



# COUNTY OF WASHINGTON, VIRGINIA

COUNTY ADMINISTRATION BUILDING  
1 GOVERNMENT CENTER PLACE, SUITE A  
ABINGDON, VIRGINIA 24210

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DIRECTOR OF BUDGET & FINANCE

## DEPARTMENT OF BUDGET & FINANCE

### ADDENDUM NO. 1 TO ORIGINAL SOLICITATION OF REQUEST FOR PROPOSAL FOR OUTSOURCE PRINTING OF FORMS FOR WASHINGTON COUNTY TREASURER'S OFFICE

DATE: December 21, 2023

PROPOSALS MUST BE RECEIVED BY: **January 12, 2024 @ 3:00 P.M.**

This addendum is being issued to make the following changes, corrections, clarifications, and additions to the request for proposal document. The information in this addendum modifies and changes the original request for proposal document and takes precedence over the original document. Receipt of this addendum shall be acknowledged by the offeror signing and dating below and submitting this document with your proposal. Failure to acknowledge this addendum may preclude consideration of the proposal for award.

1. Due to the holidays and providing clarification of questions on the request for proposal, the proposal due date is being extended to January 12, 2024 at 3:00pm to allow for additional time on the proposals.
2. Questions and Answers #1 on Request for Proposal for Outsource Printing of Forms. All vendor questions have been compiled and answered by County to be provided to all vendors on the solicitation.

### ACKNOWLEDGEMENT OF RECEIPT OF REQUEST FOR PROPOSAL ADDENDUM

To qualify your proposal, of which this addendum is now a part, this acknowledgement of receipt of request for proposal addendum must be acknowledged and returned with your completed proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Vendor Name

Vendor Address

Printed Name of Signatory

Printed Title of Signatory

Signature

Date of Signature

To Vendors for Request for Proposal for Outsource Printing of Forms:

The following questions were received from vendors. In order to keep everyone informed, here are the questions and answers:

1. RFP requirement is to have the due date printed in red on the outside of the envelope. For cost savings would the County of Washington be willing to eliminate this requirement? Or could the County of Washington print the due date on the statement to show through the double window? We have 3 options for your consideration:
  - A - Omit it---No
  - B - Print it in Red - however we need to know if the date changes or is a fixed Date so we can print stock with that date on there to be used---No
  - C - Can it be printed in Red on the Statement itself and show through the window---No
2. Approximately what time would vendor receive files from the County of Washington for each run?  
**Last of March and last of September.**
3. RFP scope indicated that the second notice mails 30,00 annually. What percentage of the 30,000 is Real estate tax bills vs. Personal property tax bills? **40% Real Estate and 60% Personal Property**
4. What are the expected SLA requirements for each application? **We are not sure how to answer your question. Can you clarify what you mean by the question? Does this refer to the turnaround time of mailing after approval?** From vendor—SLA means service level agreement. For example, would vendor mail the same day, next day or 2 day? The quicker the SLA the more expensive, and the longer like the 2 day is the less expensive option. This question is driven in a way to save you money. **Please refer to Attachment 1, Qualifications/Scope of Work, item 7b in Request for Proposal, once sample proofs are approved, bills must be mailed in 3 business days. Once the County sends a PDF, the Treasurer wants a proof in 24 hrs. Once proof is approved, the Treasurer wants them in the mail within three business days.**
5. Will vendor provide NCOA/Move update services on the County of Washington's behalf? **Yes**
6. Are there any special handling requirements? **There may be times when certain tax bills or notices are to be sent back to the County and not mailed to the citizen.**
7. Are Custom reports required? **No**
8. Approximately how many files would vendor receive for each run/ application? **Personal Property = approximately 12, Real Estate = approximately 8, Business Personal Property = approximately 1.**
9. How are the PDFs are being supplied? **Bulk PDF's for Real Estate, Personal Property, and Business Personal Property. Leasing Companies may be separate PDFs but we can combine before sending.**
  1. Are they bulk PDFs - i.e one PDF for all recipients?
  2. One PDF per recipient?
  3. Can/is a companion data file available that can be used for quality/reconciliation purposes?
10. How will files be delivered to vendor? Typical options include: **3<sup>rd</sup> Party Printing Vendor usually dictates this.**
  1. SFTP
  2. VPN
  3. ConnectDirect
  4. Dedicated Line
  5. API

11. What is the reason for your proposal request? **Current contract ends April 2024**
12. Who is your current print and mail provider? **BMS Direct, Incorporated.**
13. Are you having any trouble with your current vendor that we can address in our proposal? **No**
14. Please provide a recent invoice for services and materials or the current contracted pricing structure. **The cost of services is provided as an attachment.**
15. What software are you using to generate raw data for the outsource vendor? **Avenity**
16. Will you be sending both PDF's & Raw data for printing & mailing? If so, please explain in detail. **PDF's only.**
17. Will you consider printing the due date on your statements in red so that it shows through the top window of the #10 outgoing envelope for cost savings? **No**
18. Will you be answering questions as received or on a specific date? **The questions and answers will be provided periodically depending on the number questions received.**
19. Will the County prepay the postage or pay postage at time of invoicing after the mailing? **Prepay the postage**
20. Will you please verify the following quantities for your tax bill mailings. The reason for asking if that we thought your population was 53,000 & therefore the volumes below would less than half? Are these correct? **Price it per piece, and it won't make a difference on quantity. The quantity in the Request for Proposal are estimates based on past billing. The quantity will vary.**  
Form 1 - 50,000 each semi-annual mailing – Duplex  
Form 2 - 80,000 annually – Duplex  
Form 3 - 30,000 annually– Simplex
21. Do you feel like the date due will change based on reviewing questions and compiling the answers for the solicitation? **Due to holidays and providing clarification of questions on the request for proposal, the due date will be extended one week to January 12, 2024 at 3:00pm.**
22. On page 1 – Qualifications, question 3 – Vendor must have the ability to track the mail using the UPS Intelligent Barcode and provide access to tracking information on-line. Can you please elaborate on this? What specifically is the Treasurer's Office looking for? What is the expectation the Treasurer's Office has with for this requirement? **The Treasurer wants to be completely aware of mailing dates so Treasurer can staff up office for the flood of calls and customers that pour in. So if a certain ZIP code does not get delivered, the Treasurer wants the vendor on the phone with USPS.**

**Attachment 1 – COST OF SERVICES**

Contract for Outsource Printing of Forms

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**Cost of Services**

The following cost structure includes all aspects of the County of Washington tax bill runs:

**Pricing per run for Form 1 Real Estate Bills – Mails semi-annually due 5/20 and 11/20**

Line Item	Description	Price	Quantity	Total
1	Process, Print & Mail Bill/Form - Duplex	\$0.105/ea.	50,000	\$5,250.00
2	Job and Machine Setup (per job)	\$50.00/flat	2	\$100.00
3	Delivery to Lynchburg Post Office (per job)	\$30.00/flat	2	\$60.00
4	Optional PDF Files uploaded to our Billztrack site for retrieval (per job)	\$65.00/flat		
5	NCOA Processing (per address changed)	\$0.20/ea.		

**Pricing for Form 2 Personal Property Bills – Mails once yearly - due 11/20**

Line Item	Description	Price	Quantity	Total
1	Process, Print & Mail Bill/Form - Duplex	\$0.105/ea.	80,000	\$8,400.00
2	Job and Machine Setup (per job)	\$50.00/flat	1	\$50.00
3	Delivery to Lynchburg Post Office (per job)	\$30.00/flat	1	\$30.00
4	Optional PDF Files uploaded to our Billztrack site for retrieval (per job)	\$65.00/flat		
5	NCOA Processing (per address changed)	\$0.20/ea.		

**Pricing for Form 3 Second Notices – Mails semi-annually**

Line Item	Description	Price	Quantity	Total
1	Process, Print & Mail Bill/Form - Simplex	\$0.10/ea.	30,000	\$3,000.00
2	Job and Machine Setup (per job)	\$50.00/flat	2	\$100.00
3	Delivery to Lynchburg Post Office (per job)	\$30.00/flat	2	\$60.00
4	Optional PDF Files uploaded to our Billztrack site for retrieval (per job)	\$65.00/flat		
5	NCOA Process (per address changed)	\$0.20/ea.		