

**PROFESSIONAL SERVICES AGREEMENT**  
 With STANDARD PRINTING COMPANY, INC.  
 for Utility Billing, License Printing, Folding, Inserting and Mailing Services

This Professional Services Agreement ("Agreement") is entered into and effective between CITY OF GLENDALE, an Arizona municipal corporation ("City") and Standard Printing Company, Inc, an Arizona Corporation, authorized to do business in the State of Arizona, ("Consultant") as of the \_\_\_\_ day of \_\_\_\_\_, 2023 ("Effective Date").

**RECITALS**

- A. City intends to undertake a project for the benefit of the public and with public funds that is more fully set forth in **Exhibit A**, Project (the "Project");
- B. City desires to retain the professional services of Consultant to perform certain specific duties and produce the specific work as set forth in the attached **Exhibit B**, Project Scope of Work ("Scope");
- C. Consultant desires to provide City with professional services ("Services") consistent with best consulting or architectural practices and the standards set forth in this Agreement, in order to complete the Project; and
- D. City and Consultant desire to memorialize their agreement with this document.

**AGREEMENT**

The parties hereby agree as follows:

**1. Key Personnel; Other Consultants and Subcontractors.**

- 1.1 Professional Services. Consultant will provide all Services necessary to assure the Project is completed timely and efficiently consistent within Project requirements, including, but not limited to, working in close interaction and interfacing with City and its designated employees, and working closely with others, including other consultants or contractors, retained by City.
- 1.2 Project Team.
  - a. Project Manager.
    - (1) Consultant will designate an employee as Project Manager with sufficient training, knowledge, and experience to, in the City's opinion, complete the project and handle all aspects of the Project such that the work produced by Consultant is consistent with applicable standards as detailed in this Agreement; and
    - (2) The City must approve the designated Project Manager.
  - b. Project Team.
    - (1) The Project Manager and all other employees assigned to the Project by Consultant will comprise the "Project Team."
    - (2) Project Manager will have responsibility for and will supervise all other employees assigned to the Project by Consultant.
  - c. Discharge, Reassign, Replacement.
    - (1) Consultant acknowledges the Project Team is comprised of the same persons and roles for each as may have been identified in **Exhibit A**.
    - (2) Consultant will not discharge, reassign, replace or diminish the responsibilities of any of the employees assigned to the Project who have been approved by City without City's prior written consent unless that person leaves the employment of Consultant, in which event the substitute must first be approved in writing by City.

(3) Consultant will change any of the members of the Project Team at the City's request if an employee's performance does not equal or exceed the level of competence that the City may reasonably expect of a person performing those duties, or if the acts or omissions of that person are detrimental to the development of the Project.

d. Subcontractors.

(1) Consultant may engage specific technical contractors (each a "Subcontractor") to furnish certain service functions.

(2) Consultant will remain fully responsible for Subcontractor's services.

(3) Subcontractors must be approved by the City.

(4) Consultant will certify by letter that all contracts with Subcontractors have been executed incorporating requirements and standards as set forth in this Agreement.

2. **Schedule.** The Services will be undertaken in a manner that ensures the Project is completed timely and efficiently in accordance with the Project.

3. **Consultant's Work.**

3.1 Standard. Consultant must perform Services in accordance with the standards of due diligence, care, and quality prevailing among consultants having substantial experience with the successful furnishing of Services for projects that are equivalent in size, scope, quality, and other criteria under the Project and identified in this Agreement.

3.2 Licensing. Consultant warrants that:

a. Consultant and its Subconsultants or Subcontractors will hold all appropriate and required licenses, registrations and other approvals necessary for the lawful furnishing of Services ("Approvals"); and

b. Neither Consultant nor any Subconsultant or Subcontractor has been debarred or otherwise legally excluded from contracting with any federal, state, or local governmental entity ("Debarment").

(1) City is under no obligation to ascertain or confirm the existence or issuance of any Approvals or Debarments, or to examine Consultant's contracting ability.

(2) Consultant must notify City immediately if any Approvals or Debarment changes during the Agreement's duration. The failure of the Consultant to notify City as required will constitute a material default under the Agreement.

3.3 Compliance.

a. Services will be furnished in compliance with applicable federal, state, county and local statutes, rules, regulations, ordinances, building codes, life safety codes, and other standards and criteria designated by City.

b. Consultant must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Consultant will require any Sub-contractor to be bound to the same requirements as stated within this section. Consultant, and on behalf of any subcontractors, warrants compliance with this section.

3.4 Coordination; Interaction.

a. For projects that the City believes requires the coordination of various professional services, Consultant will work in close consultation with City to proactively interact with any other professionals retained by City on the Project ("Coordinating Project Professionals").

- b. Consultant will meet to review the Project, Schedule and in-progress work with Coordinating Project Professionals and City as often and for durations as City reasonably considers necessary in order to ensure the timely work delivery and Project completion.
- c. For projects not involving Coordinating Project Professionals, Consultant will proactively interact with any other contractors when directed by City to obtain or disseminate timely information for the proper execution of the Project.

3.5 Work Product.

- a. Ownership. Upon receipt of payment for Services furnished, Consultant grants to City, and will cause its Subconsultants or Subcontractors to grant to the City, the exclusive ownership of and all copyrights, if any, to evaluations, reports, drawings, specifications, project manuals, surveys, estimates, reviews, minutes, all "architectural work" as defined in the United States Copyright Act, 17 U.S.C § 101, *et seq.*, and other intellectual work product as may be applicable ("Work Product").
  - (1) This grant is effective whether the Work Product is on paper (e.g., a "hard copy"), in electronic format, or in some other form.
  - (2) Consultant warrants, and agrees to indemnify, hold harmless and defend City for, from and against any claim that any Work Product infringes on third-party proprietary interests.
- b. Delivery. Consultant will deliver to City copies of the preliminary and completed Work Product promptly as they are prepared.
- c. City Use.
  - (1) City may reuse the Work Product at its sole discretion.
  - (2) In the event the Work Product is used for another project without further consultations with Consultant, the City agrees to indemnify and hold Consultant harmless from any claim arising out of the Work Product.
  - (3) In such case, City will also remove any seal and title block from the Work Product.

4. **Compensation for the Project.**

- 4.1 Compensation. Consultant's compensation for the Project, including those furnished by its Subconsultants or Subcontractors will not exceed \$2,000,000 as specifically detailed in **Exhibit D** ("Compensation").
- 4.2 Change in Scope of Project. The Compensation may be equitably adjusted if the originally contemplated Scope as outlined in the Project is significantly modified.
  - a. Adjustments to Compensation require a written amendment to this Agreement and may require City Council approval.
  - b. Additional services which are outside the Scope of the Project contained in this Agreement may not be performed by the Consultant without prior written authorization from the City.
  - c. Notwithstanding the incorporation of the Exhibits to this Agreement by reference, should any conflict arise between the provisions of this Agreement and the provisions found in the Exhibits and accompanying attachments, the provisions of this Agreement shall take priority and govern the conduct of the parties.
- 4.3 Allowances. An "Allowance" may be identified in **Exhibit D** only for work that is required by the Scope and the value of which cannot reasonably be quantified at the time of this Agreement.
  - a. As stated in Sec. 4.1 above, the Compensation must incorporate all Allowance amounts identified in **Exhibit D** and any unused allowance at the completion of the Project will remain with City.

- b. Consultant may not add any mark-up for work identified as an Allowance and which is to be performed by a Subconsultant.
- c. Consultant will not use any portion of an Allowance without prior written authorization from the City.
- d. Examples of Allowance items include, but are not limited to, subsurface pothole investigations, survey, geotechnical investigations, public participation, radio path studies and material testing.

4.4 Expenses. City will reimburse Consultant for certain out-of-pocket expenses necessarily incurred by Consultant in connection with this Agreement, without mark-up (the "Reimbursable Expenses"), including, but not limited to, document reproduction, materials for book preparation, postage, courier and overnight delivery costs incurred with Federal Express or similar carriers, travel and car mileage, subject to the following:

- a. Mileage, airfare, lodging and other travel expenses will be reimbursable only to the extent these would, if incurred, be reimbursed to City of Glendale personnel under its policies and procedures for business travel expense reimbursement made available to Consultant for review prior to the Agreement's execution, and which policies and procedures will be furnished to Consultant;
- b. The Reimbursable Expenses in this section are approved in advance by City in writing; and
- c. The total of all Reimbursable Expenses paid to Consultant in connection with this Agreement will not exceed the "not to exceed" amount identified for Reimbursable Services in the Compensation.

## 5. **Billings and Payment.**

### 5.1 Applications.

- a. Consultant will submit monthly invoices (each, a "Payment Application") to City's Project Manager and City will remit payments based upon the Payment Application as stated below.
- b. The period covered by each Payment Application will be one calendar month ending on the last day of the month.

### 5.2 Payment.

- a. After a full and complete Payment Application is received, City will process and remit payment within 30 days.
- b. Payment may be subject to or conditioned upon City's receipt of:
  - (1) Completed work generated by Consultant and its Subconsultants and Subcontractors; and
  - (2) Unconditional waivers and releases on final payment from all Subconsultants and Subcontractors as City may reasonably request to assure the Project will be free of claims arising from required performances under this Agreement.

### 5.3 Review and Withholding. City's Project Manager will timely review and certify Payment Applications.

- a. If the Payment Application is rejected, the Project Manager will issue a written listing of the items not approved for payment.
- b. City may withhold an amount sufficient to pay expenses that City reasonably expects to incur in correcting the deficiency or deficiencies rejected for payment.

## 6. **Termination.**

- 6.1 For Convenience. City may terminate this Agreement for convenience, without cause, by delivering a written termination notice stating the effective termination date, which may not be less than 15 days following the date of delivery.
- a. Consultant will be equitably compensated for Services furnished prior to receipt of the termination notice and for reasonable costs incurred.
  - b. Consultant will also be similarly compensated for any approved effort expended, and approved costs incurred, that are directly associated with Project closeout and delivery of the required items to the City.
- 6.2 For Cause. City may terminate this Agreement for cause if Consultant fails to cure any breach of this Agreement within seven days after receipt of written notice specifying the breach.
- a. Consultant will not be entitled to further payment until after City has determined its damages. If City's damages resulting from the breach, as determined by City, are less than the equitable amount due but not paid Consultant for Services furnished, City will pay the amount due to Consultant, less City's damages, in accordance with the provision of Sec. 5.
  - b. If City's direct damages exceed amounts otherwise due to Consultant, Consultant must pay the difference to City immediately upon demand; however, Consultant will not be subject to consequential damages more than \$1,000,000 or the amount of this Agreement, whichever is greater.
7. **Conflict.** Consultant acknowledges this Agreement is subject to A.R.S. § 38-511, which allows for cancellation of this Agreement in the event any person who is significantly involved in initiating, negotiating, securing, drafting, or creating the Agreement on City's behalf is also an employee, agent, or consultant of any other party to this Agreement.
8. **Insurance.** For the duration of the term of this Agreement, Consultant shall procure and maintain insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of all tasks or work necessary to complete the Project as herein defined. Such insurance shall cover Consultant, its agent(s), representative(s), employee(s) and any subcontractors.
- 8.1 Minimum Scope and Limit of Insurance. Coverage must be at least as broad as:
- a. Commercial General Liability (CGL). Insurance Services Office Form CG 00 01, including products and completed operations, with limits of no less than **\$1,000,000** per occurrence for bodily injury, personal injury, and property damage. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
  - b. Automobile Liability. Insurance Services Office Form Number CA 0001 covering Code 1 (any auto), with limits no less than **\$1,000,000** per accident for bodily injury and property damage.
  - c. Professional Liability. Consultant must maintain a Professional Liability insurance covering errors and omissions arising out of the work or services performed by Consultant, or anyone employed by Consultant, or anyone for whose acts, mistakes, errors and omissions Consultant is legally liability, with a liability insurance limit of \$1,000,000 for each claim and a \$2,000,000 annual aggregate limit.
  - d. Worker's Compensation. Insurance as required by the State of Arizona, with Statutory Limits, and Employers' Liability insurance with a limit of no less than **\$1,000,000** per accident for bodily injury or disease.
- 8.2 Indemnification.
- a. To the fullest extent permitted by law, Consultant must defend, indemnify, and hold harmless City and its elected officials, officers, employees and agents (each, an "Indemnified Party," collectively, the "Indemnified Parties") for, from, and against any and all claims,

demands, actions, damages, judgments, settlements, personal injury (including sickness, disease, death, and bodily harm), property damage (including loss of use), infringement, governmental action and all other losses and expenses, including attorneys' fees and litigation expenses (each, a "Demand or Expense" collectively "Demands or Expenses") asserted by a third-party (i.e. a person or entity other than City or Consultant) and that arises out of or results from the breach of this Agreement by the Consultant or the Consultant's negligent actions, errors or omissions (including any Subconsultant or Subcontractor or other person or firm employed by Consultant), whether sustained before or after completion of the Project.

- b. This indemnity and hold harmless provision applies even if a Demand or Expense is in part due to the Indemnified Party's negligence or breach of a responsibility under this Agreement, but in that event, Consultant will be liable only to the extent the Demand or Expense results from the negligence or breach of a responsibility of Consultant or of any person or entity for whom Consultant is responsible.
- c. Consultant is not required to indemnify any Indemnified Parties for, from, or against any Demand or Expense resulting from the Indemnified Party's sole negligence or other fault solely attributable to the Indemnified Party.

8.3 Other Insurance Provisions. The insurance policies required by the Section above must contain, or be endorsed to contain the following insurance provisions:

- a. **The City, its officers, officials, employees and volunteers are to be covered as additional insureds** of the CGL and automobile policies for any liability arising from or in connection with the performance of all tasks or work necessary to complete the Project as herein defined. Such liability may arise, but is not limited to, liability for materials, parts or equipment furnished in connection with any tasks, or work performed by Consultant or on its behalf and for liability arising from automobiles owned, leased, hired or borrowed on behalf of the Consultant. General liability coverage can be provided in the form of an endorsement to the Consultant's existing insurance policies, provided such endorsement is at least as broad as ISO Form CG 20 10, 11 85 or both CG 20 10 and CG 23 37, if later revisions are used.
- b. For any claims related to this Project, the **Consultant's insurance coverage shall be primary insurance** with respect to the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees or volunteers shall be in excess of the Consultant's insurance and shall not contribute with it.
- c. Each insurance policy required by this Section shall provide that coverage shall not be canceled, except after providing notice to the City.

8.4 Acceptability of Insurers. Insurance is to be placed with insurers with a current A.M. Best rating of no less than A: VII, unless the Consultant has obtained prior approval from the City stating that a non-conforming insurer is acceptable to the City.

8.5 Waiver of Subrogation. **Consultant hereby agrees to waive its rights of subrogation which any insurer may acquire** from Consultant by virtue of the payment of any loss. Consultant agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation. The Workers' Compensation Policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Consultant, its employees, agent(s) and subcontractor(s).

8.6 Verification of Coverage. Within 15 days of the Effective Date of this Agreement, Consultant shall furnish the City with original certificates and amendatory endorsements, or copies of any applicable insurance language making the coverage required by this Agreement effective. All certificates and endorsements must be received and approved by the City before work commences. Failure to obtain, submit or secure the City's approval of the required insurance policies, certificates or endorsements prior to the City's agreement that work may commence shall not waive the Consultant's obligations to obtain and verify insurance coverage as otherwise provided in this Section. The City reserves the

right to require complete, certified copies of all required insurance policies, including any endorsements or amendments, required by this Agreement at any time during the Term stated herein.

Consultant's failure to obtain, submit or secure the City's approval of the required insurance policies, certificates or endorsements shall not be considered a Force Majeure or defense for any failure by the Consultant to comply with the terms and conditions of the Agreement, including any schedule for performance or completion of the Project.

- 8.7 Subcontractors. Consultant shall require and shall verify that all subcontractors maintain insurance meeting all requirements of this Agreement.
- 8.8 Special Risk or Circumstances. The City reserves the right to modify these insurance requirements, including any limits of coverage, based on the nature of the risk, prior experience, insurer, coverage or other circumstances unique to the Consultant, the Project or the insurer.
9. **E-verify, Records and Audits**. To the extent applicable under A.R.S. § 41-4401, the Consultant warrants their compliance and that of its subconsultants with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). The Consultant or subconsultant's breach of this warranty shall be deemed a material breach of the Agreement and may result in the termination of the Agreement by the City under the terms of this Agreement. The City retains the legal right to randomly inspect the papers and records of the other party to ensure that the other party is complying with the above-mentioned warranty. The Consultant and subconsultant warrant to keep their respective papers and records open for random inspection during normal business hours by the other party. The parties shall cooperate with the City's random inspections, including granting the inspecting party entry rights onto their respective properties to perform the random inspections and waiving their respective rights to keep such papers and records confidential.
10. **No Boycott of Israel**. To the extent A.R.S § 35-393 through § 35-393.03 are applicable, the parties hereby certify that they are not currently engaged in, and agree for the duration of the Agreement to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S § 35-393.
11. **Uyghur Forced Labor Prevention Act (UFLPA)**. Consultant certifies that it does not currently, and during the term of this Agreement, will not use:
- a. the forced labor of ethnic Uyghurs in the People's Republic of China;
  - b. any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and
  - c. any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China.
12. **Attestation of PCI Compliance**. When applicable, the Consultant will provide the City annually with a Payment Card Industry Data Security Standard (PCI DSS) attestation of compliance certificate signed by an officer of Consultant with oversight responsibility.
13. **Notices**.
- 13.1 A notice, request or other communication that is required or permitted under this Agreement (each a "Notice") will be effective only if:
- a. The Notice is in writing; and
  - b. Delivered in person or by overnight courier service (delivery charges prepaid), certified or registered mail (return receipt requested).
  - c. Notice will be deemed to have been delivered to the person to whom it is addressed as of the date of receipt, if:
    - (1) Received on a business day before 5:00 p.m. at the address for Notices identified for the Party in this Agreement by U.S. Mail, hand delivery, or overnight courier service; or

- (2) As of the next business day after receipt, if received after 5:00 p.m.
- d. The burden of proof of the place and time of delivery is upon the Party giving the Notice.
- e. Digitalized signatures and copies of signatures will have the same effect as original signatures.

13.2 Representatives.

- a. Consultant. Consultant's representative (the "Consultant's Representative") authorized to act on Consultant's behalf with respect to the Project, and his or her address for Notice delivery is:

Standard Printing Company, Inc.  
 c/o Michael Trejo, President & CEO  
 3540 W. Lincoln Street  
 Phoenix, AZ 85009  
 michaeltt@spcio.com, 602-269-2391

- b. City. City's representative ("City's Representative") authorized to act on City's behalf, and his or her address for Notice delivery is:

City of Glendale  
 c/o Charlene Carpenter  
 5850 W. Glendale Ave, Suite 317  
 Glendale, Arizona 85301

With required copy to:

City Manager  
 City of Glendale  
 5850 West Glendale Avenue  
 Glendale, Arizona 85301

City Attorney  
 City of Glendale  
 5850 West Glendale Avenue  
 Glendale, Arizona 85301

- c. Concurrent Notices.
  - (1) All notices to City's representative must be given concurrently to City Manager and City Attorney.
  - (2) A notice will not be deemed to have been received by City's representative until the time that it has also been received by the City Manager and the City Attorney.
  - (3) City may appoint one or more designees for the purpose of receiving notice by delivery of a written notice to Consultant identifying the designee(s) and their respective addresses for notices.
- d. Changes. Consultant or City may change its representative or information on Notice, by giving Notice of the change in accordance with this section at least ten days prior to the change.

**14. Financing Assignment.** City may assign this Agreement to any City-affiliated entity, including a non-profit corporation or other entity whose primary purpose is to own or manage the Project.

**15. Entire Agreement; Survival; Counterparts; Signatures.**

15.1 Integration. This Agreement contains, except as stated below, the entire agreement between City and Consultant and supersedes all prior conversations and negotiations between the parties regarding the Project or this Agreement.

- a. Neither Party has made any representations, warranties or agreements as to any matters concerning the Agreement's subject matter.

- b. Representations, statements, conditions, or warranties not contained in this Agreement will not be binding on the parties.
- c. Inconsistencies between the solicitation, any addenda attached to the solicitation, the response or any excerpts attached as **Exhibit A**, and this Agreement, will be resolved by the terms and conditions stated in this Agreement.

15.2 Interpretation.

- a. The parties fairly negotiated the Agreement's provisions to the extent they believed necessary and with the legal representation they deemed appropriate.
- b. The parties are of equal bargaining position and this Agreement must be construed equally between the parties without consideration of which of the parties may have drafted this Agreement.
- c. The Agreement will be interpreted in accordance with the laws of the State of Arizona.

15.3 Survival. Except as specifically provided otherwise in this Agreement, each warranty, representation, indemnification and hold harmless provision, insurance requirement, and every other right, remedy and responsibility of a Party, will survive completion of the Project, or the earlier termination of this Agreement.

15.4 Amendment. No amendment to this Agreement will be binding unless in writing and executed by the parties. Electronic signature blocks do not constitute execution for purposes of this Agreement. Any amendment may be subject to City Council approval.

15.5 Remedies. All rights and remedies provided in this Agreement are cumulative and the exercise of any one or more right or remedy will not affect any other rights or remedies under this Agreement or applicable law.

15.6 Severability. If any provision of this Agreement is voided or found unenforceable, that determination will not affect the validity of the other provisions, and the voided or unenforceable provision will be reformed to conform with applicable law.

15.7 Counterparts. This Agreement may be executed in counterparts, and all counterparts will together comprise one instrument.

**16. Term.**

16.1 Renewals. The term of this Agreement commences upon the effective date and continues for a one (1) year initial period. The City may, at its option and with the approval of the Consultant, extend the term of this Agreement an additional four (4), renewable on an annual basis. Consultant will be notified in writing by the City of its intent to extend the Agreement period at least thirty (30) calendar days prior to the expiration of the original or any renewal Agreement period. Price adjustments will only be reviewed during the Agreement renewal period and will be a determining factor for any renewal. There are no automatic renewals of this Agreement.

16.2 Extension for Procurement Process. Upon the expiration of the Term of this Agreement, including the initial term and any renewals, at the City's sole discretion, this Agreement may be extended on a month-to-month basis for a maximum of six (6) months to allow for the City to complete its procurement process to select a vendor to provide the services/materials similar to those provided under this Agreement. The City will notify the Contractor in writing of its intent to extend the Agreement at least thirty (30) calendar days prior to the expiration of the Term. Any extension provided under this subsection will continue under the same terms and conditions as in effect immediately prior to the expiration of the then-current term.

**17. Dispute Resolution.** Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered according to the American Arbitration Association's Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

18. **Exhibits.** The following exhibits, with reference to the term in which they are first referenced, are incorporated by this reference.

Exhibit A	Project
Exhibit B	Scope of Work
Exhibit C	Compensation

(Signatures appear on following page.)

The parties enter into this Agreement effective as of the date shown above.

City of Glendale,  
an Arizona municipal corporation

By: Kevin R. Phelps  
Its: City Manager


ATTEST:

\_\_\_\_\_  
Julie K. Bower (SEAL)  
City Clerk

APPROVED AS TO FORM:

\_\_\_\_\_  
Michael D. Bailey  
City Attorney

Standard Printing Company, Inc,  
an Arizona Corporation

  
\_\_\_\_\_  
By: Michael Trejo  
Its: President & CEO

**EXHIBIT A**  
**Professional Services Agreement**

**PROJECT**  
**(30 pages)**

Contractor shall provide utility billing, license printing, folding, inserting and mailing services for the City of Glendale as defined in Exhibit A, attached herein.



# CITY OF GLENDALE PROCUREMENT DIVISION REQUEST FOR PROPOSAL

**SOLICITATION NUMBER:** RFP 23-31

**ONLINE BID NUMBER:** 42300064

**TITLE:** UTILITY BILLING, LICENSE PRINTING, FOLDING, INSERTING AND MAILING SERVICES

**PUBLISHED DATE:** MARCH 22, 2023

**PRE-OFFER CONFERENCE:** APRIL 4, 2023, 2:00 PM Local Time  
Microsoft Teams meeting  
Join on your computer, mobile app or room device  
[Click here to join the meeting](#)  
Meeting ID: 235 542 734 282  
Passcode: erdurW  
[Download Teams](#) | [Join on the web](#)  
**Or call in (audio only)** +1 480-500-1194, 274370434#  
Phone Conference ID: 274 370 434#

**OFFER DUE:** APRIL 13, 2023, 2:00 PM Local Time  
Offer Submission Through [Vendor Self-Service \(VSS\) Online Bid System](#).  
***NOTE:** This is a sealed proposal process requiring proposals to be submitted before the date/time shown above. If errors occur when submitting through VSS, email or call using contact information below.*

**CONTACT:** Charlene Carpenter, Procurement Officer  
Purchasing-Procurement Division  
623-930-2865  
[ccarpenter@glendaleaz.com](mailto:ccarpenter@glendaleaz.com)

Proposals shall be opened using the City's electronic bidding system on the specified due time and date identified herein. All information contained in the proposals shall be confidential to avoid disclosure of contents prejudicial to competing Offerors.

## **OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION**

The [Vendor Self-Service - New and Existing Vendor Registration Guide](#) provides detailed instructions for registration for both new and existing vendors.



**City of Glendale**  
**Solicitation Number: RFP 23-31 / 42300064**  
**UTILITY BILLING, LICENSE PRINTING, FOLDING,**  
**INSERTING AND MAILING SERVICES**

CITY OF GLENDALE  
 Procurement Division  
 5850 West Glendale Avenue,  
 Suite 317  
 Glendale, Arizona 85301

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**Required Submittal Documents**

1. **Response Workbook** – To be completed by Offeror and submitted as their response.
2. **RFP 23-31 ATTACHMENT 1 – SAMPLES** · Firm’s sample of statements and notices (See Section 1.5 – Response Workbook) ·
3. **Price Workbook** – To be completed by Offeror and submitted as their response.



**City of Glendale**  
**Solicitation Number: RFP 23-31 / 42300064**  
**UTILITY BILLING, LICENSE PRINTING, FOLDING,**  
**INSERTING AND MAILING SERVICES**

**CITY OF GLENDALE**  
**Procurement Division**  
**5850 West Glendale Avenue,**  
**Suite 317**  
**Glendale, Arizona 85301**

**1. INTRODUCTION**

The City of Glendale (City) is seeking proposals from qualified firms (Vendor) who can provide bill design, printing, finish product, mail insertion services including electronic mail, and electronic archiving services for its utility billing and business license functions.

**2. OBJECTIVES**

Qualified vendor shall be able to provide the City with convenient, reliable, and cost-effective solutions for designing, printing, inserting and mailing of utility bills, notices and license certificates and renewals.

**3. BACKGROUND**

The City provides a full range of municipal services including water, sewer, and solid waste services. With a population of over 250,000, the city has approximately 64,000 utility customer accounts, 7,500 active business licenses, and 1,000 short-term rental licenses. Approximately 18,000 utility bills and notices are processed on a weekly basis. Additionally, around 500 license certificates, 1,000 account statements, and 500 license renewals are issued monthly. Short-term rental licenses monthly notifications range between 200 – 1,000.

On occasion the City generates other miscellaneous billings such as landfill and other miscellaneous invoices. On average 10 invoices are generated on a monthly basis.

The City also initiates collections correspondence for past due balances resulting from the inactive utility accounts, license and miscellaneous billing functions. On average, 200 collection letters are generated on a weekly basis. This results in a total of 73,000 bills, notices, certificates, account statements, renewals and collection letters each month. Finally, if needed, non-insert communication may be required as well.

**4. SCOPE OF WORK**

**4.1 Vendor shall use Current Process for License Certificates, Account Statements and Renewals**

- 4.1.1 The vendor shall support the document formats as designed by the City.
- 4.1.2 All license documents will be delivered monthly with the largest months being November and December when the majority of license renewals are due.
- 4.1.3 All document forms will need Z-folds to fit a #10 double window envelope.
- 4.1.4 The account (license) statement form remittance envelopes will be a standard #9, non-window with security tint and black text on the face of the envelope.
- 4.1.5 The reverse side of the account statement form shall contain static information.
- 4.1.6 The vendor will also accept any inserts printed for the City by other providers, as needed.
- 4.1.7 Current print specifications are listed below.



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Description	Application	Estimated Average Monthly Totals	File Delivery Frequency
<b>Business License Form</b> <i>24# white paper, multi-color pre-printed logo on face.</i>	Licenses Certificates	500	Weekly
<b>License Renewal Form</b> <i>24# white paper, multi-color (no perf.)</i>	License Renewals	500	Monthly
<b>Account (License) Statement Form</b> <i>24# white paper with pre-printed static backer.</i>	License Statements	1000	Monthly
<b>#10 Standard Envelope</b> <i>Double-window, white envelope</i>	License Certificates License Statements License Renewals		
<b>#9 Account (License) Reply Envelope</b> <i>Non-window, white envelope with security tint, black image/text on the n face</i>	Account (License) Statements		

**4.2 Vendor shall use Current Process for Utility Billing**

- 4.2.1 The vendor will support the billing format as designed by the City.
- 4.2.2 The vendor will pre-print City utility bills and reminder statements on 8.5" x 11", 24lb paper.
- 4.2.3 The statements (Utility Bill and Final Bill Forms) will need to contain a micro-perforation (at least 42 teeth per inch) that Z-folds to fit a standard white #10 double window envelope. The perforation is the bottom third of the page for remittance purposes.
- 4.2.4 The remittance envelopes will be a white standard #9 single window. The reverse side of the utility bill and Final Bill statement shall contain static billing information and, in the future, may contain variable data as contained in the customer's record.
- 4.2.5 Final Notices envelopes will be white #10 envelopes with "URGENT" imprinted in black ink on the face of the envelope.
- 4.2.6 The vendor will also accept any inserts printed for the City by other providers.
- 4.2.7 Utility jobs will be done on a weekly basis with the largest job estimated at 23,000 bills and the smallest job estimated at 110.
- 4.2.8 The City may at a future date begin billing daily with printable bills ranging from an estimated 3,000 to 5,000 per day.
- 4.2.9 The vendor shall insert monthly with billing, the citywide newsletter "Glendale Connection".



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4.2.10 All prints shall be image archived for City administrative access to be delivered via FTP.

4.2.11 Current print specifications are listed below.

<b>Description</b>	<b>Application</b>	<b>Estimated Average Monthly Totals</b>	<b>File Delivery Frequency</b>
<b>Utility Bill Form</b> <i>24# white paper, 3 colors, front and back. (pre-printed static backer)</i>	Utility Bills	64,000	Weekly
<b>Monthly Insert</b> <i>24# white paper 2 colors, front and back.</i>	Glendale Connection	64,000	Weekly
<b>Final Bills Form</b> <i>24# white paper 3 color, front and back. (pre-printed static backer)</i>	Final Bills	500	Weekly
<b>Final Notice Letter</b> <i>24# white paper 2 colors, front (no perf.)</i>	Final Notices	6,000	Weekly
<b>#10 Standard Envelope</b> <i>Double-window, white envelope</i>	Utility Bills Final Bills		
<b>#10 Imprinted Envelope</b> <i>#10 envelope as described above, plus "URGENT" imprinted in black on the face</i>	Final Notices		
<b>#9 Standard Reply Envelope</b> <i>Single window, white envelope</i>	Utility Bills Final Bills		
Image archive for City administrative access - per image - delivered via FTP	Final Bills Utility Bills		

**4.1 Additional Processes** - The following processes are currently being performed by the current vendor.

**4.1.1 Reminder Notices –**

- 4.1.1.1 Delinquent or Reminder Notices are generated monthly for all utility accounts that are delinquent on payments. The City's utility billing software generates a .txt file that is sent via the Internet to the third-party print vendor.
- 4.1.1.2 The data is then printed by the vendor on a one-page format and is fed into an inserter where it is folded and inserted into a #10 window envelope that has NOTICE printed in black int on the front.



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4.1.1.3 Reminder notices are printed in black ink only. Reminder notices may also be sent via email by the vendor for customers who have opted for email notifications.

**4.1.2 Process for Miscellaneous Billing**

4.1.2.1 The miscellaneous billing software generates preformatted invoices in a PDF or .txt format that can be sent via Secure Shell File Transfer Protocol (SFTP) to the third-party print vendor.

4.1.2.2 The miscellaneous invoices can be printed on one page per invoice format and feed into an inserter where it can be folded and inserted into a #10 white window envelope.

4.1.2.3 Additional inserts, if notified by the city, are also sent with the billing.

**4.1.3 Process for Collections Correspondence**

4.1.3.1 The collections correspondence are generated weekly for inactive utility and miscellaneous accounts that are delinquent on payments.

4.1.3.2 The City's utility billing software generates collections correspondence that can be saved as txt or PDF files that can be sent via SFTP to the third-party print vendor.

4.1.3.3 The data can then be printed by the vendor on one page format and feed into an inserter where it is folded and inserted into a #10 white window envelope and mail to customers.

**4.1.4 Process for 'non-insert' communication**

4.1.4.1 The City, on occasion, sends out other communications to its customers.

4.1.4.2 The communications will be developed in, most likely, word format. The file can be sent via SFTP to the third-party print vendor.

4.1.4.3 The data can then be printed by the vendor on one page format and feed into an inserter where it is folded and inserted into a #10 white window envelope and mail to customers.

**4.2 Requirements**

4.2.1 Vendor must have the capacity and resources to perform all services required to format, print, and mail the City's utility bills, notices and license certificates and renewals with one (1) hour of receiving data from City. Vendor must contractually guarantee to schedule.

4.2.2 Vendor must pre-process data for address certification and pre-sort mail for lowest possible first-class rate. Software used to pre-sort must be United States Postal Service (USPS) approved. Any non-certified addresses should be reported to the City within 30 days for correction in future billings. Vendor must certify that the mailing conforms to all USPS regulations such as CASS certification or any other regulations that may apply.



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- 4.2.3 Vendor must have software and resources to provide bill format design services as required. Bill format/design must accommodate use of graphics and color as needed.
- 4.2.4 Vendor must allow for conditional or supplemental messaging on bill. The City uses several message areas on the bill for impromptu notices that will be provided by the City.
- 4.2.5 Vendor must be able to receive file transfer from City's Northstar Utility Billing System in XML format as well PDF files from their licensing systems. Vendor must provide a means for secure data transmission and confirm receipt of data.
- 4.2.6 Vendor must be able to combine multiple statements for one customer into one envelope upon request.
- 4.2.7 Vendor must provide conditional selection/suppression of return envelopes for ACH customers.
- 4.2.8 Vendor must store all forms and envelopes used to process City bills and notices.
- 4.2.9 Vendor must support email notifications and provide secure storage of customer email addresses. The internet accessible bill must be generated in a format that represents the true image of the bill as well as not require special software licensing on the client.
- 4.2.10 Vendor must allow for the City to view and proof bills and notifications online before they are printed and mailed. Vendor must supply City with control totals for each mailing to allow City to verify totals prior to mailing.
- 4.2.11 Vendor must provide City the ability to selectively pull bills prior to mailing if necessary.
- 4.2.12 Vendor must support bill insert services. The City occasionally needs special inserts printed and mailed with monthly utility statements. The inserts range from 1/3 sheets to full sheets.
- 4.2.13 Vendor should provide the capability of selective insertion and allow pre-printed inserts to be provided by the City.
- 4.2.14 Vendor must provide electronic archive of completed bills, notifications, or other documents. This archive needs to be available directly after the



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bill is processed and represents a true image of the bill or documents sent to customers.



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**5. HOW WE CHOOSE**

**5.1 SCORING RESPONSES:**

The evaluation criteria are weighted in accordance with the Submission Requirements. Your response will be rated as follows:

- o 30% Cost
- o 30% Experience, proven performance, and qualifications
- o 20% Method of Approach
- o 20% Technology and Security

**5.2 TYPE OF AWARD:** The City reserves the right to make multiple awards or to award by group of line items, or to make an aggregate award, whichever is deemed most advantageous to the City. If the City determines that an aggregate award to one bidder is not in the City's best interest, "all or none" Bids shall be rejected.

**5.3 LENGTH OF CONTRACT:** The City will award for an initial one (1) year with four (4) additional one-year renewal options.

**5.4 EVALUATION PANEL:** Submittals will be evaluated by a panel based on the stated criteria and are responsible for selecting the proposal that is most advantageous to the City.

**5.5 PANEL CONTACT:** Offerors shall have no exclusive meetings, conversations or communications with an individual evaluation panel member on any aspect of the RFP, after submittal.

**5.6 INTERVIEWS:** City may ask some or all Offerors to participate in an interview at any point during the evaluation process but is not required to do so. Information gathered in an interview will be used by the panel to make a selection. Offeror is responsible for any costs incurred to participate in an interview.

**5.7 ADDITIONAL INVESTIGATIONS:** City may conduct additional investigations needed to determine the competence or financial stability of any Offeror.

**5.8 BEST AND FINAL OFFERS:** City may request best and final offers and will determine the scope and subject of any best and final request.

**5.9 PROPOSAL EVALUATION:** City reserves the right to secure additional information from the Offeror in various forms and to award based on submitted information.

**5.10 NOTICE OF INTENT TO AWARD AND PROTEST PERIOD:** Information about the recommended award for this solicitation will be posted [here](#) and will be available immediately after the City has completed its evaluation process. Questions regarding the notice of intent to award must be directed to the listed Procurement Officer immediately. Any protest must be submitted to the Procurement



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Administrator no later than seven (7) calendar days from the date of posting on the Internet. Information and instructions on how to file a protest can be found [here](#).

- 5.11 WITHDRAWAL OF PROPOSAL:** Offeror may withdraw a submitted proposal at any time prior to the specified solicitation due date and time through the City's online bidding system. Withdrawals must be made by the Offeror or designated representative listed on the proposal. Telephonic or oral withdrawals cannot be accepted.
- 5.12 OFFER ERRORS OMISSIONS AND CORRECTIONS:** City will not be responsible for any offeror errors or omissions. Any corrections shall be submitted through the City's online bidding system prior to due date and time of the RFP. No corrections will be permitted after the offers have been opened.
- 5.13 COMPETITIVE NEGOTIATIONS:** City may negotiate with multiple Offerors at the same time. Negotiations may result in changing the conditions, terms, or price of the proposed contract for the benefit of the City unless prohibited herein. All Offerors shall be treated fairly and equally while conducting negotiations and the City is prohibited from disclosing any information submitted by competing Offerors. Entering into negotiations does not constitute a contract award or confer any rights to Offerors. The City may formally terminate negotiations and enter into concurrent or exclusive negotiations with the next most qualified Offeror/s if it is in the City's best interest to do so.
- 5.14 NO CONTACT, NO INFLUENCE DURING THE RFP PROCESS:** City is conducting a competitive RFP process for the contract, free from improper influence or lobbying. There shall be no contact concerning this RFP from Offerors submitting a Proposal with any member of the City Council, RFP Evaluation Committee Members, or anyone connected with the process for or on behalf of the City. Contact includes direct or indirect contact by the Offeror, its employees, attorneys, lobbyists, surrogates, etc. in an attempt to influence the RFP process.

From the time the RFP is issued until the expiration of the protest period or the resolution of any protest, whichever is later (the "Silent"), Offerors, directly or indirectly through others, are restricted from attempting to influence in any manner the decision making process through, including but not limited to, the use of paid media; contacting or lobbying the City Council or City Manager or any other City employee (other than Material Management employees); the use of any media for the purpose of influencing the outcome; or in any other way that could be construed to influence any part of the decision-making process about this RFP. This provision shall not prohibit an Offeror from petitioning an elected official or engaging in any other protected first amendment activity after the protest period has run or any protest has been resolved, whichever is later.

Violation of this provision will cause the proposal or offer of the Offeror to be found in violation and to be rejected.



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**5.15 PROPRIETARY INFORMATION** Offeror shall clearly mark any proprietary information contained in its bid with the words "Proprietary Information." Offeror shall not mark any Solicitation Form as proprietary. Pricing data shall not be considered proprietary. Marking all, or nearly all, of a bid as proprietary may result in rejection of the bid.

Offerors acknowledge that the City is required by law to make certain records available for public inspection. In the event that the City receives a request for disclosure of Proprietary Information by any person, court, agency or administrative body, or otherwise has a reasonable belief that it is obligated to disclose the Proprietary Information to any such person or authority, the City will provide Offeror with prompt written notice so that Offeror may seek a protective order or other appropriate remedy. The Offeror, by submission of materials marked Proprietary Information, acknowledges and agrees that the City will have no obligation to advocate for non-disclosure in any forum or any liability to the Offeror in the event that the City must legally disclose the Proprietary Information.



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**6. SUBMISSION CHECKLIST**

This section provides an overview of the submission instructions including a checklist to aid in the submission of complete proposals. Offerors shall complete the fillable "RESPONSE WORKBOOK" attachment and submit as their proposal.

Vendors are strongly advised to read this section in its entirety and complete the checklist to avoid disqualification. **Please note that the City will NOT be able to consider proposals that are submitted late or that do not follow these guidelines.**

**The Offeror shall bear all costs associated with submitting the proposal, including proposal preparation, site visitation or any travel connected with submission of the proposal. The City shall have no liability whatsoever for such costs.**

Checklist for Submitting Proposal	Complete (✓)
<b>Submission Requirements</b>	
OFFER SHEET ( <b>Response Workbook</b> ) Offeror Name Offeror Address	
1. EXPERIENCE, PROVEN PERFORMANCE, QUALIFICATIONS (30%)	
2. METHOD OF APPROACH (20%)	
3. TECHNOLOGY AND SECURITY (20%)	
4. COST (30%)	
COMPLETED PRICING WORKBOOK	
ADDENDUM RESPONSES (if applicable)	
<b>Return of Offer</b>	
<ul style="list-style-type: none"> <li>Electronic copies of all "SUBMISSION REQUIREMENTS" listed above. Pricing Workbook must be submitted separately from the rest of the proposal.</li> </ul>	



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**7. SUBMISSION REQUIREMENTS**

The proposal is every element of your response to this RFP. For this proposal, you must provide a completed OFFER SHEET in addition to answering the questions identified in the REQUIRED RESPONSES. (see Response Workbook)

**Responses must be numbered to correspond to the question numbers to aid in the evaluation process; failure to do so may result in disqualification.**

Should your offer contain any PROPRIETARY INFORMATION you must clearly mark that information with the words "Proprietary Information." Only information contained in your response questions may be marked as such, information on the OFFER SHEET or PRICING SHEET (if applicable) are not considered proprietary.

Offerors acknowledge that the City is required by law to make certain records available for public inspection. By submitting any materials marked as Proprietary Information, Offeror acknowledges and agrees that the City will have no obligation to advocate for non-disclosure in any forum or any liability to the Offeror if the City must legally disclose the Proprietary Information.

**Helpful Hints:**

- Answer each question completely, your answers will be the only basis on which your proposal is scored.
- Do not unnecessarily elaborate, keep your response complete and effective.
- Do not provide general answers or reference to sales literature.
- Only when applicable attach and reference supporting documents.



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**8. EXHIBIT 1: SPECIAL INSTRUCTIONS**

By signing on the Offer/Bid page, solicitation Addendum(a), or cover letter accompanying the submittal documents, Offerors are certifying that they understand the following notices and agree to comply with all required terms and conditions.

**8.1 RETURN OF OFFER**

**The Offeror shall submit required proposal responses electronically in Vendor Self Service (VSS).**

Offeror is required to register in VSS prior to submitting a proposal if they have not already registered.

<https://glendaleazvendors.munisselfservice.com/Vendors/default.aspx>

Guide to Register as a new vendor:

[https://www.glendaleaz.com/your\\_government/city\\_finances/procurement/vendor\\_self\\_service\\_vss](https://www.glendaleaz.com/your_government/city_finances/procurement/vendor_self_service_vss) (This is a PDF document "Vendor Registration Instructions"

at the bottom of page.)

- a. The Offeror shall complete all sections of the solicitation in the format given and the spaces provided. Proposals that do not conform to the above format may be rejected.
- b. The Offeror shall bear all costs associated with submitting the proposal, including proposal preparation, site visitation or any travel connected with submission of the proposal. The City shall have no liability whatsoever for such costs.

**8.2 PRE-OFFER CONFERENCE**

A Pre-Offer meeting will be held on **the time and at the location shown on page 1 of this document**. Attendance is not required. Copies of the Request for Proposal (RFP) will NOT be available.

The purpose of the conference will be to clarify the contents of the solicitation to prevent any misunderstanding of the City of Glendale's position. Any doubt as to the requirements of the solicitation or any apparent omission or discrepancy should be presented to the City at the conference. The City will determine the appropriate action necessary, if any, and issue a written amendment to the solicitation if required. Oral statements or instructions will not constitute an amendment to the solicitation.

**8.3 NO CONTACT, NO INFLUENCE DURING THE RFP PROCESS**

The City is conducting a competitive RFP process for the contract, free from improper influence or lobbying. There shall be no contact concerning this RFP from Offerors submitting a Proposal with any member of the City Council, RFP Evaluation Committee Members, or anyone connected with the process for or on behalf of the City. Contact includes direct or indirect contact by the Offeror, its employees, attorneys, lobbyists, surrogates, etc. in an attempt to influence the RFP process.



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From the time the RFP is issued until the expiration of the protest period or the resolution of any protest, whichever is later (the "Silent Period"), Offerors, directly or indirectly through others, are restricted from attempting to influence in any manner the decision making process through, including but not limited to, the use of paid media; contacting or lobbying the City Council or City Manager or any other City employee (other than Procurement employees); the use of any media for the purpose of influencing the outcome; or in any other way that could be construed to influence any part of the decision-making process about this RFP. This provision shall not prohibit an Offeror from petitioning an elected official or engaging in any other protected first amendment activity after the protest period has run or any protest has been resolved, whichever is later.

Violation of this provision will cause the proposal or offer of the Offeror to be found in violation and to be rejected.

**8.4 CONFLICT OF INTEREST**

Contractor shall disclose the following: 1) the name(s) and position(s) of each Contractor's employee or subcontractor that participated in the preparation of the submittal or who will be involved, directly or indirectly, with performing the contract, if awarded; 2) the name(s) of any City of Glendale employee who is a relative of persons identified pursuant to No. 1; 3) the name(s) and position(s) of Contractor's personnel that have a financial or proprietary interest in the contract; 4) the name(s) of any City of Glendale employee who is a relative of persons identified pursuant to No. 3.

Providing such disclosure will not necessarily disqualify a Contractor. Failure to disclose the requested information or any potential conflict of interest pursuant to A.R.S. § 38-511 et seq. may result in rejection of the proposal or bid or any contract being void or terminated.

For purposes of this provision, the following definitions apply:

- i. "Employee" means all persons who are employed on a full-time, part-time or contract basis by the City of Glendale.
- ii. "Relative" means the spouse, child, child's child, parent, grandparent, brother or sister of the whole or half blood and their spouses and the parent, brother, sister or child of a spouse.

**8.5 INQUIRIES**

Any question related to the Request for Proposal shall be directed to the Procurement Officer whose name appears above. An Offeror shall not contact or ask questions of the department for whom the requirement is being procured. The Procurement Officer may require any and all questions be submitted in writing. Offerors are encouraged to submit written questions via electronic mail or facsimile, no later than **FIVE days** prior to the proposal due date. Any correspondence related to a solicitation should refer to the appropriate Request for Proposal number, page and paragraph number. An envelope containing questions should be identified as such; otherwise, it may not be opened until after



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the official proposal due date and time. Oral interpretations or clarifications will be without legal effect. Only questions answered by a formal written amendment to the Request for Proposal will be binding.

**8.6 SPECIAL TERMS AND CONDITIONS**

Additional terms and conditions specific to the provision of the services referenced will be negotiated with the successful bidder for inclusion in the contract.

**8.7 PUBLIC RECORD REQUIREMENTS**

Offeror acknowledges that the City is a public agency and must comply with all Public Records laws and proposals submitted become the property of the City and are subject to public disclosure requirements in accordance with Arizona Public Records Law. Any portion of the proposal that the offeror deems confidential or proprietary must be clearly labeled as such. Labeling material does not automatically preclude the material from public disclosure, as the City is required to make an appropriate determination as to the confidentiality of the material in accordance with Arizona Public Records Law. It is the offeror's sole responsibility and cost to take action, including legal actions, to protect such material. Price is not confidential and will not be withheld.

**8.8 PERMITS AND LICENSES**

It is the offeror's sole responsibility to determine and secure any and all licenses and permits the contractor needs to operate the facility, from any regulatory body having jurisdiction related to the services being provided. Such costs are the exclusive responsibility of the operator, operator must also ensure appropriate licensing of any sub-contractors, operator shall notify the City in writing within two (2) working days of any suspension, revocation or renewal.

**8.9 NO COLLUSION OR ANTI-COMPETITIVE PRACTICES**

The submission of the offer did not involve collusion, and without any agreement, understanding or planned common course of action with, any other vendor of materials, supplies, equipment or services described in the invitation to bid, designed to limit independent bidding or competition or other anti-competitive practices.

**8.10 NON-DISCRIMINATION**

Contractor agrees not to discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

**8.11 NO CONSIDERATIONS**

The Contractor has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity,



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special discount, trip, favor, meal or service to a public servant in connection with the submitted offer.

**8.12 AUTHORIZED AGENT**

The individual signing the submittal is an authorized agent and has the authority to bind the Offeror to the proposal and subsequent contract if awarded.

**8.13 KEY PERSONNEL**

If awarded, Offeror shall assign a specific individual as the key point of contact for the management of the contract, subject to specific notification requirements to be included in the final contract.

**8.14 SITE INSPECTION**

It is the responsibility of the Offeror to become familiar with any conditions which may affect the performance and cost of providing the service and this submission will serve as evidence that the Offeror did, in fact, make a site inspection and is aware of all conditions.



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**9. EXHIBIT 2: SPECIAL TERMS AND CONDITIONS**

By signing on the Offer/Bid page, solicitation Addendum(a), or cover letter accompanying the submittal documents, Offerors are certifying that they understand the following notices and agree to comply with all required terms and conditions. The following terms are found on the City's Website and are applicable to Request for Proposal: Standard Terms and Conditions

**9.1 TYPE OF AWARDS**

The City reserves the right to make multiple awards or to award by individual line items, by group of line items, or to make an aggregate award, whichever is deemed most advantageous to the City. If the City determines that an aggregate award to one offeror is not in the City's best interest, "all or none" offers shall be rejected.

**9.2 ALTERNATE OFFERS**

Offers submitted as alternates, or on the basis of exceptions to specific conditions of purchase and/or required specifications, must be submitted as an attachment referencing the specific paragraph number(s) and adequately defining the alternate or exception submitted. Detailed product brochures and/or technical literature, suitable for evaluation, must be submitted with the offer. If no exceptions are taken, City will expect and require complete compliance with the specifications and all Conditions of Purchase.

**9.3 EFFECTIVE PERIOD OF OFFER** Offers shall be valid for a minimum of 120 days following the deadline for submitting offers. If an award is not made during that period, all offers shall be automatically extended for another 120 days. Offers will be automatically renewed until such time as either an award is made, or proper Notice is given to the Procurement Officer of Offeror's intent to withdraw its offer. Offers may only be withdrawn by submitting Notice at least 15 days before the expiration of the then current 120-day period.

**9.4 PAYMENT TERMS** If payment terms are not indicated, terms of NET 30 days shall be applied by the City. Payment terms to apply after receipt of invoice or final acceptance of the products/services, whichever is later. Payment terms offering less than 20 days for payment will not be considered.

**9.5 UNIT PRICE TO PREVAIL** In the event of a price disparity between the unit and extended price, the unit price shall prevail unless judged obviously in error by the City.

**9.6 OFFER ERRORS OMISSIONS AND CORRECTIONS** The City will not be responsible for any offeror errors or omissions. All prices and notations shall be written in ink or typed. Changes or corrections made on the offer form



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must be initialed in ink by the individual signing the offer. No corrections will be permitted after the offers have been opened.

- 9.7 BRAND NAME REFERENCES AND TECHNICAL SPECIFICATIONS** Brand names or manufacturer's references shall be construed as a quality or performance level and does not indicate the item cited is mandatory. Technical specifications define the acceptable standard.
- 9.8 RESTRICTIVE OFFER PROVISIONS** If specifications preclude an otherwise qualified offeror from submitting an offer, a written request for modification must be received by the Buyer at least seven (7) calendar days prior to the proposal due date. All offerors will be notified by a written addendum to the solicitation of any approved changes.
- 9.9 DEFAULT** In case of default by the contractor, the City may, by written notice, cancel this contract and repurchase from another source and may recover the excess costs by (1) deduction from an unpaid balance due; (2) collection against the bid and/or performance bond; or (3) a combination of the aforementioned remedies or other remedies as provided by law.
- 9.10 TERMINATION FOR CONVENIENCE** The City reserves the right to terminate any order or contract upon thirty days written notice. The City will be responsible only for those standard items which have been delivered and accepted. If the items are unique and not saleable or useable for any other application, the City will reimburse the Seller for actual labor, material, and burden costs, plus a profit not to exceed 8%. Title to all materials, work-in-process, and completed but undelivered goods will pass to the City after costs are claimed and allowed.
- 9.11 SUB-CONTRACTING** The contract or any portion thereof, shall not be sub-contracted without the prior written approval of the Materials Manager. No such approval will be construed as making the City a party of or to such sub-contract or subjecting the City to liability of any kind to any sub-contractor. No sub-contract shall, under any circumstances, relieve the contractor of liability and obligation under this contract; and despite any such subletting the City shall deal through the contractor. Sub-contractors will be dealt with as workmen and representatives of the contractor.
- 9.12 SAFETY DATA SHEETS (SDS).** Contractor is to supply SDS) in accordance with Federal requirements for The Globally Harmonized System of Classification and Labeling of Chemicals (GHS). Contractor entering the City workplace with hazardous materials will supply the City with a Safety Data Sheets (SDS) covering those particular products the contractor may expose City employees or the general public to while working at the site.



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- 9.13 GENERAL INDEMNIFICATION:** Contractor shall indemnify, defend, save and hold harmless the City of Glendale and its officers, officials, agents, and employees (hereinafter referred to as "Indemnatee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "Claims") for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of or recovered under the Workers' Compensation Law or arising out of the failure of such Contractor to conform to any Federal, State or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnatee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnatee, be indemnified by Contractor from and against any and all claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the Contractor agrees to waive all rights of subrogation against the City, its officers, officials, agents, and employees for losses arising from the work performed by the Contractor for the City.
- 9.14 RESPONSIBILITY FOR COMPLIANCE WITH LEGAL REQUIREMENTS** The offeror's products, services, and facilities shall be in full compliance with all applicable Federal, State, and local health, environmental, and safety laws, regulations, standards, and ordinances, regardless of whether or not they are referred to by the City.
- 9.15 RESPONSIBILITY FOR CORRECTION** It is agreed that the offeror shall be fully responsible for making any correction, replacement, or modification necessary for specification or legal compliance. In the event of a call back, Offeror agrees to give the City first priority. Offeror agrees that if the product or service offered does not comply with the written specification, the Materials Manager has the right to cancel the sale at any time with full refund within thirty (30) calendar days after notice of noncompliance and offeror further agrees to be fully responsible for any consequential damages suffered by the City.
- 9.16 WARRANTY** Unless otherwise specified, all items shall be guaranteed for a minimum period of one year against defects in material and workmanship. During the period, if a defect should occur, that item shall be repaired or replaced by the Seller at no obligation to the City, except where it be shown that the defect was caused by misuse and not by faulty manufacture. The offeror expressly warrants all items to be new, free from defects in design, materials, and workmanship, and to be fit and sufficient for their intended



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purpose. Any sample submitted shall create an expressed warranty that the whole of the goods shall conform to the sample or model.

- 9.17 REJECTION OF OFFERS** The City reserves the right to reject any or all offers, or any part thereof; to accept any offer or any part thereof; or to waive any informalities when it is deemed to be in the City's best interest.
- 9.18 DELAY IN EXERCISING CONTRACT REMEDY** Failure or delay by the City to exercise any right, power, or privilege shall not be deemed a waiver thereof.
- 9.19 TAX EXEMPTION** The City is exempt from paying Federal Excise Taxes and will furnish an exemption certificate upon request.
- 9.20 ORDER OF PRECEDENCE** In the event of conflict, the following precedence shall prevail: (1) Special Terms and Conditions incorporated by attachment; (2) Special Terms and Conditions; (3) Drawings and Specifications; (4) referenced documents; and (5) the Standard Terms and Conditions.
- 9.21 CHANGES** The City reserves the right to make changes in any of the following: (a) specifications; (b) methods of shipment; (c) place of delivery; (d) time of delivery; (e) quantities. If any change causes an increase or decrease in the cost of or the time required for performance, an equitable adjustment may be made in the price or delivery schedule, or both. Any claim for adjustment shall be deemed waived unless asserted in writing within thirty days from receipt of the change. Price increases or extensions of delivery time shall not be binding on the City unless in writing and approved by the Materials Manager prior to the institution of the change.
- 9.22 PRICE ADJUSTMENTS** Price adjustments shall be addressed a minimum of sixty (60) days prior to the contract renewal date, shall be in writing and include supportive justification for the proposed increase. Supportive justification means that the request shall include detailed information and calculations that make it clear how the claimed increase has an impact on the contract unit prices. The requested price increase must be based upon a cost increase that was clearly unpredictable at the time of the offer and can be shown to directly affect price of the item concerned. The rate increase shall only be considered at time of contract extension. The City will review the request and shall determine if the increase shall be granted or if an alternate option is in the best interest of the City. The price increase adjustment, if approved, will be effective and executed via a contract amendment.
- 9.23 LATE SUBMISSION OF CLAIM** The City will not honor any invoices or claims which are tendered one year after the last item of the account accrued.



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- 9.24 PROTEST OF AWARD** Any person who has an objection to the awarding of a solicitation by the City, pursuant to competitive solicitation procedures, shall lodge that protest, in writing, with the Materials Manager. The protest should specifically identify the objection to the award, pursuant to the formal purchase procedure. The protest must be submitted no later than seven (7) calendar days after the notice of intent to award is posted on the City's Procurement Internet home page at [https://www.glendaleaz.com/your-government/city-finances/procurement/notice of intent to award](https://www.glendaleaz.com/your-government/city-finances/procurement/notice-of-intent-to-award). Untimely protests will not be considered.
- 9.25 REMEDIES** City shall have, in addition to the remedies provided herein, all remedies afforded by the Uniform Commercial Code as adopted by the State of Arizona. Contractor shall have, subject to the limitation imposed by the terms of this agreement, all remedies afforded by the Uniform Commercial Code as adopted by the State of Arizona.
- 9.26 ASSIGNMENT** Neither an order nor monies due thereunder shall be assigned in whole or in part without the City's prior written consent.
- 9.27 ADDENDA** Any change to the proposal will be in the form of a numbered addendum issued by the Procurement Division. The addendum will be furnished to all who received the proposal. The City will not be responsible for any oral or written instructions made by any employees, officers, contracted consultant or agent of the City in regard to the proposal. The City will not be responsible for offerors adjusting their offer based on oral or written instructions.
- 9.28 SPECIAL ACCOMMODATIONS** Please contact Procurement at 930-2862 at least 3 days prior to the meeting for special accommodation. Hearing impaired persons, please use the Arizona Relay Service (1-800-367-8939).
- 9.29 OFFER IDENTIFICATION** The City is not responsible for the pre-opening of, post-opening of, or the failure to open, an offer not properly addressed or identified.
- 9.30 OFFER TABULATION** An electronic copy of the scoring may be requested by e-mailing the Procurement office at [procurement@glendaleaz.com](mailto:procurement@glendaleaz.com) and referencing the proposal title and number. The information will be available for distribution when the City has completed its evaluation process of the offers received.
- 9.31 LIABILITY** Except for the sole negligence of the City, its officers, managers, employees, or agents, Contractor shall be liable to the City for any physical damage to City property or for the death of, or personal injury to, City personnel arising out of Contractor's occupancy, maintenance, repair, replacement, installation and/or any other work performed pursuant to the



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contract. Contractor agrees to indemnify, defend and hold the City harmless from any claim or loss arising from such damage or injury.

**9.32 OSHA GUIDELINES** The contractor shall be familiar with and operate within the guidelines set forth by the Occupational Safety and Health Act.

**9.33 PATENTS** Seller agrees to defend City at seller's own expense, in all suit, actions, or proceedings in which City is made a defendant for actual or alleged infringement of any United States of America or foreign letters patent resulting from City's use of the goods purchased as a result of this RFP. Seller further agrees to pay and discharge any and all judgments or decrees, which may be rendered in any such suit, action or proceedings against City. Seller agrees to indemnify and hold harmless the City from any and all license, royalty and proprietary fees or costs, including legal costs, which may arise out of City's purchase and use of goods supplied by the seller. It is expressly agreed by seller, that these covenants are irrevocable and perpetual.

**9.34 VENDOR PERFORMANCE** Prior offeror performance in regard to product, service, or representation of/from the offeror may be used in evaluation of this offer. Unsatisfactory performance to the City may be considered sufficient grounds for rejection of this offer. No offer will be awarded to any offeror who is in default on any contract with the City.

**9.35 PERFORMANCE SURETY REQUIREMENTS** The performance sureties shall be in the form of a bond, cashier's check, certified check or money order. Personal or company checks are not acceptable unless certified. Letters of credit are not acceptable. Individual sureties are not acceptable.

**PERFORMANCE SURETY** The successful proposer shall, at the time of entering into the contract, furnish a performance surety in the form of a bond, money order or certified or cashier's check, in the amount of 10 percent of the contract amount guaranteeing the faithful performance of the contract by the proposer.

If a bond is submitted, it shall be written on the form provided by the City as an attachment to the proposal documents. The attorney-in-fact who executes the bond on behalf of the surety shall affix to the bond a certified and current copy of the power of attorney. The bond must be written by a surety with a Best Rating no less than an A and must be authorized and licensed to do business in this State by the Arizona Department of Insurance. Individual sureties and letters of credit are not acceptable.

**9.36 FUND APPROPRIATION CONTINGENCY** The contractor and the City recognize that the continuation of any contract after the close of any given fiscal year of the City; which ends on June 30, shall be subject to the approval



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of the budget of the City providing the contract item is an expenditure therein. The City does not guarantee that the budget item will be actually adopted, as it is the determination of the City Council at the time of the adoption of the budget.

- 9.37 NOTIFICATION OF AWARD** The successful offeror(s) will be notified that their offer has been accepted by the City Council as recommended for award.
- 9.38 NON-EXCLUSIVITY** The City, in its sole discretion, reserves the right to request the materials or services set forth herein from other sources when deemed necessary and appropriate. No exclusive rights are included in this Agreement.
- 9.39 PROHIBITIONS** - Contractor, and on behalf any subcontractor, certifies, to the extent applicable under A.R.S. §§ 35-391 *et seq* and 35-393 *et seq*, that neither has "scrutinized" business operations, as defined in the proceeding statutes, in the countries of Sudan or Iran.
- 9.40 IMMIGRATION LAW COMPLIANCE** Contractor, and on behalf any subcontractor, warrants, to the extent applicable under A.R.S. § 41-4401, compliance with all federal immigration laws and regulations that relate to their employees as well as compliance with A.R.S. § 23-214(A) which requires registration and participation with the E-Verify Program. Any breach of warranty described above is considered a material breach of this Agreement and is subject to penalties up to and including termination of this Agreement. City of Glendale ("City") retains the legal right to inspect the papers of Contractor or subcontractor employee who performs work under this Agreement to ensure that Contractor or any subcontractor is compliant with the warranty described above. City may conduct random inspections, and upon request of the City, Contractor shall provide copies of papers and records demonstrating continued compliance with the warranty described above. Contractor agrees to keep papers and records available for inspection by the City during normal business hours and will cooperate with City in exercise of its statutory duties and not deny access to its business premises or applicable papers or records for the purposes of enforcement of this Section. Contractor agrees to incorporate into any subcontracts under this Agreement the same obligations imposed upon itself and expressly accrue those obligations directly to the benefit of the City. Contractor also agrees to require any subcontractor to incorporate into each of its own subcontracts under this Agreement the same obligations above and expressly accrue those obligations to the benefit of the City. Contractor's warranty and obligations under this Section I to the City is continuing throughout the term of this Agreement or until such time as the City determines, in its sole discretion, that Arizona law has been modified in that compliance with this section is no longer a requirement. The "E-Verify Program" above means the employment verification program administered



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by the United States Department of Homeland Security, the Social Security Administration, or any successor program.

**9.41 CONTRACT ADMINISTRATOR** The staff member identified as the Contract Administrator for a solicitation serves as the liaison between Procurement, the city and the successful contractor. The Contract Administrator manages the contract, overseeing the daily operations, scheduling, performance and compliance of the agreement by all parties. The Contract Administrator is responsible for:

- a. Establishing and maintaining records and documentation
- b. Monitoring the contractor's performance
- c. Handling issues and disputes
- d. Exercising extension options
- e. Initiating contract modifications
- f. Initiating rebids or new solicitations

**9.42 FORCE MAJEURE**

- a. Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure. The term "force majeure" means an occurrence that is beyond the control of the part affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders, fire; flood; lockouts; injunctions-interventions-acts; or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence.
- b. Force majeure shall not include the following circumstances:
  - i. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, or an oversold condition of the market.
  - ii. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition; or
  - iii. Inability of either the Contractor or any subcontractor to acquire or maintain any required insurance, bonds, licenses or permits.



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**9.43 SUSPENSION AND DEBARMENT. (APPLIES TO ALL PURCHASES.)**

- a. This contract is a covered transaction for purposes of 2 CFR pt. 180 and 2 CFR pt. 3000. As such, the Contractor is required to verify that none of Contractor's principals (defined at 2 CFR § 180.995) or its affiliates (defined at 2 CFR § 180.905) are excluded (defined at 2 CFR § 180.940) or disqualified (defined at 2 CFR § 180.935).
- b. The Contractor must comply with 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- c. This certification is a material representation of fact relied upon by the City of Glendale. If it is later determined that the contractor did not comply with 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C, in addition to remedies available to the City, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- d. The Contractor agrees to comply with the requirements of 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The Contractor further agrees to include a provision requiring such compliance in its lower tier covered transactions.



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**10. EXHIBIT 3: INSURANCE REQUIREMENTS**

By signing on the Offer/Bid page, solicitation Amendment(s), or cover letter accompanying the submittal documents, Offerors are certifying that they understand the following notices and agree to comply with all required terms and conditions.

**1) INSURANCE REQUIREMENTS.** OFFEROR shall procure and maintain until all their obligations have been discharged, insurance against claims for injury to persons or damage to property that may arise from or in connection with this Solicitation. The *insurance requirements* herein are minimum requirements for this Solicitation and in no way limit the indemnity covenants contained herein. The City of Glendale in no way warrants that the minimum limits contained herein is sufficient to protect the OFFEROR from liabilities that might arise. OFFEROR is free to purchase such additional insurance as OFFEROR determines necessary.

a) **Minimum Scope and Limits of Insurance:** OFFEROR shall provide coverage with limits of liability not less than those stated below.

i) **Commercial General Liability – Occurrence Form**

Policy shall include bodily injury, property damage, personal and advertising injury and broad form contractual liability coverage.

General Aggregate	\$2,000,000
Products – Completed Operations Aggregate	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Each Occurrence	\$1,000,000

(1) The policy shall be endorsed to include the following additional insured language: ***“The City of Glendale, and its departments, officers, officials, agents, employees and volunteers shall be named as additional insureds with respect to liability arising out of the solicitation.*** Such additional insured shall be covered to the full limits of liability purchased by the OFFEROR, even if those limits of liability are in excess of those required herein.

(2) Policy shall contain a waiver of subrogation endorsement in favor of the **“City of Glendale, and its departments, officers, officials, agents, employees and volunteers”**. This provision applies regardless of whether or not the City of Glendale has received a waiver of subrogation endorsement from the insurer.

ii) **Business Automobile Liability – (if driving is not a part of the scope of work, excluding driving from the place of business and to the City departments, this coverage can be eliminated.)**

Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of this Agreement. Combined Single Limit (CSL) \$1,000,000.



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- (1) The policy shall be endorsed to include the following additional insured language: "The City of Glendale, and its departments, officers, officials, agents, employees and volunteers shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the OFFEROR, involving automobiles owned, Licensed, hired or borrowed by the OFFEROR." Such additional insured shall be covered to the full limits of liability purchased by the OFFEROR, even if those limits of liability are in excess of those required by this License.
- (2) Policy shall contain a waiver of subrogation endorsement in favor of the "City of Glendale, and its departments, officers, officials, agents, employees and volunteers" for losses arising from work performed by or on behalf of the OFFEROR. This provision applies regardless of whether or not the City of Glendale has received a waiver of subrogation endorsement from the insurer.

**iii) Worker's Compensation and Employers' Liability**

Workers' Compensation Statutory	
Employers' Liability	
Each Accident	\$1,000,000
Disease – Each Employee	\$1,000,000
Disease – Policy Limit	\$1,000,000

- (1) Policy shall contain a waiver of subrogation endorsement in favor of the "**City of Glendale, and its departments, officers, officials, agents, employees and volunteers**" for losses arising from OFFEROR activities. This provision applies regardless of whether or not the City of Glendale has received a waiver of subrogation endorsement from the insurer.

**iv) Fidelity Insurance (Crime Bond)**

- (1) The policy shall be issued with minimum limits of \$1,000,000.
- (2) The policy shall include coverage for all directors, officers, agents and employees of the Offeror.
- (3) The policy shall include coverage for third party fidelity.
- (4) The policy shall include coverage for theft.
- (5) The policy shall contain no requirement for arrest and conviction.
- (6) The policy shall cover loss outside the premises of the Named Insured.
- (7) The Department shall be endorsed (Blanket Endorsements are not acceptable) as a Loss Payee as our interest may appear.

- v) Professional Liability (Errors & Omissions)** – no less than \$2,000,000 per occurrence or claim, \$4,000,000 aggregate. Should include coverage for Plan administration and fiduciary administrative duties. Full description of the E&O Coverage provided.



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Errors & Omissions are written as Claims Made Policies. If any of the policies provide coverage on a claims-made basis the following shall apply:

- (1) The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
- (2) Insurance must be maintained, and evidence of insurance must be provided **for at least five (5) years after completion of the contract of work.**
- (3) If coverage is canceled or non-renewed, and not **replaced with another claims-made policy form with a Retroactive Date** prior to the contract effective date, the Consultant must purchase "extended reporting" coverage for a minimum of **five (5)** years after completion of contract work

**vi) Cyber Liability** – with limits not less than \$5,000,000 per occurrence or claim, \$10,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Vendor in this agreement and shall include but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations. If the policy is written on a claims-made basis a Retroactive Date must be shown as indicated item v) above.

**vii) Additional Insurance Requirements: The policies shall include, or be endorsed to include the following provisions:**

- (1) Policies shall stipulate that the insurance afforded by the organization shall be primary insurance and that any insurance carried by the City of Glendale shall be excess and not contributory insurance.
- (2) Coverage provided by the organization shall not be limited to the liability assumed under the indemnification provisions of the license or contract.
- (3) If the Vendor maintains broader coverage and/or higher limits than the minimum shown, the City requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Vendor. Any available insurance proceeds in excess of the specified minimum of insurance and coverage shall be available to the City.
- (4) Vendor shall require and verify that all subcontractors (subconsultants) maintain insurance meeting all the requirements stated herein, and Vendor shall ensure that City is an additional insured on insurance required from subcontractors (subconsultants).
- (5) If the Vendor is awarded the solicitation, the Vendor shall furnish the City with original Certificates of Insurance including all required amendatory endorsements before the work begins. However, failure to obtain the required documents prior to the work beginning shall not waive the Vendor's



**City of Glendale**  
**Solicitation Number: RFP 23-31 / 42300064**  
**UTILITY BILLING, LICENSE PRINTING, FOLDING,**  
**INSERTING AND MAILING SERVICES**


**CITY OF GLENDALE**  
**Procurement Division**  
**5850 West Glendale Avenue,**  
**Suite 317**  
**Glendale, Arizona 85301**

obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies including endorsements required by these specifications, at any time

**EXHIBIT B**  
**Professional Services Agreement**

**SCOPE OF WORK**  
**(20 pages)**

Vendor response to RFP 23-31 as described in the attached Exhibit B.


	<p style="text-align: center;"><b>City of Glendale</b> <b>Solicitation Number: RFP 23-31/ 42300064</b> <b>UTILITY BILLING, LICENSE PRINTING, FOLDING,</b> <b>INSERTING AND MAILING SERVICES</b> <b>RESPONSE WORKBOOK</b></p>	<p style="text-align: center;"><b>CITY OF GLENDALE</b> <b>Procurement Department</b> <b>5850 West Glendale</b> <b>Avenue, Suite 317</b> <b>Glendale, Arizona 85301</b></p>
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Offerors to complete this Response Workbook and submit with their response to this RFP.

**COVER SHEET**

OFFEROR NAME: Standard Printing Company, Inc dba Information Outsource

OFFEROR ADDRESS: 3540 W Lincoln St. Phoenix, AZ 85009

	<b>City of Glendale</b> <b>Solicitation Number: RFP 23-31/ 42300064</b> <b>UTILITY BILLING, LICENSE PRINTING, FOLDING,</b> <b>INSERTING AND MAILING SERVICES</b> <b>RESPONSE WORKBOOK</b>	<b>CITY OF GLENDALE</b> <b>Procurement Department</b> <b>5850 West Glendale</b> <b>Avenue, Suite 317</b> <b>Glendale, Arizona 85301</b>
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**OFFER SHEET (Must be printed, signed and returned upon completion)**

Offeror certifies that they have read, understand, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Offeror also certifies that the prices offered were independently developed without consultation with any of the other Offerors or potential Offerors.

03/29/2023  
Date

Standard Printing Company, Inc.  
Legal Company Name

Michael Trejo  
Printed Name (Authorized Signatory)

President & CEO  
Job Title

Offeror Certifies it is a (check only one):     Proprietorship    Partnership    Corporation

michaeltt@spcio.com  
Email Address

3540 W Lincoln St  
Mailing Street Address

(602) 269-2391  
Phone Number

Phoenix, AZ 85009  
City, State & Zip Code

**Questions regarding this offer should be directed to (if different from above):**

Michael Trejo  
Contact Name

(602) 269-2391  
Phone Number

michaelt@spcio.com  
Email Address

FEDERAL TAXPAYER ID NUMBER (Required): 86-0690374

OFFEROR IS A MINORITY OR WOMEN OWNED BUSINESS:  Yes    No

**DO YOU HAVE AN ARIZONA TRANSACTION PRIVILEGE TAX (TPT) LICENSE?**

Yes, Number 07424014 Tax Rate: \_\_\_\_\_ **OR**  No, not required to have an Arizona TPT License


**CONFLICT OF INTEREST (SPECIAL NOTICES):**

No, I do not have a conflict of interest    Yes, I have a conflict of interest and response includes the disclosure required (see Exhibit 1, Item #3)

**ACKNOWLEDGEMENTS: *By signing this Offer Sheet and submitting the accompanying solicitation response, Offeror is certifying that they have read, understand, and agree to comply with all required terms and conditions provided in the EXHIBITS PACKAGE and checked off below. Failure to provide this acknowledgement will result in disqualification.***

- Exhibit 1 – Special Notices
- Exhibit 2 – RFP Standard Terms and Conditions
- Exhibit 3 – Insurance Requirements

\_\_\_\_\_  
Authorized Signature - Print this form and sign above

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**REQUIRED RESPONSES:**

Offeror’s answers to the following questions will comprise the Offeror’s response to this RFP. It should be noted that all attachments or exhibits prepared by the City and referenced herein are incorporated by reference into the Offeror’s response and shall be included in a final contract with the successful Offeror. Information prepared by the Offeror and submitted with their proposal *may* be incorporated into a final contract (for example program offerings, curriculum, key personnel, or performance metrics).

**1. EXPERIENCE, PROVEN PERFORMANCE, AND QUALIFICATIONS (30%)**

1.1. Provide a brief history of your organization including the office location and printing facilities, number of years in business, number of employees.

**==Company History==**

Established in 1952, Standard Printing Company operates through two divisions. SPC Forms specializes in wholesale printing of custom business forms for print brokers and distributors. Information Outsource directly provides processing, mailing and electronic delivery of critical documents, including statements, invoices, notices and summons for municipalities, utilities and other specialized industries.

Information Outsource has been a leading provider of print, mail and electronic delivery services for our clients since 1997. Drawing upon Standard Printing Company’s 70-year history, we provide unparalleled experience and insight to deliver for your print and mail needs.


As a combined entity, we are able to service your business from start to finish, eliminating the need for outside vendors, which can put quality and timelines in jeopardy. We are a one-stop solution for your document design, printing, mailing, electronic billing and archival needs.

**==Benefits of a Local Vendor==**

Further, while we understand that this is not a requirement of your request for proposal, we also understand the need to deliver documents to your customers in the most efficient way possible. By mailing in-state, documents will be in your customers’ hands within one business day of delivery to the post office. Benefits of working with a local vendor include: (a) same day delivery of hardcopy proofs or materials via courier; (b) availability of staff for onsite meetings; (c) face-to-face relationships with key personnel; and (d) ability to tour our facility or to monitor sensitive jobs in person.

**==Environmental Focus==**

Standard Printing Company and Information Outsource are committed to reducing their impact on the environment. We use only soy-based and UV inks

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with low or no VOC units as part of our forms manufacturing process, protecting air and water quality. Our investments in waste collection and storage units ensure that virtually 100% of our manufacturing waste is collected and recycled, which equates to recycling more than 100 tons annually.

==Other Information==

We are certified as a Minority Business Enterprise (MBE) by the National Minority Supplier Development Council via the Pacific Southwest and Chicago Minority Supplier Development Councils, the California Public Utilities Commission, and the South Central Texas Regional Certification Agency.

Our office and primary printing and processing facility is located at 3540 W Lincoln St, Phoenix, AZ 85009 and our disaster recovery facility is located at 3616 W. Thomas Rd, Phoenix, AZ 85019. We have 25 employees.

- 1.2. Describe past performance on projects of similar scope and size, reliability, flexibility, and ability to meet project deadlines.


We are pleased to state that we have been servicing the City of Glendale’s business since 2015 and are intimately familiar with the City’s business goals and service methodology. Acting as an extension of the City, we assist in delivering clear, accurate billing and licensing information so that City staff can focus on their primary roles.

Our track record has shown our ability to not only meet deadlines, but to define expectations and timelines for all parties involved in a given project. We pride ourselves on our ability to provide flexible solutions and make recommendations based on a thorough understanding of your data files and desired output.

Beyond the City of Glendale, we serve more than twenty-five cities and towns in Arizona, including the Cities of Avondale, Buckeye, El Mirage, Peoria, Surprise, Tempe and the Towns of Gilbert, Cave Creek and Paradise Valley. Several of these customers have volumes similar to the City of Glendale, and we handle business licenses and other departmental mailings for several cities including the City of Cottonwood, the City of Peoria, the City of Surprise and the City of Phoenix.

In an industry where the average contract length is 3-5 years, we are proud to have an average customer relationship tenure of 13+ years. In addition, much of our new business is referral-based and we take pride in treating our customers as partners, rather than just a vendor relationship.

- 1.3. Provide a detailed description of your firm’s experience and key personnel assigned to the City along with their qualifications and strengths relative to the services requested.

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We hope that our industry experience and sincere attention to the City's needs and goals have been evident over the many years we have serviced your business, acting not only as a vendor, but as a sounding board and advocate of industry best practices. Below is a description of our key personnel and their contribution to providing services to the City of Glendale:

Debbie Bogdanski, Chief Operating Officer

Ms. Bogdanski will oversee all contracts and client interaction and has been a key member of SPCIO's management team for twenty years. She is responsible for providing direction to the internal departments and personnel responsible for the production of all SPC/IO products and services. She oversees Information Outsource Production, Development, Forms Manufacturing, Quality Control, Client Services, and Sales. She also serves as the Chief Compliance Officer for all SOC II, Type 2 security regulations as well as the primary interface to the USPS.

==Client Services Team==

Our Client Specialists are the primary point-of-contacts for our clients. Client Specialists play a critical role as they are the interface between our internal Production and Development teams and our clients to ensure process integrity and client satisfaction. Client Specialists cover everything from ordering inserts to managing long-term projects such as software transitions, bill redesigns, and new client implementation. The individuals on this team are highly experienced in the print & mail industry and are knowledgeable of best practices in bill printing processes.


Rachel Bridge currently serves as the City's assigned Client Specialist, managing all insert needs, ongoing live business requests, and providing guidance on new business initiatives.

==Development Team==

Our Development Team specializes in the configuration of unique programs to suit our clients' business processes. The individuals within this team who will support the City's business have been integral in the development and support of all client initiatives at Information Outsource and have significant experience in implementing our entire municipal client base. In addition to client-facing duties, our Development Team also supports the programming for our proprietary in-house production and inventory management systems, as well as our Electronic Bill Presentment and Payment product line.

==Production Team==

Our Production Team is comprised of the industry's finest data processors, printers and insert operators. Faced with stringent timelines and quality control expectations, this group of individuals is the heart of our business. Many of our operators have been with us in excess of 10 years and have an intimate working knowledge of equipment, inventory and overall business practices. Our Production

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Team Lead has been with the operation for 20 years. Having served in all areas of Production, he is in charge of all areas of quality control, job scheduling and ensuring the timely management of daily events, including all communication to the Post Office.

Because we specialize in printing and mailing services for cities, our entire operation is built to quality-control for strict accuracy, to be laser-focused on meeting our timing and delivery commitments, and to be active problem-solvers with you as you navigate everything from customer billing issues to major software platform transitions.

==Further Info==

In addition to the above information that speaks to our general strengths, we have completed the following for the City:


- (1) Integration with CC6, including the generation of historical account information and ongoing delivery of image archives.
- (2) Open dialogue to resolve timing issues with regards to image archives and e-bill delivery, including comprehensive solutions.
- (3) Education of City staff on our processes and handling as new team members have joined the process
- (4) Handling of the monthly Glendale Connection newsletter, which is printed in-house each month and timed for use with the appropriate billing cycles.
- (5) Gaining a thorough understanding of the Harris Northstar output and the City-defined fields that trigger specific handling and messaging.

1.4. Describe your firm's ability to meet the vendor requirements listed in the RFP document in Section 4.4.

We are pleased to state that we currently meet all requirements listed in the Scope of Work and are conducting business in the manner described.

For License Certificates, Account Statements and Renewals - this is fully within our scope to continue providing services to the City of Glendale. We confirm that the specifications described in the RFP match our current processes.

For the Utility Billing - this is fully within our scope to continue providing services to the City of Glendale. We confirm that the specifications described in the RFP match our current processes.

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For the Additional Process - this is fully within our scope to continue providing services to the City of Glendale. We confirm that the specifications described in the RFP match our current processes.

==Section 4.2 Requirements==

4.2.1 Vendor must have the capacity and resources to perform all services required to format, print, and mail the City's utility bills, notices and license certificates and renewals with one (1) hour of receiving data from City. Vendor must contractually guarantee to schedule.

\* \* This requirement is fully met. We have the resources and capacity to perform these services and can contractually agree to a one-hour response time.

4.2.2. Vendor must pre-process data for address certification and pre-sort mail for lowest possible first-class rate. Software used to pre-sort must be United States Postal Service (USPS) approved. Any non-certified addresses should be reported to the City within 30 days for correction in future billings. Vendor must certify that the mailing conforms to all USPS regulations such as CASS certification or any other regulations that may apply.

\* \* This requirement is fully met. We currently process the City's data for CASS verification utilizing USPS-sanctioned software that also presorts each mailing to the lowest automated presort postage rates. At the time of processing, a non-certified address report is provided, indicating those addresses that could not be verified and must mail at a full postage rate. We are a long time partner of the USPS and stay current on all postal regulations on your behalf.


4.2.3 Vendor must have software and resources to provide bill format design services as required. Bill format/design must accommodate use of graphics and color as needed.

\* \* This requirement is fully met. We have the ability to redesign the City's bills or other documents as needed. Similar to our current process, we have and will continue to maintain custom programs for each of the City's applications.

4.2.4 Vendor must allow for conditional or supplemental messaging on bill. The City uses several message areas on the bill for impromptu notices that will be provided by the City.

\* \* This requirement is fully met. We can continue the current process of managing selective messaging by referencing flags in the City's data that trigger specific messaging, or by incorporating static messaging through communication with your Client Specialist.

4.2.5 Vendor must be able to receive file transfer from City's Northstar Utility Billing System in XML format as well PDF files from their licensing systems.

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Vendor must provide a means for secure data transmission and confirm receipt of data.

\* \* This requirement is fully met. We can continue to receive the City's data files as they are most easily exported from the Harris Northstar utility billing system. The utility bill file currently arrives as a .txt file, but we can also accept .PDF, .XML, delimited or fixed-width files. Data may be submitted 24x7 via our secure online customer portal or via secure FTP connection.

4.2.6 Vendor must be able to combine multiple statements for one customer into one envelope upon request.

\* \* This requirement is fully met. We are able to combine multiple statements for one customer into a single envelope. This is a reference to "householding" which is a service we provide and allows for savings on both materials and postage.

4.2.7 Vendor must provide conditional selection/suppression of return envelopes for ACH customers.

\* \* This requirement is fully met. We can suppress return envelopes for ACH customers and currently do so based on known data elements.

4.2.8 Vendor must store all forms and envelopes used to process City bills and notices.

\* \* This requirement is fully met. We will store the stock forms and envelopes to support the City's business in our on-site, climate-controlled warehouse.

4.2.9 Vendor must support email notifications and provide secure storage of customer email addresses. The internet accessible bill must be generated in a format that represents the true image of the bill as well as not require special software licensing on the client.


\* \* This requirement is fully met. We can send email notification on behalf of the City or we can provide PDF images that are an exact replica of the mailed document, allowing customer service staff to easily respond to customer inquiries.

4.2.10 Vendor must allow for the City to view and proof bills and notifications online before they are printed and mailed. Vendor must supply City with control totals for each mailing to allow City to verify totals prior to mailing.

\* \* This requirement is fully met. We provide the City with Control Totals and PDF Samples which must be approved prior to printing and mailing. Approval can be submitted online or via email.

4.2.11 Vendor must provide City the ability to selectively pull bills prior to mailing if necessary.

\* \* This requirement is fully met. We have historically worked with the City to selective pull bills and records prior to mailing and can continue to do so. This can either be done programmatically through known data elements (e.g., zero-balance bills, credits, or bills that exceed a certain threshold), or bills can be

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identified at the sign-off stage if there are one-off documents that need to be removed prior to mailing.

4.2.12 Vendor must support bill insert services. The City occasionally needs special inserts printed and mailed with monthly utility statements. The inserts range from 1/3 sheets to full sheets.

\* \* This requirement is fully met. SPCIO provides insert management services for its clients either printed in-line using our high-volume production inkjet printers or by utilizing our in-house printing presses. Currently, we produce the Glendale Connection newsletter in-house along with various other inserts requested by the City on an as-needed basis. Our full suite of printing, folding and insertion equipment allows for all variations of colors, sizes and paper types to support your insert needs.

4.2.13 Vendor should provide the capability of selective insertion and allow pre-printed inserts to be provided by the City.

\* \* This requirement is fully met. Using our intelligent insertion equipment, we have the ability to handle selective inserts and we can accept inserts provided by the City.


4.2.14 Vendor must provide electronic archive of completed bills, notifications, or other documents. This archive needs to be available directly after the bill is processed and represents a true image of the bill or documents sent to customers.

\* \* This requirement is fully met. We currently provide PDF images of all bills (including e-bills) immediately following job approval. These images are an exact replica of the mailed version of the bills and provide City staff the ability to access current and historical documents exactly as they were mailed to customers.

- 1.5. Include a sample of statements and notices printed by your firm. Submit these as one pdf document titled **"RFP 23-31 ATTACHMENT 1 - SAMPLES"**
- 1.6. Describe your firm's capacity and available resources to be able to perform all services required to format, print, and mail the City's utility bills, notices and license certificates and renewals with one (1) hour of receiving data from City. Vendor must contractually guarantee to schedule.

This requirement is fully met. Per Addendum 1 issued by the City, the goal is to acknowledge and schedule the City's mailings within one hour of file receipt, which is our current course of business. We are happy to formalize this commitment in a Service-Level Agreement if the City so desires.

With regards to service and our ability to consistently meet the City's mailing goals, we would point to our track record of on-time, accurate mailings over the course of our shared history.

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1.7. **REFERENCES FORM:** List a minimum of three (3) Arizona customers, excluding the City of Glendale (if applicable), for whom your company has provided services of a similar scope as this Request for Proposal, during the past three (3) years. Include the length of any contracts listed. These references may be used to assess the qualifications of Offerors under consideration for final award. This information may or may not be a determining factor in the award.

**Reference 1:**


City of Tempe	20 East 6 <sup>th</sup> Street, 1 <sup>st</sup> Floor  Tempe, AZ 85281
Tarja Nummela	(480) 350-8637
tarja_nummela@tempe.gov	2013 - Present
Provide a brief summary of Services provided: Since 2013, we have provided bill printing, mailing and archival services to the City of Tempe, managing utility bills, collection letters, final notices and special mailings. We assisted the City during an upgrade to their Oracle CC&B system and also recently aided in the transition to a new lockbox provider. In addition to managing City-provided inserts each month, we also produce inserts on their behalf and employ selective insertion criteria. We also provide PDF images for their payment provider's use, which mirrors the City of Glendale's requirements.	

**Reference 2:**

Town of Gilbert	90 E. Civic Center Drive  Gilbert, AZ 85296
Leslie Giltner	(480) 503-6801
leslie.giltner@gilbertaz.gov	2006 - Present
Provide a brief summary of Services provided: Since 2006, we have provided utility bill printing and mailing services to the Town of Gilbert, primarily for their water utility. This includes monthly bills, collection letters, shutoff notices and special mailings. In addition, we facilitate a program called Share My Stamp, a partnership between the Town of Gilbert and its business community which allows local businesses to provide coupons or other offers to Town of Gilbert customers through their monthly utility bill. We have worked with the Town through multiple software upgrades, the implementation of a payment processor and, currently, with redesign and transition to a new software platform.	

**Reference 3:**

City of Surprise	16000 N. Civic Center Plaza  Surprise, AZ 85374-7470
Katie Keever	(623) 222-1910
Katie.Keever@surpriseaz.gov	2016 - Present
Provide a brief summary of Services provided: Since 2016, we have provided utility bill printing and mailing services to the City of Surprise, primarily for their water, wastewater,	

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and sanitation utilities. In addition to monthly billing statements, we also provide printing and mailing services for the City’s delinquent notices, prepay letters, stormwater invoices and special mailings. When the City first joined us, they were in the initial stages of taking ownership of their own billing processes and we proved to be a valuable resource during this transition, providing guidance on bill layout, data handling and static customer information that should be present on each bill.

**2. METHOD OF APPROACH**

2.1 Describe your firm’s method of approach to providing the services as specified in this RFP.

Being that current, proven processes are in place for the City, there would be no need for an implementation period or learning curve for City staff with regards to start-up.

We currently have a suite of custom applications that actively support the City’s data files and output requirements. All services are provided in-house, including materials and inventory management, printing and mailing, presorting and metering. We even deliver your mail to the USPS in our own company-owned trucks, versus relying on a third party presort vendor. The City would continue to work with its dedicated Client Specialist and we can contractually agree to the City’s desired delivery timeline for processing files.


In short, there would be no change to the current levels of service, quality and attention that the City has grown accustomed to over the years.

2.2 Describe your approach to pre-process data for address certification and pre-sort mail for lowest possible first-class rate and describe the USPS approved software.

We use third-party USPS-sanctioned software to provide CASS verification and address updates prior to mailing. NCOALink is utilized to identify address updates and, if a move is identified, the document is mailed to the new address and a report showing all address updates is provided to the City at the time of processing.

These cleansing events occur prior to printing and mailing, so that documents are reordered per USPS sort requirements, qualifying mail for the lowest automated presort postage rates. The incorporation of the Intelligent Mail barcode (IMb) allows the USPS to swiftly identify and deliver mail with minimal handling. This handling, coupled with our in-state location, allows mail to consistently be delivered on the next business day.

2.3 Identify and describe services to be provided by outsource vendors if applicable.

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We will not use any outsource vendors to provide these services. We are a full-service provider of printing and mailing services. All services will be provided in-house and onsite.

- 2.4 List all methods of data transfer that are acceptable from the City and indicate the recommended method of data transfer.

Data may be submitted 24x7 by the City either to our secure online customer portal or via SFTP connection. Unique credentials are employed so that each of our clients has access only to their own directory on the FTP site, allowing for a secure method of transfer that ensures data integrity.

- 2.5 Provide detail description of each step of the process from data file transfer to delivering of mail to the post office.


- 2.5.1 Include the processes to sort, print, fold and insert mail and return envelopes or special inserts into the envelopes.
- 2.5.2 Include the processes for printing supplemental messages on the bill and processes to selectively pull bills before mailing.
- 2.5.3 Include the process for City proofing of bills and notices.

Similar to the current process, the City uploads all data files to our secure site, using a unique username and password. Designated City recipients receive an immediate email-based acknowledgement, confirming receipt of your data file.

Pursuant to the custom application built for each element of the City's business, that data would then be processed and formatted in preparation for mailing. As part of this process, address information is extracted and CASS certified through our USPS-certified software and NCOA updates are applied for specific applications. Addresses are pre-sorted for postal discounts and postal paperwork is generated. Out of this process, we also generate a report enumerating non-qualified addresses and addresses which were discovered in the National Change of Address database.

After processing, Control Totals, PDF Samples, and the aforementioned Non-Qualified Addresses and NCOA Reports are sent to designated City recipients via email. The City then reviews the provided reports and samples and can approve the Control Totals either via email (current process) or via our online portal. This proofing and communication process is when the City is able to detect any errors or request pulls of certain documents. Communication by email provides the City with direct access to Production and Client Services and allows the Client Specialist to be immediately responsive to the City's request.

Upon City approval, we proceed to print the City's documents, using our high-volume production inkjet or laser printing equipment. Inserting is completed by our operators utilizing intelligent insertion equipment, and this stage includes the insertion of any special inserts, including the monthly Glendale Connection newsletter. Following the insertion process, completed pieces are placed in trays, banded and strapped and

	<b>City of Glendale</b> <b>Solicitation Number: RFP 23-31/ 42300064</b> <b>UTILITY BILLING, LICENSE PRINTING, FOLDING,</b> <b>INSERTING AND MAILING SERVICES</b> <b>RESPONSE WORKBOOK</b>	<b>CITY OF GLENDALE</b> <b>Procurement Department</b> <b>5850 West Glendale</b> <b>Avenue, Suite 317</b> <b>Glendale, Arizona 85301</b>
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placed on our Company-owned trucks for delivery to the USPS. Because we deliver to the U.S. Post Office located in Phoenix, mail is delivered to Glendale residents the next day.

2.6 Describe the security methods employed by your firm to assure that transfer of data and data processing is secure. This includes encryption software, secured lines and procedures.


We are SOC 2 Type 2 certified to handle sensitive personal information. In obtaining this certification, SPCIO maintains a comprehensive set of security measures which includes:

**Physical Security:** All visitors are required to wear physical badges and be accompanied by Company personnel. Areas with sensitive information require keypad access and are monitored 24/7 with video surveillance. The primary printing and mailing area does not have direct access outside the building and we operate on the principle of least privilege which dictates that employees who are not involved with printing and mailing production, are not allowed into that area.

**Virtual Security:** Data files are received and transferred via our secure online customer portal or via an FTP connection. These files are immediately swept behind our firewall to a secure server on the internal network and done so through an automated file mover that has scheduled clearing once every minute. Each method is both secure and encrypted. Access to data is assigned at the user level and each SPCIO employee is given specific credentials that allows them access to information cleared for their position level (i.e. role-based permissions). There is also a prohibition on password sharing. Further, all of our servers and workstations are protected with the latest enterprise-level anti-virus and anti-spyware software from McAfee. All email traffic is monitored and protected by McAfee as well. Antivirus software is configured to monitor traffic within the network and communications with external networks, detect and prevent transmission of data or files that contain virus signatures recognized by the antivirus software.

**Business Continuity:** Our approach to redundancy, disaster recovery, and business continuity includes redundant printing and inserting equipment, including maintaining a deliberate excess of production capacity over expected production; cross-training of employees on all types of equipment; maintaining 3-6 months' supply of materials, including white paper, pre-printed forms and envelopes; mirroring of data storage and configuration at off-site locations; rigorous approach to cybersecurity and system integrity; and long-term constructive relationships with key suppliers.

In June 2021, the business immediately due west of our building experienced a six-alarm emergency fire. The resulting response from the City of Phoenix Fire Department comprised the largest fire response in its history. While our primary processing facility did not itself catch fire, circumstances related to the neighboring business prevented us from accessing our building for several days. Leaning on our Disaster Recovery Plan and utilizing our Disaster Recovery Facility, we were able to quickly resume printing and mailing services, including for the City of Glendale.

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Ultimately, we were able to return the entirety of our operations to our primary processing facility and continued to do so in the face of significant physical restoration efforts, all of which were completed by Q1 2022.

We are proud to report that we did not lose a single of our 100+ print and mail customers during this time, with most customers unaware that we had any interruption at all.

2.7 Describe your quality control processes to ensure every bill or notice transmitted is processed in a timely and accurate manner.

Quality control is a focus of the entire Company and we build in multiple checks and balance to every step of the process to ensure your documents are delivered accurately.


At the implementation stage, an internal meeting is held to understand the parameters of the job, including purpose, volumes, production process, materials, and business logic. We then pursue a two-stage development process using test data to manage changes and begin testing. QA review is completed by the Development, Client Service, and Production teams and a QA Checklist is completed prior to seeking City approval. Once the City of Glendale has reviewed all materials, output and connectivity, then we move that application into "go-live" or live production.

At the live job processing stage, our custom programming detects for errors, including duplicate live files, processing errors, or violations of business logic as agreed during the implementation stage. Once a job clears this processing pathway, Control Totals and PDF Samples are generated for the City's review and approval. At this stage, the Production team also reviews the process output.

At the printing and insertion stage, operators go through a Quality Assurance checklist which includes a battery of checks, including: readmarks, clarity, print position, paper quality, address completeness and position, and correct material usage. Our intelligent insertion equipment stops if a piece is out of sequence or an insert is mismanaged and the materials, insert counts, and mailing timelines are all identified on a Job Check Sheet which physically accompanies the job throughout the stage.

At the mail preparation stage, we verify that mail tray counts are correct and the USPS barcodes are applied to the trays. Postal paperwork and presort verification are completed and we ensure that the postage report is complete and balanced to the actual amount of postage applied by the meter. There is no co-mingling of mail to allow for a complete audit trail, and then we deliver the City's mail to the USPS Business Mail Entry Unit via our Company-owned delivery trucks.

Finally, at the invoicing stage, we review production reports, job check sheets, and meter logs to ensure accurate mailing information. These are all cross-referenced vs

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the sale order and invoice documentation. We also provide detailed postage reports and production details for the City's verification.

2.8 Please describe your inventory plan for City paper and envelope stock.

Currently, we maintain a 3-6 months inventory of the City's utility bill and other documents in our warehouse which is located at our primary processing facility. Envelopes to support the City's mailings, whether using our stock #10 and #9 envelopes or those which are custom, are all stored in our on-site warehouse with a similar target of maintaining 3-6 months inventory.

We recommend to continue this inventory strategy. When a reorder point is reached, your Client Specialist will reach out to determine if any changes need to be made.


2.9 Describe the service levels from customer to firm and from your firm to customer. Include turnaround times between delivery of the print file to printing and mailing to our customers. Describe other setup and on-going requirements needed from the City.

As we are structured currently, the City would continue to work with its dedicated Client Specialist. This process gives the City an assurance that you will always be working with someone who knows your business and that the City has connectivity into our Production and Development teams. We cross train across our departments, so that you always have a knowledgeable advocate onsite who knows your business. Because the City is a current client, no new setup is required.

We are aware of the City's desire to implement a one-hour response commitment and we can agree to this via a Service-Level Agreement. In addition, we can continue to commit to our printing and mailing processing times which are next-day for Utility Bills, Final Bills, Business Licenses, License Renewals and Account (License) Statements, and same-day for Final Notices.

2.10 Describe any other relevant or value-added services you may offer the City.

With the Town of Gilbert (provided in this Response as a reference), we facilitate a program known as Share My Stamp. In the Share My Stamp program, the City can support its local small businesses by allowing a small, defined set of advertisers (usually 3-6) present ads, in the form of buckslips, which can ride along with the City's utility bills. This would come at no additional postage cost to the City (the program is specifically designed to ensure the bills do not exceed the 1oz requirement for first-class mail to achieve the lowest automated postage rates) and all activities, including the management of advertisers and the printing of buckslips, would be handled by SPCIO. Further, we would split the advertising revenue with the City of Glendale, thereby further reducing the effective cost of printing and mailing.

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**3. TECHNOLOGY AND SECURITY**

3.1 Provide a description of the equipment, software and systems utilized to complete the printing and mailing requirements for the City. Include Bill Format Software to be used to format billing statements and notices from provided layout.

We have built and continue to maintain custom programs for each of the City's document applications. Our onsite Development team creates custom programming for each of our clients, resulting in a flexible solution that can easily adjust as City requirements change. We have also built a solution to assist the City with its integration with CC6, gaining a full understanding of the City's processes and how we can add value to the equation.

Because these solutions are already in place, there would be no implementation or staff time required to get these processes up to speed.

3.2 Describe the flexibility and features of your printers.


We operate high-volume production inkjet printers and high-volume laser printers. Employing a combination of these machines allows us to balance the unique needs of our customers - including variable color printing (e.g. for bar graphs) - with providing the lowest-cost solutions for printing and mailing. Further, as we noted in our history section, the Company operates two divisions: Information Outsource, which manages the printing and mailing of the City's documents and SPC Forms which is a wholesale trade printer but also provides pre-printed forms and insert printing services to Information Outsource. At SPC Forms, we are able to bulk print the City's utility bill shells and other City forms, and the Glendale Connection newsletter at the lowest possible cost. In addition, because these are roll-fed printing presses which utilize UV ink, we are able to print the City's logo and other colors at the highest-possible quality which helps support the City's image and branding.

3.3 Describe features of your finishers and insertion equipment

We employ 4-station and 6-station intelligent insertion equipment. The use of intelligent insertion equipment means that we can handle static inserts, selective inserts, and the equipment is part of the quality control process by stopping automatically when there is a misfeed, a document out of sequence, or a missing insert.

3.4 Describe your process for system maintenance and updates.

SPCIO has established procedures for backing up, maintaining, restoring, removing and destroying sensitive data, including: removing hard drives; PC Wipe Policy; computer equipment destruction; purge file process; backup rotations; data mirroring; restoration of data backed up; and document shredding. For backups in particular, we have implemented multiple redundancies and employ a regular rotational cycle for

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system backup to ensure data restoration. Finally, we process system-wide updates on a regular basis to ensure our systems remain up to date. We are constantly migrating servers/desktops towards newer operating systems, updating hardware and striving to improve our infrastructure.

- 3.5 Provide a full description of backup procedures and/or disaster recovery plan in case of equipment or system failure.

Utility bills represent a critical form of communication, providing revenue to the City of Glendale and allowing citizens / recipients appropriate notice to understand and pay for their utility expenses. Municipalities must have absolute confidence in the ability of their outsourced vendors to provide uninterrupted service. Our approach to redundancy, disaster recovery, and business continuity includes redundant printing and inserting equipment, including maintaining a deliberate excess of production capacity over expected production; cross-training of employees on all types of equipment; maintaining 3-6 months' supply of materials, including white paper, pre-printed forms and envelopes; mirroring of data storage and configuration at off-site locations; rigorous approach to cybersecurity and system integrity; and long-term constructive relationships with key suppliers.


In June 2021, the business immediately due west of our building experienced a six-alarm emergency fire. The resulting response from the City of Phoenix Fire Department comprised the largest fire response in its history. While our primary processing facility did not itself catch fire, circumstances related to the neighboring business prevented us from accessing our building for several days. Leaning on our Disaster Recovery Plan and utilizing our Disaster Recovery Facility, we were able to quickly resume printing and mailing services, including for the City of Glendale. Ultimately, we were able to return the entirety of our operations to our primary processing facility and continued to do so in the face of significant physical restoration efforts, all of which were completed by Q1 2022. We are proud to report that we did not lose a single of our 100+ print and mail customers during this time, with most customers unaware that we had any interruption at all.

- 3.6 Provide a full description of system security in place to prevent and detect cyber security attacks and breaches. Provide your emergency response plan in the event of a cyber-attack.

For internet-based attacks against public-facing infrastructure, the following controls are employed:

Stateful firewalls. Deployed to control incoming packets, ensure packets are routed based on protocol to correct servers and block packets that are not a part of previous communication exchanges.

Systems patched regularly. Systems also alert when patches are available.

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Only business-critical ports open to reduce attack surface. Public infrastructure supports Web, Secure Web, FTP, and Secure FTP. All other ports are blocked.

Firewall rules are reviewed. As business needs change, firewall rules are reviewed to ensure the existing rules are still appropriate, and obsolete rules removed, in case they were missed as a part of the project that made the change.

Web application tested using modern application vulnerability scanner. Industry-leading scanner was used to look for application and server vulnerabilities. All defects were remediated.

Uploaded files removed from public infrastructure upon completion of upload. Customers may upload files for processing. These files are removed from the public infrastructure as soon as the upload is complete to reduce the risk of exposing customer data should the server be compromised.

Web access divided between general public and customer based on secure login. Some parts of the web site are general access, while others require authentication.

Administrative access to public infrastructure can only be performed from within the data center network or from the office via VPN.

For internet-based attacks against private infrastructure, the following controls are employed:

Systems secured per Industry Best Practice. Linux systems are locked down per Center for Internet Security (CIS) Benchmarks. The CIS Benchmarks are the acknowledged consensus of Information Security Best Practices.


Firewall blocks all incoming traffic. No inbound traffic is allowed, except VPN from the data center and the DR site.

As a precautionary measure, all data and custom programming shall be stored and transmitted to our Main Facility and Disaster Recovery Facility via Phoenix NAP. IPSEC VPN tunnel is employed to connect the remote data center to the local office. Phoenix NAP employs 24x7x365 full customer support and guarantees 100% uptime in a secured, catastrophic free, stable environment. Our servers at this location run parallel to our production equipment, allowing access to our all data in the event of onsite connectivity or access issues.

**4. VENDOR EXCEPTIONS:**

Per Exhibit 2.2, Offeror shall note any exceptions to the solicitation documents in this section using the example below:

**Document Name:** Exhibit 3 – Insurance Requirements  
**Section:** 1.a.i. Commercial General Liability – General Aggregate \$5,000,000

	<b>City of Glendale</b> <b>Solicitation Number: RFP 23-31/ 42300064</b> <b>UTILITY BILLING, LICENSE PRINTING, FOLDING,</b> <b>INSERTING AND MAILING SERVICES</b> <b>RESPONSE WORKBOOK</b>	<b>CITY OF GLENDALE</b> <b>Procurement Department</b> <b>5850 West Glendale</b> <b>Avenue, Suite 317</b> <b>Glendale, Arizona 85301</b>
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**Exception:** Vendor's General Aggregate is only \$3,000,000

Document Name: Exhibit 3 - Insurance Requirements.  
Section 1.a.iv Professional Liability (Errors & Omissions)  
Exception: Vendor's Professional Liability (Errors & Omissions) is \$1,000,000 per occurrence and \$2,000,000 in Aggregate.

Document Name: Exhibit 3 - Insurance Requirements.  
Section 1.a.vi Cyber Liability  
Exception: Vendor's Cyber Liability is \$1,000,000 per occurrence and \$1,000,000 in Aggregate

**5. ADDENDUM RESPONSES AND ACKNOWLEDGEMENT:**

Attach addendum response(s) and acknowledgement(s) here.

We hereby acknowledge our response to Addendum No. 1 and Addendum No. 2.


**6. CONFLICT OF INTEREST STATEMENT:**

If Offeror indicated they have a conflict of interest on the Offer Sheet, Offeror must provide details here. Please refer to the CONFLICT OF INTEREST section on page 1 of the EXHIBITS PACKAGE for required information to be included here.

In response to Section 8.4 of the RFP, we would like to note that (1) Michael Trejo - President & CEO, Debbie Bogdanski - Chief Operating Officer, and Stacey Hanlon - Client Services Manager are the individuals who participated in the preparation of this Response. (2) None of these three individuals have relatives who are City of Glendale employees.

(3) Michael Trejo - President & CEO is also a shareholder of the Company. (4) Michael does not have any relatives who are City of Glendale employees.

**END OF RESPONSE WORKBOOK**

	<b>City of Glendale</b> <b>Solicitation Number: RFP 23-31/ 42300064</b> <b>UTILITY BILLING, LICENSE PRINTING, FOLDING,</b> <b>INSERTING AND MAILING SERVICES</b> <b>RESPONSE WORKBOOK</b>	<b>CITY OF GLENDALE</b> <b>Procurement Department</b> <b>5850 West Glendale</b> <b>Avenue, Suite 317</b> <b>Glendale, Arizona 85301</b>
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**OFFER SHEET (Must be printed, signed and returned upon completion)**

Offeror certifies that they have read, understand, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Offeror also certifies that the prices offered were independently developed without consultation with any of the other Offerors or potential Offerors.

03/29/2023  
Date

Standard Printing Company, Inc.  
Legal Company Name

Michael Trejo  
Printed Name (Authorized Signatory)

President & CEO  
Job Title

Offeror Certifies it is a (check only one):       Proprietorship  Partnership  Corporation

michaeltt@spcio.com  
Email Address

3540 W Lincoln St  
Mailing Street Address

(602) 269-2391  
Phone Number

Phoenix, AZ 85009  
City, State & Zip Code

**Questions regarding this offer should be directed to (if different from above):**

Michael Trejo  
Contact Name

(602) 269-2391  
Phone Number

michaeltt@spcio.com  
Email Address

FEDERAL TAXPAYER ID NUMBER (Required): 86-0690374

OFFEROR IS A MINORITY OR WOMEN OWNED BUSINESS:  Yes  No

**DO YOU HAVE AN ARIZONA TRANSACTION PRIVILEGE TAX (TPT) LICENSE?**

Yes, Number 07424014 Tax Rate: \_\_\_\_\_ **OR**  No, not required to have an Arizona TPT License

**CONFLICT OF INTEREST (SPECIAL NOTICES):**

No, I do not have a conflict of interest  Yes, I have a conflict of interest and response includes the disclosure required (see Exhibit 1, Item #3)

**ACKNOWLEDGEMENTS:** *By signing this Offer Sheet and submitting the accompanying solicitation response, Offeror is certifying that they have read, understand, and agree to comply with all required terms and conditions provided in the EXHIBITS PACKAGE and checked off below. Failure to provide this acknowledgement will result in disqualification.*

Exhibit 1 - Special Notices

Exhibit 2 - RFP Standard Terms and Conditions

Exhibit 3 - Insurance Requirements

  
\_\_\_\_\_  
Authorized Signature - Print this form and sign above

**EXHIBIT C**  
**Professional Services Agreement**


**COMPENSATION**  
**(5 pages)**

**METHOD AND AMOUNT OF COMPENSATION**

As described on the attached Exhibit C.

**NOT-TO-EXCEED AMOUNT**

The total amount of compensation paid to Consultant for full completion of all work required by the Project during the entire term of the Project must not exceed \$2,000,000.

	<p>City of Glendale  Solicitation Number: RFP 23-31 / 42300064  <b>UTILITY BILLING, LICENSE PRINTING, FOLDING,  INSERTING AND MAILING SERVICES  BEST AND FINAL OFFER</b></p>	<p>City of Glendale  Procurement Division  5850 West Glendale  Avenue, Suite 317  Glendale, Arizona 85301</p>
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**SOLICITATION NUMBER:** RFP 23-31 / 42300064

**DESCRIPTION:** Utility Billing, License Printing, Folding, Inserting and Mailing Services


**DUE DATE AND TIME:** May 10, 2023, at 4:00 PM (Local Time)


**Best and Final Offers must be submitted via EMAIL.**

Please submit your response to: Charlene Carpenter [ccarpenter@glendaleaz.com](mailto:ccarpenter@glendaleaz.com).

Failure to provide this information within the stated time period may result in your initial proposal being considered as your Best and Final Offer.

**BEST AND FINAL OFFEROR INFORMATION:**


 <hr/> Authorized Signature	<u>Standard Printing Company</u> <hr/> Company's Legal Name
<u>Michael Trejo</u> <hr/> Printed Name	<u>3590 W. Lincoln St.</u> <hr/> Address
<u>President &amp; CEO</u> <hr/> Title	<u>Phoenix, AZ 85009</u> <hr/> City, State & Zip Code
<u>(602) 828-0229</u> <hr/> Telephone Number	<hr/> FAX Number
<u>May 8, 2023</u> <hr/> Date	<u>michael.t@spcio.com</u> <hr/> E-mail Address

	<p style="text-align: center;"><b>City of Glendale</b> <b>Solicitation Number: RFP 23-31 / 42300064</b> <b>UTILITY BILLING, LICENSE PRINTING, FOLDING,</b> <b>INSERTING AND MAILING SERVICES</b> <b>BEST AND FINAL OFFER</b></p>	<p style="text-align: center;"><b>City of Glendale</b> <b>Procurement Division</b> <b>5850 West Glendale</b> <b>Avenue, Suite 317</b> <b>Glendale, Arizona 85301</b></p>
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**BEST AND FINAL OFFER**

The evaluation committee evaluated all the proposals and has decided to proceed with the Best and Final Offer (BAFO) on the Utility Billing, License Printing, Folding, Inserting and Mailing Services, RFP # 23-31/42200064. The BAFO will contain the Offeror's most favorable terms for price and services to be delivered. The BAFO will be evaluated as an adjustment to the scores already received by Offerors on their original proposal response.

The City of Glendale ("City") is requesting that Offerors provide (no later than the date and time indicated) a response to the following request. This request will amend the Offeror's initial proposal pricing and will become the Final Offer.

	<b>City of Glendale</b> <b>Solicitation Number: RFP 23-31 / 42300064</b> <b>UTILITY BILLING, LICENSE PRINTING, FOLDING,</b> <b>INSERTING AND MAILING SERVICES</b> <b>BEST AND FINAL OFFER</b>	<b>City of Glendale</b> <b>Procurement Division</b> <b>5850 West Glendale</b> <b>Avenue, Suite 317</b> <b>Glendale, Arizona 85301</b>
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**Instructions: Offerors shall submit their pricing using the Pricing Workbook below.**

Offeror's pricing shall include, but is not limited to, labor, salaries, employee benefits, vehicles, equipment, tools, materials, supplies, travel expenses, shipping, licenses, fees, insurance, profit, and any other associated direct or indirect costs (except sales taxes) necessary to complete the tasks assigned.

All prices quoted shall be firm and fixed for the specified contract period. The City shall NOT be invoiced at prices higher than those stated in the resultant contract. Other than contract pricing, NO additional cost, fees or surcharges shall be allowed by the City.

**Sales tax shall not be included in the UNIT PRICE for evaluation purposes.** However, after contract award, the Contractor shall charge sales tax as a separate item in their invoices.

All prices quoted shall be firm and fixed for the specified contract period. The City shall NOT be invoiced at prices higher than those stated in the resultant contract. Other than contract pricing, NO additional cost, fees or surcharges shall be allowed by the City. Please type your pricing in the areas provided.

**PRICING WORKBOOK**

Item No.	Description	Application	Estimated Monthly Quantities (A)	Unit Price (B)	Extended Price (A X B)
1.	<b>Business License Form</b> <i>24# white paper, multi-color pre-printed logo on face.</i>	Licenses Certificates	200	\$0.090	\$18.00
2.	<b>License Renewal Form</b> <i>24# white paper, Multi-Color (no perf.)</i>	Renewals	100	\$0.058	\$5.80
3.	<b>Account (License) Statement Form</b> <i>24# white paper with pre-printed static backer.</i>	License Statements	1,000	\$0.065	\$65.00
4.	<b>#10 Standard Envelope</b> <i>Double-window, white envelope</i>	License Certificates	200	\$0.023	\$4.60



**City of Glendale**  
**Solicitation Number: RFP 23-31 / 42300064**  
**UTILITY BILLING, LICENSE PRINTING, FOLDING,**  
**INSERTING AND MAILING SERVICES**  
**BEST AND FINAL OFFER**

**City of Glendale**  
**Procurement Division**  
**5850 West Glendale**  
**Avenue, Suite 317**  
**Glendale, Arizona 85301**

Item No.	Description	Application	Estimated Monthly Quantities (A)	Unit Price (B)	Extended Price (A X B)
5.	<b>#10 Standard Envelope</b> <i>Double-window, white envelope</i>	License Statements	1,000	\$0.023	\$23.00
6.	<b>#10 Standard Envelope</b> <i>Double-window, white envelope</i>	License Renewals	100	\$0.023	\$2.30
7.	<b>#9 Account (License) Reply Envelope</b> <i>Non-window, white envelope with security tint, black image/text on face</i>	License Statements	1,000	\$0.035	\$35.00
8.	<b>Utility Bill Form</b> <i>24# white paper 3 color, front and back. (pre-printed static backer)</i>	Utility Bills	60,000	\$0.060	\$3,600.00
9.	<b>Monthly Insert</b> <i>24# white paper 2 color, front and back.</i>	Glendale Connection	60,000	\$0.030	\$1,800.00
10.	<b>Final Bills Form</b> <i>24# white paper 3 color, front and back. (pre-printed static backer)</i>	Final Bills	400	\$0.055	\$22.00
11.	<b>Final Notice Letter</b> <i>24# white paper 2 colors, front (no perf.)</i>	Final Notices	6,000	\$0.058	\$348.00
12.	<b>#10 Standard Envelope</b> <i>Double-window, white envelope</i>	Utility Bills	60,000	\$0.023	\$1,380.00
13.	<b>#10 Standard Envelope</b> <i>Double-window, white envelope</i>	Final Bills	400	\$0.023	\$9.20
14.	<b>#10 Imprinted Envelope</b> <i>#10 envelope as described above, plus "URGENT" imprinted in black on the face</i>	Final Notices	6,000	\$0.030	\$180.00
15.	<b>#9 Standard Reply Envelope</b> <i>Single window, white envelope</i>	Utility Bills	60,000	\$0.020	\$1,200.00



City of Glendale  
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UTILITY BILLING, LICENSE PRINTING, FOLDING,  
INSERTING AND MAILING SERVICES  
BEST AND FINAL OFFER

City of Glendale  
Procurement Division  
5850 West Glendale  
Avenue, Suite 317  
Glendale, Arizona 85301

Item No.	Description	Application	Estimated Monthly Quantities (A)	Unit Price (B)	Extended Price (A X B)
16.	#9 Standard Reply Envelope <i>Single window, white envelope</i>	Final Bills	400	\$0.020	\$8.00
17.	Image archive for City administrative access - per image - delivered via FTP	Final Bills	400	\$0.010	\$4.00
18.	Image archive for City administrative access - per image - delivered via FTP	Utility Bills	60,000	\$0.010	\$600.00
19.	Cost of implementing a new letter	Various	1	\$200	\$200.00
<b>GRAND TOTAL (1 – 19)</b>					<b>\$9,504.90</b>

**OFFEROR NAME:** (Offeror must enter full Company Name)