, e-billing, and payment.</p> <p>Our high growth strategy is fueled by strategic acquisitions that drive expansion into adjacent verticals and new geographies. This approach provides complementary platform functionality to position Doxim for further growth both organically and through mergers and acquisitions. Doxim's acquisition of Direct Technologies Inc (2021), Utilitec (2019), and Allison Payment Systems (2018) added new adjacent verticals of healthcare and utilities. Figure 1 shows our full track record of growth through acquisition.</p>	41 years	15 years

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		Doxim has been providing printing and distribution services to the City of Rochester Hills since 2012. Doxim has been a rooted part of the City's communications strategy for over a decade, growing together with the City as a key partner, and we look forward to this relationship continuing to bear fruit for both of our organizations.		
How many clients with the type of services described. Names and contact information of five.	See attached letter.	Doxim brings strong industry presence and experience in this space maintaining the largest production footprint in the US. We currently provide our software solutions and services to over 2,000 clients across the US, including over 280 utilities. Figure 2 shows the logos of a few current utility customers. Refer to response to question below for a list of client references.	We serve over 100 clients with various print and mail services. For example: Kalamazoo Lake Sewer & Water Auth, Holland Charter Township, Informatix, Inc., Arrowaste Inc, Maximus Michigan Enrollment Broker.	9 - see attached document.
Five (5) Client references.	See attached letter.	See vendor response.	See vendor response for list.	See vendor's attached document.
Full-time employees:	16	806	26	8
Part-time employees:	2	14	0	6
Do you provide the zip + 4 service?	Yes	Yes. This is a service the City currently enjoys from Doxim.	Yes	Yes
Is there a separate cost for the zip + service?	No	This cost is a part of the CASS certification, address cleansing, and delivery point validation fee.	It is included in the standard sortation process and part of our quoted price. It is not a separate line item but part of the core sorting process.	No

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Do you keep your certificate updated?	Yes	Yes, Doxim procures regular USPS address database updates to provide the most accurate mailing database available.	Yes	Yes
What post office would you deliver bills to for mailing?	City of Detroit	Typically, for the City of Rochester Hills, Doxim delivers to the Pontiac BMEU (bulk mail entry unit) in Pontiac, MI, a local office approximately 16 miles from our Troy location. Doxim typically makes multiple deliveries per day by truck.	USPS Business Mailing Unit 4800 Collins Rd Lansing, MI 48924	Pontiac Metroplex
Can you firm comply with processing and delivery specifications? Describe how this will be met.	Yes - job will be set up with all stock and envelopes ready for production.	Yes, this is the same level of service that the City currently enjoys from Doxim.	Yes, we routinely process and mail for clients the next business day. We deliver the USPS 5 days a week.	Yes
Firm capable of creating and printing the barcode and OCR scan line?	Yes	Yes, This is the same level of service that the City currently enjoys from Doxim.	Yes - we routinely print many barcodes like this.	Yes
Will your firm comply with the bank supported lockbox specs?	Yes	Yes, Doxim currently works with the same lockbox.	Yes, we have printed lockbox info for other clients.	Yes

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Will you subcontract any of the services?	No	No, Doxim can continue providing first-class service to the City of Rochester Hills in-house.	No, all services will be done at our production facility by our own staff.	No

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Can your firm provide any options that would be beneficial to the process?	At this time, we do not have any suggestions. However, once we see the City's process, we may have some suggestions at that time.	<p>Yes. Doxim provides a single platform for utilities to manage their billing and payment requirements from start to finish. With Doxim as your single vendor that supports the end-to-end billing and payment process, you can simplify implementation, create a seamless experience for customers and staff, and remove the operational burden of reconciliation – all while reducing your cost per transaction.</p> <p>Reduce the Operational Burden of Reconciliation</p> <p>At Doxim, we understand the challenge of reconciling numerous payment channels and vendors. That's why we've streamlined the reconciliation process by consolidating payments from multiple channels and methods into a single source for reporting and funding. With real-time payment posting to your CIS and advanced reporting on the full payment lifecycle, from authorization through funding, Doxim Payment ensures to-the-penny reconciliation, every time.</p>	Extend Your Reach has programmers on staff to handle any updates that may be needed on your project.	No answer provided.

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		<p>With a single view of all payments, you can reduce the time and effort spent each day on reconciliation.</p> <p>Improve Customer Service with a Powerful Biller Portal</p> <p>Help your CSR team better serve your customers by arming them with the right tools and information. Doxim's biller portal empowers your business users with visibility and control over the customer engagement process.</p> <ul style="list-style-type: none"> • Instant 360° view of customer account • Assist customers in making payments, enroll them in paperless, or set-up AutoPay • Analyze payment metrics • Review payment history • Manage transaction volume across channels through a single interface <p>Support the Community with Our Donations Management Module</p> <p>Offer your customers the opportunity to opt-in and support their communities without burdening your billing team. Customers can simply add a donation with just a few clicks during the payment experience.</p>		

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		<p>Drive eAdoption while Lowering Costs Doxim Payment is designed to help you drive eAdoption so you can lower your cost per transaction and accelerate remittance. Our best in-class, mobile first payment interface makes converting customers to digital channels a breeze and for those more reluctant, our industry experts will advise you on enrollment strategies that are sure to get results. Utilities can also help set-up features like AutoPay and text alerts to ensure customers pay on time, every time. Faster Payment Processing with Real-time Payment Authentication & Posting Enable your billing and treasury teams with the most up-to-date payment data so they always have complete visibility into the status of every payment. With real-time payment authentication and posting, not only will your utility reduce the processing times and get paid faster but your teams will be better equipped to manage day-to-day cashflow and operations.</p>		

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		<p>In addition to the benefits of reducing costs, improving customer experience, and increasing efficiencies, Doxim’s billing and payment solution for utilities provides features and benefits that are unique to the Doxim platform, such as:</p> <ul style="list-style-type: none"> • The platform has been developed together with utility clients to address industry-specific pain points. • Doxim’s utility clients play an active role in defining the platform roadmap, which ensures that future features and functionality continue to meet the needs of the utility industry. <p>Doxim also offers a flexible and configurable service fee structure with a pricing strategy that is driven by reducing operational costs. Our goal is to give utility customers maximum choice and convenience while driving down the utility’s costs.</p>		

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Describe the firm's experience with other customers or communities in the type of services described.	See attached letter.	Doxim has extensive experience working with organizations across North America with a focus on the utility sector, with over 280 utility clients currently active, including the City of Rochester Hills. Doxim takes a unique approach to every client to ensure that your individual business pressures, goals, and stakeholder needs are met in a way that works best for you. As the City's incumbent vendor since 2012, Doxim has a deep understanding of the City's requirements and processes and will continue serving as a cornerstone of the City's communications strategy. Please refer to section "Executive Summary" of this proposal response.	Extend Your Reach has longstanding relationships with many cities, township and counties providing print and mail processing. In addition to the references provided above we also process water bills for the City of Wyoming and that project is th same as the processes in your RFP. City of Wyoming asked us not to use them as a reference to contact however.	See company overview.

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Describe work program to deliver the printing and distribution requirements.	<p>Our work program consists of the following:</p> <ol style="list-style-type: none"> 1. All files & requests submitted to Project Manger; 2. Job is entered into system for procesing & tracking; 3. Files & directives will be submitted to Design Department; 4. Designs, once completed, shall be submitted for proofing by the City; 5. Any revisions submitted by the City will be reviewed & completed by Design Department and resubmitted for final approval; 6. Once approved, Artwork is submitted to production and the job is prepared for printing; 7. All inserting & addressing for the mailing is completed; 8. Completed mailing delivered to Post office for final distribution. 	Please refer to section "Scope of Services" of this proposal response.	Extend Your Reach will have a custom software automated process to take files from the secure FTP, process for USPS and sort and produce a PDFs and a print file. The bills will be laser printed and proceed to production for folding, inserting and mailing within 24 hours of files received.	See scope of work.

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<p>From receipt of the City's data, explain how the City is kept updated throughout the process.</p>	<p>The project manager will keep the City informed throughout the process.</p>	<p>The City receives email notifications when samples are ready for review, when a Job has been successfully completed, and when UView PDFs are uploaded. Figure 3 in vendor response shows an example of these notifications.</p> <p>The City also has access to Uconnect/UTrack, which tracks every step from file receipt to mailing and allows the City to track progress and turnaround time. Figure 4 shows an example of tracking.</p>	<p>Extend Your Reach will confirm receipt of your files. Once data processed we will confirm piece counts with City of Rochester Hills and upload a proof for the City's approval. Once approved printing will commence. The city will be notified when the pieces have mailed.</p>	<p>Via email as necessary.</p>

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Do you provide reports based on the data received from the City?	Any type of report you need generated from data supply is available.	<p>Comprehensive production reporting is available through the online Doxim portal for self-serve client access and reflects activity completed up to time of report run. This reporting outlines each job/file received by application type and details mail pieces, document, page and impression counts while confirming status of job within the production environment. Standard reports include Data File Receipt, Processing Completion, Production Status, Shipping Confirmation, and Shipment Tracking Information. These real-time reports are available as frequently as required and can include any specific detail requested. As we process the data files, any specific fields can be mapped into the report and can be provided via email and the online client admin portal.</p>	A report with counts can be provided to the city. If other reports are desired those can be discussed and quoted.	No
		We welcome discussions with the City to review your overall reporting needs to determine if a custom reporting package may need to be deployed to support your business needs. Doxim and the City will formally document all reporting requirements in the Statement of Work.		

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What details will be provided on your invoice?	Detailed listing of mailing & unit cost; other data can be added by request.	<p>The City will continue receiving the same information on its invoices from Doxim, including invoice number, dates, quantities by bundle for each print run, unit price and total price.</p> <p>In addition, the City will be able to continue using its customer ID to access our enterprise system to review inventory and monitor job progress. The City's users will find there will be no requirements to change processes and established processes as they continue to enjoy the same systems, they already have extensive experience with.</p>	Job#, mail date, quantity billed, unit price and services total. Postage is a separate line.	As necessary.
Is contract required?	No, a purchase order shall be sufficient.	Yes, please refer to attached "Appendix B" for Doxim's Master Service Agreement Sample. Doxim looks forward to reviewing our contract with the City and aligning on mutually agreeable terms.	Yes. Attached here-in.	No
Can you meet insurance requirements?	Yes	Yes	Yes	Yes

RFP-RH-23-057 Water/Sewer Bill - Design, Print, Mail	OneSource	The Master's Touch LLC	Whitlock Business System
	900 Asbury Drive	1405 N Ash St	275 E 12 Mile Rd
	Buffalo Grove, IL 60089	Spokane, WA 99201	Madison Heights, MI 48071-2557
Firm Established:	2002	1994	1984
Years in Business:	22 Years	29	39
Type of Organization:	None circled	Other	Corporation
How many years providing Printing and Distribution Service?	We have been providing print and distribution services since 2002, 22 years.	The Master's Touch, LLC has been providing reliable, accurate, and easy to use printing and distribution services for our customers for nearly 30 years. What started in 1994 as a small-scale, envelope-stuffing operation in the spare room of our founder's family home has seen us grow into one of the leading mail service providers in the country, complete with twin production facilities in Spokane, Washington and Tempe, Arizona, along with sales offices in Kaneohe, Hawaii and Des Moines, Iowa.	39 years of experience.

RFP-RH-23-057 Water/Sewer Bill - Design, Print, Mail	OneSource 900 Asbury Drive Buffalo Grove, IL 60089	The Master's Touch LLC 1405 N Ash St Spokane, WA 99201	Whitlock Business System 275 E 12 Mile Rd Madison Heights, MI 48071-2557
How many clients with the type of services described. Names and contact information of five.	See attached reference sheet - includes Denver Water, City of Longmont, Boston Water, Douglas County, consolidated mutual water, City of Covington.	TMT clients include over 700 private and public organizations, including government agencies and municipalities, in 29 states across the country, spanning every time zone. These clients include: Lake Stevens WA, Clark Regional Waste Water District, City of Worcester MA, City of Arlington MA, City of Grand Junction CO.	We currently have 6 clients we provide this service for.
Five (5) Client references.	A reference list is attached to vendor response.	See provided answer in vendor response.	Upon award of contract, references can be provided.
Full-time employees:	21	53	55+
Part-time employees:	2	1	10
Do you provide the zip + 4 service?	Yes - we have postal software.	Yes	Yes - we do provide this service.
Is there a separate cost for the zip + service?	No additional cost.	No	It is included in the postal sort costs.

RFP-RH-23-057 Water/Sewer Bill - Design, Print, Mail	OneSource 900 Asbury Drive Buffalo Grove, IL 60089	The Master's Touch LLC 1405 N Ash St Spokane, WA 99201	Whitlock Business System 275 E 12 Mile Rd Madison Heights, MI 48071-2557
Do you keep your certificate updated?	Yes	Always. Our certificate has never lapsed in our 29 year history.	Yes
What post office would you deliver bills to for mailing?	We are currently a detached mail unit (DMU), documents leave our facility on a USPS truck and go directly into the mailstream.	All mail would be delivered to a USPS Sectional Center (as defined by the USPS as a primary production facility) in either Spokane, WA or Phoenix, AZ, with a one to three day delivery to Rochester Hills	We will deliver the bills to the Rochester Hills post office as required.
Can you firm comply with processing and delivery specifications? Describe how this will be met.	We can comply with the 24 hour requirement after file is received, documents are composed and approval from customer is received (if required) documents are printed, inserted and mailed.	Yes! If your file arrives prior to 10am MST, we will mail same day! Otherwise, the file will mail the next day.	We will download the files, process, print, fold, insert, seal and deliver to the post office during post office business hours. Timing of mailing may be impacted by a delay in proof approval. While 24 hour turnaround is achievable, it will always be with our best efforts, it will be based upon time of file transfer.
Firm capable of creating and printing the barcode and OCR scan line?	We print barcodes and OCR scan lines on almost all documents produced.	Yes. We provide this service to all of our clients.	Yes, these processes are among our many capabilities.
Will your firm comply with the bank supported lockbox specs?	We are familiar with lockbox requirements and work with many different banks.	Of course! We work with many different loxbox providers and have never experienced a failure.	Yes we will comply with the lockbox specifications.

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<p>Will you subcontract any of the services?</p>	<p>No work will be subcontracted.</p>	<p>TMT mailings involve no subcontracting, so the coordination of your project is seamless and without interruptions or delays. TMT's completely self-contained services include graphic design, high-level data processing, envelope printing and manufacturing at 250,000 per day, on-demand print of both static and variable data in color at 800,000 bills per day, mail preparation utilizing the latest 2d barcode technology, electronic statements, and PDF fillable forms. All work is performed by TMT employees, with no outsourcing of any part of the work. This is a key reason how and why we can guarantee our mail dates and never miss.</p>	<p>None</p>

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<p>Can your firm provide any options that would be beneficial to the process?</p>	<p>We can print messages on envelopes. We can "household" items and mail same address together saving postage.</p>	<p>We offer several options! We send you reports after every mailing identifying moves and defective addresses so that they can be corrected. We can also supply detailed tracking information for every mail piece, proving when each was first received by the USPS and when each was delivered to your customer by the postal carrier. We also offer color print of BOTH static AND variable data on your forms. See the attached sample statement for an example!</p>	<p>Yes, upon award of the contract, we may be able to provide some cost saving options.</p>

RFP-RH-23-057 Water/Sewer Bill - Design, Print, Mail	OneSource 900 Asbury Drive Buffalo Grove, IL 60089	The Master's Touch LLC 1405 N Ash St Spokane, WA 99201	Whitlock Business System 275 E 12 Mile Rd Madison Heights, MI 48071-2557

RFP-RH-23-057 Water/Sewer Bill - Design, Print, Mail	OneSource 900 Asbury Drive Buffalo Grove, IL 60089	The Master's Touch LLC 1405 N Ash St Spokane, WA 99201	Whitlock Business System 275 E 12 Mile Rd Madison Heights, MI 48071-2557

RFP-RH-23-057 Water/Sewer Bill - Design, Print, Mail	OneSource 900 Asbury Drive Buffalo Grove, IL 60089	The Master's Touch LLC 1405 N Ash St Spokane, WA 99201	Whitlock Business System 275 E 12 Mile Rd Madison Heights, MI 48071-2557

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Describe the firm's experience with other customers or communities in the type of services described.	Many of our utility customers have been with us for over 10 years. Each customer has a dedicated account manager and IT resource which have backup. This allows us to handle any changes or issues quickly.	We have nearly 30 years of experience providing the exact services laid out in this RFP and have included two letters of recommendation from some customers who have used our services at the end of our response.	Among our many clients, we provide printing & mailing services for 40-50 municipalities for their property tax bills, personal property statements or assessment change notices.

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Describe work program to deliver the printing and distribution requirements.	See attached client onboarding process.	See attached pages for a comprehensive overview of our work program.	Automatic file processing. 5:00 am start time, ready to print files. Fold, insert, tray in the morning, delivery to post office by end of business day.

RFP-RH-23-057 Water/Sewer Bill - Design, Print, Mail	OneSource 900 Asbury Drive Buffalo Grove, IL 60089	The Master's Touch LLC 1405 N Ash St Spokane, WA 99201	Whitlock Business System 275 E 12 Mile Rd Madison Heights, MI 48071-2557
<p>From receipt of the City's data, explain how the City is kept updated throughout the process.</p>	<ol style="list-style-type: none"> 1. We send an email that file is received. 2. We confirm the number of documents received. 3. We send an email if there are any issues encountered during composition. 4. We send an email when documents are mailed. <p>We can also send detail reports designed for customer specific requirements.</p>	<ol style="list-style-type: none"> 1. Our data processing team acknowledges receipt of your data file immediately 2. Data Processing then sends you proofs of bills, typically within 4 hours 3. Your dedicated Mission Manager (project coordinator) then notifies you proactively when the mailing is completed and taken to the USPS 4. Reports are sent to you next day alerting you to any defective addresses and mail tracking <p>Beginning in January, we will also launch our new customer portal, which will allow you to login to our system and retrieve all of this information on your own, including a historical record of all previous mailings.</p>	<p>With short turn time, post office certification will be available after delivery.</p> <p>Unless there are data issues, no updates until the drop of the mail at the post office and postal report is available.</p>

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Do you provide reports based on the data received from the City?	During onboarding we detail reports needed and design the reports.	We provide our clients with several reports, including a group report, a USPS 3600 receipt, a CASS report, an NCOA report, and IMB mail piece tracking.	Data processing count report. Mail sort postal report.

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<p>What details will be provided on your invoice?</p>	<p># of documents mailed, by job#/file, # of envelopes used, # of inserts made/used, actual postage cost.</p>	<p>Our invoices include the total mail pieces, the postage rate for each mail piece, the total number of envelopes, the total number of forms and inserts, and any non-mailable pieces.</p>	<p>Line items per your requirements.</p>
<p>Is contract required?</p>	<p>No answer provided.</p>	<p>No contract is required, but a standard one can be provided if preferred by Rochester Hills.</p>	<p>None required.</p>
<p>Can you meet insurance requirements?</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>

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Base Cost Proposal Form							
Cost of initial set-up/design of bill layout?	\$1,150	N/a - City is already set up. Changes to setup require quoting.	\$ 700.00	N/A	\$ 1,000.00	No charge	Waived - based on award of contract.
Mailing							
No. 10 window envelope (per bill)	\$ 0.33300	\$ 0.13878	\$ 0.466	\$ 0.165	\$ 0.125	\$ 0.153	\$ 0.1750
Cost of above without No. 9 remittance env.	\$ 0.30100	\$ 0.11641	\$ 0.410	\$ 0.130	\$ 0.105	\$ 0.123	\$ 0.0353
Cost of bundling-deducted from base price	No charge	\$ 0.11641	No charge	\$ 0.250	\$ -	None	\$ 0.1000
Cost of postage plus zip + 4 service (per bill)	\$ 0.52000	As qualified by USPS	\$ 0.537	\$ 0.498	\$ -	\$.498 - 5 digit	\$ 0.0060
Inserts							
Cost of mechanically inserting into envelopes	\$ 0.014	\$ 0.01117	No charge	No charge	\$ 0.005	No charge	\$ 0.008
Additional/Related/Optional Costs							
Insert 1/3 pages - 13,000	\$ 0.052	Programming Fees - \$250.00 per hr	1/3 sheet buck slip adl. Insters: white20# paper, B&W print, cut, insert with bills - \$.029/each		Docview - PDF storage for up to 36 months- \$750		Bunding process - with 9x12 envelopes - \$1.25/each
Full page ; full color; 1-sided	\$ 0.630	Print suppression - \$.05585/each	Half sheets adl. inserts: white20# paper, B&W print, cut, insert with bills - \$.0356/each				
		Document service - \$170/each	Full sheets adl. inserts: white20# paper, B&W print, cut, insert with bills - \$.056/each				
Subsequent-year cost increase:							
2025 (2nd year)	2%	3%	2%	0%	3%	0%	2%
2026 (3rd year)	2%	3%	2%	0%	3%	0%	2%
2027 (4th year)	2%	3%	2%	0%	3%	0%	2%
2028 (5th year)	2%	3%	2%	0%	3%	0%	2%
Samples Submitted:							
No		Yes - please refer to attached "appendix a" for bill samples.	Yes	Yes	Yes	Yes	No