

REQUEST FOR PROPOSALS FOR PRINTING AND MAILING OF			
TREASURER PROPERTY TAX BILLING - RFP-RH-20-039			
PROPOSALS TABULATION			
NAME	The Master's Touch, LLC	Doxim	Kent Communications Inc. (KCI)
ADDRESS	1405 N. Ash St. Spokane, WA 99201	747 E. Whitcomb Ave Madison Heights, MI 48071	3901 East Paris Ave SE Grand Rapids, MI 49512
Contact Name	Jim Cote	Chris Pelak	Autumn Hoffman
Telephone Number	509-326-7475	248-206-7029	616-957-2120
Years in Business	26	34	44
Type of Organization	Corporation	Corporation	Corporation
Full Time Employees	35	126	55
Part Time Employees	1	17	9
Years providing printing and mailing services	26	34	19
Years providing printing and mailing services for property tax billing.	26	18	19
Municipalities you provide Treasurer property tax billings.	Clients include over 700 private and public organizations in 28 states.	List provided.	List provided
Years specifically providing Assessor printing and mailing services?	26	18	19
Names of Municipalities you provide Assessor printing and mailing services.	Clients include over 700 private and public organizations in 28 states. Did not provide list.	List provided.	List provided.
Single point of contact for contract	Jim Cote, 800-301-1347	Chris Pelak 248-206-7029	Autumn Hoffman, 616-957-2120
Can you accept Adobe Acrobat (pdf) file?	Yes	Yes	Yes
Via Internet	Yes	Yes	Yes
Size limitations?	No	No	No
Comments:	Data at rest and in transit are encrypted to prevailing standards. As part of the pre-production process, they utilize these approved secured methods of data transit: PGP Encryption; zip file with password protection; TMT's secure file transfer service, tmt.wetransfer.com; Direct client sFTP transfer, after TMT's IT department sets up secure access on their server.	Left blank	Has secure FTP site you are able to upload files to.
Can you accept A PMD file?	Yes	No	Yes
Via Internet	Yes		Yes
Size limitations?	No	No	No
Comments:			Has secure FTP site you are able to upload files to.
Can you accept FTP via the Internet?	Yes	Yes	Yes
Comments:	Attached is their data transmission pdf document for City's review. AB Data works with each client's needs for Bandwidth and adapts accordingly.		
Acknowledge all files must be delivered at City through FTP site or email?	Yes	Yes	Yes
Provide work plan and methodology:	Provided	Provided	Provided
List of client references provided?	List provided.	List provided.	List provided.
What detail will be provided on your firm's invoice to the City?	Detail provided is item, description, quantity, rate, amount, total, terms, ship via.	Complete detail of services.	Breakdown of items including printed items such as forms, envelopes and brochure. It will list setup fees, processing cost, shipping and postage. The dollar amount of the postage used and postage received along with pieces that did not qualify for discounts including, bad addresses that did not mail and foreign will be listed with the count. The invoice will be mailed with the USPS documents.
Time needed to provide the following for Treasury:			
All forms:	5-10 days	5-7 days	10 business days

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<b>Telephone Number</b>	509-326-7475	248-206-7029	616-957-2120
Print & Mail Tax Bills:	5-10 days after final proof approval	5-7 days	7 business days
Deliver to Rochester Hills all extra surplus forms, envelopes, etc.:	3 days after job completion	Ship via UPS	Delivery/Shipping 1-2 days
Comments:	Earlier completion can be accommodated if the City requires. Days quoted are normal.		Would like to process a test proof earlier so this won't hold up processing. KCI will always try to mail ASAP.
Time needed to provide the following for Assessing:			
All forms:	5-10 days	5-7 days	6-7 business days
Print & Mail Notices:	5-10 days after final proof approval	5-7 days	6-7 business days
Deliver to Rochester Hills Assessor all forms and reports:	3 days after job completion	Ship via UPS	Delivery/Shipping 1-2 days
Comments:	Earlier completion can be accommodated if the City requires. Days quoted are normal.		May be able to turn around sooner, but depends on mail date and if KCI has to print envelopes. Typically personal property assessments will take 3-4 days to process, but possibly sooner. KCI will always try to mail ASAP if needed.
Detail how printing and mailing operations of your firm address the needs of the City.	Is large enough to manage the largest mailings, small enough to remain flexible and ever ready to meet those quick turnarounds that are inevitable in this business, and eminently qualified to print, process and mail the tax notice mailing for the City. Description of capacity and capabilities is in Attachment C of response.	Upon delivery of the PDF files to DOXIM SFTP, their automated job management processes are activated. Files are transferred via MOVEit into the production environment and notifications triggered. At that point, custom file parsing processes are deployed to pre-sort and generate the accompanying addresses and production data for each document. Complete information in response.	All services are produced in house including base stock printing, envelope printing, laser printing and postal processing. Has the ability to print, fold, insert and mail over 250,000 statements per day. Has the experience, software, staff and equipment to handle municipal mailing projects including tax bills, assessments and personal property statements.
Describe experience in the type of service requested for other customers or communities.	Nationally and internationally recognized firm known for excellence in full-service direct marketing, business critical communications, award-winning integrated fundraising communications, and a full range of class action and bankruptcy administration services. Please see response for lengthy response.	Has been completing these services for the last 18 years.	Has been mailing for municipalities since their inception in 1975 and printing since 2001. Is privately held. Produces over 5,000,000 piece of mail per month. In Winter 2019 mailed over 1 million tax bills and in 2020 mailed over 2 million assessments.
How many clients does your company currently service with the type of services?	95% of their mail is first class as opposed to marketing mail, which means the processes and procedures TMT utilizes are tailored for bills, invoices and all types of private communication. Maintains two facilities. One in Spokane and one in Tempe. Most common mailing sizes are between 10,000 and 20,000 pieces.	Seasonal Taxes - 24 clients served Assessment notices - 9 clients they service Personal Property statements- service 6 clients	Works with over 400 municipalities.
Provide list of comparable public sector projects.	List provided.	List not provided.	List provided.
Can your firm provide any options that would be beneficial to the process?	Example of proprietary E-notices service is located in Attachment C.	Focus is on supporting the creation and delivery of critical customer communications for their clients in regulated and essential industries such as government, utilities, financial services, and healthcare.	With tax bills, they are able to process a test file with old data this will help speed up the processing when they received real files and be able turn around the mail quicker. Would also help if they are able to get the background on the bills sooner then getting the real files.

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Provide an equipment list:	Equipment list provided in response.	List provided.	List provided.
Provide documented procedures.	Has included in response.	Has included in response.	Has included in response.
Cost Proposal	Cost Proposal	Cost Proposal	Cost Proposal
1. 17,500 – Print 1-Sided Summer Tax Bill on 8 1/2" x 11"; Pantone PMS 448 Brown and PMS	\$33.00	\$34.00	\$75.85
2. 17,500 – Print 2-Sided Winter Tax Bill on 8 1/2" x 11", Pantone PMS 448 Brown and PMS	\$33.00	\$34.00	\$75.85
3. 30,000 – Pantone PMS 448 Brown, 1-side on #10 Window Mailer Envelope, Camera ready, you supply, your presorted first-class postage permit	\$28.00	\$24.50	\$43.06
4. 2,000 – Pantone PMS 448 Brown, 1-side on #10 Window Mailer Envelope, Camera ready, you	\$28.00	\$150.00	\$43.06
5. 30,000 – Black, 1-side on #9 Return Envelope, Camera ready, you supply	\$24.00	\$25.00	\$30.70
6. Imprint print file into Tax Forms for both Winter and Summer	Included	Included	\$0.00
7. 29,000 out – Print 8 1/2" x 3 7/8" Insert – PDF file	\$14.00	\$32.50	\$26.27
8. 16,000 out – Print 8 1/2" x 11" brochure – PDF file	\$33.00	\$51.50	\$58.79
9. 14,000 – Tri-fold and insert Summer Non-Escrow Tax Bill with 4-inserts	\$22.00	\$44.00	\$60.00
10. 1,000 – Tri-fold and insert Summer Automatic Bill Payment Tax Bill with 1-insert	\$25.00	\$44.00	\$60.00
11. 14,000 – Tri-fold and insert Winter Non-Escrow Tax Bill with 4-inserts	\$22.00	\$44.00	\$60.00
12. 1,000 – Tri-fold and insert Winter Automatic Bill Payment Tax Bill with 1-insert	\$25.00	\$44.00	\$60.00
13. 4,000 - Delinquent Tax Assignment Notices	\$33.00	\$100.00 for thousand or \$250.00 per lot	\$244.16
14. 27,500 records – CASS certify Tax Bill mailing addresses through Carrier Route for Intelligent Mail Barcode.	\$75.00	\$125.00 per Lot	\$0.00
15. 2-times per year – Delivery of Tax Bills to Post Office	\$45.00	\$50.00	\$0.00
ASSESSMENT NOTICES			
REAL PROPERTY PARCELS			
Data File Handling – Frequency: once a year	\$250.00	\$175.00	\$0.00
Paper, 50 lb, 8 1/2" X 11"; 2-sided with Backer	\$0.03	\$0.036 each \$36.00 per thousand	\$10.00
Laser Print	Included	\$0.036 each \$36.00 per thousand	\$50.00
Required imprinting proofs to Assessor prior to final job (emailed)	No charge	Included	\$0.00
Presorted Postage Permit information (postal indicia) printed in black ink, front side of envelopes	Included	\$0.024 each \$24.00 per thousand or \$175.00 per lot	\$0.00
Printing return address printed – black ink, front side	Included	Included with Indicia	\$34.00
Mailing: CASS certify mailing addresses through Carrier Route for Intelligent Mail Barcode.	Included	\$125.00	\$0.00
Mailing: Deliver to Post Office.	\$45.00	\$50.00	\$0.00

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<b>ASSESSMENT NOTICES</b>			
Data File Handling – Frequency: once a year	\$250.00	\$175.00	\$100.00
Paper, 50 lb	\$0.03	\$0.036 each \$36.00 per thousand	\$0.00
Laser Print	Included	\$0.036 each \$36.00 per thousand	\$0.05 each \$50.00 each
Required imprinting proofs to Assessor prior to final job	No charge	included	\$0.00
Presorted Postage Permit information (postal indicia) printed in black ink, front side of envelopes	Included	\$0.024 each \$24.00 per thousand or \$175.00 lot	\$0.00
Printing return address printed – black ink, front side	Included	Included with Indicia	\$0.034 each \$34.00 per thousand
Mailing: CASS certify mailing addresses through Carrier Route for Intelligent Mail Barcode.	Included	\$125.00	\$0.00
Mailing: Deliver to Post Office.	\$45.00	\$50.00	\$0.00
<b>PERSONAL PROPERTY STATEMENTS &amp; FORM 576 WITH BACKER</b>			
Data File Processing and Programming – Frequency: once a year	\$250.00	\$175.00	\$100.00
Offset print 2-sided, 11" x 17" sheets, duplex black and white	Included		\$0.28 each \$280.00 per thousand
Laser Forms with taxpayer name and address	\$0.025 Each \$25.00 per thousand	\$0.065 Each \$640.00 per thousand	\$0.00
Fold forms and insert with instructions	\$0.028 Each \$28.00 per thousand	Include in lot fee	\$0.00
Required: State Tax Commission approval of printed form	\$50.00	Included in lot fee	\$0.00
Required imprinting proofs to Assessor prior to final job	No charge	Included in lot fee	\$0.00
Set-up custom artwork for envelope	No charge	\$0.175 each \$175.00	\$0.00
Offset Print #10 double window envelopes – black and white	\$0.028 Each \$28.00 per thousand	\$0.0235 each \$23.50 per thousand	\$0.22 each \$220.00 per thousand
The following notices to be printed on the front of the envelope in black ink:	Included		
(YEAR) Personal Property Statement With Instructions For Preparation and Filing	Included	\$75.00	\$0.045 each \$45.00 per thousand
FORM 5076	Included		\$0.045 each \$45.00 per thousand
Mailing: CASS certify mailing addresses through Carrier Route for Intelligent Mail Barcode.	Included	\$125.00	\$0.00
Mailing: Deliver to Post Office.	\$45.00	\$50.00	\$0.00
Describe other charges, if any, as follows:	No other charges.	\$150.00 per hour (custom programming)	There will be an additional charge for shipping pieces to the City.
Acknowledge all mailings comply with USP office regulations.	Initialed	Initialed	Initialed
Cost saving recommendations:	See attachment C - eNotices TMT's paperless solution	Suggestions were within previous questions in the response.	Suggestions provided in response. Switching out different forms/envelopes.

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<b>Telephone Number</b>	509-326-7475	248-206-7029	616-957-2120
Acknowledge logo and font	Yes	Yes	Yes
Accept MasterCard for payment?	Yes	No	Yes
Provided equipment list?	Yes	Yes	Yes
Can you meet City's insurance requirements?	Left blank	Yes	Yes
Additional information/points not addressed:	None		If paying with a credit card for the postage in advance a 4% convenience fee is added. This is only for postage in advance. Final invoice with a credit card is no fee.
Extend to MITN	No	Yes	Yes