

AGREEMENT BETWEEN COUNTY OF MONTEREY AND THE DATA CENTER FOR TAX BILL PRINTING AND DISTRIBUTION

This AGREEMENT is made and entered into by and between the County of Monterey, a political subdivision of the State of California, hereinafter referred to as “County”, and The Data Center LLC, hereinafter referred to as “CONTRACTOR.”

RECITALS

WHEREAS, County has invited proposals through the Request for Proposals (RFP # 10873) for Tax Bill Printing and Distribution, in accordance with the specifications set forth in this AGREEMENT; and

WHEREAS, CONTRACTOR has submitted a responsive and responsible proposal to perform such services; and

WHEREAS, CONTRACTOR has the expertise and capabilities necessary to provide the services requested.

NOW THEREFORE, County and CONTRACTOR, for the consideration hereinafter named, agree as follows:

1.0 PERFORMANCE OF THE AGREEMENT

- 1.1 After consideration and evaluation of the CONTRACTOR’S proposal, the County hereby engages CONTRACTOR to provide the services set forth in RFP # 10873 and in this AGREEMENT on the terms and conditions contained herein and in RFP # 10873. The intent of this AGREEMENT is to summarize the contractual obligations of the parties. This AGREEMENT is based on the following supporting documents:

AGREEMENT

RFP #10873 dated March 9, 2023, including all attachments and Addenda

CONTRACTOR’S Proposal dated April 6, 2023, including all attachments and exhibits to RFP 10873

Certificate of Insurance

Additional Insured Endorsements

- 1.2 These documents are on file with the Contracts/Purchasing Division.
- 1.3 All of the above-referenced documents are intended to be complementary. Work required by one of the above-referenced documents and not by others shall be done as if required by all. In the event of a conflict between or among component parts of the contract, the contract documents shall be construed in the following order: AGREEMENT including all attachments and exhibits, RFP #10873, Addendum #1, CONTRACTOR’S Proposal

(with all attachments and exhibits), Certificate of Insurance, and Additional Insured Endorsements.

- 1.4 CONTRACTOR warrants that CONTRACTOR and CONTRACTOR's agents, employees, and subcontractors performing services under this AGREEMENT are specially trained, experienced, competent, and appropriately licensed to perform the work and deliver the services required under this AGREEMENT and are not employees of the County, or immediate family of an employee of the County.
- 1.5 CONTRACTOR, its agents, employees, and subcontractors shall perform all work in a safe and skillful manner and in compliance with all applicable laws and regulations. All work performed under this AGREEMENT that is required by law to be performed or supervised by licensed personnel shall be performed in accordance with such licensing requirements.
- 1.5.1 CONTRACTOR must maintain all licenses throughout the term of the AGREEMENT.
- 1.6 CONTRACTOR shall furnish, at its own expense, all materials, equipment, and personnel necessary to carry out the terms of this AGREEMENT, except as otherwise specified in this AGREEMENT. CONTRACTOR shall not use County premises, property (including equipment, instruments, or supplies) or personnel for any purpose other than in the performance of its obligations under this AGREEMENT.

2.0 SCOPE OF SERVICE

- 2.1 Contractor Minimum Work Performance Percentage: CONTRACTOR shall perform with his own organization contract work amounting to not less than 50 percent of the original total contract price, except that any designated 'Specialty Items' may be performed by subcontract and the amount of any such 'Specialty Items' so performed may be deducted from the original total AGREEMENT price before computing the amount of work required to be performed by CONTRACTOR with its organization.
- 2.2 All work defined in this section shall be completed by the CONTRACTOR with ten (10) business days of the receipt of data from the County. A representative from the County of Monterey Tax Collector's Office shall be allowed on site by CONTRACTOR where work will commence for review and approval at County's expense.
- 2.3 The Scope of Work includes but is not limited to:

2.3.1 SETUP

Output data file will be provided to CONTRACTOR on one CD ROM or FTP file via electronic transmission containing three (3) files in July, and nine (9) files in September. Each type of output document shall be created by combining multiple files containing taxpayer information, voter approved taxes, charges, assessments, and messages.

Record layout includes:

- 2.3.1.1 Character Code: ASCII
- 2.3.1.2 Record Length: Variable
- 2.3.1.3 Carriage Control: ANSI

2.3.2 CONTRACTOR shall be required to set up and convert data, including merging and placement of electronic data and fonts, and text onto the tax bill form.

2.3.3 Prior to laser imaging, CONTRACTOR shall ensure that the database is CASS/MASS and Move Update certified for USPS automation, in accordance with USPS domestic Mail Manual (DMM) Issue 300.

2.3.4 CONTRACTOR shall supply the tax bill stock (8 ½' x 14") and have the stock verified by County's representative for approval prior to the commencement of laser imaging.

2.4 LASER IMAGING

Laser image variable data in black at 600 dpi or higher resolution, onto one side only of the RFP 10873 Tax Bill Printing Service preprinted property tax bills. Provide only one image per record.

2.4.1 Prior to laser printing of tax bills, CONTRACTOR shall provide to County's onsite representative twelve (12) laser printed tax bill proofs with real data (twelve unsecured, or six secured regular and six CORTAC) for verification of data accuracy, alignment, and acceptable print quality. County's representative must approve of these samples prior to production.

2.4.2 After approval of the laser printed tax bill proofs by County's representative, CONTRACTOR shall check every 500th statement printed for quality and completeness during the imaging process.

2.5 DISTRIBUTION AND MAILING

2.5.1 After laser imaging of variable data on bills, fold and insert the three styles of bills as follows:

2.5.1.1 During the 1st week in July approximately 20,000 unsecured property tax bills are to have one detachable stub. These bills shall be folded at the perforation, and inserted into a #10.5 window envelope, with one #9 remittance envelope supplied by CONTRACTOR. Specific folding perforation shall match exactly with the sample provided.

2.5.1.2 During the 3rd week in September approximately 100,000 bills are to have two detachable stubs 8 ½" x 14" (Secured bills). This

configuration has two parallel perforations to create two detachable stubs. The bills shall be tri folded. Folding on the perforation that separates stub #1 from stub #2 is required. The bill shall be inserted into at #10.5 window envelope and with two (2) #9 remittance envelopes, supplied by CONTRACTOR. Specific folding perforations shall match exactly with those in the sample provided.

2.5.1.3 During the 3rd week in September approximately 35,000 bills are to be without detachable stub 8 ½” x 14” (CORTAC bills). These are courtesy bills provided to property owners in instances where a mortgage company remits the property tax on behalf of the owner. These bills shall be handled as indicated above, but have no perforations, and do not include #9 remittance envelopes.

2.5.2 Items shall be “householded” or sorted to allow 2 or more bills addressed to the same owner to be mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. The items will not have been pre-sorted by the County for this purpose.

2.5.3 Upon approval and release by the County’s representative, CONTRACTOR shall prepare the necessary Postal Service 3600R documents for acceptance with First Class Presort Permit. Mail shall be sorted by CONTRACTOR to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to carrier route, 5-digit and 3-digit levels. The #10.5 mailing envelopes shall be preprinted with the County’s First Class Presort Mailing Permit indicia.

2.6 TIMELINE

2.6.1 Within 24 hours after receipt of electronic transmission from County, CONTRACTOR shall commence CASS certification and uninterrupted imaging of the supplied data. CONTRACTOR shall check every 500th statement printed for quality and completeness during the imaging process. Completion shall be within 10 calendar days from receipt of the components and database to delivery at Postal Service. CONTRACTOR shall confirm in writing to County the number of calendar days required after receipt of all components including bill stock, envelope stock, and data, to complete the work as specified herein.

2.6.2 All three bill types are generated at different times of the year. Type A is generated in mid-July and types B and C are generated together in late September.

2.6.3 CONTRACTOR ensures that under no circumstances shall the delivery to the USPS be after August 1st for type A and November 1st for types B and C.

2.7 COMMUNICATION

CONTRACTOR shall respond to all inquiries from Tax Collector within two (2) hours of inquiry, either in person to the County's on-site representative, or in writing via email.

2.8 DEADLINE

S2.8.1 CONTRACTOR shall ensure that under no circumstances will tax bills type B and C be mailed out past October 31st of each year of the agreement.

2.9 RIGHT AND TITLES TO MATERIALS

2.9.1 County shall retain all rights and titles to all materials, both originals and copies, processed under this AGREEMENT. CONTRACTOR shall acquire no right, either shared or exclusive, to materials or information processed on behalf of County.

2.10 CONTRACTOR agrees to provide the following services in accordance with the agreed upon pricing:

2.10.1 Bill Printing and Distribution Pricing:

Initial Setup and programming	\$ No charge
Programming charges	\$ No charge
Secured Tax Bills with 2 detachable stubs Quantity approx. 100,000	\$.254
CORTAC Tax Bills with 1 detachable stub Quantity approx. 35,000	\$.215
Unsecured Tax Bills with 1 detachable stub Quantity approx. 20,000	\$.235
Delinquent Notices & Supplemental Bills with 2 detachable stubs; blue shading with data on front, black print on the back Quantity approx. 15,000	.16
Mailing too large for #10.5 envelope	\$ See below
Large 9x12 envelope	\$.20
Hand inserting/bundling	\$.08
Postage	\$.471 1 oz to 3.5 oz
9x12 envelope	\$1.98 4 oz
Additional misc. fees	\$ None

2.10.2 Total Contact Price Per Fiscal Year

CONTRACTOR agrees that the total contact price shall not exceed \$125,000 in any fiscal year covered by the terms of the AGREEMENT.

3.0 TERM OF AGREEMENT

- 3.1 The initial term shall commence with the signing of the AGREEMENT through and including June 30, 2026, with the option to extend the AGREEMENT for two (2) additional one (1) year periods. County is not required to state a reason if it elects not to renew this AGREEMENT.
- 3.2 If County exercises its option to extend, all applicable parties shall mutually agree upon the extension, including any changes in rate and/or terms and conditions in writing. CONTRACTOR must commence negotiations for rate changes a minimum of ninety days (90) prior to the expiration of the Agreement.
- 3.3 County reserves the right to cancel the AGREEMENT, or any extension of the AGREEMENT, without cause, with a thirty (30) day written notice, or immediately with cause.

4.0 COMPENSATION AND PAYMENTS

- 4.1 It is mutually understood and agreed by both parties that CONTRACTOR shall be compensated under this AGREEMENT in accordance with the provisions set forth in Section 2.10, subject to the limitations set forth in this AGREEMENT. Pursuant to Section 2.10.2 of this AGREEMENT, CONTRACTOR agrees that the total compensation under this AGREEMENT shall not exceed \$125,000 in any fiscal year covered by the terms of the AGREEMENT,
- 4.2 County does not guarantee any minimum or maximum amount of dollars to be spent under this AGREEMENT.
- 4.3 Negotiations for rate changes shall be commenced, by CONTRACTOR, a minimum of ninety days (90) prior to the expiration of this AGREEMENT.
- 4.4 Any discount offered by the CONTRACTOR must allow for payment after receipt and acceptance of services, material or equipment and correct invoice, whichever is later. In no case will a discount be considered that requires payment in less than 30 days.
- 4.5 CONTRACTOR shall levy no additional fees or surcharges of any kind during the term of this AGREEMENT without first obtaining approval from County in writing.
- 4.6 Tax:
- 4.6.1 Pricing as per this AGREEMENT is inclusive of all applicable taxes.
- 4.6.2 County is registered with the Internal Revenue Service, San Francisco office, and registration number 94-6000524. The County is exempt from Federal

Transportation Tax; an exemption certificate is not required where shipping documents show Monterey County as consignee.

5.0 INVOICES AND PURCHASE ORDERS

- 5.1 Invoices for all services rendered per this AGREEMENT shall be billed directly to the County of Monterey Treasurer-Tax Collector department at the following address:
P.O. Box 891
Salinas, CA 93902
- 5.2 CONTRACTOR shall reference the RFP/RFQ number on all invoices submitted to County. CONTRACTOR shall submit such invoices periodically or at the completion of services, but in any event, not later than 30 days after completion of services. The invoice shall set forth the amounts claimed by CONTRACTOR for the previous period, together with an itemized basis for the amounts claimed, and such other information pertinent to the invoice. County shall certify the invoice, either in the requested amount or in such other amount as County approves in conformity with this AGREEMENT, and shall promptly submit such invoice to County Auditor-Controller for payment. County Auditor-Controller shall pay the amount certified within 30 days of receiving the certified invoice.
- 5.3 All County of Monterey Purchase Orders issued for the AGREEMENT are valid only during the fiscal year in which they are issued (the fiscal year is defined as July 1 through June 30).
- 5.4 Unauthorized Surcharges or Fees: Invoices containing unauthorized surcharges or unauthorized fees of any kind shall be rejected by County. Surcharges and additional fees not included in the AGREEMENT must be approved by County in writing via an Amendment.

6.0 INDEMNIFICATION

- 6.1 CONTRACTOR shall indemnify, defend, and hold harmless County, its officers, agents, and employees, from and against any and all claims, liabilities, and losses whatsoever (including damages to property and injuries to or death of persons, court costs, and reasonable attorneys' fees) occurring or resulting to any and all persons, firms or corporations furnishing or supplying work, services, materials, or supplies in connection with the performance of this AGREEMENT, and from any and all claims, liabilities, and losses occurring or resulting to any person, firm, or corporation for damage, injury, or death arising out of or connected with CONTRACTOR's performance of this AGREEMENT, unless such claims, liabilities, or losses arise out of the sole negligence or willful misconduct of County. "CONTRACTOR's performance" includes CONTRACTOR's action or inaction and the action or inaction of CONTRACTOR's officers, employees, agents and subcontractors.

7.0 INSURANCE REQUIREMENTS

7.1 Evidence of Coverage:

7.1.1 Prior to commencement of this AGREEMENT, CONTRACTOR shall provide a "Certificate of Insurance" certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition CONTRACTOR upon request shall provide a certified copy of the policy or policies.

7.1.2 This verification of coverage shall be sent to the County's Contracts/Purchasing Department, unless otherwise directed. CONTRACTOR shall not receive a "Notice to Proceed" with the work under this AGREEMENT until it has obtained all insurance required and such, insurance has been approved by County. This approval of insurance shall neither relieve nor decrease the liability of CONTRACTOR.

7.2 Qualifying Insurers: All coverage, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- VII, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by County's Purchasing Officer.

7.3 Insurance Coverage Requirements:

7.3.1 Without limiting CONTRACTOR's duty to indemnify, CONTRACTOR shall maintain in effect throughout the term of this AGREEMENT a policy or policies of insurance with the following minimum limits of liability:

7.3.1.1 Commercial general liability insurance, including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad form Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

7.3.2 Business automobile liability insurance, covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this AGREEMENT, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

7.3.3 Workers' Compensation Insurance, if CONTRACTOR employs others in the performance of this AGREEMENT, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less

than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

- 7.3.4 Professional liability insurance, if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made in the course of rendering professional services. If professional liability insurance is written on a “claims-made” basis rather than an occurrence basis, CONTRACTOR shall, upon the expiration or earlier termination of this AGREEMENT, obtain extended reporting coverage (“tail coverage”) with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this AGREEMENT.

7.4 Other Insurance Requirements:

- 7.4.1 All insurance required by this AGREEMENT shall be with a company acceptable to County and issued and executed by an admitted insurer authorized to transact Insurance business in the State of California. Unless otherwise specified by this AGREEMENT, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the date CONTRACTOR completes its performance of services under this AGREEMENT.
- 7.4.2 Each liability policy shall provide that County shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for CONTRACTOR and additional insured with respect to claims arising from each subcontractor, if any, performing work under this AGREEMENT, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.
- 7.4.3 Commercial general liability and automobile liability policies shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional Insureds with respect to liability arising out of the CONTRACTOR’S work, including ongoing and completed operations, and shall further provide that such insurance is primary insurance to any insurance or self-insurance maintained by the County and that the insurance of the Additional Insureds shall not be called upon to contribute to a loss covered by the CONTRACTOR’S insurance. The required endorsement form for Commercial General Liability Additional Insured is ISO Form CG 20 10 11-85 or CG 20 10 10 01 in tandem with CG 20 37 10 01 (2000). The required endorsement form for Automobile Additional Insured endorsement is ISO Form CA 20 48 02 99.

- 7.4.4 Prior to the execution of this AGREEMENT by County, CONTRACTOR shall file certificates of insurance with County's contract administrator and County's Contracts/Purchasing Division, showing that CONTRACTOR has in effect the insurance required by this AGREEMENT. CONTRACTOR shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in this AGREEMENT, which shall continue in full force and effect.
- 7.4.5 CONTRACTOR shall at all times during the term of this AGREEMENT maintain in force the insurance coverage required under this AGREEMENT and shall send, without demand by County, annual certificates to County's Contract Administrator and County's Contracts/Purchasing Division. If the certificate is not received by the expiration date, County shall notify CONTRACTOR and CONTRACTOR shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance is a default of this AGREEMENT, which entitles County, at its sole discretion, to terminate this AGREEMENT immediately.

8.0 RECORDS AND CONFIDENTIALITY

- 8.1 Confidentiality: CONTRACTOR and its officers, employees, agents, and subcontractors shall comply with any and all federal, state, and local laws, which provide for the confidentiality of records and other information. CONTRACTOR shall not disclose any confidential records or other confidential information received from the County or prepared in connection with the performance of this AGREEMENT, unless County specifically permits CONTRACTOR to disclose such records or information. CONTRACTOR shall promptly transmit to County any and all requests for disclosure of any such confidential records or information. CONTRACTOR shall not use any confidential information gained by CONTRACTOR in the performance of this AGREEMENT except for the sole purpose of carrying out CONTRACTOR's obligations under this AGREEMENT.
- 8.2 County Records: When this AGREEMENT expires or terminates, CONTRACTOR shall return to County any County records which CONTRACTOR used or received from County to perform services under this AGREEMENT.
- 8.3 Maintenance of Records: CONTRACTOR shall prepare, maintain, and preserve all reports and records that may be required by federal, state, and County rules and regulations related to services performed under this AGREEMENT.
- 8.4 Access to and Audit of Records: County shall have the right to examine, monitor and audit all records, documents, conditions, and activities of CONTRACTOR and its subcontractors related to services provided under this AGREEMENT. The parties to this AGREEMENT may be subject, at the request of County or as part of any audit of County, to the

examination and audit of the State Auditor pertaining to matters connected with the performance of this AGREEMENT for a period of three years after final payment under the AGREEMENT.

9.0 NON-DISCRIMINATION

- 9.1 During the performance of this contract, CONTRACTOR shall not unlawfully discriminate against any employee or applicant for employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, age (over 40), sex, or sexual orientation. CONTRACTOR shall ensure that the evaluation and treatment of its employees and applicants for employment are free of such discrimination. CONTRACTOR shall comply with the provisions of the Fair Employment and Housing Act (Government Code, §12900, et seq.) and the applicable regulations promulgated thereunder (California Code of Regulations, Title 2, §7285.0, et seq.).
- 9.2 The applicable regulations of the Fair Employment and Housing Commission implementing Government Code, §12900, et seq., set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations are incorporated into this AGREEMENT by reference and made a part hereof as if set forth in full.
- 9.3 CONTRACTOR shall include the non-discrimination and compliance provisions of the clause in all AGREEMENTs with subcontractors to perform work under the contract.

10.0 OVERRIDING CONTRACTOR PERFORMANCE REQUIREMENTS

- 10.1 Independent Contractor: CONTRACTOR shall be an independent contractor and shall not be an employee of Monterey County, nor immediate family of an employee of County. CONTRACTOR shall be responsible for all insurance (General Liability, Automobile, Workers' Compensation, unemployment, etc.) and all payroll-related taxes. CONTRACTOR shall not be entitled to any employee benefits. CONTRACTOR shall control the manner and means of accomplishing the result contracted for herein.
- 10.2 Minimum Work Performance Percentage: CONTRACTOR shall perform with his own organization contract work amounting to not less than 50 percent of the original total AGREEMENT amount, except that any designated 'Specialty Items' may be performed by subcontract and the amount of any such 'Specialty Items' so performed may be deducted from the original total AGREEMENT amount before computing the amount of work required to be performed by CONTRACTOR with his own organization or per a consortium.
- 10.3 Non-Assignment: CONTRACTOR shall not assign this contract, or the work required herein without the prior written consent of County.

- 10.4 Any subcontractor shall comply with all of County of Monterey requirements, including insurance and indemnification requirements as detailed in SAMPLE AGREEMENT.

11.0 CONFLICT OF INTEREST

CONTRACTOR covenants that CONTRACTOR, its responsible officers, and its employees having major responsibilities for the performance of work under the AGREEMENT, presently have no interest and during the term of this AGREEMENT will not acquire any interests, direct or indirect, which might conflict in any manner or degree with the performance of CONTRACTOR'S services under this AGREEMENT.

12.0 COMPLIANCE WITH APPLICABLE LAWS

- 12.1 CONTRACTOR shall keep itself informed of and in compliance with all federal, state and local laws, ordinances, regulations, and orders, including but not limited to all state and federal tax laws, that may affect in any manner the Project or the performance of the Services or those engaged to perform Services under this AGREEMENT. CONTRACTOR shall procure all permits and licenses, pay all charges and fees, and give all notices required by law in the performance of the Services.
- 12.2 CONTRACTOR shall report immediately to County's Contracts/Purchasing Officer, in writing, any discrepancy or inconsistency it discovers in the laws, ordinances, regulations, orders, and/or guidelines in relation to the Project of the performance of the Services.
- 12.3 All documentation prepared by CONTRACTOR shall provide for a completed project that conforms to all applicable codes, rules, regulations and guidelines that are in force at the time such documentation is prepared.

13.0 DAMAGES

13.1 Actual Damages: In the event that CONTRACTOR fails to perform adequately, CONTRACTOR shall reimburse County for actual damages as follows:

- 13.1.1 Duplicate Printing of Bills: Full credit for all excess printing, actual cost of supplied materials, and postage (if not identified prior to mailing).
- 13.1.2 Poor Image Quality: Reprint at no additional cost, full credit for actual cost of supplied materials.
- 13.1.3 Improperly Stuffed Envelopes: Full credit for the insertion on all improperly stuffed pieces, and full reimbursement of actual costs of supplied materials.

13.2 Liquidated Damages: County and CONTRACTOR agree that it is impracticable or extremely difficult to fix the amount of certain other damages sustained by County as the result of CONTRACTOR's failure to perform. County and CONTRACTOR further agree that the following liquidated damages shall be presumed to be the amount of damages sustained by County for CONTRACTOR's failure to perform within the ten (10) calendar days as specified in this AGREEMENT, or for producing duplicate tax bills.

- 13.2.1 Late Delivery to Post Office: A credit equal to 1% of the total value of each mailing project shall be credited to the County for each calendar day after the 10th day in which CONTRACTOR fails to make delivery of the fully completed job to the Post Office.
- 13.2.2 Duplicate Printing of Bills: In addition to the actual damages named previously, a credit of \$.50 for each bill found to be duplicated shall be credit to County.
- 13.2.3 Bill Information Missing: In addition to the actual damages named previously, a credit of \$.50 for each bill found to be missing information shall be credited to County.

14.0 NOTICES

Notices required to be given to the respective parties under this AGREEMENT shall be deemed given by any of the following means: (1) when personally delivered to County's contract administrator or to CONTRACTOR'S responsible officer; (2) when personally delivered to the party's principle place of business during normal business hours, by leaving notice with any person apparently in charge of the office and advising such person of the import and contents of the notice; (3) 24 hours after the notice is transmitted by FAX machine to the other party, at the party's FAX number specified pursuant to this AGREEMENT, provided that the party giving notice by FAX must promptly confirm receipt of the FAX by telephone to the receiving party's office; or, (4) three (3) days after the notice is deposited in the U. S. mail with first class or better postage fully prepaid, addressed to the party as indicated below.

Notices mailed or faxed to the parties shall be addressed as follows:

TO COUNTY:

Contracts/Purchasing Officer
County of Monterey, Contracts/Purchasing
1488 Schilling Place
Salinas, CA 93901
Tel. No.: (831) 755-4990
FAX No.: (831) 755-4969

TO CONTRACTOR:

The Data Center
Stacy Conologue, Account Manager
1827 South Fremont Drive
Salt Lake City, UT 84104
Tel. No.: (801) 978-1030
FAX No.: (801) 978-0501
Email: stacy@datacenterusa.com

15.0 LEGAL DISPUTES

CONTRACTOR agrees that this AGREEMENT and any dispute arising from the relationship between the parties to this AGREEMENT, shall be governed and interpreted by the laws of the State of California, excluding any laws that direct the application of another jurisdiction's laws.

Any dispute that arises under or relates to this AGREEMENT (whether contract, tort, or both) shall be resolved in the Superior Court of California in Monterey County, California.

CONTRACTOR shall continue to perform under this AGREEMENT during any dispute.

The parties agree to waive their separate rights to a trial by jury. This waiver means that the trial will be before a judge.

16.0 CONSENT TO USE OF ELECTRONIC SIGNATURES

16.1 DocuSign

The parties to this AGREEMENT consent to the use of electronic signatures via DocuSign to execute this AGREEMENT. The parties understand and agree that the legality of electronic signatures is governed by state and federal law, 15 U.S.C. Section 7001 et seq, California Government Code Section 16.5; and California Civil Code Section 1633.1 et seq. Pursuant to said state and federal law as may be amended from time to time, the parties to this AGREEMENT hereby authenticate and execute this AGREEMENT, and any and all Exhibits to this AGREEMENT, with their respective electronic signatures, including any and all scanned signatures in portable document format (PDF).

16.2 Counterparts

The parties to this AGREEMENT understand and agree that this AGREEMENT can be executed in two (2) or more counterparts and transmitted electronically via facsimile transmission or by delivery of a scanned counterpart in portable document format (PDF) via email transmittal.

16.3 Form: Delivery by E-Mail or Facsimile

Executed counterparts of this AGREEMENT may be delivered by facsimile transmission by delivery of a scanned counterpart in portable document format (PDF) by e-mail transmittal, in either case with delivery confirmed. On such a confirmed delivery, the signatures in the facsimile or PDF data file shall be deemed to have the same force and effect if the manually signed counterpart or counterparts had been delivered to the other party in person.

17.0 SIGNATURE PAGE

IN WITNESS WHEREOF, the County and CONTRACTOR execute this AGREEMENT as follows:

MONTEREY COUNTY

CONTRACTOR

Contracts/Purchasing Officer

DocuSigned by:
By: Bernadette Trujillo
Signature of Chair, President, or Vice-President

Dated: _____

Bernadette Trujillo, President
Printed Name and Title

Approved as to Fiscal Provisions:

DocuSigned by:
Jennifer Forsyth
Deputy Auditor/Controller

Dated: 6/5/2023 | 2:03 PM PDT

Dated: 6/7/2023 | 12:12 PM PDT

DocuSigned by:
By: Craig Hauer
(Signature of Secretary, Asst. Secretary, CFO, Treasurer or Asst. Treasurer)*

Approved as to Liability Provisions:

Risk Management

Craig Hauer, CEO
Printed Name and Title

Dated: _____

Dated: 6/5/2023 | 2:24 PM PDT

Approved as to Form:

DocuSigned by:
Shane Eben Strong
Deputy County Counsel

Dated: 6/6/2023 | 4:39 PM PDT

County Board of Supervisors' Agreement Number: _____.

*INSTRUCTIONS: If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers. If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership. If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any, and shall personally sign the Agreement.



**COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION
1488 SCHILLING PLACE
SALINAS, CA 93901
(831) 755-4990**

**REQUEST FOR PROPOSALS 10873
Tax Bill Printing**

**For
Treasurer-Tax Collector**

Proposals are due by 3:00 pm (PST) April 6, 2023

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SOLICITATION DETAILS SECTION

1.0 INTENT

- 1.1 It is the intent of this Request for Proposal (RFP) is to solicit proposals from qualified CONTRACTOR(s) to provide Tax Bill Printing Services for the Treasurer-Tax Collector's Office
- 1.2 This solicitation is not intended to create an exclusive service AGREEMENT. County retains the ability, at its sole discretion, to add qualified CONTRACTORS at any time

2.0 BACKGROUND

- 2.1 The County of Monterey is located on the Central Coast of California, approximately 120 miles south of San Francisco. The County is approximately 3,350 square miles. There are approximately 75 locations throughout Monterey County at which services may be required. Locations include but are not limited to Pajaro, Castroville, Royal Oaks, Salinas, Monterey, Carmel Valley, Marina, Seaside, Prunedale, Aromas, Soledad, King City, and as far South as the San Luis Obispo County border.
- 2.2 Request for Proposal 10873 will establish Tax Bill Printing Services. The County seeks CONTRACTORS who will abide by all local, state, and federal regulations and who are also capable of providing all necessary materials and supervision, in the course of providing Tax Bill Printing Services.

3.0 CALENDAR OF EVENTS

- | | | |
|-----|-------------------------------------|--------------------------------|
| 3.1 | Issue RFP | March 9, 2023 |
| 3.2 | Pre-Bidders Conference | Not applicable |
| 3.3 | Deadline for Written Questions | 3:00 p.m., PST, March 20, 2023 |
| 3.4 | Proposal Submittal Deadline | 3:00 p.m., PST April 6, 2023 |
| 3.5 | Estimated Notification of Selection | May, 2023 |
| 3.6 | Estimated AGREEMENT Date | July, 2023 |

This schedule is subject to change as necessary.

- 3.7 **FUTURE ADDENDA:** CONTRACTORS, who received notification of this solicitation by means other than through a County of Monterey mailing shall contact the person designated in the COUNTY POINTS OF CONTACT herein to request to be added to the mailing list.

- 4.6.1 **PLEASE NOTE:** To use this option, CONTRACTORS are required to set up a free account prior to uploading proposals. This will take a few moments; therefore, set up your account at least 24 hours in advance of the bid deadline.

5.0 SCOPE OF WORK

- 5.1 Contractor Minimum Work Performance Percentage: CONTRACTOR shall perform with his own organization contract work amounting to not less than 50 percent of the original total contract price, except that any designated 'Specialty Items' may be performed by subcontract and the amount of any such 'Specialty Items' so performed may be deducted from the original total AGREEMENT price before computing the amount of work required to be performed by CONTRACTOR with its organization.
- 5.2 All work defined in this section shall be completed by the CONTRACTOR with ten (10) business days of the receipt of data from the County. A representative from the County of Monterey Tax Collector's Office shall be allowed on site by CONTRACTOR where work will commence for review and approval at County's expense.
- 5.3 The Scope of Work includes but is not limited to:
- 5.3.1 SETUP
- Output data file will be provided to CONTRACTOR on one CD ROM or FTP file via electronic transmission containing three (3) files in July, and nine (9) files in September. Each type of output document shall be created by combining multiple files containing taxpayer information, voter approved taxes, charges, assessments, and messages.
- Record layout includes:
- 5.3.1.1 Character Code: ASCII
 - 5.3.1.2 Record Length: Variable
 - 5.3.1.3 Carriage Control: ANSI
- 5.3.2 CONTRACTOR shall be required to set up and convert data, including merging and placement of electronic data and fonts, and text onto the tax bill form.
- 5.3.3 Prior to laser imaging, CONTRACTOR shall ensure that the database is CASS/MASS and Move Update certified for USPS automation, in accordance with USPS domestic Mail Manual (DMM) Issue 300.
- 5.3.4 CONTRACTOR shall supply the tax bill stock (8 1/2' x 14") and have the stock verified by County's representative for approval prior to the commencement of laser imaging.
- 5.4 LASER IMAGING
- Laser image variable data in black at 600 dpi or higher resolution, onto one side only of the

preprinted property tax bills. Provide only one image per record.

5.4.1 Prior to laser printing of tax bills, CONTRACTOR shall provide to County's onsite representative twelve (12) laser printed tax bill proofs with real data (twelve unsecured, or six secured regular and six CORTAC) for verification of data accuracy, alignment, and acceptable print quality. County's representative must approve of these samples prior to production.

5.4.2 After approval of the laser printed tax bill proofs by County's representative, CONTRACTOR shall check every 500th statement printed for quality and completeness during the imaging process.

5.5 DISTRIBUTION AND MAILING

5.5.1 After laser imaging of variable data on bills, fold and insert the three styles of bills as follows:

5.5.1.1 During the 1st week in July approximately 20,000 unsecured property tax bills are to have one detachable stub. These bills shall be folded at the perforation, and inserted into a #10.5 window envelope, with one #9 remittance envelope supplied by CONTRACTOR. Specific folding perforation shall match exactly with the sample provided.

5.5.1.2 During the 3rd week in September approximately 100,000 bills are to have two detachable stubs 8 1/2" x 14" (Secured bills). This configuration has two parallel perforations to create two detachable stubs. The bills shall be tri folded. Folding on the perforation that separates stub #1 from stub #2 is required. The bill shall be inserted into a #10.5 window envelope and with two (2) #9 remittance envelopes, supplied by CONTRACTOR. Specific folding perforations shall match exactly with those in the sample provided.

5.5.1.3 During the 3rd week in September approximately 35,000 bills are to be without detachable stub 8 1/2" x 14" (CORTAC bills). These are courtesy bills provided to property owners in instances where a mortgage company remits the property tax on behalf of the owner. These bills shall be handled as indicated above, but have no perforations, and do not include #9 remittance envelopes.

5.5.2 Items shall be "household" or sorted to allow 2 or more bills addressed to the same owner to be mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. The items will not have been pre-sorted by the County for this purpose.

5.5.31 Upon approval and release by the County's representative, CONTRACTOR shall prepare the necessary Postal Service 3600R documents for acceptance with First Class Presort Permit. Mail shall be sorted by CONTRACTOR to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to carrier route, 5-digit and 3-digit levels. The #10.5 mailing envelopes shall be preprinted with the County's First Class Presort Mailing Permit indicia.

5.6 TIMELINE

5.6.1 Within 24 hours after receipt of electronic transmission from County, CONTRACTOR shall commence CASS certification and uninterrupted imaging of the supplied data. CONTRACTOR shall check every 500th statement printed for quality and completeness during the imaging process. Completion shall be within 10 calendar days from receipt of the components and database to delivery at Postal Service. CONTRACTOR shall confirm in writing to County the number of calendar days required after receipt of all components including bill stock, envelope stock, and data, to complete the work as specified herein.

5.6.2 All three bill types are generated at different times of the year. Type A is generated in mid-July and types B and C are generated together in late September.

5.6.3 CONTRACTOR ensures that under no circumstances shall the delivery to the USPS be after August 1st for type A and November 1st for types B and C.

5.7 COMMUNICATION

CONTRACTOR shall respond to all inquiries from Tax Collector within two (2) hours of inquiry, either in person to the County's on-site representative, or in writing via email.

5.8 DEADLINE

5.8.1 CONTRACTOR shall ensure that under no circumstances will tax bills type B and C be mailed out past October 31st of each year of the agreement.

5.9 RIGHT AND TITLES TO MATERIALS

5.9.1 County shall retain all rights and titles to all materials, both originals and copies, processed under this AGREEMENT. CONTRACTOR shall acquire no right, either shared or exclusive, to materials or information processed on behalf of County.

6.0 CONTRACT TERM

6.1 The term of the AGREEMENT(s) will be for a period of three (3) years with the option to extend the AGREEMENT for two additional One-year extensions.

6.1.1 County is not required to state a reason if it elects not to renew.

6.2 If the AGREEMENT includes options for renewal or extension, CONTRACTOR must commence negotiations for any desired rate changes a minimum of ninety days (90) prior to the expiration of the AGREEMENT.

6.2.1 Both parties shall agree upon rate extension(s) or changes in writing.

- 6.3 The AGREEMENT shall contain a clause that provides that County reserves the right to cancel the AGREEMENT, or any extension of the AGREEMENT, without cause, with a thirty day (30) written notice, or immediately with cause.

7.0 LICENSING/SECURITY REQUIREMENTS

- 7.1 CONTRACTOR shall ensure that all services, costs, and materials must, at minimum, meet the specifications for State of California and CAL/OSHA regulations, as applicable.
- 7.2 CONTRACTOR is to ensure that insurance and required licenses under both state and local jurisdictions are current during the full term of the AGREEMENT.
- 7.2.1 You may reference our [Insurance Requirements](#) for additional clarification and samples of required endorsements.

8.0 PROPOSAL/QUALIFICATIONS PACKAGE REQUIREMENTS

8.1 CONTENT AND LAYOUT:

- 8.1.1 CONTRACTOR should provide the information as requested and as applicable to the proposed goods and services. The proposal package shall be organized as per the table below; headings and section numbering utilized in the proposal package shall be the same as those identified in the table. Proposal packages shall include, at a minimum, but not be limited to, the following information in the format indicated:

<u>Proposal or Qualifications Package Layout; Organize and Number Sections as Follows:</u>	
Section 1	COVER LETTER (INCLUDING CONTACT INFO)
	SIGNATURE PAGE
	RECEIPT OF SIGNED ADDENDA (IF ANY)
	TABLE OF CONTENTS
Section 2	PROPOSED SCOPE-OF-WORK OR QUALIFICATIONS
Section 3	PROJECT EXPERIENCE AND REFERENCES
Section 4	STATEMENT TO SERVICE ENTIRE COUNTY
Section 5	ENVIRONMENTALLY FRIENDLY PRACTICES
Section 6	PRICING (ATTACHMENT A) & WARRANTY
Section 7	EXCEPTIONS
Section 8	APPENDIX

Section 1 Requirements:

Cover Letter: All proposals must be accompanied by a cover letter not exceeding two pages that provides the CONTRACTOR'S firm information and contact information as follows:

Contact Info: The name, address, telephone number, and fax number of CONTRACTOR'S primary contact person during the solicitation process through to potential contract award.

Firm Info: Description of the type of organization (e.g. corporation, partnership, including joint venture teams and subcontractors) and its age.

Signed Signature Page and Signed Addenda (if any addenda were released for this solicitation). Any proposal or qualifications packages submitted without this page will be deemed non-responsive. All signatures must be manual and in BLUE ink. All prices and notations must be typed or written in BLUE ink. Errors may be crossed out and corrections printed in ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.

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Section 1 Requirements:

Cover Letter: All proposals must be accompanied by a cover letter not exceeding two pages and should provide firm information and Contact information as follows:

Contact Info: The name, address, telephone number, and fax number of CONTRACTOR's primary contact person during the solicitation process through to potential contract award.

Firm Info: Description of the type of organization (e.g. corporation, partnership, including joint venture teams and subcontractors) and how many years it's been in existence.

Signed Signature Page and Signed Addenda (if any addenda were released for this solicitation). Proposal or qualifications packages submitted without this page will be deemed non-responsive. All signatures must be manual and in BLUE ink. All prices and notations must be typed or written in BLUE ink. Errors may be crossed out and corrections printed in ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.

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Section 2. Scope of Work and Vendor Qualifications

Scope of Work/Proposal: CONTRACTOR shall submit their proposal how their firm

will address all issues regarding this RFP and resulting Agreement per the terms, Scope of Work and qualifications required.

Qualifications: CONTRACTOR must agree to allow the Tax Collector's Office the right to schedule a site visit at CONTRACTOR's place of business prior to contract award.

The County prefers that CONTRACTOR has been in continuous operation for a minimum of five (5) years. Indicate the length of time your firm has been in operation.

Section 3. Project Experience & References:

Experience/References: CONTRACTOR shall describe at least 3 similar projects for zip+4 delivery point barcode statement bill projects that have been produced within the last twelve (12) months.

Of the required 3 references, include at least one (1) reference from another county utilizing the Megabyte Property Tax System within California, if possible. These projects shall have been mailed within 10 days of receipt of live data. These references shall reflect the ability to successfully manage and produce all aspects of a bill similar to that specified in this solicitation, including accuracy programming, printing, imaging, folding, sealing, postal sorting, mailing, notification to the customer of undeliverable addresses, mailing of bills as addressed, even if known to be undeliverable (as required by State law), and meeting the required delivery date.. Please include phone number and email address if possible as the County will conduct reference checks using this information.

Violations: CONTRACTOR shall submit copies of all notices of violations, corrective action notices, enforcement actions or orders, warning notices, writings, or other forms of permit violation/non-compliance documentation (such as OSHA) received by CONTRACTOR, or any business organization owned or operated by the CONTRACTOR which are its parent company and/or subsidiaries, from any public agency during 2005 up to and including the present day.

Section 4. Damages/Confidentiality

Actual Damages: In the event that the Successful Bidder fails to perform adequately, they shall reimburse the County for actual damages as follows:

Duplicate Printing of Bills Full credit for all excess printing, actual cost of supplied materials, and postage (if not identified prior to mailing).

Poor Image Quality Reprint at no additional cost, full credit for actual cost of supplied materials.

Improperly Stuffed Envelopes Full credit for the insertion on all improperly stuffed pieces, and full reimbursement of actual cost of supplied

materials.

Liquidated Damages: The County and the Successful Bidder shall agree that it is impracticable or extremely difficult to fix the amount of certain other damages sustained by the County as the result of the Successful Bidder's failure to perform. The County and the Successful Bidder further agree that the following liquidated damages shall be presumed to be the amount of damages sustained by the County for the Successful Bidder's failure to perform within the ten (10) calendar days as specified in this bid document, or for producing duplicate tax bills.

Late Delivery to Post Office A credit equal to 1% of the total value of each mailing project shall be credited to the County for each calendar day after the 10th day in which the Successful Bidder fails to make delivery of the fully completed job to the Post Office.

Duplicate Printing of Bills In addition to the actual damages named previously, a credit of \$0.50 for each bill found to be duplicated shall be credited to the County.

Bill Information Missing or Incorrect

In addition to the actual damages named previously, a credit of \$0.50 for each bill found to be missing or having incorrect information shall be credited to the County.

Failure on the part of the Successful Bidder to adequately perform the tasks specified in this bid shall be documented by the Tax Collector and may be considered just cause for rejecting future bids from the Successful Bidder in accordance with County policy.

Rights and Titles to Materials

Monterey County shall retain all rights and titles to all materials, originals and copies processed under the resulting purchase order. The Successful Bidder shall acquire no right, either shared or exclusive, to materials or information processed on behalf of Monterey County.

Confidentiality

The data contained on CD-ROM, FTP files, paper copies or other media shall be considered confidential and shall not be shared by CONTRACTOR, its officers, agents, employees or any other party or person not directly employed by Monterey County.

The CONTRACTOR shall be required to employ all reasonable practices to ensure that the data contained on the media in their possession is protected from unauthorized duplication, transmission or sale.

The County will seek civil and/or criminal remedies for the Successful Bidder's failure to

adhere to these confidentiality requirements.

Section 5. Environmentally Friendly Practices:

CONTRACTOR shall summarize all environmentally friendly practices it adheres to in the course of doing business as relevant to County’s Climate-Friendly Purchasing Policy (Reference: www.co.monterey.ca.us/admin/policies.htm).

CONTRACTOR shall indicate whether or not it is a ‘Green Certified’ Business and state which governing authority administered the certification.

Section 6. Pricing:

CONTRACTOR shall complete and submit pricing as per ATTACHMENT A – PRICING SHEET attached hereto.

Section 7. Exceptions:

Submit any and all exceptions to this solicitation on separate pages, and clearly identify the top of each page with “EXCEPTION TO MONTEREY COUNTY SOLICITATION #” (indicate the applicable solicitation number). Each Exception shall reference the page number and section number, as appropriate. CONTRACTOR should note that the submittal of an Exception does not obligate the County to revise the terms of the RFP or AGREEMENT.

Section 8. Local Business Declaration

Please see Attachment B Local Business Declaration and complete if applicable. Return executed Declaration with Proposal for 5 extra points in Selection Criteria.

Section 9. Appendix:

Appendices: CONTRACTOR may provide any additional information that it believes to be applicable to this proposal or qualifications package and include such information in an Appendix section.

8.2 **ADDITIONAL REQUIREMENTS:** To be considered “responsive,” submitted proposal packages shall adhere to one of the two following options:

Hardcopy and one electronic version of the proposal package:

8.2.1 Four sets of the proposal or qualifications package (one original proposal marked “Original” plus three copies) shall be submitted in response to this solicitation. Each copy shall include a cover indicating the company name submitting, and reference to

RFP 10873 Tax Bill Printing Service

- “RFP 10873”. In addition, submit one electronic version of the entire proposal or qualifications package on a USB memory stick. Additional copies may be requested by the County at its discretion.
- 8.2.2 Proposal or qualifications packages shall be prepared on 8-1/2” x 11” paper, preferably duplex printed bound with front and back covers. Fold out charts, tables, spreadsheets, brochures, pamphlets, and other pertinent information or work product examples may be included as Appendices.
- 8.2.3 Reproductions of the Monterey County Seal shall not be used in any documents submitted in response to this solicitation except for the Signature Page.
- 8.2.4 CONTRACTOR shall not use white-out or a similar correction product to make late changes to their proposal or qualifications package but may instead line out and initial in BLUE ink any item which no longer is applicable or accurate.
- 8.2.5 To validate your proposal or qualifications package, **submit the SIGNATURE PAGE** (contained herein) **with your proposal**. Proposals or qualifications packages submitted without that page will be deemed non-responsive. Proposal signature must be manual, in BLUE ink, and included with the original copy of the proposal. Photocopies of the Signature Page may be inserted into the remaining proposal copies. All prices and notations must be typed or written in BLUE ink in the original proposal copy as well. Errors may be crossed out and corrections printed in BLUE ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.

OPTIONAL - Electronic Submission Package:

- 8.2.6 The County of Monterey has joined Merzell (formerly **Negometrix**), an e-procurement platform, to enhance the safety of our bidders and staff during the height of COVID-19.
- 8.2.6.1 Proposals may be submitted electronically using the following link:
<https://app.negometrix.com/buyer/585/tenders>
- 8.2.6.2 **PLEASE NOTE:** To use this option, CONTRACTORS are required to set up a free account prior to uploading proposals. This will take a few moments; therefore, set up your account at least 24 hours in advance of the bid deadline.

- 8.3 **CONFIDENTIAL, PROPRIETARY, TRADE SECRET INFORMATION:** Qualifications Packages submitted in response to this RFQ are not to be marked, in whole or in part, as confidential or proprietary and must not constitute or contain information that is confidential, proprietary, or trade secret, or subject to any other claim that it is not subject to public disclosure under applicable law. The County may refuse to consider any Qualifications Package so marked. Qualifications Package s submitted in response to this RFQ will become subject to public disclosure per the requirements of applicable law, including but not limited to the California Public Records Act, Government Code Section 6250 et seq, and the Ralph M. Brown Act, Government Code Section 54950 et seq. Please be advised that all information and documents submitted to County by CONSULTANT shall become non-confidential, non-proprietary, non-trade secret, public records without exception and subject to public disclosure by the County at any time without prior notice to CONSULTANT, whether pursuant to a request for disclosure or otherwise, including but not

limited to disclosure in the course of County's normal procedures to post on the internet or otherwise make available to the general public documents of interest to the public. All interested CONSULTANTS are advised to consider, when deciding what information to include in their submitted Qualifications Package, that such inclusion will result in the information becoming a fully disclosable public record. The County shall not be liable in any way for disclosure of any such records or part thereof related to this RFQ or any Qualifications Package, including, but not limited to, evaluations, proposals, or any other information or records. In submitting the information and documents, the CONSULTANT is agreeing to the County's release of such information and documents under the Public Records Act or the Brown Act, without further notice to the CONSULTANT, and is agreeing to release, indemnify, and hold harmless the County from any harm that may result to the Proposer or any third party for release of such information and documents. This release and promise to defend and indemnify is given regardless of whether any exemption from disclosure may be available or might have been claimed under applicable law, and CONSULTANT's responding to this RFQ acknowledge that the decision whether to assert any such exemption will be made in the COUNTY'S sole discretion. Submission by an interested CONSULTANT constitutes a complete waiver of any claims whatsoever against the COUNTY, and/or its agents, officers, or employees, that the COUNTY has violated a vendor's right to privacy, disclosed trade secrets, or caused any damage by allowing the Proposal to be inspected.

Additionally, all Qualifications Packages received by COUNTY in response to this RFQ shall become the exclusive property of the COUNTY. The COUNTY reserves the right, without limitation, to make use of any information or ideas contained in the Proposals submitted. By submitting information and documents to the COUNTY as part of this RFQ, CONSULTANTS acknowledge and agree to the terms of this Section 15.1.

9.0 SUBMITTAL INSTRUCTIONS & CONDITIONS

- 9.1 Submittal Identification Requirements: ALL SUBMITTALS MAILED OR DELIVERED CONTAINING PROPOSAL OR QUALIFICATIONS OR QUOTATION PACKAGES MUST BE SEALED AND BEAR ON THE OUTSIDE, PROMINENTLY DISPLAYED IN THE LOWER LEFT CORNER: **THE SOLICITATION NUMBER RFP 10873 and CONTRACTOR'S COMPANY NAME.**
- 9.2 Mailing Address: Proposal packages shall be mailed to County at the mailing address indicated on the **Signature Page** of this solicitation.
- 9.3 Due Date: Proposal packages must be received by County ON OR BEFORE the time and date specified, at the location and to the person specified on the **Signature Page** of this solicitation. It is the sole responsibility of the CONTRACTOR to ensure that the proposal package is received at or before the specified time. Postmarks and facsimiles are not acceptable. Proposals received after the deadline shall be rejected and returned unopened.

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- 9.4 Shipping Costs: Unless stated otherwise, the F.O.B. for receivables shall be destination. Charges for transportation, containers, packaging, and other related shipping costs shall be borne by the shipper.
- 9.5 Acceptance: Proposals are subject to acceptance at any time within 90 days after opening. Monterey County reserves the right to reject any and all proposal packages, or part of any proposal package, to postpone the scheduled deadline date(s), to make an award in its own best interest, and to waive any formalities or technicalities that do not significantly affect or alter the substance of an otherwise responsible proposal package and that would not affect a CONTRACTOR'S ability to perform the work adequately as specified.
- 9.6 Ownership: All submittals in response to this solicitation become the property of the County of Monterey. If a CONTRACTOR does not wish to submit a proposal package but wishes to acknowledge the receipt of the request, the reply envelope shall be marked "No Bid".
- 9.7 Compliance: Proposal packages that do not follow the format, content and submittal requirements as described herein, or fail to provide the required documentation, may receive lower evaluation scores, or be deemed non-responsive.
- 9.8 CAL-OSHA: The items proposed shall conform to all applicable requirements of the California Occupational Safety and Health Administration Act of 1973 (CAL-OSHA).
- 9.9 The award(s) resulting from this RFP will be made to the CONTRACTOR(s) that submit a response that, in the sole opinion of the county, best serves the overall interest of the County.

10.0 SELECTION CRITERIA

- 10.1 The selection of CONTRACTOR and subsequent contract award(s) will be based on the criteria contained in this Solicitation, as demonstrated in the submitted proposal. CONTRACTOR should submit information sufficient for the County to easily evaluate proposals with respect to the selection criteria. The absence of required information may cause the Proposal to be deemed non-responsive and may be cause for rejection.
- 10.2 The selection criteria include the following: **(100 points total)**.

SCORING CRITERIA	Max Possible Score
Demonstrated capacity to fulfill scope of work	35
Demonstrated experience successfully providing accurate translation/interpretation	25
References / Certifications	20
Pricing	15
Local Vendor	5
TOTAL	100

- 10.3 AGREEMENT award(s) will not be based on cost alone.
- 10.5 The award(s) resulting from this RFP will be made to the CONTRACTOR(s) that submits a response that, in the sole opinion of the County, best serves the overall interest of the County.
- 10.6 The award made from this RFP may be subject to approval by the County Board of Supervisors.

11.0 PRICING

- 11.1 CONTRACTOR(s) will complete ATTACHMENT A - PRICING SCHEDULE for the provision of services as outlined within this RFP.
- 11.2 CONTRACTOR prices stated in ATTACHMENT A - PRICING SCHEDULE shall be effective from the date the proposal is submitted to the day the AGREEMENT is awarded and through the initial term of the AGREEMENT.

- 11.3 Prior to the start of each project, the County department and CONTRACTOR(s) will mutually agree upon the budget for the project.
- 11.3.1 County will provide a defined scope
- 11.3.2 Pricing may be based upon an hourly rate or by the project, based upon the direction of the user department.
- 11.4 Prices quoted for work assignments must remain in effect for a minimum of thirty (30) days.
- 11.5 Invoicing by CONTRACTOR(s) will clearly itemize but is not limited to the following:
- 11.5.1 County Department receiving services,
- 11.5.2 Purchase order number under which the invoice is to be charged,
- 11.5.3 Services provided,
- 11.5.4 Dates of services,
- 11.6 Proposals should include any early discounts and/or incentives offered.

12.0 PREFERENCE FOR LOCAL CONTRACTORS

- 12.1. General Requirements: Each local supplier funded in whole or in part by County funds, or funds which County expends or administers, shall be eligible for a local preference as provided in this section.
- 12.2. Rights of First Refusal: Each local supplier who is within five percent (5%) of the lowest responsible bid and who is otherwise responsive and responsible to the call for bids shall be provided the opportunity to reduce the local supplier's bid to the amount equal to the amount of the lowest responsible bid, if the lowest responsible bid is submitted by other than a local supplier. The opportunity to reduce the amount of the bid shall be provided first to the lowest eligible local supplier and, if not accepted by such local supplier within five (5) business days of the opening of bids, who is within five percent (5%) of the lowest responsible bid. In the event an eligible local supplier reduces the bid to the amount of the lowest responsible bid, the eligible local supplier shall be deemed to have provided the lowest responsible bid and shall be awarded the AGREEMENT.
- 12.3. The foregoing provisions apply only to competitive bids that require that contracts be awarded to the lowest responsible bidder. For contracts awarded pursuant to RFQs or requests for quotations, the awarding authority may consider, as one (1) of the factors in determining the most suitable proposal or quotation, whether or not a local supplier submits the proposal or quotation.
- 12.4. Definitions: For the purpose of this section, the following terms have the meanings indicated:
- 12.4.1. "Area" means Monterey County, San Benito County, and Santa Cruz County.

- 12.4.2. "Bid" includes any competitive bid, whether formal or informal.
- 12.4.3. "Local Supplier" shall mean a supplier doing business in the Area for not less than the past five (5) consecutive years.
- 12.4.4. "Supplier" shall mean a business or resident providing goods, supplies, or professional services.
- 12.4.5. "Local Vendor" means a Vendor for which all of the following criteria apply:
- 12.4.5.1. Vendor either owns, leases, rents or otherwise occupies a fixed office or other commercial building, or portion thereof, having a street address within the Area. Vendor possesses a valid and verifiable business license, if required, issued by a city within the Area or by one of the three counties within the Area when the address is located in an unincorporated area within one of the three counties as defined as "Area"; and
 - 12.4.5.2. Vendor employs at least one full time employee within the "Area", or if the business has no employees, the business shall be at least fifty percent (50%) owned by one or more persons whose primary residence(s) is located within the "Area"; and
 - 12.4.5.3. Vendor's business must have been in existence, in Vendor's name, within the "Area" for at least two (2) years immediately prior to the issuance of either a request for competitive bids or request for qualifications for the County; and
 - 12.4.5.4. Newly established businesses which are owned by an individual(s) formerly employed by a Local Vendor for at least two (2) years also qualifies for the preference; and
 - 12.4.5.5. If applicable vendor must possess a valid resale license from the California Department of Tax and Fee Administration showing vendor's local address within the "Area" and evidencing that payment of the local share of the sales tax goes to either a city within the "Area" or to one of the three counties within the defined "Area".

- 12.5. Link to County's Local Preference Policy:

<https://www.co.monterey.ca.us/home/showdocument?id=22313>

13.0 INSURANCE REQUIREMENTS

- 13.1 Evidence of Coverage:

13.1.1 Prior to commencement of an AGREEMENT, CONTRACTOR shall provide a "Certificate of Insurance" certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, CONTRACTOR upon request shall provide a certified copy of the policy or policies.

13.1.2 This verification of coverage shall be sent to the County's Contracts/Purchasing Department, unless otherwise directed. The CONTRACTOR shall not receive a

“Notice to Proceed” with the work under this Agreement until it has obtained all insurance required and the County has approved such insurance. This approval of insurance shall neither relieve nor decrease the liability of CONTRACTOR.

- 13.2 Qualifying Insurers: All coverages, except surety, shall be issued by companies that hold a current policy holder’s alphabetic and financial size category rating of not less than A- VII, according to the current Best’s Key Rating Guide, or a company of equal financial stability that is approved by the County’s Purchasing Manager.
- 13.3 Insurance Coverage Requirements:
- 13.3.1 Without limiting CONTRACTOR’S duty to indemnify, CONTRACTOR shall maintain in effect throughout the term of an AGREEMENT a policy or policies of insurance with the following minimum limits of liability:
- (i) Commercial general liability insurance including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad form Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.
- Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.*
- (ii) Automobile Insurance Threshold:
- Agreement **Under \$100,000** Business Automobile Liability Insurance: covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this Agreement, with a combined single limit for Bodily Injury and Property Damage of not less than \$500,000 per occurrence.
- OR
- Agreement **Over \$100,000** Business Automobile Liability Insurance: covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this Agreement, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.
- Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.*
- (iii) Workers’ Compensation Insurance, if CONTRACTOR employs others in the performance of this Agreement, in accordance with California Labor Code section 3700 and with Employer’s Liability limits not less than

\$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

Note: any proposed modifications to these workers' compensation insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.

- (iv) Professional Liability Insurance: if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made while rendering professional services. If professional liability insurance is written on a "claims-made" basis rather than an occurrence basis, the CONTRACTOR shall, upon the expiration or earlier termination of this Agreement, obtain extended reporting coverage (tail coverage) with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this Agreement.

Note: any proposed modifications to these insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.

13.4 Other Insurance Requirements:

- 13.4.1 All insurance required by an AGREEMENT shall be with a company acceptable to County and issued and executed by an admitted insurer authorized to transact insurance business in the State of California. Unless otherwise specified by an AGREEMENT, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the date CONTRACTOR completes its performance of services under an AGREEMENT.
- 13.4.2 Each liability policy shall provide that County shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for CONTRACTOR and additional insureds with respect to claims arising from each subcontractor, if any, performing work under an AGREEMENT, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.
- 13.4.3 **Commercial general liability and automobile liability policies shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional Insureds** with respect to liability arising out of the CONTRACTOR'S work, including ongoing and completed operations, **and shall further provide that such insurance is primary insurance to any insurance or self-insurance maintained by the County and that the insurance of the Additional Insureds**

shall not be called upon to contribute to a loss covered by the CONTRACTOR'S insurance. The required endorsement form for Commercial General Liability Additional Insured is ISO Form CG 20 10 11-85 or CG 20 10 10 01 in tandem with CG 20 37 10 01 (2000). The required endorsement form for Automobile Additional Insured endorsement is ISO Form CA 20 48 02 99.

- 13.4.4 Prior to the execution of an AGREEMENT by County, CONTRACTOR shall file certificates of insurance with County's contract administrator and County's Contracts/Purchasing Division, showing that CONTRACTOR has in effect the insurance required by an AGREEMENT. CONTRACTOR shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in an AGREEMENT, which shall continue in full force and effect.
- 13.4.5 CONTRACTOR shall always during the term of an AGREEMENT maintain in force the insurance coverage required under an AGREEMENT and shall send, without demand by County, annual certificates to County's Contract Administrator and County's Contracts/Purchasing Division. If the certificate is not received by the expiration date, County shall notify CONTRACTOR and CONTRACTOR shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance is a default of an AGREEMENT, which entitles County, at its sole discretion, to terminate an AGREEMENT immediately.

You may reference our [Insurance Requirements](#) for additional clarification and samples of required endorsements.

14.0 CONTRACT AWARDS

- 14.1 No Guaranteed Value: County does not guarantee a minimum or maximum dollar value for any AGREEMENT(S) resulting from this solicitation.
- 14.2 Board of Supervisors: The award(s) made from this solicitation may be subject to approval by the County Board of Supervisors.
- 14.3 Interview: County reserves the right to interview selected CONTRACTOR before a contract is awarded. The costs of attending any interview are the CONTRACTOR'S responsibility.
- 14.4 Incurred Costs: County is not liable for any cost incurred by CONTRACTOR in response to this solicitation.
- 14.5 Notification: All CONTRACTORs who have submitted a Proposal or Qualifications Package will be notified of the final decision as soon as it has been determined.

- 14.6 In County's Best Interest: The award(s) resulting from this solicitation will be made to the CONTRACTOR that submit(s) a response that, in the sole opinion of County, best serves the overall interest of County.

15.0 SEQUENTIAL CONTRACT NEGOTIATION

County will pursue contract negotiations with the CONTRACTOR that submit(s) the best Proposal or qualifications or is deemed the most qualified in the sole opinion of County, and which is in accordance with the criteria as described within this solicitation. If the contract negotiations are unsuccessful, in the opinion of either County or CONTRACTOR, County may pursue contract negotiations with the entity that submitted a Proposal that County deems to be the next best qualified to provide the services, or County may issue a new solicitation or take any other action which it deems to be in its best interest.

16.0 AGREEMENT TO TERMS AND CONDITIONS

CONTRACTOR selected through the solicitation process will be expected to execute a formal AGREEMENT with County for the provision of the requested service. The AGREEMENT shall be written by County in a standard format approved by County Counsel, similar to the <https://www.co.monterey.ca.us/home/showdocument?id=81980>. Submission of a signed bid/proposal and the **SIGNATURE PAGE** will be interpreted to mean CONTRACTOR HAS AGREED TO ALL THE TERMS AND CONDITIONS set forth in the pages of this solicitation and the standard provisions included in the **SAMPLE AGREEMENT** Section herein. County may but is not required to consider including language from the CONTRACTOR'S proposed AGREEMENT, and any such submission shall be included in the EXCEPTIONS section of CONTRACTOR'S proposal.

17.0 COLLUSION

CONTRACTOR shall not conspire, attempt to conspire, or commit any other act of collusion with any other interested party for the purpose of secretly, or otherwise, establishing an understanding regarding rates or conditions to the solicitation that would bring about any unfair conditions.

18.0 PIGGYBACK CLAUSE

CONTRACTOR shall indicate below if CONTRACTOR agrees to extend the same prices, terms and conditions of their proposal to other public agencies that have delivery locations within the State of California limits: ____ Yes ____ No. CONTRACTOR's response to this question will not be considered in award of the AGREEMENT resulting from this solicitation. When CONTRACTOR extends the prices, terms and conditions of their proposal to other public agencies, any resulting agreement shall be between CONTRACTOR and the other public agencies and County shall bear

no responsibility or liability for any agreements between CONTRACTOR and the other public agencies.

SAMPLE AGREEMENT SECTION

The COUNTY OF MONTEREY STANDARD AGREEMENTS with all terms and conditions (which are hereby incorporated by reference as though set forth entirely herein) may be viewed at: <https://www.co.monterey.ca.us/home/showdocument?id=81980>

-- End of Sample Agreement Section --

ATTACHMENT A: PRICING SCHEDULE

Initial Setup and programming \$ _____

Programming changes \$ _____

Secured Tax Bills with 2 detachable stubs \$ _____

Quantity approx. 100,000

CORTAC Tax Bills with no detachable stubs \$ _____

Quantity approx. 35,000

Unsecured Tax Bills with 1 detachable stub \$ _____

Quantity approx. 20,000

Mailings too large for # 10.5 envelope \$ _____

Multiple page items \$ _____

Postage \$ _____

Additional misc. fees \$ _____

-- End of Attachment A --

ATTACHMENT B: LOCAL BUSINESS DECLARATION FORM**COUNTY OF MONTEREY LOCAL BUSINESS DECLARATION FORM**

If a business entity is claiming to be a “Local Vendor” as defined by the “Monterey County Local Preference Policy,” adopted by the Monterey County Board of Supervisors on August 29, 2012, it must certify it meets the definition of “Local Vendor” as defined and in accordance with the adopted policy. Any business entity claiming to be a local business as defined by the policy, shall so certify, in writing herein, that it meets all of the criteria listed within the policy, which can be accessed online at the following link: <https://www.co.monterey.ca.us/home/showdocument?id=22313>.

“Local Vendor” is defined as follows:

1. Vendor either owns, leases, rents or otherwise occupies a fixed office or other commercial building, or portion thereof, having a street address within the Area. Vendor possesses a valid and verifiable business license, if required, issued by a city within the Area or by one of the three counties within the Area when the address is located in an unincorporated area within one of the three counties as defined as “Area”; **and**
2. Vendor employs at least one full time employee within the “Area”, or if the business has no employees, the business shall be at least fifty percent (50%) owned by one or more persons whose primary residence(s) is located within the “Area”; **and**
3. Vendor’s business must have been in existence, in Vendor’s name, within the “Area” for at least two (2) years immediately prior to the issuance of either a request for competitive bids or request for qualifications for the County; **and**
4. Newly established businesses which are owned by an individual(s) formerly employed by a Local Vendor for at least two (2) years also qualifies for the preference; **and**
5. If applicable vendor must possess a valid resale license from the State Franchise Tax Board showing vendor’s local address within the “Area” and evidencing that payment of the local share of the sales tax goes to either a city within the “Area” or to one of the three counties within the defined “Area”.

County shall not be responsible or required to verify the accuracy or any such certifications and shall have sole discretion to determine if a bidder meets the definition of “local vendor” as provided herein.

Any business which falsely claims a preference pursuant to Monterey County Local Preference Policy shall be ineligible to bid on County purchases or contracts for a period of three (3) years from the date of discovery of the false certification(s).

Any business eligible for the local preference who desires to have the preference applied during the award selection process shall return this completed Local Business Preference Declaration form with its proposal or qualifications package response. Upon request, bidder agrees to provide additional information to substantiate this certification.

As per the policy: "**Area**" shall mean Monterey County, San Benito County, and Santa Cruz County.

Note: If applicable your organization must possess a valid resale license from the California

RFP 10873 Tax Bill Printing Service

Department of Tax and Fee Administration showing its local address within the “Area” and evidencing that payment of the local share of the sales tax goes to either a city within the “Area” or to one (1) of the three (3) counties within the defined “Area.”

On behalf of my business entity (i.e., organization) I certify under penalty of perjury that I have both read and confirm that my business entity meets the requirements as outlined within the County’s Local Preference Policy for the procurement in question.

Business Legal Name (and dba name if any): _____

Business Address: _____

City: _____ *State:* _____ *Zip Code:* _____

Signature of Authorized Representative: _____ *Date:* _____

Title of Authorized Representative: _____

Telephone Number: (____) _____ *E-Mail:* _____

This form must be submitted within a bidder’s proposal or qualifications package in order for the County to apply the applicable local preference.

Bidders who do not qualify as a local business as per the policy should not submit this form.

-- End of Attachment B --

ATTACHMENT C: ENVELOPE

MAIL EARLY - PAYMENT MUST BE POSTMARKED ON OR BEFORE DELINQUENT DATE

PLEASE enclose check and stub with no staples, tabs or paper clips.

FILL IN THE FOLLOWING **ONLY** IF YOU WISH TO
CHANGE THE ADDRESS SHOWN ON YOUR TAX BILL.
Do not fill out if you have previously furnished this information.

CHANGE OF MAILING ADDRESS

(Please Print)

ASMT NUMBER

Name of Property Owner _____

New Mailing Address _____

NUMBER _____ STREET _____ CITY _____ STATE _____ ZIP _____

LAST _____ FIRST _____ MIDDLE INITIAL _____

ATTACHMENT D: ENVELOPE WINDOW



ATTACHMENT E: SECURED TAX BILL



PROPERTY INFORMATION		IMPORTANT MESSAGES	
ASMT NUMBER: 003-631-015-000	TAX RATE AREA: 005-015	Original bill date 09/18/2015	
FEE NUMBER: 003-631-015-000	ACRES:	Delinquent taxes were redressed 09/01/2015	
LOCATION: 91 GARDENIA DR			
ASSESSED OWNER:			
*****AUTO**SCH 5-DIGIT 93906 AA 13568_P34 T32		<p style="font-size: 2em; font-weight: bold;">2015-2016</p> <p>Pay Taxes by Credit Card or E-Check 1-800-491-8003 or www.co.monterey.ca.us/taxcollector</p>	
91 GARDENIA DR SALINAS CA 93906-3945			

COUNTY VALUES, EXEMPTIONS AND TAXES			
PHONE #S	VALUE DESCRIPTION	ASSESSED VALUES	TAX RATE /100 = COUNTY TAXES
(831) 755-5035	LAND	129,000	
(831) 755-5040			
(831) 755-5035	STRUCTURAL IMPROVEMENTS	161,000	
(831) 755-5035			
(831) 755-5035	H HOMEOWNERS EXEMPTION	-7,000	
NET TAXABLE VALUE		283,000	1.000000 \$2,830.00

VOTER APPROVED TAXES, TAXING AGENCY DIRECT CHARGES AND SPECIAL ASSESSMENTS			
PHONE #S	CODE DESCRIPTION	ASSESSED VALUES	TAX RATE /100 = AGENCY TAXES
(831) 796-7000	11700 Salinas Union High 2002 & 2006 Ref & 2014 A	283,000	0.072048 203.90
(831) 796-7000	11710 Salinas UNSD Middle Sch 2002A & 2006A Ref	283,000	0.042331 119.80
(831) 770-7042	12000 Hartnell 2005 Ref & 2002 Sur B C D & 2014 Ref A B	283,000	0.021133 59.80
(831) 753-5600	12600 Salinas City SD 2008 Election Series A & B	283,000	0.041507 117.46

PHONE #S	CODE DESCRIPTION	DIR CHRG	PHONE #S	CODE DESCRIPTION	DIR CHRG
(831) 755-4861	80600 MCMRA Zone 2Y	3.10	(831) 755-4861	80700 MCMRA Zone 2Z	9.48
(831) 755-4861	80900 MCMRA Zone 9	7.18	(831) 755-4861	81900 MCMRA Zone 2C Ops	3.26
(831) 755-4861	81901 MCMRA Zone 2C Spilwy	0.48	(831) 755-4861	81902 MCMRA Zone 2C Dvran	1.04
(831) 755-4861	81903 MCMRA Zone 2C Adm'n	0.22	(800) 273-5167	83050 NoSalinasValleyMosquitoAbateme	5.96
(831) 645-4625	83200 HRNPCA-Del Liens	313.14	(831) 755-5013	93500 CSA74 EMSAmbCountyWide	12.00

The Treasurer-Tax Collector office will be closed to the public December 24, 2015 through January 5, 2016. We will reopen Monday January 4 at 8:00 am. Please contact our office for available payment options during the closure.

TOTAL AGENCY TAXES AND DIRECT CHARGES		\$856.82
1ST INSTALLMENT \$1,843.41 DUE BY 11/01/2015 DELINQUENT AFTER 12/10/2015	2ND INSTALLMENT \$1,843.41 DUE BY 02/01/2016 DELINQUENT AFTER 4/10/2016	TOTAL TAXES \$3,686.82

MONTEREY COUNTY SECURED PROPERTY TAXES - 2ND INSTALLMENT PAYMENT STUB	
ASMT NUMBER: 003-631-015-000	MAKE CHECK PAYABLE TO:
FEE NUMBER: 003-631-015-000	Monterey County Tax Collector
LOCATION: 91 GARDENIA DR	P.O. Box 891
CURRENT OWNER:	Salinas, CA 93902-0891
91 GARDENIA DR	Pay Taxes by Credit Card or E-Check
SALINAS CA 93906-3945	1-800-491-8003 or www.co.monterey.ca.us/taxcollector

2015-2016 2ND

IF PAID BY 04/10/2016 \$1,843.41
DELINQUENT AFTER 04/10/2016 (INCLUDES 10% PENALTY OF \$184.34 AND \$20.00 COST) \$2,047.75

003631015000220156000001843416200000204775120156

**PLEASE KEEP THIS STATEMENT FOR YOUR PERSONAL RECORDS
IMPORTANT TAX INFORMATION ABOUT YOUR ANNUAL SECURED TAX BILL**

1. PAYMENTS: Tax payments are processed as received and must be paid on or before 5:00 p.m. on the delinquent date. Payment must be in U.S. funds drawn on a U.S. financial institution. If payment is made through the mail, the postmark of the U.S. POSTAL SERVICE or approved independent delivery service will determine the payment date. Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003 or via the Internet at www.co.monterey.ca.us/taxcollector. There is a convenience fee charged by the provider for utilizing this service. Customers will be informed of the exact fee prior to completing the transaction. **NOTE:** If a check, credit card charge or electronic payment is returned or refused by your bank for any reason, credit will be removed and delinquent penalties will be added, as required by law, where applicable. An additional return check/payment fee will be added on all returned items. If the message "PRIOR YEAR DELINQUENT TAXES EXIST ON THIS PROPERTY" appears on the front of your statement, contact the Tax Collector's Office 1-831-755-5057 for correct payment amounts. When taxes are unpaid it will be necessary, as provided by law, to pay delinquent penalties, costs, redemption penalties and fees.

2. RECEIPTS: Your cancelled check is your best receipt. If additional receipt is necessary, send a request for additional receipt and a self-addressed stamped envelope along with your payment.

3. VALUATION AND COMPUTATIONS: Your Tax Collector does not determine the amount of tax you pay. The tax bill is computed by multiplying the net taxable value of your property by the applicable tax rate. Added to the tax amount are the direct assessments levied by agencies and districts. Questions regarding direct assessments should be directed to the specific agency or district at the phone number shown on the front of this statement.

THE FOLLOWING DEPARTMENTS ARE RESPONSIBLE FOR:

VALUATION & EXEMPTIONS:

Assessor's Office www.co.monterey.ca.us/assessor
Post Office Box 570
Salinas, CA 93902
(831) 755-5035 Salinas (831) 647-7719 Monterey

COMPUTATION OF TAX:

Auditor's Office www.co.monterey.ca.us/auditor
Post Office Box 360
Salinas, CA 93902 (831) 755-5040

4. RESPONSIBILITY OF TAXPAYER: The taxpayer's responsibility is to see that taxes are paid. **FAILURE TO RECEIVE A TAX BILL MAY NOT RELIEVE THE TAXPAYER OF RESPONSIBILITY TO PAY TAXES WHEN THEY BECOME DUE AND PAYABLE.** Examine the bill carefully before paying. Be certain it covers your property. If you own more than one parcel of property, be sure you have a bill for each parcel.

5. NEW PROPERTY OWNER: If you have purchased property in Monterey County within the past year, you may receive a notice of valuation adjustment and a Supplemental tax bill. Supplemental tax bills are "in addition" and separate from this property tax bill, and are not billed to mortgage holders or lending institutions.

6. ASSESSMENT APPEALS: If you disagree with the assessed value as shown on this tax bill, you have the right to an informal assessment review. To obtain such a review, contact the county Assessor's office. If pursuant to the review, you and the Assessor do not agree on the proper assessed value, you have the right to file an application for reduction in assessment for the following year. The application must be filed with the Assessment Appeals Board during the period from July 2 to November 30, inclusive. Applications for assessment appeals will be provided by the clerk of the board at P.O. Box 1728, Salinas, CA 93902, (831) 755-5066.

The filing of an Assessment Appeal does not defer or relieve a property owner's responsibility to timely pay the taxes that are assessed on property that may be the subject of an appeal. Delinquent penalties and/or collection enforcement will be invoked in accordance with State statutes.

HAVE YOU MOVED RECENTLY???

UPDATE YOUR ADDRESS IMMEDIATELY

USING THE ENCLOSED ENVELOPE

OR CONTACT THE COUNTY ASSESSOR (831) 755-5035.

7. HOMEOWNER'S EXEMPTION NOTICE: The law provides for a reduction in your property taxes if you own and reside in your home. To qualify for this exemption you must have owned and lived in your home on the January 1st immediately preceding the fiscal year for which the taxes are billed. To obtain this reduction you must file a claim for the Homeowner's Property Tax Exemption with the Assessor's office. In order to ensure that only those who are entitled to the exemption continue to qualify **YOU ARE REQUIRED TO TERMINATE THIS CLAIM** if either of the following events occurred prior to 12:01 A.M. January 1st:

1. Ownership of the property transfers to another party
2. Your principal place of residence changes to another location.

IF YOU ARE NOT ELIGIBLE for the exemption as of 12:01 A.M. January 1, you must notify the Assessor in writing on or before December 10th of the same calendar year, or you will be subject to payment of taxes the exemption represents, plus applicable penalties and interest. If you have questions regarding the homeowner's exemption, please contact the County Assessor's Office at (831) 755-5035 Salinas (831) 647-7719 Monterey or write to Post Office Box 570, Salinas, CA 93902.

8. REDEMPTION CHARGES: A redemption fee of \$15.00 per parcel will be charged to set up a default account for taxes unpaid after June 30th. A redemption penalty of 18% per annum will also be charged on the unpaid portion of the defaulted taxes until paid in full.



Partial payments are not acceptable. Payment made for less than the total installment due will be returned to taxpayer.

On-line bill payment must occur no later than five business days prior to delinquent date shown on the coupon in order for the check payment to be mailed timely to our office.

Notices will not be mailed when the second installment is due. Mark your calendar or use our QR code for date reminder www.co.monterey.ca.us/taxcollector

Property Tax Assistance for Senior Citizens, Blind or Disabled Persons. The state budget did not include funding for the Gonsalves-Deunmejian-Petris Senior Citizens Property Tax Assistance Law, which provides direct cash assistance. The Franchise Tax Board (FTB) will not issue Homeowner and Renter Assistance (HRA) Program instruction booklets and will not accept HRA claims. For the most current information on the HRA Program, go to ftb.ca.gov and search for hra. If you have any questions, call 916-845-2119 or fax us at 916-845-4022.

Property Tax Postponement for Senior Citizens, Blind, or Disabled Persons In September 2014, Assembly Bill AB2231 Chapter 703, Statutes of 2014, reinstated a revised Property Tax Postponement (PTP) program. The State Controller's office (SCO) will begin accepting new PTP applications beginning September 1, 2016. Please see website http://www.sco.ca.gov/wrtrtr_prop_tax_postmrt.html.

MAIL EARLY TO AVOID PENALTIES

Commercial postage metering dates are not valid postmarks. Payments sent by mail are timely if postmarked by the U.S. Postal Service on or before delinquent date.

Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003

or via the Internet at:
www.co.monterey.ca.us/taxcollector

MAIL WITH A TIMELY POSTMARK OR PRESENT THIS COUPON WITH YOUR PAYMENT AT THE TAX COLLECTOR'S OFFICE ON OR BEFORE APRIL 10, 2016

TO PAY BOTH INSTALLMENTS SEND BOTH COUPONS ALONG WITH PAYMENT

SECOND INSTALLMENT CANNOT BE PAID BEFORE THE FIRST INSTALLMENT

YOUR CANCELLED CHECK IS YOUR RECEIPT

2ND

**MAIL WITH A TIMELY POSTMARK OR PRESENT THIS COUPON WITH YOUR PAYMENT
AT THE TAX COLLECTOR'S OFFICE ON OR BEFORE DECEMBER 10, 2015**

TO PAY BOTH INSTALLMENTS SEND BOTH COUPONS ALONG WITH PAYMENT

**FIRST INSTALLMENT MUST BE
PAID BEFORE OR WITH THE
SECOND INSTALLMENT**

**YOUR CANCELLED CHECK
IS YOUR RECEIPT**

1ST

ATTACHMENT F: SECURED TAX NOTICE

RFP 10873 Tax Bill Printing Service

IF YOU CHOOSE TO PAY THE TAXES, PLEASE WRITE YOUR ASMNT NUMBER 026-552-002-000 ON YOUR CHECK.

MAKE CHECK PAYABLE TO:
Monterey County Tax Collector
P.O. Box 891
Salinas, CA 93902-0891

2015-2016

PLEASE KEEP THIS NOTICE FOR YOUR RECORDS

**PLEASE KEEP THIS INFORMATION STATEMENT FOR YOUR PERSONAL RECORDS
IMPORTANT TAX INFORMATION ABOUT YOUR ANNUAL SECURED TAX BILL**

1. PAYMENTS: Tax payments are processed as received and must be paid on or before 5:00 p.m. on the delinquent date. Payment must be in U.S. funds drawn on a U.S. financial institution. If payment is made through the mail, the postmark of the **U.S. POSTAL SERVICE** or approved independent delivery service will determine the payment date. Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003 or via the Internet at www.co.monterey.ca.us/taxcollector. There is a **convenience fee** charged by the provider for utilizing this service. Customers will be informed of the exact fee prior to completing the transaction. **NOTE:** If a check, credit card charge or electronic payment is returned or refused by your bank **for any reason**, credit will be removed and delinquent penalties will be added, as required by law, where applicable. An additional return check/payment fee will be added on all returned items. If the message **"PRIOR YEAR DELINQUENT TAXES EXIST ON THIS PROPERTY"** appears on the front of your statement, contact the Tax Collector's Office 1-831-755-5057, for correct payment amounts. When taxes are unpaid it will be necessary, as provided by law, to pay delinquent penalties, costs, redemption penalties and fees.

2. RECEIPTS: Your canceled check is your best receipt. If additional receipt is necessary, send a request for additional receipt and a self-addressed stamped envelope along with your payment.

3. VALUATION AND COMPUTATIONS: Your Tax Collector does not determine the amount of tax you pay. The tax bill is computed by multiplying the net taxable value of your property by the applicable tax rate. Added to the tax amount are the direct assessments levied by agencies and districts. Questions regarding direct assessments should be directed to the specific agency or district at the phone number shown on the front of this statement.

THE FOLLOWING DEPARTMENTS ARE RESPONSIBLE FOR:

VALUATION & EXEMPTIONS:

Assessor's Office www.co.monterey.ca.us/assessor
Post Office Box 570
Salinas, CA 93902

(831) 755-5035 Salinas (831) 647-7719 Monterey

COMPUTATION OF TAX:

Auditor's Office www.co.monterey.ca.us/auditor
Post Office Box 390
Salinas, CA 93902

(831) 755-5040

4. RESPONSIBILITY OF TAXPAYER: The taxpayer's responsibility is to see that taxes are paid. **FAILURE TO RECEIVE A TAX BILL MAY NOT RELIEVE THE TAXPAYER OF RESPONSIBILITY TO PAY TAXES WHEN THEY BECOME DUE AND PAYABLE.** Examine the bill carefully before paying. Be certain it covers your property. If you own more than one parcel of property, be sure you have a bill for each parcel.

5. NEW PROPERTY OWNER: If you have purchased property in Monterey County within the past year, you may receive a notice of valuation adjustment and a Supplemental tax bill. **Supplemental tax bills are "in addition" and separate from this property tax bill, and are not billed to mortgage holders or lending institutions.**

6. ASSESSMENT APPEALS: If you disagree with the assessed value as shown on this tax bill, you have the right to an informal assessment review. To obtain such a review, contact the county Assessor's office. If pursuant to the review, you and the Assessor do not agree on the proper assessed value, you have the right to file an application for reduction in assessment for the following year. The application must be filed with the Assessment Appeals Board during the period from July 2 to November 30, inclusive. Applications for assessment appeals will be provided by the clerk of the board at P.O. Box 1728, Salinas, CA 93902, (831) 755-5066.

The filing of an Assessment Appeal **does not** defer or relieve a property owner's responsibility to **timely pay the taxes** that are assessed on property that may be the subject of an appeal. Delinquent penalties and/or collection enforcement will be invoked in accordance with State statutes.

HAVE YOU MOVED RECENTLY???

UPDATE YOUR ADDRESS IMMEDIATELY

USING THE ENCLOSED ENVELOPE

OR CONTACT THE COUNTY ASSESSOR (831) 755-5035.

7. HOMEOWNER'S EXEMPTION NOTICE: The law provides for a reduction in your property taxes if you own and reside in your home. To qualify for this exemption you must have owned and lived in your home on the January 1st immediately preceding the fiscal year for which the taxes are billed. To obtain this reduction you must file a claim for the Homeowner's Property Tax Exemption with the Assessor's office. In order to ensure that only those who are entitled to the exemption continue to qualify **YOU ARE REQUIRED TO TERMINATE THIS CLAIM** if either of the following events occurred prior to 12:01 A.M. January 1st:

1. Ownership of the property transfers to another party.
2. Your principal place of residence changes to another location.

IF YOU ARE NOT ELIGIBLE for the exemption as of 12:01 A.M. January 1, you must notify the Assessor in writing on or before December 10th of the same calendar year, or you will be subject to payment of taxes the exemption represents, plus applicable penalties and interest. If you have questions regarding the homeowner's exemption, please contact the County Assessor's Office at (831) 755-5035 Salinas (831) 647-7719 Monterey or write to Post Office Box 570, Salinas, CA 93902.

8. REDEMPTION CHARGES: A redemption fee of \$15.00 per parcel will be charged to set up a default account for taxes unpaid after June 30th. A redemption penalty of 18% per annum will also be charged on the unpaid portion of the defaulted taxes until paid in full.



Partial payments **are not** acceptable. Payment made for less than the total installment due will be returned to taxpayer.

On-line bill payment must occur no later than **five business days prior** to delinquent date shown on the coupon in order for the check payment to be mailed timely to our office.

Notices **will not** be mailed when the second installment is due. Mark your calendar or use our QR code  for date reminder www.co.monterey.ca.us/taxcollector

Property Tax Assistance for Senior Citizens, Blind or Disabled Persons. The state budget did not include funding for the Gonsalves-Doukmejian-Petris Senior Citizens Property Tax Assistance Law, which provides direct cash assistance. The Franchise Tax Board (FTB) will not issue Homeowner and Renter Assistance (HRA) Program instruction booklets and will not accept HRA claims. For the most current information on the HRA Program, go to ftb.ca.gov and search for hra. If you have any questions, call 916-845-2119 or fax us at 916-845-4022.

Property Tax Postponement for Senior Citizens, Blind, or Disabled Persons In September 2014, Assembly Bill AB2231 Chapter 703, Statutes of 2014, reinstated a revised Property Tax Postponement (PTP) program. The State Controller's office (SCO) will begin accepting new PTP applications beginning September 1, 2016. Please see website http://www.sco.ca.gov/ndtax_prop_tax_postmort.html.

MAIL EARLY TO AVOID PENALTIES

Commercial postage metering dates **are not** valid postmarks. Payments sent by mail are timely if postmarked by the **U.S. Postal Service** on or before delinquent date.



ATTACHMENT G: UNSECURED TAX BILL



MONTEREY COUNTY UNSECURED PROPERTY TAX BILL
MARY A. ZEEB TREASURER - TAX COLLECTOR

FOR FISCAL YEAR BEGINNING JULY 1, 2015 AND ENDING JUNE 30, 2016
 P. O. BOX 891, SALINAS, CA 93902-0891 (831) 755-5057 SALINAS (831) 647-7857 MONTEREY (831) 385-8357 KING CITY
 www.co.monterey.ca.us/taxcollector E-Mail: taxcollector@co.monterey.ca.us



PROPERTY INFORMATION	IMPORTANT MESSAGES
----------------------	--------------------

ASMT NUMBER: 800-038-950-000 TAX RATE AREA: 003-007
 FEE NUMBER: 011-441-011-000 ACRES:
 LOCATION: 200 DUNECREST AVE #5
 ASSESSED OWNER:

Original bill date 07/07/2015
 Values include 10% penalty
 200 DUNECREST AVE #5

same image design as Secured tax bill ↑

*****AUTO**SCH 5-DIGIT 93940



200 DUNECREST AVE APT 5
 MONTEREY CA 93940-3443

AA 8585
 GRP 24
 TRAY 22

2015-2016

Pay Taxes by Credit Card or E-Check
 1-800-491-8003 or www.co.monterey.ca.us/taxcollector

COUNTY VALUES, EXEMPTIONS AND TAXES

PHONE #S	VALUE DESCRIPTION	ASSESSED VALUES	x	TAX RATE /100	=	COUNTY TAXES
VALUATIONS (831) 755-5035						
TAX RATES (831) 755-5040						
EXEMPTIONS (831) 755-5035						
PAYMENTS (831) 755-5057						
PERS PROP (831) 755-5035	PERSONAL PROPERTY	1,320				
ADDR CHGS (831) 755-5035						
GENERAL IMQ (831) 755-5057						

NET TAXABLE VALUE 1,320 1.000000 \$13.20

VOTER APPROVED TAXES, TAXING AGENCY DIRECT CHARGES AND SPECIAL ASSESSMENTS

PHONE #S	CODE DESCRIPTION	ASSESSED VALUES	x	TAX RATE/100	=	AGENCY TAXES
(831) 646-4040 12100	Monterey Pen CCD 2013 Ref	1,320		0.032471		0.43
(831) 645-1200 12700	Monterey Pen USD 2010 Ser A & 2012 Election	1,320		0.022774		0.30

TOTAL AGENCY TAXES AND DIRECT CHARGES \$0.73

DUE NOW AND DELINQUENT AFTER 08/31/2015	TOTAL TAXES	\$13.93
--	--------------------	----------------

IMPORTANT INFORMATION REGARDING THIS UNSECURED TAX BILL

THE LIEN DATE OWNER (ASSEESSE AT 12:01 A.M. ON JANUARY 1) IS RESPONSIBLE FOR PAYMENT OF THIS TAX BILL. **THE SALE OR DISPOSAL OF PROPERTY DOES NOT RELIEVE THE ASSESSEE OF THE OBLIGATION TO PAY TAXES**

IF THE TAXES REMAIN UNPAID AT 5:00 PM ON THE DUE DATE, A 10% PENALTY AND 10% FEE ATTACH.
 IF THE TAXES REMAIN UNPAID TWO MONTHS AFTER THE DUE DATE, AN ADDITIONAL 1.5% PENALTY ATTACHES ON THE FIRST OF EACH MONTH UNTIL THE TAXES ARE PAID IN FULL.

TO ENFORCE PAYMENT, THE LAW ALLOWS THE TAX COLLECTOR TO PURSUE COLLECTION ENFORCEMENT ACTIVITIES. THIS MAY INCLUDE THE FILING OF A CERTIFICATE OF LIEN OR THE SEIZURE AND SALE OF PERSONAL PROPERTY, IMPROVEMENTS OR POSSESSORY INTEREST OF THE ASSESSEE.

MONTEREY COUNTY UNSECURED PROPERTY TAXES PAYMENT STUB	
ASMT NUMBER: 800-038-950-000	MAKE CHECK PAYABLE TO: Monterey County Tax Collector P.O. Box 891 Salinas, CA 93902-0891
FEE NUMBER: 011-441-011-000	
LOCATION: 200 DUNECREST AVE #5	
CURRENT OWNER: 200 DUNECREST AVE APT 5 MONTEREY CA 93940-3443	
	Pay Taxes by Credit Card or E-Check 1-800-491-8905 or www.co.monterey.ca.us/taxcollector  OFFICIAL PAYMENTS
	2015-2016
	\$13.93 ←
	DUE NOW AND DELINQUENT AFTER 08/31/2015
	DELINQUENT AFTER 08/31/2015 (INCLUDES PENALTY OF \$2.78) \$16.71
80003895000022015600000013938100000001671720156	

PLEASE KEEP THIS INFORMATION STATEMENT FOR YOUR PERSONAL RECORDS
IMPORTANT TAX INFORMATION

PAYMENTS: Unsecured tax payments are processed as received and must be paid on or before 5:00 p.m. August 31, 2015, unless otherwise stated. If the delinquent date falls on a Saturday, Sunday, or legal holiday, the time of delinquency is 5:00 p.m. on the next business day. Payment must be in U.S. funds drawn on a U.S. financial institution or drawn on a U.S. branch of a foreign financial institution. If payment is made through the mail, the postmark of the U.S. Postal Service or approved independent delivery service will determine the payment date. Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003 or via the Internet at www.co.monterey.ca.us/taxcollector. There is a convenience fee charged by the provider for utilizing this service. Customers will be informed of the exact fee prior to completing the transaction. **NOTE:** If a check, credit card charge or electronic payment is returned or refused by your bank for any reason, credit will be removed and delinquent penalties will be added, as required by law, where applicable. An additional return check/payment fee will be added on all returned items. When taxes are unpaid it will be necessary, as provided by law, to pay delinquent penalties and fees.

Delinquent taxes are subject to collection enforcement. Revenue and Tax Code statutes provide for the filing of liens, vessel registration renewal holds, summary judgments, suits or the seizure of property to enforce the collection of delinquent taxes.

VALUATION AND COMPUTATIONS: Your Tax Collector does not determine the amount of tax you pay. The tax bill is computed by multiplying the net taxable value of your unsecured property by the applicable tax rate.

RESPONSIBILITY OF TAXPAYER: The obligation to pay unsecured taxes rests with the assessed owner of record on the lien date. The lien date is defined by statute as 12:01 a.m. on the first day of January preceding the fiscal year for which the taxes are levied. The disposal of property after the lien date does not relieve the assessed owner from the obligation to pay unsecured taxes.

ASSESSMENT INFORMATION: If there is a question regarding identification of property, assessed valuation, or exemption, please contact the:
Assessor's Office
 P.O. Box 570
 Salinas, CA 93902-0570
 (831) 755-5035 Salinas (831) 647-7719 Monterey
www.co.monterey.ca.us/assessor

ASSESSMENT APPEALS: If you disagree with the assessed value as shown on this tax bill, you have the right to an informal assessment review. To obtain such a review, contact the county Assessor's office. If pursuant to the review, you and the Assessor do not agree on the proper assessed value, you have the right to file an application for reduction in assessment for the following year. The application must be filed with the Assessment Appeals Board during the period from July 2 to November 30, inclusive. Supplemental assessments and assessments made outside the regular assessment period may be appealed no later than 60 days after the date on which the assessee was notified. If a notice was not sent, receipt by the assessee of a tax bill based on said assessment shall serve as such notice. Applications for assessment appeals will be provided by the clerk of the Assessment Appeals Board at P.O. Box 1728, Salinas, CA 93902, (831)755-5066. The filing of an Assessment Appeal does not defer or relieve a property owner's responsibility to timely pay the taxes that are assessed on property that may be the subject of an appeal. Delinquent penalties and/or collection enforcement will be invoked in accordance with State statutes.

Locally assessed property in this county is assessed at 100% of full value except certain vessels which are assessed at 4% of full value.

PENALTY PROVISIONS:

Sections 502 and 504 of the Revenue & Taxation Code provide for a 25% penalty to any personal property assessment which has escaped assessment if any person willfully conceals, fails to disclose, removes, transfers or misrepresents tangible personal property to evade taxation.

Section 503 provides for a 75% penalty if any taxpayer or his agent through a fraudulent act or omission causes, or if any fraudulent collusion between the taxpayer or his agent and the Assessor or any of his deputies causes any tangible property to escape assessment in whole or in part.

Section 463 provides for a 10% penalty if a person fails to make, sign and file an annual property statement within the time limit specified by Section 441.

Section 506 provides for the addition of interest to the tax at the rate of three-fourths of 1 percent per month from the date or dates the taxes would have become delinquent if they had been timely assessed to the date the additional assessment is added to the assessment roll.

Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003 or via the Internet at www.co.monterey.ca.us/taxcollector



RFP 10873 Tax Bill Printing Service

MAIL WITH A TIMELY POSTMARK OR PRESENT THIS COUPON WITH YOUR PAYMENT AT THE
TAX COLLECTOR'S OFFICE ON OR BEFORE August 31, 2015.

YOUR CANCELLED CHECK
IS YOUR RECEIPT

SIGNATURE PAGE

COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION

RFP 10873 Tax Bill Printing Service
ISSUE DATE: March 9, 2023



RFP TITLE: RFP 10873 Tax Bill Printing Services

PROPOSALS ARE DUE IN THE OFFICE OF THE CONTRACTS/PURCHASING OFFICER BY
3:00 P.M., LOCAL TIME, ON April 6, 2023

MAILING ADDRESS:
COUNTY OF MONTEREY
CONTRACTS/PURCHASING OFFICE
1488 SCHILLING PLACE
SALINAS, CA 93901

QUESTIONS ABOUT THIS RFP SHOULD BE DIRECTED TO
Gina Encallado, EncalladoGL@CO.MONTEREY.CA.US, (831) 796-1336

CONTRACTOR MUST INCLUDE THE FOLLOWING IN EACH PROPOSAL (1 original plus 3 copies):

ALL REQUIRED CONTENT AS DEFINED PER SECTION 8.1 HEREIN

This Signature Page must be included with your submittal to validate your proposal.
Proposals submitted without this page will be deemed non-responsive.

CHECK HERE IF YOU HAVE ANY EXCEPTIONS TO THIS SOLICITATION.

CONTRACTOR MUST COMPLETE THE FOLLOWING TO VALIDATE PROPOSAL

I hereby agree to furnish the articles and/or services stipulated in my proposal at the price quoted, subject to the instructions and conditions in the Request for Proposal package. I further attest that I am an official officer representing my firm and authorized with signatory authority to present this proposal package.

Company Name: _____ Date _____

Signature: _____ Printed Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: () _____ Fax: () _____ Email: _____

License No. (If applicable): _____

License Classification (If applicable): _____

END RFP 10873

MONTEREY COUNTY



Administrative Office
Contracts/Purchasing Division
1488 Schilling Place
Salinas, CA 93901
831-755-4990

ADDENDUM #1 RFP 10873 Tax Bill Printing

DATE: March 31, 2023
PROJECT: RFP 10873 Tax Bill Printing
TO: Interested Proposers
SUBJECT: Written Questions and Answers

A signed copy of this addendum must be submitted along with your original bid proposal package to verify receipt of this Addendum #1.

Company Representative

Date

.....

Addendum #1 consists of all Written Questions and Answers asked prior to the Deadline for Written Question (See 3.0 Calendar of Events).

Addendum #1
for the delay! Please see below.

RFP 10578

1. Does the County currently utilize a vendor for this work? If so, can you please let us know who that is? **Yes. Our current vendor is The Data Center.**
2. What warranted going out to bid for this work? Is this a mandated process, or are there issues with the current service? **Our current agreement is due to expire.**
3. We do not use Laser Printing, but instead a roll-fed Inkjet solution. Is this acceptable? **We would want to see samples to fully understand the difference.**
4. We are a white paper company, which means we print all variable and static information and formatting of the document on the fly and do not use custom forms. Is this acceptable? **We would require further explanation of this process. Some custom formatting of the data is required as it is generated from our software platform which can be overlaid with images and color blocking printed on paper, but a pre-printed paper form is not required.**
5. We also do not use custom envelopes. We are aware the county's current process uses custom envelopes. Is the County open to instead using a double window #10 envelope, with the return and mailing address being positioned on the document so they show through the windows correctly when folded? And for the #9 remit envelope, is the county open to using a blank single window envelope, with the remit to address showing through? **This would require an additional expense to format those options with our software platform and would require time to process that may not be feasible with the upcoming print deadlines.**
6. The County is referring to a #10.5 window envelope. Do you mean a standard business #10 envelope? Do you have the dimensions of the 10.5 envelope? Can you also provide dimensions for the #9 remit envelope? **Please see dimensions for the two envelopes below:**
#9 Envelopes: 3 7/8 x 8 7/8
#10 1/2 Envelopes: 4 1/2 x 9 1/2

END ADDENDUM #1 RFP 10873

END ADDENDUM 1



**Proposal
For
RFP 10873**

For

Tax Billing Printing

**County Of Monterey
Contracts/Purchasing Division
1488 Schilling Place
Salinas, CA 93901**

April 6, 2023

Submitted by
Stacy Conologue
The Data Center
1827 South Fremont Drive
Salt Lake City, Utah 84104
(801) 978-1030
stacy@datacenterusa.com

SECTION 1

April 6, 2023

County of Monterey
1488 Schilling Place
Salinas, CA 93901

Please consider this bid proposal from The Data Center, LLC regarding your RFP 10873, - Tax Bill Printing. We currently do work similar in scope to your RFP, for a number of our customers and feel based upon your RFP that we can meet your requirements as outlined in your RFP.

The Data Center has been in business for over 30 years printing and mailing highly confidential information for our customers. Some of our customers include; Centers for Medicare and Medicaid, Sonoma County, CA, Superior Court of California County of Riverside, Superior Court of California County of Orange, many other government and private businesses. We work with very complex data and can provide mail accuracy and the lowest possible postage rates available. We are able to work with almost any data format.

This proposal includes our capabilities, experience, personnel, security and disaster recovery procedures, quality assurance procedures along with the price proposal.

The primary point of contact and our principal address for the bid proposal is:

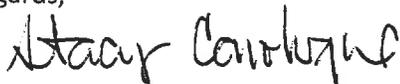
Stacy Conologue
The Data Center
1827 South Fremont Drive
Salt Lake City, Utah 84104
Office: 801-978-1030 ~ Cell: 801-201-1420
Fax: 801-978-0501 ~ Email: stacy@datacenterusa.com

We will produce, print and mail according to your timeline and specific designs you have for each mailing. We understand that the mailings have specific mail dates that are required and will send the mail presorted first class through USPS.

TRUE FLEXIBILITY: This is where I believe that The Data Center is heads and tails above the rest. We have the ability to meet expectations, make changes and handle additional requests in a timely manner. We understand that our customers require us to be efficient and effective but also have the ability to step outside the box to perform tasks and provide services that are not part of the standard agreement. We understand the need to be flexible without sacrificing accuracy or timeliness. That is true flexibility and customer service. Our belief is now and has been for 30 years to keep a customer here with quality work and great customer service. We **Firmly Believe That "TRUE FLEXIBILITY"** is an absolute must for the customer.

Please feel free to call me with any questions you may have regarding this proposal or for more information about The Data Center.

Regards,



Stacy Conologue
Government Bid Specialist

RFP 10873 Tax Bill Printing Service

SIGNATURE PAGE

COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION

RFP 10873 Tax Bill Printing Service
ISSUE DATE: March 9, 2023



RFP TITLE: RFP 10873 Tax Bill Printing Services

PROPOSALS ARE DUE IN THE OFFICE OF THE CONTRACTS/PURCHASING OFFICER BY
3:00 P.M., LOCAL TIME, ON April 6, 2023

MAILING ADDRESS:
COUNTY OF MONTEREY
CONTRACTS/PURCHASING OFFICE
1488 SCHILLING PLACE
SALINAS, CA 93901

QUESTIONS ABOUT THIS RFP SHOULD BE DIRECTED TO
Gina Encallado, EncalladoGL@CO.MONTEREY.CA.US, (831) 796-1336

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This Signature Page must be included with your submittal to validate your proposal.
Proposals submitted without this page will be deemed non-responsive.

CHECK HERE IF YOU HAVE ANY EXCEPTIONS TO THIS SOLICITATION.

CONTRACTOR MUST COMPLETE THE FOLLOWING TO VALIDATE PROPOSAL

I hereby agree to furnish the articles and/or services stipulated in my proposal at the price quoted, subject to the instructions and conditions in the Request for Proposal package. I further attest that I am an official officer representing my firm and authorized with signatory authority to present this proposal package.

Company Name: The Data Center LLC Date 03/04/2023

Signature: [Handwritten Signature] Printed Name: KIM M KENDALL

Street Address: 1827 S. Fremont Drive

City: SLC State: UT Zip: 84104

Phone: (801) 978-1030 Fax: (801) 433-1297 Email: stacy@datacenterusa.com

License No. (If applicable): SLC CORP. LIC 2002-0057

License Classification (If applicable): _____

END RFP 10873

MONTEREY COUNTY

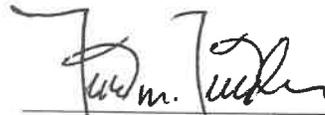


Administrative Office
Contracts/Purchasing Division
1488 Schilling Place
Salinas, CA 93901
831-755-4990

ADDENDUM #1 RFP 10873 Tax Bill Printing

DATE: March 31, 2023
PROJECT: RFP 10873 Tax Bill Printing
TO: Interested Proposers
SUBJECT: Written Questions and Answers

A signed copy of this addendum must be submitted along with your original bid proposal package to verify receipt of this Addendum #1.



Company Representative
04/04/2023

Date

.....

Addendum #1 consists of all Written Questions and Answers asked prior to the Deadline for Written Question (See 3.0 Calendar of Events).

Addendum #1
for the delay! Please see below.

RFP 10578

1. Does the County currently utilize a vendor for this work? If so, can you please let us know who that is? Yes. Our current vendor is The Data Center.
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4. We are a white paper company, which means we print all variable and static information and formatting of the document on the fly and do not use custom forms. Is this acceptable? We would require further explanation of this process. Some custom formatting of the data is required as it is generated from our software platform which can be overlaid with images and color blocking printed on paper, but a pre-printed paper form is not required.
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#9 Envelopes: 3 7/8 x 8 7/8
#10 1/2 Envelopes: 4 1/2 x 9 1/2

END ADDENDUM #1 RFP 10873

END ADDENDUM 1

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PRICING

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The Data Center, in Salt Lake City, Utah has been serving the document needs of customers for over 30 years. We are a strong privately held organization with sales exceeding \$5 million. With our unique combination of data processing ability, graphics design and production, we have created a secure, flexible and high quality portfolio of products and services that meet the needs of our customers nationally. The Data Center is fully insured and bonded. We have saved our customers thousands of dollars annually based on the high costs associated with printing systems, postage, programming and design.

The Data Center specializes in printing critical documents and we have all of the requirements securely in place to successfully provide critical document print and distribution services:

- ✓ Ability to provide our customers with state of the art technology
- ✓ Accurate programming / mapping of data to static form with proofs for any scenario with 'live data'
- ✓ In-house programmers to handle any programming and software issues internally
- ✓ State of the Art and Redundant Equipment / Software
- ✓ Highly Experienced People/Personnel and Low Employee Turn-over
- ✓ Detailed Quality Assurance Program
- ✓ Security Program and Policies, and SFTP Server
- ✓ Ability to provide all services within our secure facility
- ✓ Thorough Disaster Recovery Plan
- ✓ Clear and custom postage reporting and invoicing
- ✓ Clear and custom inventory procedures
- ✓ Lowest possible postage rates for all customers
- ✓ Complete and up-to-date knowledge of the United State Postal Service
- ✓ National contracts for high quality paper, envelopes, ID cards and equipment
- ✓ Ability to provide low-cost additional printed items as an added service to our customers
- ✓ Efficiently account for each and every item utilizing unique sequential numbers.

The difference between The Data Center and our competitors:

- The Data Center's structure and technology allow us to be highly responsive and adaptive to the business requirements of our customers
- The Data Center is a small business with the capabilities and backing to be a much larger corporation; we are better able to control security, service our customers immediately and resolve issues in a timely manner as a small business.
- The Data Center provides the same account manager and team to create, implement and fulfill all print and mail products
- The Data Center is a "CRITICAL DOCUMENT" print and mail company. We provide maximum security features for both facility and data transportation.
- Flexibility – ability to make modifications quickly and seamlessly

Company Information

- a) **Hours of Operation** - Currently The Data Center operates Monday – Friday 5 am – midnight during Non-peak hours and 24/7 during peak hours.
- b) **Principal Address** – The Data Center principal place of business is located in Salt Lake City, Utah, less than one mile away from the Salt Lake City Business Mail Unit. The address is:
1827 South Fremont Drive
Salt Lake City, UT 84104
www.datacenterusa.com
- c) **Federal Employer Identification Number:** 87-0644300
- d) **Key Management Tenure:** The processing and print team work together under Kim Kendall. She has been president and operating partner of The Data Center since it was established in September of 1993.
- e) **The primary point of contact for this bid proposal is:**
Stacy Conologue - Account Manager
Office: 801.978.1030 - Cell: 801.201-1420
Fax: 801.978.0501 - Email: stacy@datacenterusa.com
- f) **Business Structure:** The Data Center is a limited liability corporation owned by Kim Kendall, operating manager and President; with one additional partner, Gregory Clark.
- g) **Primary Business:** Our primary business is critical document printing and mailing: Utility billing, hospital billing, statements and court documents. We have been serving the utility industry since the beginning in 1993.
- h) **Length of time in business:** 30 years; The Data Center was established in September 1993.
- i) **Employees:** The Data Center has 24 employees.
- j) **Revenue for past three years:**
2020 = \$8,150,814.25 2021 = \$7,017,218.47 2023 = \$8,547,927.00
- k) **Investment in R&D: In the last three years:** \$75,000.00
- l) **USPS:** We can perform all certifications and requirements for the USPS including Move Update requirements, CASS, DPV, NCOA and the IMB.
- m) **Security & Confidentiality** – Maintaining the security of our customers’ data is our top priority. Our processing facility is secured with a card key system at all times. Access to the processing area is limited to print operators, company managers and project managers. Any visitors/vendors that need access to our processing facility are escorted by Data Center personnel. The Data Center has state of the art technology for secure data transmission. We also have Camera systems located throughout the building
- n) **Insurance or bond coverage** – Policy available on request. The Data Center also maintains an errors and omissions policy
- o) **Personnel screening requirements**
- i. Drug Testing Policy
 - ii. Background Checks
- The Data Center partners with DSS Investigations for annual background checks on all employees. Background Checks are conducted through LexisNexis, the company that provides background checks for the Federal Government
- p) **Future Enhancements:** Online tracking and online store front.
- q) **Downtime needed for maintenance and upgrades:** None. We have redundant equipment to keep us up and running 24/7.

Data Center’s Ethics

Our ethical principles are the values that set ground rules for all that we do at The Data Center, LLC. It is meant to remind us that if we each strive to live and abide by basic ethical principles in the day-to-day conduct of our

business, we will foster an environment of mutual trust and respect, and continue to build our reputation for integrity, which is the foundation of the company.

The Data Center, LLC believes that trust fosters long term relationships which are built through honesty, openness and fair play. Our employees are key to our success. As we all are part of a team we all must take responsibility for our own actions and conduct.

At all times, it is our policy to stay within the laws, rules and regulations of the countries, states or other jurisdictions in which we operate.

The truth properly told and presented, should be the objective of all activity. Customers shall be treated with respect and competition with peer companies should be fair and ethical. The following are some of the ethics in the marketplace The Data Center, LLC will adhere to.

- Our products and services must stand on their own merits and their quality.
- No collaboration with competitors to establish or maintain prices or to unlawfully restrain trade will be allowed
- Customers should always be given factual information.
- Customers and Vendors should be treated fairly, honestly and in accordance with agreed terms.
- We will not share confidential information with anyone.
- Any complaints from customers, suppliers, subcontractors shall be dealt with promptly and fairly.
- Although we should strive to understand our competitors so that we can perform in the market, industrial espionage is not permitted.
- Company policy forbids knowingly infringing on copyright, trademarks, patents or other properly registered intellectual property of others.
- Management should have due regard as to how contracts or arrangements with new suppliers, et al. will reflect on the reputation and ethics of The Data Center, LLC.

The Data Center does not use corporate funds, whether in cash, goods, services, equipment, etc, to make contributions to political candidates, political parties or committees, or political entities.

No bribes of any sort may be paid to or accepted from customers, politicians, government representatives, advisors or representatives.

Whether it is actual or apparent, conflicts of interest must be avoided. Actions taken by employees should be objective and based on the best interests of the Company.

Trade secrets, technology, ideas, customer lists, unannounced financial data, marketing and pricing strategies, and business plans are among others, The Data Center's most valuable business assets and protecting their confidential and proprietary nature is the ethical duty of all employees. This type of information must not be divulged outside the organization via any route.

Implementation Plan/Project Schedule and Methodology

The Data Center's structure and technology allow us to be highly responsive and adaptive to the business requirements of our clients. We have the ability to meet expectations, make changes and handle additional requests in a timely manner. We understand that our customers require us to be efficient and effective but also have the ability to step outside the box to perform tasks and provide services that are not part of the standard agreement. We are flexible without sacrificing accuracy or timeliness.

The Data Center will work with you to provide a plan and timeline that ensures that we meet your expectations with the schedule, roles, customer service, data management, reporting and invoice and escalation process.

Account Team Structure and Support: The Data Center provides each account with a dedicated account manager. In addition, there is a core team including the operations manager, data transfer manager, and accounting manager dedicated to each account. This management includes approving reports, invoicing, reconciling postage charges, form changes, and daily quality checking. This dedicated team works closely with the account manager to ensure outstanding customer service and quality.

Communication Process: The Data Center creates a customized communication plan for each account based on that client's needs. We have created a specific work order for each of our customers based on their parameters. The Data Center is committed to being available to our customers, whether they prefer communication by email, telephone or scheduled calls or on a needs-based plan. All of these preferences are reported and adhered to for each client.

Training: The Data Center can provide technical assistance during implementation. We have been implementing projects similar to this for over 30 years and have never had to do a site visit. We are happy to work with your software vendor in order to retrieve the data needed to successfully implement the project.

Time Schedule: The Data Center provides a maximum of a 2-3 days turnaround time from receipt of data file to mail once the account is live and all checks and balances are set. In order to take an account live The Data Center estimates at least 20 – 30 days for form design, programming, proofing and final approval. The Data Center is first and foremost a data processing company. All data is processed before printing. This reduces expensive errors and ensures a secure program. See Implementation Timetable on the next page.

User Acceptance Testing: Our success is measured by the parameters set by our customers, convenience and reduction of overall costs to our customers. Our methodology for understanding our customers' business and the way they accomplish their goals is a critical element in developing strong and reliable business partnerships. This enables us to compliment your efforts and strategies by providing a custom program that makes the most sense for you.

Sample Implementation Schedule

Date	Event	Details
Immediately After Award	Provide Level of Service Statement	Establish agreed upon procedures for proofing and set parameters for all notices and summons and department transactions and schedules. Including but not limited to; changes on letters, turnaround expectations, etc.
Immediately After Award	Load library of letters	Monterey provides library of static notices to The Data Center. The Data Center codes and loads letters for accurate merging with data.
Immediately after Award	Begin programming and 'mapping' for all letters.	<p>Monterey provides test data and mapping/programming instructions.</p> <p>The Data Center to produce and submit for proofing and approval all letters with appropriate test data starting with the most used and continuing through library of all notices.</p> <p>The Data Center prefers 30 - 60 days for programming on most variable imaging project implementations. We are flexible and happy to work with the schedule needed by the Court.</p>
20-30 days after Award	Live Data transfer	The Data Center produces final proof of live data on letter formats to be approved by Monterey before live implementation.
2-3 days after final data sent	GO LIVE	The Data Center has approval from Monterey; on approved letters and daily file transfers and printing and mailing begins.

Program Narrative

The Data Center is a data processing, variable data laser printing and mail company that is fully insured and bonded. We print and mail in excess of 8 million critical documents, statements, notices, checks, and direct mail pieces monthly.

We are confident that we would exceed the expectations clearly stated in your RFP. The majority of what we do is similar in scope to your statement of services.

The proposed volume is very attractive for our business. We would not need to make any changes in our production to fit the volume. We can handle a large increase in print and production volume, with our current equipment and personnel. The Data Center has the resources to handle and increase in work load for this project or any project at any time. We have the financial backing available to increase our equipment, staff and space capabilities as needed.

Below is a summary of our experience and the benefits of working with The Data Center.

- We have provided our customers with full service printing and mailing solutions for over 30 years.
- We create a strategic alliance with our clients that will reduce their costs without sacrificing timeliness, quality or service.
- We provide a professional, experienced team, ready to coordinate and manage an entire range of print, mail and storage requirements.
- We provide unrestricted access to cutting edge technology.
- We provide our customers with true flexibility.
- We have 30+ years of professional experience and a reputation for proven service and support.
- We provide our customers with a single point-of-contact for all programming, printing, mailing, reporting, and invoicing needs.
- We use our combined expertise to schedule and execute without interruption of our clients ongoing business.
- We provide a security and disaster recovery plan that ensures your critical documents are presented to the USPS on time and secure.
- We provide an unsurpassed quality assurance program that guarantees 100% of data is tracked and mailed.
- We stay focused on our core business which is printing and mailing critical documents.

The Data Center specializes in critical documents and we have all the requirements securely in place that are needed to successfully provide critical document print and distribution services. These factors include the following items which we have described in detail in the following pages.

1. Equipment / Software / SFTP
2. Personnel
3. Work Plan and Methodology
4. Quality Assurance Program
5. Security
6. Disaster Recovery Program

Equipment

The Data Center believes in being prepared, and part of that preparation is having redundant equipment as well as a comprehensive disaster recovery plan. This helps ensure that projects are not delayed due to downtime, or due to a situation that disables our facility. Our Disaster Recovery Plan details the different solutions we have to any downtime occurrence. Details of our Disaster Recovery plan are included below for your review.

In times of large production runs on short timelines, our staff is able to rotate schedules and provide 24 hour operation. This can both overcome machine downtime as well as compensate for unexpected large print runs. This flexibility enables us to meet exacting production requirements that exceed the production capabilities of our equipment during normal hours.

Print Volume Capabilities

Our full capacity is over 85,000 prints per hour using high quality, high speed, digital laser printers. Our printers print at 600 DPI. Our total daily capacity accounting for paper loading, machine maintenance, and shift changes is estimated at over 1.3 million prints per day.

Networked Digital Printing Equipment

- OCE 6160 Printer with booklet Marker
- (2) Xerox Brenva High Speed Ink Jet Full Color
- OCE System 180 - MICR capable
- Xerox Versant Full Color Digital Printer
- Fargo Direct to Card 550
- (2) Rena Mach 5 color envelope printer

Mail Volume Capabilities

Our mailing capabilities match that of our print capabilities at an average of approximately 50,000 pieces per hour. This number varies depending on specific project requirements, but the mailing functions are designed specifically as an integral part of our workflow process.

Mail Processing Equipment/Software

- MCS Inkjetter
- Bell & Howell Intelligent Inserters 6 station (2)
- Bell & Howell 6 Station Inserters
- Bulk Mailer Postal Software
- MBO Right Angle Folder Baum Folders
- Whittier Bag Tagger
- Pitney Bowes Stand Alone Meters (2)
- Table top folder
- Challenger Cutters
- Sentra Scale
- Quadient meter bases (4)

As you can see we have redundant equipment to keep us up and running 24/7. The Data Center has established maintenance contracts for all our equipment and machinery. All contracts are for 24 hours, 7 days a week and require all factory certified parts to be available within 6 hours of service call.

Computer Systems – Software – Programming

Our IT professionals have over 45 years combined experience in writing programs for print applications, maintaining live software systems, writing program documentation, in-depth knowledge of current print hardware, operating systems and standard development tools and resources.

We have years of experience with new software applications and mapping data to present the most clearly printed image possible. Our strengths include, troubleshooting and determining the root of a problem whether it is caused by hardware, operating system software, application programs or network failures. The Data Center is experienced in creating the best fit for ongoing projects by doing needs analysis, technical correspondence, form design, programming and production scheduling, production management, training and ongoing support.

The Data Center is a partner with the USPS and in constant contact regarding new software and all updates to the DMM. We provide CASS, PAVE, NCOA^{Link} software services and will always achieve the lowest possible postage rate for all mailings.

Programming Languages and Operating Systems:

- C/C++
- Postscript
- LCDS/Metacode
- Windows
- House holding – Multiple documents programmed to go into one envelope based on a variety of customer driven criteria, to maximize postage savings.
- Checks and Balances – Create customer driven parameters of checks and balances for number of documents, number of printed pages, dollar amount billed, etc. and make this a part of ongoing production.
- Custom Messages – We can create customized printed messages to add to your statements. We will create a program for you based upon your criteria. For instance if a person has a past due amount we then can print a message on only that statement.
- We can create different graphs showing history or usage depending on your needs and data available.
- Selective inserting – We can create jobs that have certain types of statements that only get a certain statement. We will program OMR codes so as the inserter is doing it's job it will read the code and only put an insert when it comes to the code we set up.
- We will code your statements with OMR marks. These marks will tell the intelligent inserters how to proceed. The marks will tell the inserter how many pages go into an envelope which helps us to automate the house holding procedures. It then sends it into the folder as one set to be folded together.

Data Transfer via SFTP

The technical expertise of our staff is immense. SFTP is a daily activity in our data center. Technical difficulties are prevented on a proactive basis through regular systems checks, and our 24-hour production schedule allows for the utmost responsiveness to correcting difficulties or problems with our systems.

Our IT department works very closely with our customers for both quality programming/set-up and issue resolution.

The Data Center has some of the highest security standards in the industry in terms of transporting, storing, and data back-up. As a print provider for the federal government we have implemented some of the most secure systems and practices that are currently available. They include: SFTP, data transport providing AES 256 Bit Encryption. As well as secure VPN Tunnel Services. Full back up of customer data on administrator hardened, NTFS encrypted volumes are performed each day. Data is backed to optical media and scrubbed from customer volume at the end of each job cycle.

Project Personnel

SECTION 3

Excellent customer service is our number one priority. Carefully managing our processes for design, planning and implementation is the key to providing consistent quality services that gives our customers the assurance they need that a project is going to be completed on time and within budget. Customer satisfaction is always the result. We achieve this result through our personnel.

The Data Center has a team dedicated to your account. The account manager manages the account on an ongoing basis. This management includes approving reports, invoicing, reconciling postage charges, form changes, and daily quality checking.

The following is a list of the 'key' personnel for this project with their area of expertise and responsibilities indicated. All personnel can be reached at (801) 978-1030.

Stacy Conologue - Account Manager - Your Account Manager has over 20 years' experience in managing mailing operations, which includes managing all mailing services, print job turnover, quality checking of printed materials, sequential numbering checks and balances, folding, inserting, traying, sorting, tagging and presentation to the USPS. The Account Manager will be responsible for communication all pertinent information to the team working on implementing the account, in addition to: setting and applying timetables, key staff coordination and communicating with contacts at your office whenever needed. Your Account Manager is your advocate in guaranteeing that you get the service you want and deserve.

Trisha Allen- Rasmason – Customer Service Manager - Your Customer Service Manager will be your help desk. Understands customers' needs and provides solutions for their needs. They will help research questions and provide the answers you will need. They also keep us on budget throughout the job. They balance the accounts for print, labor and postage.

Gary Swensen - Production Manager - The Print Production Manager has over 18 years' experience in production management. He provides the schedule that allows us to meet all deadlines. The Print Production Manager works closely with the programming team, account managers and the mail services department to ensure that all job deadlines are consistently met.

Derek Toronto – IT & Programming Manager - Our programmers have a combined total of over 35 years' experience in programming for variable data print and mailing. Your programmer will manage the programming and data integrity of all of your work. The programmer is responsible for the accuracy of the data and will be scheduling the print equipment time and managing the print operators. Our programmers can work with almost any file type.

Nancy Moore - Mail Services Operations Manager - MQC = Mail piece Quality Control Specialist, Certified by US Postal Service, EMCM = Executive Mail Center Management Specialist, Certified by US Postal Service. This person has over 20 years' experience in the mail services industry and is certified by the USPS as a Mail Piece Quality Control Specialist and Executive Mail Center Management Specialist.

Workflow & Quality Assurance Program

Receive data or Retrieve Data– We check the SFTP site every 15 minutes for incoming data to be processed. After establishing a schedule with our customers for data transfer, we will monitor incoming data to be sure we are on schedule for every transfer. If we do not receive data within 1 hour of expectation, we make a call to the customer for clarification.

Process data and balance to customer specifications - Once data is received it is submitted for processing and balancing to customer specifications. Processing the data includes sorting the data to achieve the lowest postage rates based on density per zip codes. Balancing the data includes; checking the file size, dates, record counts, fields, and accounting numbers are balanced to customer specifications.

Data sent to printer - Once the file is balanced and the balancing paperwork filled out and there are no discrepancies, the data is sent to the printer followed by the supporting documentation. Once the data is received by the printer; the print operator checks for data alignment, paper specifications, ink color calls, quality, alignment for outgoing envelope and barcode placement. Assuming no discrepancies exist, the print job continues.

Print quality check – Continually throughout the printing process, the print operator is balancing all of the print streams per record counts according to the balancing worksheet. As the application is printing, quality is checked by the operator by looking at every 500 documents as they come off of the printing systems. Once the printing is complete, it is again scanned for accuracy and quality. It is also balanced once again to the pages to bin sheets that are distributed by the printing systems. If no discrepancies or quality issues exist, the documents are transferred from the print facility to the mailing services department for mail preparation.

Documents delivered for mailing – The Data Center has separated the mailing section of the facility from the print section for better organization. Once the file is in the mail section it is again checked for quality and accuracy. If no discrepancies or quality issues exist, the records are processed for mailing.

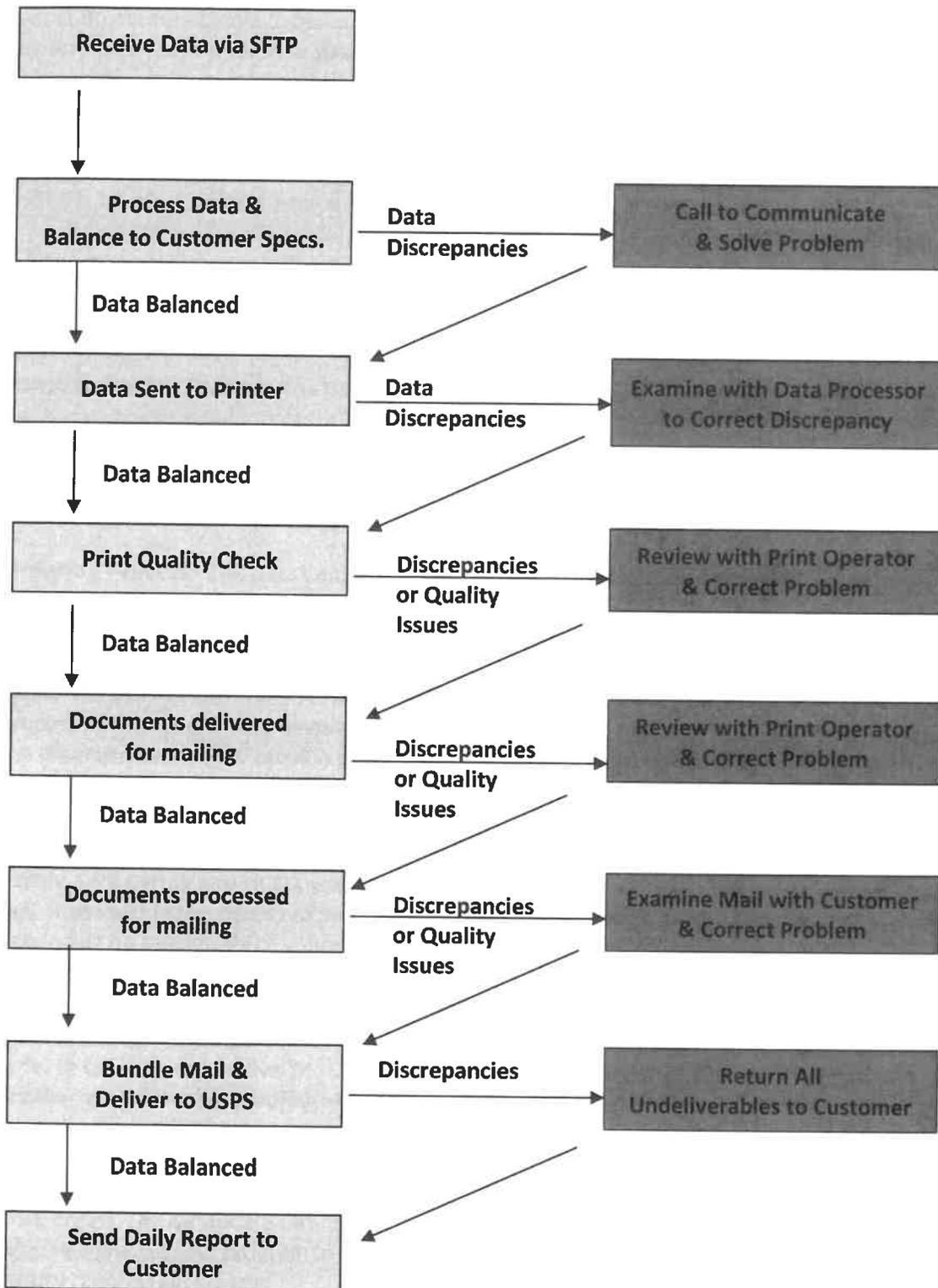
Inserts – Whether inserts are produced by The Data Center or shipped to us for coordination; it is at this time that the inserts and bills are partnered for mail processing. The Data Center has successfully printed inserts or accepted preprinted inserts with complex mingling instructions for over 30 years.

Documents processed for mailing – Processing for mailing includes folding the documents and inserting into envelopes and metering which provides three additional levels of balancing. Once the totals are balanced the mail is then bundled, sorted, tagged and put into trays for delivery to the U.S.P.S. Any undeliverable mail or indicated pulls are delivered to the customer.

Final Quality Check – During each phase of the process our director of operations is checking with all operators and technicians to assure quality and accuracy. At the end of each shift the balancing worksheet and postal worksheets are turned into the director of operations. It is then checked again that all data received has mailed. Printing the notices, postage and billing are all completed at this time by the director of operations.

See our Daily Work Flow Chart on the following page.

Daily Work Flowchart



Work Plan and Methodology

Program Evaluation: Our success is measured by the parameters set by our customer, convenience and reduction of overall costs to our customers. Our methodology for understanding our customers' business and the way they accomplish their goals is a critical element in developing strong and reliable business partnerships. This enables us to compliment your efforts and strategies by providing a custom program that makes the most sense for you.

The Data Center will work with you to provide a plan and timeline that ensures that we meet you expectations with the schedule, roles, customer service, data management, reporting and invoice and escalation processes.

Account Team Structure: The Data Center provides each account with a dedicated account manager. In addition, there is a core team that works closely with the account manager to ensure outstanding customer service and quality. Your account manager is your first point of contact.

Communication Process: The Data Center creates a customized communication plan for each account based on that customer's needs. We have created a specific work order for each of our customers based on their parameters. The Data Center is committed to being available to our customers, whether they prefer communication by email, telephone or scheduled calls or on a needs-based plan. All of these preferences are reported and adhered to for each customer.

Ordering Process: The Data Center will work with you in creating your customized order process. Typically customers will email or SFTP the order. We can send an automated file receipt showing confirmation that the order was received.

Data: The Data Center will build a customized program to meet the data layout you have defined. The mapping process will insure the data fields are laid out correct to your specifications within the statement. Once we have the program built we will provide proofs for you to verify. We will send the proofs either by email or FedEx them to you for approval. Once our initial test is completed we will do a final test with live data.

The Data Center uses PAVE certified software for sorting your mail to meet postal regulations. We will CASS Certify, DPV Certify and NCOA your list before sorting. We then will follow your instructions on removing data that is not within the county or are bad addresses. At this point we will sort for the maximum postage savings depending on the density of your mail. We do not margin the postage. We strive to give you the lowest possible postage.

Time Schedule: The Data Center goal is a 24 - 48 hour turnaround time from receipt of data file to mail. In order to take an account live The Data Center estimates at least 20 - 30 days for form design, form and envelope printing, programming, proofing and final approval.

Track orders, inventory and historical information: We use a customized program to track our orders. When a job comes in it is assigned its own id number. Throughout the whole process that number is with the job on our work orders. As we update information it is recorded on the work order. Once complete if we need historical data we will access our program to find the job and the information we need. Our work orders also contain quality control reports that we use.

Mail Plan: The Data Center has committed mail staff and a specific strategy for keeping up-to-date with all mail regulations listed in the DMM including:

- Ongoing attendance to training opportunities provided by the USPS
- Relationships with key personnel at USPS with who we are in constant communication.
- We have been presenting mail for over 30 years and we have maintained an excellent working relationship with the staff at the SLC BMEU.

The Data Center uses USPS approved custom software packages including NCOA^{link}, PAVE certified and CASS certified software that assists our operators in sorting our mail pieces down to the lowest possible sorting method used by the USPS that allows for maximum postage discounts. This software is used to sort each print job and assign it a specific and unique sequential number to be printed on each piece. This number is used to track each item throughout the entire process of the job from programming, printing, folding, inserting, tagging, traying and to presentation to USPS.

Maintenance Contracts: The Data Center has established maintenance contracts for all of our equipment and machinery. All contracts are for 24 hour, 7 days a week and require all factory certified parts to be available within 6 hours of service call.

Searchable PDF Capabilities: The Data Center can provide a downloadable and searchable PDF file of all notices.

Material Handling and Inventory Control Plan: The Data Center production area is divided into 2 main areas; the printing department and the mailing department. Each area has a production area and a warehouse/storage area in which materials are inventoried and stored. In the print area there is a section for general inventory including stock, equipment parts and toner used for all ongoing jobs that is checked and logged daily for accurate counts and balancing. In addition we have storage space for specific customers and specific projects. Based on each of our customers' specifications and productions needs, we keep a detailed log of that customers' inventory.

Process to handle back ordered or out of stock products: The Data Center tracks stock inventory at each run so there isn't a chance of stock shortages. The Data Center has established contracts in place for disaster recovery and immediate stock replacement in case the need does arise. In case of disaster our secure data is processed at our partner's facility and our team moves to that facility to complete the work following our quality assurance program.

Disposal of Waste Materials: The Data Center contracts with Shred-It; they are the same waste material vendor that is an approved vendor by the US General Service Administration. Shred-It utilizes a cross-cut shredding process, reducing paper to crisscross cut pieces of confetti. These crisscross pieces of paper are cut to approximately 5/8", which provides far greater security than conventional strip-cut shredders. Shred-It comes to our facility every Friday to shred our waste materials on site. We store our waste material in locked consoles. The waste material is contained in specially designed bags within these consoles, and only the designated contact within our organization has a key to access these consoles.

Reports: Our systems are all designed to provide an excellent level of accuracy for the variable data process. Each step in our production process is also a checkpoint for the accuracy of the previous step. Our equipment is capable of producing reports that verify data in each step of the process. During each of these phases, both incoming data and outgoing data are reconciled to insure that each statement is processed according to the specified requirements. Customizing a reporting program for each of our customers is the reason for our success. We can produce the reports that are a priority for your office. On page 22 we show a few of our reports.

Sample Reports

USPS - Postage Statement Wizard

Page 1 of 2

PS Form 3600-P - First-Class Mail and First-Class Package Service - Postage Affixed

Final

Postage Summary

Account Holder:	DATA CENTER, THE 1827 FREMONT DR SALT LAKE CITY, UT 84104 -4220 Contact: JANET BROWN (801) 978 - 1030 worldwidemailing@worldwidemailing.com	Mailing Agent:		Org. For Mailing Is Prepared:			
Account Number:	195873						
Permit:	Metered 4588			Processing Category:	Letters (may include postcards)		
	CRID: 2473919		CRID:		CRID:		
Post Office Of Mailing:	SALT LAKE CITY, UT 84199-9655	Mailer's Mailing Date:	10/29/2013	Weight of Single Piece:	Non-identical		
Post Office of Permit:	SALT LAKE CITY, UT 84199-9655						
Total Pieces:	26,420 pcs.	Total Weight:	566.3788 bs.	Total Postage:	\$ 9,613.75		
Additional Postage Permit:	PI 4910	Price at which Postage Is Affixed:	Neither				
	CRID: 2473919						
Sequencing Date:		Address Matching Date - Automation:	10/17/2013	Address Matching Date - Carrier Route:			
No of Containers:	1' MM Trays 6	2' MM Trays 32	2' EMM Trays	Flat Trays	Sacks	Pallets	Other
Move Update Method:	NCOALink	NSA:	NO	Election Mail:	NO		
Mailpieces contain reply postcard or reply envelope:	NO			Mailpieces contain Only contents that are not required to be mailed FCM:	NO		
Mailpieces contain a DVD/CD or other Disk:	NO			Round Trip Only: 1 DVD/CD or other Disk:	NO		
Incentive/Discount Claimed:	NO			Type of Fee:	N/A		
Mail Arrival Date and Time:	10/29/2013 15:56	Payment Date and Time:	10/29/2013 15:59				
Comments:							

Part A: Automation Prices

Line Number	Title	Description	Price	Quantity	Subtotal Postage	Discount Total*	Fee Total	Postage
A5	5-Digit	Letters	0.000	23500pcs.	\$ 8,460.0000	\$ 0.0000	0	\$ 8,460.0000
A6	3-Digit	Letters	0.000	1169pcs.	\$ 448.9000	\$ 0.0000	0	\$ 448.9000
A7	AADC	Letters	0.000	205pcs.	\$ 78.7200	\$ 0.0000	0	\$ 78.7200
A8	Mixed AADC	Letters	0.000	1546pcs.	\$ 626.1300	\$ 0.0000	0	\$ 626.1300

Part A Total (Add lines A1-A12) \$ 9,613.7500

Total Postage From All Parts \$ 9,613.75

Total Postage: \$ 9,613.75

Total Postage Affixed: \$ 9,511.2000

Net Postage Due: \$ 102.5500

Net Postage Adjustment Transaction Amount: \$ 102.55

Total From Attached Form 3540-S N/A

For Extra Services and Other Fees

Total Postage \$ 9,613.75

* May contain both Full Service Intelligent Mail and other discount - see Instructions page for additional information.

Certification

The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer, and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control.

I hereby certify that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and that the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation.

I understand that anyone who furnishes false or misleading information on this form or who omits information requested on the form may be subject to criminal and/or civil penalties, including fines and imprisonment.

Signature

USPS - Postage Statement Wizard

Page 2 of 2

Signature of Mailer or Agent	Name of Mailer or Agent	Telephone
------------------------------	-------------------------	-----------

Facsimile Form 3600-P

USPS Use Only

Weight of a Single Piece		Are figures at left adjusted from mailer's entries? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, Give Reason
Total Pieces 26,420 pcs.	Total Weight 566.3788 lbs.	Date Mailer Notified
Total Postage \$9,613.75		Contact
Presort Verification: Check One (If Applicable) <input type="checkbox"/> Not Scheduled <input type="checkbox"/> Performed		By (Initials)
I CERTIFY that this mailing has been inspected concerning: (1) eligibility for postage price claimed; (2) Proper preparation (and presort where required); and (3) proper completion of postage statement; and (4) payment of annual fee (if required).		
Verifying Employee's Signature		Verifying Employee's Name
		Round Stamp Required
Optional Procedure No	Location Code 0002A	Mailing Date

Facsimile Form 3600-P

Verification	Request Source	Performance Status	Disposition	Performance Type	Performance Percentage	Additional Postage	Cost Avoidance
eMIR cursory review		Not Performed	N/A		N/A		
Weigh Entire Mailing		Not Performed	N/A		N/A		
Manual Shortpaid	Verification not requested by system	Not Performed	N/A		N/A		
MERLIN	Verification not requested by system	Not Performed	N/A		N/A		
Mailing Review	Verification requested by random selection	Performed	N/A	Mailing Review	100%	N/A	N/A
Labeling Review	Verification requested by random selection	Performed	N/A	Labeling Review	100%	N/A	N/A
Mailpiece Review	Verification requested by random selection	Performed	N/A	Mailpiece Review	100%	N/A	N/A
Documentation/Postage Statement Review	Verification requested by random selection	Performed	N/A	Documentation/Postage Statement Review	100%	N/A	N/A
Total:						\$0.00	\$0.00

This mailing has been inspected concerning:
 (1) eligibility for postage prices claimed;
 (2) proper preparation (and presort where required);
 (3) proper completion of postage statement; and
 (4) payment of annual fee (if required).

USPS Postal One!

Page 1 of 1

Company Detail	
Company Name	DATA CENTER, THE
Address	1827 FREMONT DR SALT LAKE CITY, UT 84104-4220
Contact Name	JANET BROWN
Phone Number	(801)978-1030
Profit Indicator	P
PS Form 3607R - Mailing Transaction Receipt	
Account Holder Account Number	195873
Account Holder Permit Number	4588
Account Holder Permit Type	MT
Account Holder CRID	2473919
Post Office of Permit	SALT LAKE CITY, UT 84199-9655
Post Office of Mailing	SALT LAKE CITY, UT 84199-9655
Post Office of Permit Cost Center	497786-0002
Post Office of Mailing Cost Center	497786-0002
Mailing Agent Name	DATA CENTER, THE
Mailing Agent CRID	2473919
Mall Owner Name	
Mall Owner CRID	
JOB ID	MANUAL
Customer Reference ID	
CAPS Transaction Number	N/A
Class of Mail	First-Class Mail and First-Class Package Service
Processing Category	Letters (may include Postcards)
Postage Statement ID	155915388
Mailing Group ID	117673728
Mailer's Mailing Date	02/19/2013
Total Pieces	6,277 pcs.
Weight of a single-piece	0.0313 lbs.
Total Weight	196.0000 lbs.
Total Number of Containers	26
Additional Postage for Postage Affixed Mailings	\$ 27.36
Account Number of Additional Postage for Postage Affixed Mailings	30999
Permit Type of Additional Postage for Postage Affixed Mailings	PI
Permit Number of Additional Postage for Postage Affixed Mailings	4910
Total Postage (Without Incentive/Fee)	\$ 2,437.73
Total Incentive/Discount	\$ 0.00
Fee	\$ 0.00
Total Adjusted Postage	\$ 2,437.73
Payment Date and Time	02/19/2013 16:12
Payment Transaction Number	201305017122839M0
Mailer Figures Adjusted?	No
Person authorizing adjustment	
Name	
Phone Number	
Acceptance Site Mailer ID	
Clerk Initials	LRH
Mail Arrival Date and Time	02/19/2013 15:47

**SAMPLE CUSTOMER
SPREADSHEET**

\$9,456.02 Postage Balance from previous month
 \$13,965.51 Total Postage Checks
 -14319.97 Total Postage Used
 \$9,101.56 Total Postage Balance

Date	Total Pages	Total Postage	Date Mailed	Average Price Per Piece	Undeliverable Pieces	Inserts	Postage Check	Check Number
5-Mar-12							13965.5	10069305
1-Mar	130	49.53	1-Mar	0.381				
2-Mar	548	206.05	6-Mar	0.376				
6-Mar	477	181.74	6-Mar	0.381	1			
7-Mar	154	58.21	12-Mar	0.378				
8-Mar	95	35.91	12-Mar	0.378				
9-Mar	96	36.54	12-Mar	0.38				
12-Mar	554	210.52	12-Mar	0.382				
13-Mar	538	205.52	14-Mar	0.382				
14-Mar	241	91.82	15-Mar	0.381				
15-Mar	167	63.79	15-Mar	0.382				
16-Mar	270	102.33	16-Mar	0.379				
19-Mar	567	214.33	19-Mar	0.378	5			
20-Mar	466	178.01	20-Mar	0.382	2			
21-Mar	235	89.3	21-Mar	0.38				
22-Mar	181	69.32	22-Mar	0.383				
23-Mar	301	114.68	23-Mar	0.381				
26-Mar	344	130.38	27-Mar	0.379				
27-Mar	296	113.07	27-Mar	0.382				
28-Mar	131	49.78	28-Mar	0.38				
29-Mar	98	37.44	29-Mar	0.382				
30-Mar	345	131.45	30-Mar	0.381				
	6234	2369.72						

Customer Service

Customer Service: Customer service is our number one priority. Carefully managing our processes for design, planning and implementation is the key to providing consistent quality services that give our customers the assurance they need that a project is going to be completed on time and within budget. With this process, the ongoing management for each project, whether it's a bi-monthly payroll run, juror summons or a monthly statement run is closely monitored for accuracy and quality. Customer satisfaction is the result.

Customer Service Organizational Structure: The Data Center provides each account with a dedicated account manager. In addition, there is a core team dedicated to each account including the operations manager, data transfer manager, and customer service manager. This dedicated team works closely with the account manager to ensure outstanding customer service and quality.

Follow up process: Our protocol is to be readily available to our customers at all times. Our goal is to return calls within 1 hour of receiving messages. We have a live person answering our phones, not an automated message.

Contact Procedure: Your account manager is your first point of contact. There is a team devoted to each customer's service and quality. Once account is established, you will get a list of your team's contact information.

Internal Procedures to track customer service contact resolution: Your account manager will be the main point of contact and will be your advocate. This person should always be available to you and is committed to resolving any and all issues that arise. Each account manager has their own system for tracking your service. If at any time you do not feel that your issues are being responded to immediately, please use the escalation process outlined below.

Escalation process: In addition to receiving a list of your account management team, each customer is provided with contact information for our President, Kim Kendall. This contact information is to be used when the account feels escalation is required. We are confident that our quality and customer service will be above and beyond your expectations.

Invoicing / Postage: The Data Center invoices the same way we do everything else, 'any way the customer wants us to'. We can bill monthly and consolidate and itemize the month's run on each invoice. We are happy to comply with our customers invoicing requests whether it is weekly, bi-monthly or per job, etc.

Before invoicing the customer service manager will take all reports based on job id numbers from transmission to the end with the USPS postal receipt and verify that all quality control measures were done. They will verify counts and postage and any special verification that the court would want us to do. Each invoice will have a line item detail description as to what job we are billing for.

They will enter information into the appropriate spreadsheet for postage reconciliation. Two invoices will be generated – one for the postage and one for the services. This is appropriate because a number of our customers have different budgets for postage and services. It also supports our policy of maximum postal discounting with no margins.

Security

Maintaining the security and confidentiality of our customers' data is our top priority. Our processing facility is secured with a card key system at all times. Any visitors/vendors that need access to our processing facility are escorted by a company representative.

Our Security system includes the following features:

- Outside Glass Detectors on all doors and windows
- Motion Detectors - internal and external
- Smoke Alarm System
- Sprinkler System
- Internal Camera System
- Off Premises Camera Monitoring System
- Weekend and 3rd Shift Patrol

The Data Center has also made significant investments in ensuring that all data files and transfers are protected. We utilize a firewall and ZYXEL router with a continual password change feature. Encryption and alternate security measures are also implemented upon customer request. Confidential data files can only be accessed by our programmers.

The Data Center's Information Systems Security Policies, Change Control, and Procedures

- I. The following will be evaluated, performed, implemented, and maintained by IT management only

1. Any and all application software to be installed, uninstalled, modified.
2. Any and all infrastructure modifications, builds, or changes. Infrastructure changes include, but are not limited to, all hardware and software which comprise any component(s) directly or indirectly (local or remote) connected to the company network: firewall exceptions, port assignments, changes to any and all hardware.
3. Any and all OS updates, user accounts and passwords.
4. Any and all Virus ware updates and patches.
5. Any and all suspicious or unauthorized activity with regard to Information Systems security will be reported to the primary IT manager and all responsible IT staff will take immediate action to resolve, and prevent any such reoccurrence.
6. Any and all suspicious or unauthorized activity with regard to Information Systems security will be assessed on a case-by-case basis to determine the appropriate course of action to ensure against reoccurrence and reported to Human Resources for corrective or punitive action to be taken, if necessary.

II. Information Systems Security Policies, and Procedures performed by IT management only

1. All Passwords for all OS, Virus Ware, Email, SFTP and User accounts therein will be determined, maintained, and known only to authorized IT management.
2. Passwords will be generated and controlled by primary information systems management personnel. Passwords will be alpha-numeric, have a minimum length of eight characters and consist of at least one number and one symbol.
3. Regular audits of LAN/ WAN traffic will be conducted on a weekly basis via router traffic, and packet broadcast analysis.
4. Regular audits of security, and audit logs will be conducted on a weekly basis at the Server level.
5. Virus ware and event logs will be regularly surveyed for intrusion and un-authorized activity.

III. Information Systems Operating System Procedures and Policies performed by IT management only

1. All systems must be hardened with endpoint Virus ware, OS firewall operational and exceptions granted on an as-needed and security assessed basis, access to Administrator accounts and privileges limited via password protection.
2. Administrator accounts will be accessible to authorized IT management only.
3. Administrator accounts will be used for the purposes of new builds, modifications to existing software, major upgrades, general system maintenance, and to facilitate infrastructure changes.
4. All Passwords for all OS, Virus Ware, Email, SFTP and User accounts therein will be determined, maintained, and known to authorized IT management only.
5. User (limited access) accounts will be available for normal staff/ production, and daily operation use.

Disaster Recovery Plan

The Data Center recognizes that it is imperative to have a back-up plan for any kind of emergency situation. We have developed plans for any eventuality.

Power Failure: The Data Center has a back-up generator to ensure that despite power failure we are able to continue operations.

Equipment Issues: The Data Center has redundant equipment to ensure that when one piece fails, back-up equipment can be utilized to get mail out. All of our equipment is networked so that we are able to just transfer the data to a new printer and continue the job for print. We also have redundant equipment for all mail services. You can see by looking at our equipment list that we are well prepared for any kind of equipment failure. This redundancy includes our transportation vehicles as well.

Road Closure to Salt Lake City Bulk Mail Entry Unit USPS: The Data Center is within one mile of the SLC BMEU and has three alternate routes to get there. The Data Center holds permits at several other mail facilities so other locations could be used if necessary.

Communication: All key personnel have cellular phone service to be utilized if phone lines go down. In addition our phone system is set up to forward to key personnel's cell phones in case of emergency.

Disaster Recovery: In case of disaster, The Data Center has two plans for disaster recovery depending on whether the disaster is limited to our facility or if it incapacitates a larger geographical area.

If disaster incapacitates our facility: The Data Center staff is relocated to our disaster recovery facility to complete the jobs that are required to mail that day. Our partner facilities have all of the same software and equipment that we have at our facility so making this transition would be transparent to our customers. Our advanced programming and our ability to create output in postscript lends itself to transition to either single or multiple facilities seamless.

If disaster incapacitates The Data Center and our confidential partner: The Data Center facilitates getting our customers' secure data processed at one of 2 of our confidential partner's facilities in the United States. We have an 'out of state' disaster recovery drill bi-annually.

Our disaster recovery plan is all encompassing and involves the planning and recovery of not just data and IT equipment but the organization as a whole.

- UPS solutions and distributed backup sites; we have business-critical backups off site.
- We consistently have a backup generator that is on a secondary circuit that our critical systems are on.
- Solutions where each critical system is fitted w/ both wired and wireless connectivity; if one goes down we just switch to the other.
- We make external backups daily.
- Maintain software firewalls, antivirus software and spyware software, file system access controls, and user policies. In terms of disaster recovery, many of these measures ensure mitigation and or recovery.
- We maintain a comprehensive insurance policy which provides a high level of reimbursement and replacement options; which covers all office and production equipment, etc. Including an errors and omissions policy.

Facility

The Data Center Production facility has a total of 25,000 square feet and is divided into 2 main areas: print and production area and mail services. Each area has a production and warehouse /storage area in which materials are inventoried and stored. In the print area, there is an area for general inventory including equipment parts, toner,

paper, envelopes, boxes, etc. The inventory is taken daily at the end of each shift to ensure inventory count accuracy. The inventory area is managed and quality checked by the operations manager and the account managers. See photo's of our facility below.



Front View of the Data Center



Rear Entrance to The Data Center



ns
in separate Walled-in area, provide for
additional physical security control



**Mail Operations Equipment at
The Data Center**



Security Feature: Mandatory Key Card

The Data Center Confidential References

Superior Court, County of Orange

Attn: Financial Services Dept.
 PO Box 22002
 Santa Ana, CA 92702
 Collection Unit Final Notices - Delinquency Notices -
 Owners Responsibility -Delinquency Notices - Failure To
 Pay – Traffic School Notices - Mandatory Appearance
 Notices - Operation Warning Notices -Operation Fail To
 Pay Notices
 Volumes: Various quantities with a monthly
 average of 70-75K
 This ongoing contract was established in December 2009
 Alfonso Rivas – Purchasing – (657)622-5959
 arivas@occourts.org

County of Sonoma

Auditor-Controller Treasurer-Tax Collector
 585 Fiscal Drive, Suite 100
 Santa Rosa, CA 95403
 Business and Personal Tax Notices
 Volume: 170,000 notices
 This contract was established in 2009
 Tracy Papenhausen – 707-565-3226
 Tarcy.papenhausen@sonoma-county.org

Salt Lake County Treasurer

2001 S State St.
 Salt Lake City, Utah 84190
 Property Tax Statements
 Volume: various quantities and various months;
 350,000 notices in October
 This ongoing contract was established in 2005
 Wayne Cushing– (801) 468-3142
kwchushing@slco.org

Superior Court of California, County of Riverside

PO Box 1547
 Riverside, California 92501
 Court Statements, Notices and Letters
 Volume: Approximately 60,000 – 80,000 per month
 This contract was established in 2006
 Lanena Clinkenbeard, Case Management - (951) 777-3794
lanena.clinkenbeard@riversidercourts.ca.gov

Centers for Medicare and Medicaid

U.S. Government Printing Office
 Washington DC
 Beneficiary Notices
 Volume: Approximately 245,000 a Week
 This ongoing contract was established in 2006
 Linda Price 614-488-4617 ext. 7

Granger Hunter Improvement District

2888 S 3600 W
 West Valley City, UT 84119
 Utility Statements
 Volume: Approximately 30,000 per month
 This contract is ongoing established in 2005
 Michelle Ketchum 801-557-0786
m.ketchum@ghid.org

West Valley City

3600 Constitution Avenue
 West Valley City UT 84119
 Utility Statements
 Volume: Approximately 30,000 per month
 This contract is ongoing – established in 2010
 Paul Love – 801-963-3379
Paul.Love@wvc-ut.gov

Previous Experience with Similar Projects

Listed below are three contracts The Data Center performs on a daily basis with a description of the services provided. These contracts are all similar in scope to the scope listed in RFP 10307, Tax Bill Printing and Distribution.

1 - Salt Lake County Treasurer's Office– Tax Notices Statement of Work 2009 - 2023

The Data Center created and supplied the tax bill stock (8 ½" x 14"), and provided a proof of the stock to the Treasurer's Office for approval prior to the commencement of laser imaging. The Davis County Treasurer's Office

utilized a (8 ½" x 14") stock with one perforation and chose the highlight color blue for on demand printing with no preprinted stock.

Prior to laser printing of tax notices, The Data Center provided to the County Treasurer's Office proofs for verification of data accuracy & alignment, random laser printed tax notices as proofs with real data. After approval of the laser printed tax bill proofs, The Data Center laser imaged variable data in black and a spot color of blue, at 600 dpi double side to create the tax notices.

After laser imaging of variable data on notices, The Data Center folded and inserted the tax notices. The Data Center folded on the perforations then inserted into a #10 window envelope and included one (1) #9 remittance envelope, supplied by The Data Center.

Data was "householded," or sorted to allow 2 or more bills addressed to the same owner/address to be mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. Any mutilated or damaged bills were immediately reproduced and mailed by The Data Center.

The Data Center verified upon completion of laser imaging, inserting and sealing that the number of pieces prepared for mailing equaled the number of properties in the database, and upon verification reported the same to the Davis County Treasurer in writing.

Output data file was provided to The Data Center via FTP file via electronic transmission. The Data Center set up and converted data, including merging and placement of electronic data and fonts, and text onto the static tax bill form.

The Data Center delivered all pieces properly prepared for mailing to the Salt Lake City Business Mail Entry Unit Post Office. The Data Center prepared the necessary Postal Service 3600R documents for acceptance with First Class Presort Meter Impression. Mail was sorted by The Data Center to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to 5-digit and 3-digit levels.

Within 24 hours after receipt of the CD-ROM or FTP file via electronic transmission from Davis County, The Data Center commenced NCOA and CASS certification and uninterrupted imaging of the supplied data. The Data Center checked every 500th statement printed for quality and completeness during the imaging process. Completion was within 10 calendar days from receipt of the components and database to delivery at the Postal Service.

2- Sonoma County Tax Collector's Office – Abbreviated Statement of Work 2009 through 2023.

Prior to laser imaging, The Data Center provided NCOA/CASS/MASS and Move Update certified for USPS automation, in accordance with USPS Domestic Mail Manual (DMM) Issue 300.

The Data Center supplied the tax bill stock (8 ½" x 14"), and provide a proof of the stock to the Tax Collector's Office for approval prior to the commencement of laser imaging.

Prior to laser printing of tax bills, The Data Center provided to the Tax Collector's Office for verification of data accuracy & alignment, twelve laser printed tax bill proofs with real data (six regular, six Cortac and three unsecured).

After approval of the laser printed tax bill proofs, The Data Center provided at least 50 samples of regular tax bills (with stubs attached) and 50 samples of Cortac bills (without stubs) and 50 samples of unsecured to the Tax Collector's office.

The Data Center Laser imaged variable data in black, at 600 dpi onto one side only of the two styles of preprinted property tax bills. The Data Center provided only one (1) image per record.

After laser imaging of variable data on bills, The Data Center folded and inserted the three styles of bills as follows:

A. Bills with two detachable stubs 8½" x 14" (Regular Tax Bills) - Approx. 170,000

This configuration had two parallel perforations to create two detachable stubs. The bills were tri-folded. The Data Center folded on the perforations that separated stub #1 from stub #2. The bill was inserted into a #10.5 window envelope and with two (2) #9 remittance envelopes, supplied by The Data Center.

B. Bills without detachable stubs 8½" x 14" (Cortac Tax Bills) - Approx. 30,000

These are courtesy bills provided to property owners in instances where a mortgage company remits the property tax on behalf of the owner. These bills were handled as indicated in #1 above, but had no perforations, and did not include #9 remittance envelopes.

C. Bills with one detachable stubs 8½" x 14" (Unsecured Tax Bills)- Approx. 20,000

This configuration had one parallel perforation to create one detachable stub. The bill was tri-folded. The Data Center folded on the perforation that separated stub #1. The bill was then inserted into a #10.5 window envelope and with one (1) #9 remittance envelopes, supplied by The Data Center.

These three bill types were generated at different times of the year. A & B types were generated together in late September and type C was generated in mid-July.

Data from Items A, B & C above, were "household," or sorted to allow 2 or more bills addressed to the same owner/address and were mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. The data for Items A, B & C above was not pre-sorted by Monterey County for this purpose.

Any mutilated or damaged bills were immediately reproduced and mailed by The Data Center.

The Data Center verified upon completion of laser imaging, inserting and sealing, that the number of pieces prepared for mailing equaled the number of properties in the database, and upon verification reported the same to the Tax Collector in writing.

Output data file was provided to The Data Center via FTP file via electronic transmission containing nine files. Each type of output document was created by combining multiple files containing taxpayer information, voter approved taxes, charges, assessments and messages. The Data Center set up and converted data, including merging and placement of electronic data and fonts, and text onto the tax bill form.

The Data Center delivered all pieces properly prepared for mailing to the Salt Lake City Business Unit US Post Office. The #10.5 mailing envelopes was preprinted. The Data Center prepared the necessary Postal Service 3600R documents for acceptance with First Class Presort Permit. Mail was sorted by The Data Center to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to carrier route, 5-digit and 3-digit levels.

Within 24 hours after receipt of the CD-ROM or FTP file via electronic transmission from Monterey County, The Data Center commenced CASS certification and uninterrupted imaging of the supplied data. The Data Center checked every 500th statement printed for quality and completeness during the imaging process. Completion was within 10 calendar days from receipt of the components and database to delivery at the Postal Service.

3 - Centers for Medicare and Medicaid Services– Abbreviated Statement of Work 2007 through 2023

The Data Center provides four different types of notices for Centers for Medicare and Medicaid Services (CMS) that meet all U.S. Postal Service (USPS) requirements for First Class mail. Each of the four notices require a different number of pages and paper color as outlined in the specifications. The appearance and quality of the documents shall meet or exceed the quality produced by a laser printer.

The Data Center retrieves data daily from secure Gentrax Mailbox. Background checks and fingerprints must be approved by CMS before implementation.

The Data Center shall offer new programming and 'mapping' for all notices. This process also involves sending proofs to CMS with the test data on the notices for review. The Data Center shall produce final proof of live data on all notices to be approved by CMS before live implementation. Once The Data Center has approval from CMS on all notices, printing, and mailing begins.

The Data Center shall produce and mail the notices daily from electronic data provided by CMS. The Data Center shall use software packages, including NCOA, PAVE and CASS certified software, to assist in sorting mail pieces down to the lowest possible postage rate before they are printed. The software shall be used to sort each print job and assign it a specific and unique sequential number to be printed on each piece. The number shall be used to track each item throughout the entire process of the job from programming, printing, folding, inserting, tagging, traying and presenting to USPS.

The Data Center shall provide a USPS statement of mailing via fax or e-mail at the end of each week. The Data Center shall submit a monthly statement to Government Printing Office for products and services rendered that distinguishes between types of notices. This statement shall be based upon only the number of mailers that were successfully produced and mailed, not to include any mailers that were destroyed or deemed unfit for mailing. Invoices for postage and print shall support the monthly statements that document all work performed.

Volume of CMS notices is approximately as follows:

Annually 2,808,000 notices Daily 10 – 80,000 notices printed and mailed

5 different notices; two of which have 34 different versions and constantly changing data/ letter lengths.

The Data Center team performs all aspects of this project with no subcontracting.

SECTION 4

SECTION 5



THE DATA CENTER

STATEMENT PRINTING DIRECT MAIL DIGITAL OUTPUT

Environmentally Friendly Practices:

The Data Center prides itself on being mindful of the carbon footprint that we leave. We take very seriously our obligations to the environment and are committed to doing our part. That includes:

Recycling all cardboard and paper products

We shred with a company that also recycles.

We recycle all toner and ink cartridges.

We purchase recycled goods as often as possible.

We offer recyclable products to our customers where feasible.

We have been active in tree planting projects.

**As a result of the contributions of many print providers across the country there is 360% more wood in the forests today than in 1920.

**More than 60% of paper today is recycled compared to 18% of electronics.

**We strive to be the best stewards of our forests as possible to create clean air, water and wildlife habitat.

SECTION 6



THE DATA CENTER

STATEMENT PRINTING DIRECT MAIL DIGITAL OUTPUT

RFP 10873 Tax Bill Printing Services

Initial Setup and programming	\$ No Charge
Programming charges	\$ No Charge
Secured Tax Bills with 2 detachable stubs	\$.254
Quantity approx. 100,000	
CORTAC Tax Bills with on detachable stubs	\$.215
Quantity approx. 35,000	
Unsecured Tax Bills with 1 detachable stub	\$.235
Quantity approx. 20,000	
Mailing too large for #10.5 envelope	\$ See below
Large 9 X12 envelope	\$.20
Hand inserting / bundling	\$.08
Postage	\$.471 1oz to 3.5 oz
9 X 12 envelope	\$ \$1.98 4 oz
Additional misc. fees	\$ None

SECTION 7-8-9



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/26/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER AssuredPartners of California Ins Services, LLC 196 S. Fir Street PO Box 1388 Ventura CA 93002-1388	CONTACT NAME: Emilia Contreras PHONE (A/C, No, Ext): (805) 585-6725 FAX (A/C, No): (805) 585-6725 E-MAIL ADDRESS: emilia.contreras@assuredpartners.com																					
INSURED The Data Center, LLC 1827 S. Fremont Drive Salt Lake City UT 84104	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A :</td> <td>Ohio Security Ins Co</td> <td style="text-align: center;">24082</td> </tr> <tr> <td>INSURER B :</td> <td>Ohio Casualty Ins Co</td> <td style="text-align: center;">24074</td> </tr> <tr> <td>INSURER C :</td> <td></td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A :	Ohio Security Ins Co	24082	INSURER B :	Ohio Casualty Ins Co	24074	INSURER C :			INSURER D :			INSURER E :			INSURER F :		
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INSURER C :																						
INSURER D :																						
INSURER E :																						
INSURER F :																						

COVERAGES **CERTIFICATE NUMBER:** 23/24 GL/AU/UMB **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y	Y	BZS (24) 56508052	01/31/2023	01/31/2024	EACH OCCURRENCE \$ 1,000,000
	DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000						
	MED EXP (Any one person) \$ 15,000						
	PERSONAL & ADV INJURY \$						
							GENERAL AGGREGATE \$ 2,000,000
							PRODUCTS - COMP/OP AGG \$ 2,000,000
							\$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	BAS (24) 56508052	01/31/2023	01/31/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	BODILY INJURY (Per person) \$						
	BODILY INJURY (Per accident) \$						
	PROPERTY DAMAGE (Per accident) \$						
							\$
B	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE			USO (24) 56508052	01/31/2023	01/31/2024	EACH OCCURRENCE \$ 2,000,000
	AGGREGATE \$ 2,000,000						
	\$						
							\$
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y / N	N / A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

GL/AU: Certificate Holder its officers, agents, and employees are Additional Insured as respects to operations of the Named Insured per forms (GL) BP79960916 and (AU) AC85010618. GL: This insurance is Primary and Non-contributory to any other Insurance per form BP00030713. AU: This Insurance is Primary per form AC85010618. A Waiver of Subrogation is added in favor of the Additional Insured per forms (GL) BP00030713 and (AU) AC85010618. Endorsements apply only as required by current written contract on file.

CERTIFICATE HOLDER County of Monterey Contracts / Purchasing Department 168 W Alisal Street 3rd Floor Salinas CA 93901	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
---	--



**COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION
1488 SCHILLING PLACE
SALINAS, CA 93901
(831) 755-4990**

**REQUEST FOR PROPOSALS 10873
Tax Bill Printing**

**For
Treasurer-Tax Collector**

Proposals are due by 3:00 pm (PST) April 6, 2023

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SOLICITATION DETAILS SECTION

1.0 INTENT

- 1.1 It is the intent of this Request for Proposal (RFP) is to solicit proposals from qualified CONTRACTOR(s) to provide Tax Bill Printing Services for the Treasurer-Tax Collector's Office
- 1.2 This solicitation is not intended to create an exclusive service AGREEMENT. County retains the ability, at its sole discretion, to add qualified CONTRACTORS at any time

2.0 BACKGROUND

- 2.1 The County of Monterey is located on the Central Coast of California, approximately 120 miles south of San Francisco. The County is approximately 3,350 square miles. There are approximately 75 locations throughout Monterey County at which services may be required. Locations include but are not limited to Pajaro, Castroville, Royal Oaks, Salinas, Monterey, Carmel Valley, Marina, Seaside, Prunedale, Aromas, Soledad, King City, and as far South as the San Luis Obispo County border.
- 2.2 Request for Proposal 10873 will establish Tax Bill Printing Services. The County seeks CONTRACTORS who will abide by all local, state, and federal regulations and who are also capable of providing all necessary materials and supervision, in the course of providing Tax Bill Printing Services.

3.0 CALENDAR OF EVENTS

- | | | |
|-----|-------------------------------------|--------------------------------|
| 3.1 | Issue RFP | March 9, 2023 |
| 3.2 | Pre-Bidders Conference | Not applicable |
| 3.3 | Deadline for Written Questions | 3:00 p.m., PST, March 20, 2023 |
| 3.4 | Proposal Submittal Deadline | 3:00 p.m., PST April 6, 2023 |
| 3.5 | Estimated Notification of Selection | May, 2023 |
| 3.6 | Estimated AGREEMENT Date | July, 2023 |

This schedule is subject to change as necessary.

- 3.7 **FUTURE ADDENDA:** CONTRACTORS, who received notification of this solicitation by means other than through a County of Monterey mailing shall contact the person designated in the COUNTY POINTS OF CONTACT herein to request to be added to the mailing list.

- 4.6.1 **PLEASE NOTE:** To use this option, CONTRACTORS are required to set up a free account prior to uploading proposals. This will take a few moments; therefore, set up your account at least 24 hours in advance of the bid deadline.

5.0 SCOPE OF WORK

- 5.1 Contractor Minimum Work Performance Percentage: CONTRACTOR shall perform with his own organization contract work amounting to not less than 50 percent of the original total contract price, except that any designated 'Specialty Items' may be performed by subcontract and the amount of any such 'Specialty Items' so performed may be deducted from the original total AGREEMENT price before computing the amount of work required to be performed by CONTRACTOR with its organization.
- 5.2 All work defined in this section shall be completed by the CONTRACTOR with ten (10) business days of the receipt of data from the County. A representative from the County of Monterey Tax Collector's Office shall be allowed on site by CONTRACTOR where work will commence for review and approval at County's expense.
- 5.3 The Scope of Work includes but is not limited to:
- 5.3.1 SETUP
- Output data file will be provided to CONTRACTOR on one CD ROM or FTP file via electronic transmission containing three (3) files in July, and nine (9) files in September. Each type of output document shall be created by combining multiple files containing taxpayer information, voter approved taxes, charges, assessments, and messages.
- Record layout includes:
- 5.3.1.1 Character Code: ASCII
 - 5.3.1.2 Record Length: Variable
 - 5.3.1.3 Carriage Control: ANSI
- 5.3.2 CONTRACTOR shall be required to set up and convert data, including merging and placement of electronic data and fonts, and text onto the tax bill form.
- 5.3.3 Prior to laser imaging, CONTRACTOR shall ensure that the database is CASS/MASS and Move Update certified for USPS automation, in accordance with USPS domestic Mail Manual (DMM) Issue 300.
- 5.3.4 CONTRACTOR shall supply the tax bill stock (8 1/2' x 14") and have the stock verified by County's representative for approval prior to the commencement of laser imaging.
- 5.4 LASER IMAGING
- Laser image variable data in black at 600 dpi or higher resolution, onto one side only of the

preprinted property tax bills. Provide only one image per record.

5.4.1 Prior to laser printing of tax bills, CONTRACTOR shall provide to County's onsite representative twelve (12) laser printed tax bill proofs with real data (twelve unsecured, or six secured regular and six CORTAC) for verification of data accuracy, alignment, and acceptable print quality. County's representative must approve of these samples prior to production.

5.4.2 After approval of the laser printed tax bill proofs by County's representative, CONTRACTOR shall check every 500th statement printed for quality and completeness during the imaging process.

5.5 DISTRIBUTION AND MAILING

5.5.1 After laser imaging of variable data on bills, fold and insert the three styles of bills as follows:

5.5.1.1 During the 1st week in July approximately 20,000 unsecured property tax bills are to have one detachable stub. These bills shall be folded at the perforation, and inserted into a #10.5 window envelope, with one #9 remittance envelope supplied by CONTRACTOR. Specific folding perforation shall match exactly with the sample provided.

5.5.1.2 During the 3rd week in September approximately 100,000 bills are to have two detachable stubs 8 ½" x 14" (Secured bills). This configuration has two parallel perforations to create two detachable stubs. The bills shall be tri folded. Folding on the perforation that separates stub #1 from stub #2 is required. The bill shall be inserted into a #10.5 window envelope and with two (2) #9 remittance envelopes, supplied by CONTRACTOR. Specific folding perforations shall match exactly with those in the sample provided.

5.5.1.3 During the 3rd week in September approximately 35,000 bills are to be without detachable stub 8 ½" x 14" (CORTAC bills). These are courtesy bills provided to property owners in instances where a mortgage company remits the property tax on behalf of the owner. These bills shall be handled as indicated above, but have no perforations, and do not include #9 remittance envelopes.

5.5.2 Items shall be "household" or sorted to allow 2 or more bills addressed to the same owner to be mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. The items will not have been pre-sorted by the County for this purpose.

5.5.31 Upon approval and release by the County's representative, CONTRACTOR shall prepare the necessary Postal Service 3600R documents for acceptance with First Class Presort Permit. Mail shall be sorted by CONTRACTOR to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to carrier route, 5-digit and 3-digit levels. The #10.5 mailing envelopes shall be preprinted with the County's First Class Presort Mailing Permit indicia.

5.6 TIMELINE

5.6.1 Within 24 hours after receipt of electronic transmission from County, CONTRACTOR shall commence CASS certification and uninterrupted imaging of the supplied data. CONTRACTOR shall check every 500th statement printed for quality and completeness during the imaging process. Completion shall be within 10 calendar days from receipt of the components and database to delivery at Postal Service. CONTRACTOR shall confirm in writing to County the number of calendar days required after receipt of all components including bill stock, envelope stock, and data, to complete the work as specified herein.

5.6.2 All three bill types are generated at different times of the year. Type A is generated in mid-July and types B and C are generated together in late September.

5.6.3 CONTRACTOR ensures that under no circumstances shall the delivery to the USPS be after August 1st for type A and November 1st for types B and C.

5.7 COMMUNICATION

CONTRACTOR shall respond to all inquiries from Tax Collector within two (2) hours of inquiry, either in person to the County's on-site representative, or in writing via email.

5.8 DEADLINE

5.8.1 CONTRACTOR shall ensure that under no circumstances will tax bills type B and C be mailed out past October 31st of each year of the agreement.

5.9 RIGHT AND TITLES TO MATERIALS

5.9.1 County shall retain all rights and titles to all materials, both originals and copies, processed under this AGREEMENT. CONTRACTOR shall acquire no right, either shared or exclusive, to materials or information processed on behalf of County.

6.0 CONTRACT TERM

6.1 The term of the AGREEMENT(s) will be for a period of three (3) years with the option to extend the AGREEMENT for two additional One-year extensions.

6.1.1 County is not required to state a reason if it elects not to renew.

6.2 If the AGREEMENT includes options for renewal or extension, CONTRACTOR must commence negotiations for any desired rate changes a minimum of ninety days (90) prior to the expiration of the AGREEMENT.

6.2.1 Both parties shall agree upon rate extension(s) or changes in writing.

- 6.3 The AGREEMENT shall contain a clause that provides that County reserves the right to cancel the AGREEMENT, or any extension of the AGREEMENT, without cause, with a thirty day (30) written notice, or immediately with cause.

7.0 LICENSING/SECURITY REQUIREMENTS

- 7.1 CONTRACTOR shall ensure that all services, costs, and materials must, at minimum, meet the specifications for State of California and CAL/OSHA regulations, as applicable.
- 7.2 CONTRACTOR is to ensure that insurance and required licenses under both state and local jurisdictions are current during the full term of the AGREEMENT.
- 7.2.1 You may reference our [Insurance Requirements](#) for additional clarification and samples of required endorsements.

8.0 PROPOSAL/QUALIFICATIONS PACKAGE REQUIREMENTS

8.1 CONTENT AND LAYOUT:

- 8.1.1 CONTRACTOR should provide the information as requested and as applicable to the proposed goods and services. The proposal package shall be organized as per the table below; headings and section numbering utilized in the proposal package shall be the same as those identified in the table. Proposal packages shall include, at a minimum, but not be limited to, the following information in the format indicated:

<u>Proposal or Qualifications Package Layout; Organize and Number Sections as Follows:</u>	
Section 1	COVER LETTER (INCLUDING CONTACT INFO)
	SIGNATURE PAGE
	RECEIPT OF SIGNED ADDENDA (IF ANY)
	TABLE OF CONTENTS
Section 2	PROPOSED SCOPE-OF-WORK OR QUALIFICATIONS
Section 3	PROJECT EXPERIENCE AND REFERENCES
Section 4	STATEMENT TO SERVICE ENTIRE COUNTY
Section 5	ENVIRONMENTALLY FRIENDLY PRACTICES
Section 6	PRICING (ATTACHMENT A) & WARRANTY
Section 7	EXCEPTIONS
Section 8	APPENDIX

Section 1 Requirements:

Cover Letter: All proposals must be accompanied by a cover letter not exceeding two pages that provides the CONTRACTOR'S firm information and contact information as follows:

Contact Info: The name, address, telephone number, and fax number of CONTRACTOR'S primary contact person during the solicitation process through to potential contract award.

Firm Info: Description of the type of organization (e.g. corporation, partnership, including joint venture teams and subcontractors) and its age.

Signed Signature Page and Signed Addenda (if any addenda were released for this solicitation). Any proposal or qualifications packages submitted without this page will be deemed non-responsive. All signatures must be manual and in BLUE ink. All prices and notations must be typed or written in BLUE ink. Errors may be crossed out and corrections printed in ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.

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Section 1 Requirements:

Cover Letter: All proposals must be accompanied by a cover letter not exceeding two pages and should provide firm information and Contact information as follows:

Contact Info: The name, address, telephone number, and fax number of CONTRACTOR's primary contact person during the solicitation process through to potential contract award.

Firm Info: Description of the type of organization (e.g. corporation, partnership, including joint venture teams and subcontractors) and how many years it's been in existence.

Signed Signature Page and Signed Addenda (if any addenda were released for this solicitation). Proposal or qualifications packages submitted without this page will be deemed non-responsive. All signatures must be manual and in BLUE ink. All prices and notations must be typed or written in BLUE ink. Errors may be crossed out and corrections printed in ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.

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Section 2. Scope of Work and Vendor Qualifications

Scope of Work/Proposal: CONTRACTOR shall submit their proposal how their firm

will address all issues regarding this RFP and resulting Agreement per the terms, Scope of Work and qualifications required.

Qualifications: CONTRACTOR must agree to allow the Tax Collector's Office the right to schedule a site visit at CONTRACTOR's place of business prior to contract award.

The County prefers that CONTRACTOR has been in continuous operation for a minimum of five (5) years. Indicate the length of time your firm has been in operation.

Section 3. Project Experience & References:

Experience/References: CONTRACTOR shall describe at least 3 similar projects for zip+4 delivery point barcode statement bill projects that have been produced within the last twelve (12) months.

Of the required 3 references, include at least one (1) reference from another county utilizing the Megabyte Property Tax System within California, if possible. These projects shall have been mailed within 10 days of receipt of live data. These references shall reflect the ability to successfully manage and produce all aspects of a bill similar to that specified in this solicitation, including accuracy programming, printing, imaging, folding, sealing, postal sorting, mailing, notification to the customer of undeliverable addresses, mailing of bills as addressed, even if known to be undeliverable (as required by State law), and meeting the required delivery date.. Please include phone number and email address if possible as the County will conduct reference checks using this information.

Violations: CONTRACTOR shall submit copies of all notices of violations, corrective action notices, enforcement actions or orders, warning notices, writings, or other forms of permit violation/non-compliance documentation (such as OSHA) received by CONTRACTOR, or any business organization owned or operated by the CONTRACTOR which are its parent company and/or subsidiaries, from any public agency during 2005 up to and including the present day.

Section 4. Damages/Confidentiality

Actual Damages: In the event that the Successful Bidder fails to perform adequately, they shall reimburse the County for actual damages as follows:

Duplicate Printing of Bills Full credit for all excess printing, actual cost of supplied materials, and postage (if not identified prior to mailing).

Poor Image Quality Reprint at no additional cost, full credit for actual cost of supplied materials.

Improperly Stuffed Envelopes Full credit for the insertion on all improperly stuffed pieces, and full reimbursement of actual cost of supplied

materials.

Liquidated Damages: The County and the Successful Bidder shall agree that it is impracticable or extremely difficult to fix the amount of certain other damages sustained by the County as the result of the Successful Bidder's failure to perform. The County and the Successful Bidder further agree that the following liquidated damages shall be presumed to be the amount of damages sustained by the County for the Successful Bidder's failure to perform within the ten (10) calendar days as specified in this bid document, or for producing duplicate tax bills.

Late Delivery to Post Office A credit equal to 1% of the total value of each mailing project shall be credited to the County for each calendar day after the 10th day in which the Successful Bidder fails to make delivery of the fully completed job to the Post Office.

Duplicate Printing of Bills In addition to the actual damages named previously, a credit of \$0.50 for each bill found to be duplicated shall be credited to the County.

Bill Information Missing or Incorrect

In addition to the actual damages named previously, a credit of \$0.50 for each bill found to be missing or having incorrect information shall be credited to the County.

Failure on the part of the Successful Bidder to adequately perform the tasks specified in this bid shall be documented by the Tax Collector and may be considered just cause for rejecting future bids from the Successful Bidder in accordance with County policy.

Rights and Titles to Materials

Monterey County shall retain all rights and titles to all materials, originals and copies processed under the resulting purchase order. The Successful Bidder shall acquire no right, either shared or exclusive, to materials or information processed on behalf of Monterey County.

Confidentiality

The data contained on CD-ROM, FTP files, paper copies or other media shall be considered confidential and shall not be shared by CONTRACTOR, its officers, agents, employees or any other party or person not directly employed by Monterey County.

The CONTRACTOR shall be required to employ all reasonable practices to ensure that the data contained on the media in their possession is protected from unauthorized duplication, transmission or sale.

The County will seek civil and/or criminal remedies for the Successful Bidder's failure to

adhere to these confidentiality requirements.

Section 5. Environmentally Friendly Practices:

CONTRACTOR shall summarize all environmentally friendly practices it adheres to in the course of doing business as relevant to County’s Climate-Friendly Purchasing Policy (Reference: www.co.monterey.ca.us/admin/policies.htm).

CONTRACTOR shall indicate whether or not it is a ‘Green Certified’ Business and state which governing authority administered the certification.

Section 6. Pricing:

CONTRACTOR shall complete and submit pricing as per ATTACHMENT A – PRICING SHEET attached hereto.

Section 7. Exceptions:

Submit any and all exceptions to this solicitation on separate pages, and clearly identify the top of each page with “EXCEPTION TO MONTEREY COUNTY SOLICITATION #” (indicate the applicable solicitation number). Each Exception shall reference the page number and section number, as appropriate. CONTRACTOR should note that the submittal of an Exception does not obligate the County to revise the terms of the RFP or AGREEMENT.

Section 8. Local Business Declaration

Please see Attachment B Local Business Declaration and complete if applicable. Return executed Declaration with Proposal for 5 extra points in Selection Criteria.

Section 9. Appendix:

Appendices: CONTRACTOR may provide any additional information that it believes to be applicable to this proposal or qualifications package and include such information in an Appendix section.

8.2 **ADDITIONAL REQUIREMENTS:** To be considered “responsive,” submitted proposal packages shall adhere to one of the two following options:

Hardcopy and one electronic version of the proposal package:

8.2.1 Four sets of the proposal or qualifications package (one original proposal marked “Original” plus three copies) shall be submitted in response to this solicitation. Each copy shall include a cover indicating the company name submitting, and reference to

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- “RFP 10873”. In addition, submit one electronic version of the entire proposal or qualifications package on a USB memory stick. Additional copies may be requested by the County at its discretion.
- 8.2.2 Proposal or qualifications packages shall be prepared on 8-1/2” x 11” paper, preferably duplex printed bound with front and back covers. Fold out charts, tables, spreadsheets, brochures, pamphlets, and other pertinent information or work product examples may be included as Appendices.
- 8.2.3 Reproductions of the Monterey County Seal shall not be used in any documents submitted in response to this solicitation except for the Signature Page.
- 8.2.4 CONTRACTOR shall not use white-out or a similar correction product to make late changes to their proposal or qualifications package but may instead line out and initial in BLUE ink any item which no longer is applicable or accurate.
- 8.2.5 To validate your proposal or qualifications package, **submit the SIGNATURE PAGE** (contained herein) **with your proposal**. Proposals or qualifications packages submitted without that page will be deemed non-responsive. Proposal signature must be manual, in BLUE ink, and included with the original copy of the proposal. Photocopies of the Signature Page may be inserted into the remaining proposal copies. All prices and notations must be typed or written in BLUE ink in the original proposal copy as well. Errors may be crossed out and corrections printed in BLUE ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.

OPTIONAL - Electronic Submission Package:

- 8.2.6 The County of Monterey has joined Merzell (formerly **Negometrix**), an e-procurement platform, to enhance the safety of our bidders and staff during the height of COVID-19.
- 8.2.6.1 Proposals may be submitted electronically using the following link:
<https://app.negometrix.com/buyer/585/tenders>
- 8.2.6.2 **PLEASE NOTE:** To use this option, CONTRACTORS are required to set up a free account prior to uploading proposals. This will take a few moments; therefore, set up your account at least 24 hours in advance of the bid deadline.

- 8.3 **CONFIDENTIAL, PROPRIETARY, TRADE SECRET INFORMATION:** Qualifications Packages submitted in response to this RFQ are not to be marked, in whole or in part, as confidential or proprietary and must not constitute or contain information that is confidential, proprietary, or trade secret, or subject to any other claim that it is not subject to public disclosure under applicable law. The County may refuse to consider any Qualifications Package so marked. Qualifications Package s submitted in response to this RFQ will become subject to public disclosure per the requirements of applicable law, including but not limited to the California Public Records Act, Government Code Section 6250 et seq, and the Ralph M. Brown Act, Government Code Section 54950 et seq. Please be advised that all information and documents submitted to County by CONSULTANT shall become non-confidential, non-proprietary, non-trade secret, public records without exception and subject to public disclosure by the County at any time without prior notice to CONSULTANT, whether pursuant to a request for disclosure or otherwise, including but not

limited to disclosure in the course of County's normal procedures to post on the internet or otherwise make available to the general public documents of interest to the public. All interested CONSULTANTS are advised to consider, when deciding what information to include in their submitted Qualifications Package, that such inclusion will result in the information becoming a fully disclosable public record. The County shall not be liable in any way for disclosure of any such records or part thereof related to this RFQ or any Qualifications Package, including, but not limited to, evaluations, proposals, or any other information or records. In submitting the information and documents, the CONSULTANT is agreeing to the County's release of such information and documents under the Public Records Act or the Brown Act, without further notice to the CONSULTANT, and is agreeing to release, indemnify, and hold harmless the County from any harm that may result to the Proposer or any third party for release of such information and documents. This release and promise to defend and indemnify is given regardless of whether any exemption from disclosure may be available or might have been claimed under applicable law, and CONSULTANT's responding to this RFQ acknowledge that the decision whether to assert any such exemption will be made in the COUNTY'S sole discretion. Submission by an interested CONSULTANT constitutes a complete waiver of any claims whatsoever against the COUNTY, and/or its agents, officers, or employees, that the COUNTY has violated a vendor's right to privacy, disclosed trade secrets, or caused any damage by allowing the Proposal to be inspected.

Additionally, all Qualifications Packages received by COUNTY in response to this RFQ shall become the exclusive property of the COUNTY. The COUNTY reserves the right, without limitation, to make use of any information or ideas contained in the Proposals submitted. By submitting information and documents to the COUNTY as part of this RFQ, CONSULTANTS acknowledge and agree to the terms of this Section 15.1.

9.0 SUBMITTAL INSTRUCTIONS & CONDITIONS

- 9.1 Submittal Identification Requirements: ALL SUBMITTALS MAILED OR DELIVERED CONTAINING PROPOSAL OR QUALIFICATIONS OR QUOTATION PACKAGES MUST BE SEALED AND BEAR ON THE OUTSIDE, PROMINENTLY DISPLAYED IN THE LOWER LEFT CORNER: **THE SOLICITATION NUMBER RFP 10873 and CONTRACTOR'S COMPANY NAME.**
- 9.2 Mailing Address: Proposal packages shall be mailed to County at the mailing address indicated on the **Signature Page** of this solicitation.
- 9.3 Due Date: Proposal packages must be received by County ON OR BEFORE the time and date specified, at the location and to the person specified on the **Signature Page** of this solicitation. It is the sole responsibility of the CONTRACTOR to ensure that the proposal package is received at or before the specified time. Postmarks and facsimiles are not acceptable. Proposals received after the deadline shall be rejected and returned unopened.

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- 9.4 Shipping Costs: Unless stated otherwise, the F.O.B. for receivables shall be destination. Charges for transportation, containers, packaging, and other related shipping costs shall be borne by the shipper.
- 9.5 Acceptance: Proposals are subject to acceptance at any time within 90 days after opening. Monterey County reserves the right to reject any and all proposal packages, or part of any proposal package, to postpone the scheduled deadline date(s), to make an award in its own best interest, and to waive any formalities or technicalities that do not significantly affect or alter the substance of an otherwise responsible proposal package and that would not affect a CONTRACTOR'S ability to perform the work adequately as specified.
- 9.6 Ownership: All submittals in response to this solicitation become the property of the County of Monterey. If a CONTRACTOR does not wish to submit a proposal package but wishes to acknowledge the receipt of the request, the reply envelope shall be marked "No Bid".
- 9.7 Compliance: Proposal packages that do not follow the format, content and submittal requirements as described herein, or fail to provide the required documentation, may receive lower evaluation scores, or be deemed non-responsive.
- 9.8 CAL-OSHA: The items proposed shall conform to all applicable requirements of the California Occupational Safety and Health Administration Act of 1973 (CAL-OSHA).
- 9.9 The award(s) resulting from this RFP will be made to the CONTRACTOR(s) that submit a response that, in the sole opinion of the county, best serves the overall interest of the County.

10.0 SELECTION CRITERIA

- 10.1 The selection of CONTRACTOR and subsequent contract award(s) will be based on the criteria contained in this Solicitation, as demonstrated in the submitted proposal. CONTRACTOR should submit information sufficient for the County to easily evaluate proposals with respect to the selection criteria. The absence of required information may cause the Proposal to be deemed non-responsive and may be cause for rejection.
- 10.2 The selection criteria include the following: **(100 points total)**.

SCORING CRITERIA	Max Possible Score
Demonstrated capacity to fulfill scope of work	35
Demonstrated experience successfully providing accurate translation/interpretation	25
References / Certifications	20
Pricing	15
Local Vendor	5
TOTAL	100

- 10.3 AGREEMENT award(s) will not be based on cost alone.
- 10.5 The award(s) resulting from this RFP will be made to the CONTRACTOR(s) that submits a response that, in the sole opinion of the County, best serves the overall interest of the County.
- 10.6 The award made from this RFP may be subject to approval by the County Board of Supervisors.

11.0 PRICING

- 11.1 CONTRACTOR(s) will complete ATTACHMENT A - PRICING SCHEDULE for the provision of services as outlined within this RFP.
- 11.2 CONTRACTOR prices stated in ATTACHMENT A - PRICING SCHEDULE shall be effective from the date the proposal is submitted to the day the AGREEMENT is awarded and through the initial term of the AGREEMENT.

- 11.3 Prior to the start of each project, the County department and CONTRACTOR(s) will mutually agree upon the budget for the project.
- 11.3.1 County will provide a defined scope
- 11.3.2 Pricing may be based upon an hourly rate or by the project, based upon the direction of the user department.
- 11.4 Prices quoted for work assignments must remain in effect for a minimum of thirty (30) days.
- 11.5 Invoicing by CONTRACTOR(s) will clearly itemize but is not limited to the following:
- 11.5.1 County Department receiving services,
- 11.5.2 Purchase order number under which the invoice is to be charged,
- 11.5.3 Services provided,
- 11.5.4 Dates of services,
- 11.6 Proposals should include any early discounts and/or incentives offered.

12.0 PREFERENCE FOR LOCAL CONTRACTORS

- 12.1. General Requirements: Each local supplier funded in whole or in part by County funds, or funds which County expends or administers, shall be eligible for a local preference as provided in this section.
- 12.2. Rights of First Refusal: Each local supplier who is within five percent (5%) of the lowest responsible bid and who is otherwise responsive and responsible to the call for bids shall be provided the opportunity to reduce the local supplier's bid to the amount equal to the amount of the lowest responsible bid, if the lowest responsible bid is submitted by other than a local supplier. The opportunity to reduce the amount of the bid shall be provided first to the lowest eligible local supplier and, if not accepted by such local supplier within five (5) business days of the opening of bids, who is within five percent (5%) of the lowest responsible bid. In the event an eligible local supplier reduces the bid to the amount of the lowest responsible bid, the eligible local supplier shall be deemed to have provided the lowest responsible bid and shall be awarded the AGREEMENT.
- 12.3. The foregoing provisions apply only to competitive bids that require that contracts be awarded to the lowest responsible bidder. For contracts awarded pursuant to RFQs or requests for quotations, the awarding authority may consider, as one (1) of the factors in determining the most suitable proposal or quotation, whether or not a local supplier submits the proposal or quotation.
- 12.4. Definitions: For the purpose of this section, the following terms have the meanings indicated:
- 12.4.1. "Area" means Monterey County, San Benito County, and Santa Cruz County.

- 12.4.2. "Bid" includes any competitive bid, whether formal or informal.
- 12.4.3. "Local Supplier" shall mean a supplier doing business in the Area for not less than the past five (5) consecutive years.
- 12.4.4. "Supplier" shall mean a business or resident providing goods, supplies, or professional services.
- 12.4.5. "Local Vendor" means a Vendor for which all of the following criteria apply:
- 12.4.5.1. Vendor either owns, leases, rents or otherwise occupies a fixed office or other commercial building, or portion thereof, having a street address within the Area. Vendor possesses a valid and verifiable business license, if required, issued by a city within the Area or by one of the three counties within the Area when the address is located in an unincorporated area within one of the three counties as defined as "Area"; and
- 12.4.5.2. Vendor employs at least one full time employee within the "Area", or if the business has no employees, the business shall be at least fifty percent (50%) owned by one or more persons whose primary residence(s) is located within the "Area"; and
- 12.4.5.3. Vendor's business must have been in existence, in Vendor's name, within the "Area" for at least two (2) years immediately prior to the issuance of either a request for competitive bids or request for qualifications for the County; and
- 12.4.5.4. Newly established businesses which are owned by an individual(s) formerly employed by a Local Vendor for at least two (2) years also qualifies for the preference; and
- 12.4.5.5. If applicable vendor must possess a valid resale license from the California Department of Tax and Fee Administration showing vendor's local address within the "Area" and evidencing that payment of the local share of the sales tax goes to either a city within the "Area" or to one of the three counties within the defined "Area".

- 12.5. Link to County's Local Preference Policy:

<https://www.co.monterey.ca.us/home/showdocument?id=22313>

13.0 INSURANCE REQUIREMENTS

- 13.1 Evidence of Coverage:

13.1.1 Prior to commencement of an AGREEMENT, CONTRACTOR shall provide a "Certificate of Insurance" certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, CONTRACTOR upon request shall provide a certified copy of the policy or policies.

13.1.2 This verification of coverage shall be sent to the County's Contracts/Purchasing Department, unless otherwise directed. The CONTRACTOR shall not receive a

“Notice to Proceed” with the work under this Agreement until it has obtained all insurance required and the County has approved such insurance. This approval of insurance shall neither relieve nor decrease the liability of CONTRACTOR.

13.2 Qualifying Insurers: All coverages, except surety, shall be issued by companies that hold a current policy holder’s alphabetic and financial size category rating of not less than A- VII, according to the current Best’s Key Rating Guide, or a company of equal financial stability that is approved by the County’s Purchasing Manager.

13.3 Insurance Coverage Requirements:

13.3.1 Without limiting CONTRACTOR’S duty to indemnify, CONTRACTOR shall maintain in effect throughout the term of an AGREEMENT a policy or policies of insurance with the following minimum limits of liability:

(i) Commercial general liability insurance including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad form Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.

(ii) Automobile Insurance Threshold:

Agreement **Under \$100,000** Business Automobile Liability Insurance: covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this Agreement, with a combined single limit for Bodily Injury and Property Damage of not less than \$500,000 per occurrence.

OR

Agreement **Over \$100,000** Business Automobile Liability Insurance: covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this Agreement, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.

(iii) Workers’ Compensation Insurance, if CONTRACTOR employs others in the performance of this Agreement, in accordance with California Labor Code section 3700 and with Employer’s Liability limits not less than

\$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

Note: any proposed modifications to these workers' compensation insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.

- (iv) Professional Liability Insurance: if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made while rendering professional services. If professional liability insurance is written on a "claims-made" basis rather than an occurrence basis, the CONTRACTOR shall, upon the expiration or earlier termination of this Agreement, obtain extended reporting coverage (tail coverage) with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this Agreement.

Note: any proposed modifications to these insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.

13.4 Other Insurance Requirements:

- 13.4.1 All insurance required by an AGREEMENT shall be with a company acceptable to County and issued and executed by an admitted insurer authorized to transact insurance business in the State of California. Unless otherwise specified by an AGREEMENT, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the date CONTRACTOR completes its performance of services under an AGREEMENT.
- 13.4.2 Each liability policy shall provide that County shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for CONTRACTOR and additional insureds with respect to claims arising from each subcontractor, if any, performing work under an AGREEMENT, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.
- 13.4.3 **Commercial general liability and automobile liability policies shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional Insureds** with respect to liability arising out of the CONTRACTOR'S work, including ongoing and completed operations, **and shall further provide that such insurance is primary insurance to any insurance or self-insurance maintained by the County and that the insurance of the Additional Insureds**

shall not be called upon to contribute to a loss covered by the CONTRACTOR'S insurance. The required endorsement form for Commercial General Liability Additional Insured is ISO Form CG 20 10 11-85 or CG 20 10 10 01 in tandem with CG 20 37 10 01 (2000). The required endorsement form for Automobile Additional Insured endorsement is ISO Form CA 20 48 02 99.

- 13.4.4 Prior to the execution of an AGREEMENT by County, CONTRACTOR shall file certificates of insurance with County's contract administrator and County's Contracts/Purchasing Division, showing that CONTRACTOR has in effect the insurance required by an AGREEMENT. CONTRACTOR shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in an AGREEMENT, which shall continue in full force and effect.
- 13.4.5 CONTRACTOR shall always during the term of an AGREEMENT maintain in force the insurance coverage required under an AGREEMENT and shall send, without demand by County, annual certificates to County's Contract Administrator and County's Contracts/Purchasing Division. If the certificate is not received by the expiration date, County shall notify CONTRACTOR and CONTRACTOR shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance is a default of an AGREEMENT, which entitles County, at its sole discretion, to terminate an AGREEMENT immediately.

You may reference our [Insurance Requirements](#) for additional clarification and samples of required endorsements.

14.0 CONTRACT AWARDS

- 14.1 No Guaranteed Value: County does not guarantee a minimum or maximum dollar value for any AGREEMENT(S) resulting from this solicitation.
- 14.2 Board of Supervisors: The award(s) made from this solicitation may be subject to approval by the County Board of Supervisors.
- 14.3 Interview: County reserves the right to interview selected CONTRACTOR before a contract is awarded. The costs of attending any interview are the CONTRACTOR'S responsibility.
- 14.4 Incurred Costs: County is not liable for any cost incurred by CONTRACTOR in response to this solicitation.
- 14.5 Notification: All CONTRACTORs who have submitted a Proposal or Qualifications Package will be notified of the final decision as soon as it has been determined.

- 14.6 In County's Best Interest: The award(s) resulting from this solicitation will be made to the CONTRACTOR that submit(s) a response that, in the sole opinion of County, best serves the overall interest of County.

15.0 SEQUENTIAL CONTRACT NEGOTIATION

County will pursue contract negotiations with the CONTRACTOR that submit(s) the best Proposal or qualifications or is deemed the most qualified in the sole opinion of County, and which is in accordance with the criteria as described within this solicitation. If the contract negotiations are unsuccessful, in the opinion of either County or CONTRACTOR, County may pursue contract negotiations with the entity that submitted a Proposal that County deems to be the next best qualified to provide the services, or County may issue a new solicitation or take any other action which it deems to be in its best interest.

16.0 AGREEMENT TO TERMS AND CONDITIONS

CONTRACTOR selected through the solicitation process will be expected to execute a formal AGREEMENT with County for the provision of the requested service. The AGREEMENT shall be written by County in a standard format approved by County Counsel, similar to the <https://www.co.monterey.ca.us/home/showdocument?id=81980>. Submission of a signed bid/proposal and the **SIGNATURE PAGE** will be interpreted to mean CONTRACTOR HAS AGREED TO ALL THE TERMS AND CONDITIONS set forth in the pages of this solicitation and the standard provisions included in the **SAMPLE AGREEMENT** Section herein. County may but is not required to consider including language from the CONTRACTOR'S proposed AGREEMENT, and any such submission shall be included in the EXCEPTIONS section of CONTRACTOR'S proposal.

17.0 COLLUSION

CONTRACTOR shall not conspire, attempt to conspire, or commit any other act of collusion with any other interested party for the purpose of secretly, or otherwise, establishing an understanding regarding rates or conditions to the solicitation that would bring about any unfair conditions.

18.0 PIGGYBACK CLAUSE

CONTRACTOR shall indicate below if CONTRACTOR agrees to extend the same prices, terms and conditions of their proposal to other public agencies that have delivery locations within the State of California limits: ____ Yes ____ No. CONTRACTOR's response to this question will not be considered in award of the AGREEMENT resulting from this solicitation. When CONTRACTOR extends the prices, terms and conditions of their proposal to other public agencies, any resulting agreement shall be between CONTRACTOR and the other public agencies and County shall bear

no responsibility or liability for any agreements between CONTRACTOR and the other public agencies.

SAMPLE AGREEMENT SECTION

The COUNTY OF MONTEREY STANDARD AGREEMENTS with all terms and conditions (which are hereby incorporated by reference as though set forth entirely herein) may be viewed at: <https://www.co.monterey.ca.us/home/showdocument?id=81980>

-- End of Sample Agreement Section --

ATTACHMENT A: PRICING SCHEDULE

Initial Setup and programming \$ _____

Programming changes \$ _____

Secured Tax Bills with 2 detachable stubs \$ _____

Quantity approx. 100,000

CORTAC Tax Bills with no detachable stubs \$ _____

Quantity approx. 35,000

Unsecured Tax Bills with 1 detachable stub \$ _____

Quantity approx. 20,000

Mailings too large for # 10.5 envelope \$ _____

Multiple page items \$ _____

Postage \$ _____

Additional misc. fees \$ _____

-- End of Attachment A --

ATTACHMENT B: LOCAL BUSINESS DECLARATION FORM**COUNTY OF MONTEREY LOCAL BUSINESS DECLARATION FORM**

If a business entity is claiming to be a “Local Vendor” as defined by the “Monterey County Local Preference Policy,” adopted by the Monterey County Board of Supervisors on August 29, 2012, it must certify it meets the definition of “Local Vendor” as defined and in accordance with the adopted policy. Any business entity claiming to be a local business as defined by the policy, shall so certify, in writing herein, that it meets all of the criteria listed within the policy, which can be accessed online at the following link: <https://www.co.monterey.ca.us/home/showdocument?id=22313>.

“Local Vendor” is defined as follows:

1. Vendor either owns, leases, rents or otherwise occupies a fixed office or other commercial building, or portion thereof, having a street address within the Area. Vendor possesses a valid and verifiable business license, if required, issued by a city within the Area or by one of the three counties within the Area when the address is located in an unincorporated area within one of the three counties as defined as “Area”; **and**
2. Vendor employs at least one full time employee within the “Area”, or if the business has no employees, the business shall be at least fifty percent (50%) owned by one or more persons whose primary residence(s) is located within the “Area”; **and**
3. Vendor’s business must have been in existence, in Vendor’s name, within the “Area” for at least two (2) years immediately prior to the issuance of either a request for competitive bids or request for qualifications for the County; **and**
4. Newly established businesses which are owned by an individual(s) formerly employed by a Local Vendor for at least two (2) years also qualifies for the preference; **and**
5. If applicable vendor must possess a valid resale license from the State Franchise Tax Board showing vendor’s local address within the “Area” and evidencing that payment of the local share of the sales tax goes to either a city within the “Area” or to one of the three counties within the defined “Area”.

County shall not be responsible or required to verify the accuracy or any such certifications and shall have sole discretion to determine if a bidder meets the definition of “local vendor” as provided herein.

Any business which falsely claims a preference pursuant to Monterey County Local Preference Policy shall be ineligible to bid on County purchases or contracts for a period of three (3) years from the date of discovery of the false certification(s).

Any business eligible for the local preference who desires to have the preference applied during the award selection process shall return this completed Local Business Preference Declaration form with its proposal or qualifications package response. Upon request, bidder agrees to provide additional information to substantiate this certification.

As per the policy: "**Area**" shall mean Monterey County, San Benito County, and Santa Cruz County.

Note: If applicable your organization must possess a valid resale license from the California

RFP 10873 Tax Bill Printing Service

Department of Tax and Fee Administration showing its local address within the “Area” and evidencing that payment of the local share of the sales tax goes to either a city within the “Area” or to one (1) of the three (3) counties within the defined “Area.”

On behalf of my business entity (i.e., organization) I certify under penalty of perjury that I have both read and confirm that my business entity meets the requirements as outlined within the County’s Local Preference Policy for the procurement in question.

Business Legal Name (and dba name if any): _____

Business Address: _____

City: _____ *State:* _____ *Zip Code:* _____

Signature of Authorized Representative: _____ *Date:* _____

Title of Authorized Representative: _____

Telephone Number: (____) _____ *E-Mail:* _____

This form must be submitted within a bidder’s proposal or qualifications package in order for the County to apply the applicable local preference.

Bidders who do not qualify as a local business as per the policy should not submit this form.

-- End of Attachment B --

ATTACHMENT C: ENVELOPE

MAIL EARLY - PAYMENT MUST BE POSTMARKED ON OR BEFORE DELINQUENT DATE

PLEASE enclose check and stub with no staples, tabs or paper clips.

FILL IN THE FOLLOWING **ONLY** IF YOU WISH TO
CHANGE THE ADDRESS SHOWN ON YOUR TAX BILL.
Do not fill out if you have previously furnished this information.

CHANGE OF MAILING ADDRESS

(Please Print)

ASMT NUMBER

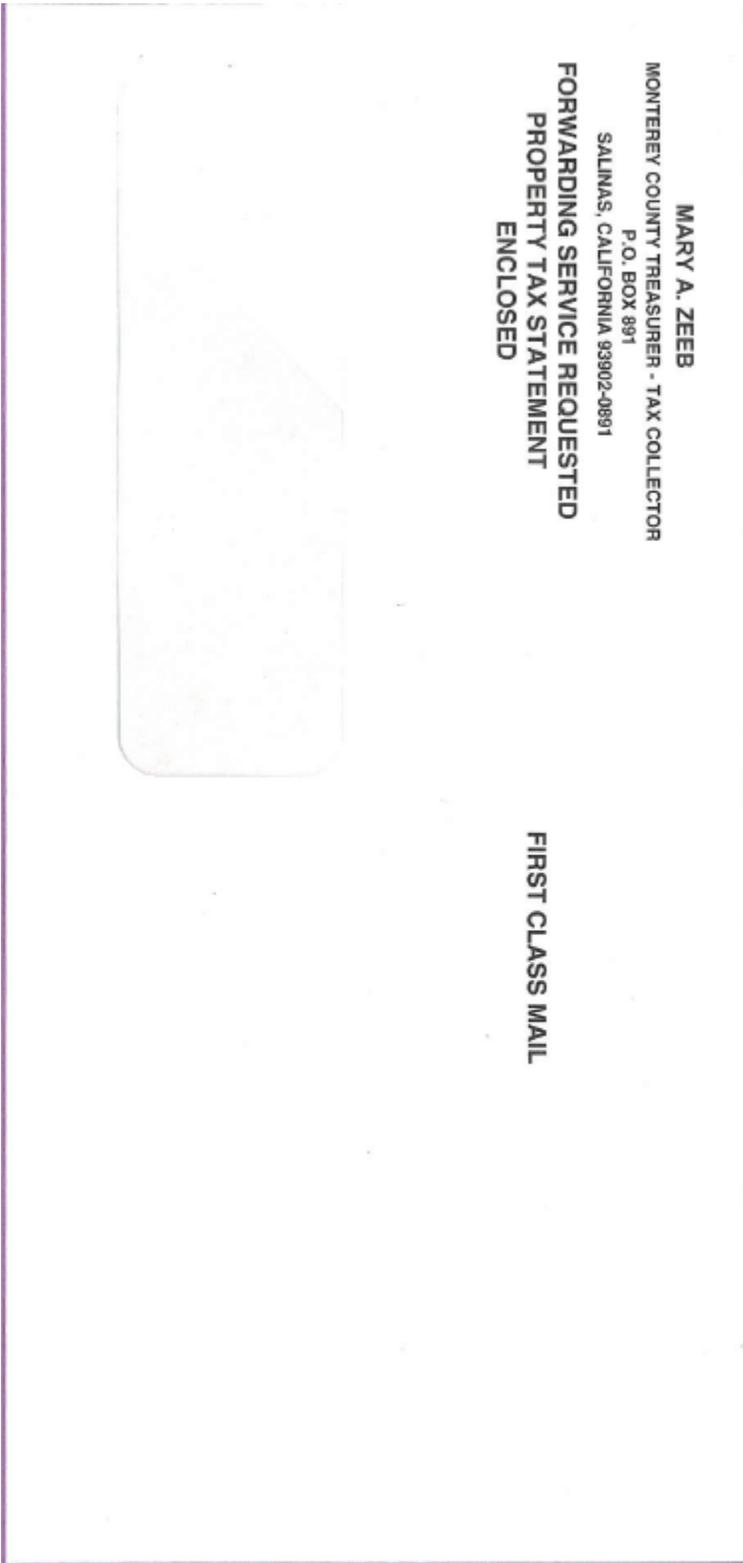
Name of Property Owner _____

New Mailing Address _____

NUMBER _____ STREET _____ CITY _____ STATE _____ ZIP _____

LAST _____ FIRST _____ MIDDLE INITIAL _____

ATTACHMENT D: ENVELOPE WINDOW



ATTACHMENT E: SECURED TAX BILL



PROPERTY INFORMATION

ASMT NUMBER: 003-631-015-000 TAX RATE AREA: 005-015
 FEE NUMBER: 003-631-015-000 ACRES:
 LOCATION: 91 GARDENIA DR
 ASSESSED OWNER:
 *****AUTO**SCH 5-DIGIT 93906 AA 13568_P34 T32
 91 GARDENIA DR
 SALINAS CA 93906-3945

IMPORTANT MESSAGES

Original bill date 09/18/2015
 Delinquent taxes were redressed 09/01/2015

2015-2016

Pay Taxes by Credit Card or E-Check
 1-800-491-8003 or www.co.monterey.ca.us/taxcollector

OFFICIAL PAYMENTS

COUNTY VALUES, EXEMPTIONS AND TAXES

PHONE #S	VALUE DESCRIPTION	ASSESSED VALUES	x	TAX RATE /100	=	COUNTY TAXES
(831) 755-5035	LAND	129,000				
(831) 755-5040						
(831) 755-5035						
(831) 755-5057	STRUCTURAL IMPROVEMENTS	161,000				
(831) 755-5035						
(831) 755-5035						
(831) 755-5057	H HOMEOWNERS EXEMPTION	-7,000				
NET TAXABLE VALUE		283,000		1.000000		\$2,830.00

VOTER APPROVED TAXES, TAXING AGENCY DIRECT CHARGES AND SPECIAL ASSESSMENTS

PHONE #S	CODE	DESCRIPTION	ASSESSED VALUES	x	TAX RATE /100	=	AGENCY TAXES
(831) 796-7000	11700	Salinas Union High 2002 & 2006 Ref & 2014 A	283,000		0.072048		203.90
(831) 796-7000	11710	Salinas UNSD Middle Sch 2002A & 2006A Ref	283,000		0.042331		119.80
(831) 770-7042	12000	Hartnell 2005 Ref & 2002 Sur B C D & 2014 Ref A B	283,000		0.021133		59.80
(831) 753-5600	12600	Salinas City SD 2008 Election Series A & B	283,000		0.041507		117.46

PHONE #S	CODE	DESCRIPTION	DIR CHRG	PHONE #S	CODE	DESCRIPTION	DIR CHRG
(831) 755-4861	80600	MCNRA Zone 2Y	3.10	(831) 755-4861	80700	MCNRA Zone 2Z	9.48
(831) 755-4861	80900	MCNRA Zone 9	7.18	(831) 755-4861	81900	MCNRA Zone 2C Ops	3.26
(831) 755-4861	81901	MCNRA Zone 2C Spilwy	0.48	(831) 755-4861	81902	MCNRA Zone 2C Dvran	1.04
(831) 755-4861	81903	MCNRA Zone 2C Adm'n	0.22	(800) 273-5167	83050	ReSalinasValleyMosquitoAbateme	5.96
(831) 645-4625	83200	HRNPCA-Del Liens	313.14	(831) 755-5013	93500	CSA74 EMSAmbCountyWide	12.00

The Treasurer-Tax Collector office will be closed to the public December 24, 2015 through January 5, 2016. We will reopen Monday, January 4 at 8:00 am. Please contact our office for available payment options during the closure.

TOTAL AGENCY TAXES AND DIRECT CHARGES **\$856.82**

1ST INSTALLMENT \$1,843.41 DUE BY 11/01/2015 DELINQUENT AFTER 12/10/2015	2ND INSTALLMENT \$1,843.41 DUE BY 02/01/2016 DELINQUENT AFTER 4/10/2016	TOTAL TAXES \$3,686.82
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MONTEREY COUNTY SECURED PROPERTY TAXES - 2ND INSTALLMENT PAYMENT STUB

ASMT NUMBER: 003-631-015-000
 FEE NUMBER: 003-631-015-000
 LOCATION: 91 GARDENIA DR
 CURRENT OWNER: 91 GARDENIA DR
 SALINAS CA 93906-3945

MAKE CHECK PAYABLE TO:
 Monterey County Tax Collector
 P.O. Box 891
 Salinas, CA 93902-0891
 Pay Taxes by Credit Card or E-Check
 1-800-491-8003 or www.co.monterey.ca.us/taxcollector

OFFICIAL PAYMENTS

2015-2016 2ND

IF PAID BY 04/10/2016 **\$1,843.41**

DELINQUENT AFTER 04/10/2016 (INCLUDES 10% PENALTY OF \$184.34 AND \$20.00 COST) **\$2,047.75**

003631015000220156000001843416200000204775120156

**PLEASE KEEP THIS STATEMENT FOR YOUR PERSONAL RECORDS
IMPORTANT TAX INFORMATION ABOUT YOUR ANNUAL SECURED TAX BILL**

1. PAYMENTS: Tax payments are processed as received and must be paid on or before 5:00 p.m. on the delinquent date. Payment must be in U.S. funds drawn on a U.S. financial institution. If payment is made through the mail, the postmark of the U.S. POSTAL SERVICE or approved independent delivery service will determine the payment date. Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003 or via the Internet at www.co.monterey.ca.us/taxcollector. There is a convenience fee charged by the provider for utilizing this service. Customers will be informed of the exact fee prior to completing the transaction. **NOTE:** If a check, credit card charge or electronic payment is returned or refused by your bank for any reason, credit will be removed and delinquent penalties will be added, as required by law, where applicable. An additional return check/payment fee will be added on all returned items. If the message "PRIOR YEAR DELINQUENT TAXES EXIST ON THIS PROPERTY" appears on the front of your statement, contact the Tax Collector's Office 1-831-755-5057 for correct payment amounts. When taxes are unpaid it will be necessary, as provided by law, to pay delinquent penalties, costs, redemption penalties and fees.

2. RECEIPTS: Your cancelled check is your best receipt. If additional receipt is necessary, send a request for additional receipt and a self-addressed stamped envelope along with your payment.

3. VALUATION AND COMPUTATIONS: Your Tax Collector does not determine the amount of tax you pay. The tax bill is computed by multiplying the net taxable value of your property by the applicable tax rate. Added to the tax amount are the direct assessments levied by agencies and districts. Questions regarding direct assessments should be directed to the specific agency or district at the phone number shown on the front of this statement.

THE FOLLOWING DEPARTMENTS ARE RESPONSIBLE FOR:

VALUATION & EXEMPTIONS:

Assessor's Office www.co.monterey.ca.us/assessor
Post Office Box 570
Salinas, CA 93902
(831) 755-5035 Salinas (831) 647-7719 Monterey

COMPUTATION OF TAX:

Auditor's Office www.co.monterey.ca.us/auditor
Post Office Box 360
Salinas, CA 93902 (831) 755-5040

4. RESPONSIBILITY OF TAXPAYER: The taxpayer's responsibility is to see that taxes are paid. **FAILURE TO RECEIVE A TAX BILL MAY NOT RELIEVE THE TAXPAYER OF RESPONSIBILITY TO PAY TAXES WHEN THEY BECOME DUE AND PAYABLE.** Examine the bill carefully before paying. Be certain it covers your property. If you own more than one parcel of property, be sure you have a bill for each parcel.

5. NEW PROPERTY OWNER: If you have purchased property in Monterey County within the past year, you may receive a notice of valuation adjustment and a Supplemental tax bill. Supplemental tax bills are "in addition" and separate from this property tax bill, and are not billed to mortgage holders or lending institutions.

6. ASSESSMENT APPEALS: If you disagree with the assessed value as shown on this tax bill, you have the right to an informal assessment review. To obtain such a review, contact the county Assessor's office. If pursuant to the review, you and the Assessor do not agree on the proper assessed value, you have the right to file an application for reduction in assessment for the following year. The application must be filed with the Assessment Appeals Board during the period from July 2 to November 30, inclusive. Applications for assessment appeals will be provided by the clerk of the board at P.O. Box 1728, Salinas, CA 93902, (831) 755-5066.

The filing of an Assessment Appeal does not defer or relieve a property owner's responsibility to timely pay the taxes that are assessed on property that may be the subject of an appeal. Delinquent penalties and/or collection enforcement will be invoked in accordance with State statutes.

HAVE YOU MOVED RECENTLY???

UPDATE YOUR ADDRESS IMMEDIATELY

USING THE ENCLOSED ENVELOPE

OR CONTACT THE COUNTY ASSESSOR (831) 755-5035.

7. HOMEOWNER'S EXEMPTION NOTICE: The law provides for a reduction in your property taxes if you own and reside in your home. To qualify for this exemption you must have owned and lived in your home on the January 1st immediately preceding the fiscal year for which the taxes are billed. To obtain this reduction you must file a claim for the Homeowner's Property Tax Exemption with the Assessor's office. In order to ensure that only those who are entitled to the exemption continue to qualify **YOU ARE REQUIRED TO TERMINATE THIS CLAIM** if either of the following events occurred prior to 12:01 A.M. January 1st:

1. Ownership of the property transfers to another party
2. Your principal place of residence changes to another location.

IF YOU ARE NOT ELIGIBLE for the exemption as of 12:01 A.M. January 1, you must notify the Assessor in writing on or before December 10th of the same calendar year, or you will be subject to payment of taxes the exemption represents, plus applicable penalties and interest. If you have questions regarding the homeowner's exemption, please contact the County Assessor's Office at (831) 755-5035 Salinas (831) 647-7719 Monterey or write to Post Office Box 570, Salinas, CA 93902.

8. REDEMPTION CHARGES: A redemption fee of \$15.00 per parcel will be charged to set up a default account for taxes unpaid after June 30th. A redemption penalty of 18% per annum will also be charged on the unpaid portion of the defaulted taxes until paid in full.



Partial payments are not acceptable. Payment made for less than the total installment due will be returned to taxpayer.

On-line bill payment must occur no later than five business days prior to delinquent date shown on the coupon in order for the check payment to be mailed timely to our office.

Notices will not be mailed when the second installment is due. Mark your calendar or use our QR code for date reminder www.co.monterey.ca.us/taxcollector

Property Tax Assistance for Senior Citizens, Blind or Disabled Persons. The state budget did not include funding for the Gonsalves-Deunmejian-Petris Senior Citizens Property Tax Assistance Law, which provides direct cash assistance. The Franchise Tax Board (FTB) will not issue Homeowner and Renter Assistance (HRA) Program instruction booklets and will not accept HRA claims. For the most current information on the HRA Program, go to ftb.ca.gov and search for hra. If you have any questions, call 916-845-2119 or fax us at 916-845-4022.

Property Tax Postponement for Senior Citizens, Blind, or Disabled Persons In September 2014, Assembly Bill AB2231 Chapter 703, Statutes of 2014, reinstated a revised Property Tax Postponement (PTP) program. The State Controller's office (SCO) will begin accepting new PTP applications beginning September 1, 2016. Please see website http://www.sco.ca.gov/wrtrtr_prop_tax_postmtrt.html.

MAIL EARLY TO AVOID PENALTIES

Commercial postage metering dates are not valid postmarks. Payments sent by mail are timely if postmarked by the U.S. Postal Service on or before delinquent date.

Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003

or via the Internet at:
www.co.monterey.ca.us/taxcollector

MAIL WITH A TIMELY POSTMARK OR PRESENT THIS COUPON WITH YOUR PAYMENT AT THE TAX COLLECTOR'S OFFICE ON OR BEFORE APRIL 10, 2016

TO PAY BOTH INSTALLMENTS SEND BOTH COUPONS ALONG WITH PAYMENT

SECOND INSTALLMENT CANNOT BE PAID BEFORE THE FIRST INSTALLMENT

YOUR CANCELLED CHECK IS YOUR RECEIPT

2ND

**MAIL WITH A TIMELY POSTMARK OR PRESENT THIS COUPON WITH YOUR PAYMENT
AT THE TAX COLLECTOR'S OFFICE ON OR BEFORE DECEMBER 10, 2015**

TO PAY BOTH INSTALLMENTS SEND BOTH COUPONS ALONG WITH PAYMENT

**FIRST INSTALLMENT MUST BE
PAID BEFORE OR WITH THE
SECOND INSTALLMENT**

**YOUR CANCELLED CHECK
IS YOUR RECEIPT**

1ST

ATTACHMENT F: SECURED TAX NOTICE

RFP 10873 Tax Bill Printing Service

IF YOU CHOOSE TO PAY THE TAXES, PLEASE WRITE YOUR ASMNT NUMBER 026-552-002-000 ON YOUR CHECK.

MAKE CHECK PAYABLE TO:
Monterey County Tax Collector
P.O. Box 891
Salinas, CA 93902-0891

2015-2016

PLEASE KEEP THIS NOTICE FOR YOUR RECORDS

**PLEASE KEEP THIS INFORMATION STATEMENT FOR YOUR PERSONAL RECORDS
IMPORTANT TAX INFORMATION ABOUT YOUR ANNUAL SECURED TAX BILL**

1. PAYMENTS: Tax payments are processed as received and must be paid on or before 5:00 p.m. on the delinquent date. Payment must be in U.S. funds drawn on a U.S. financial institution. If payment is made through the mail, the postmark of the **U.S. POSTAL SERVICE** or approved independent delivery service will determine the payment date. Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003 or via the Internet at www.co.monterey.ca.us/taxcollector. There is a **convenience fee** charged by the provider for utilizing this service. Customers will be informed of the exact fee prior to completing the transaction. **NOTE:** If a check, credit card charge or electronic payment is returned or refused by your bank **for any reason**, credit will be removed and delinquent penalties will be added, as required by law, where applicable. An additional return check/payment fee will be added on all returned items. If the message **"PRIOR YEAR DELINQUENT TAXES EXIST ON THIS PROPERTY"** appears on the front of your statement, contact the Tax Collector's Office 1-831-755-5057, for correct payment amounts. When taxes are unpaid it will be necessary, as provided by law, to pay delinquent penalties, costs, redemption penalties and fees.

2. RECEIPTS: Your canceled check is your best receipt. If additional receipt is necessary, send a request for additional receipt and a self-addressed stamped envelope along with your payment.

3. VALUATION AND COMPUTATIONS: Your Tax Collector does not determine the amount of tax you pay. The tax bill is computed by multiplying the net taxable value of your property by the applicable tax rate. Added to the tax amount are the direct assessments levied by agencies and districts. Questions regarding direct assessments should be directed to the specific agency or district at the phone number shown on the front of this statement.

THE FOLLOWING DEPARTMENTS ARE RESPONSIBLE FOR:

VALUATION & EXEMPTIONS:

Assessor's Office www.co.monterey.ca.us/assessor
Post Office Box 570
Salinas, CA 93902

(831) 755-5035 Salinas (831) 647-7719 Monterey

COMPUTATION OF TAX:

Auditor's Office www.co.monterey.ca.us/auditor
Post Office Box 390
Salinas, CA 93902

(831) 755-5040

4. RESPONSIBILITY OF TAXPAYER: The taxpayer's responsibility is to see that taxes are paid. **FAILURE TO RECEIVE A TAX BILL MAY NOT RELIEVE THE TAXPAYER OF RESPONSIBILITY TO PAY TAXES WHEN THEY BECOME DUE AND PAYABLE.** Examine the bill carefully before paying. Be certain it covers your property. If you own more than one parcel of property, be sure you have a bill for each parcel.

5. NEW PROPERTY OWNER: If you have purchased property in Monterey County within the past year, you may receive a notice of valuation adjustment and a Supplemental tax bill. **Supplemental tax bills are "in addition" and separate from this property tax bill, and are not billed to mortgage holders or lending institutions.**

6. ASSESSMENT APPEALS: If you disagree with the assessed value as shown on this tax bill, you have the right to an informal assessment review. To obtain such a review, contact the county Assessor's office. If pursuant to the review, you and the Assessor do not agree on the proper assessed value, you have the right to file an application for reduction in assessment for the following year. The application must be filed with the Assessment Appeals Board during the period from July 2 to November 30, inclusive. Applications for assessment appeals will be provided by the clerk of the board at P.O. Box 1728, Salinas, CA 93902, (831) 755-5066.

The filing of an Assessment Appeal **does not** defer or relieve a property owner's responsibility to **timely pay the taxes** that are assessed on property that may be the subject of an appeal. Delinquent penalties and/or collection enforcement will be invoked in accordance with State statutes.

HAVE YOU MOVED RECENTLY???

UPDATE YOUR ADDRESS IMMEDIATELY

USING THE ENCLOSED ENVELOPE

OR CONTACT THE COUNTY ASSESSOR (831) 755-5035.

7. HOMEOWNER'S EXEMPTION NOTICE: The law provides for a reduction in your property taxes if you own and reside in your home. To qualify for this exemption you must have owned and lived in your home on the January 1st immediately preceding the fiscal year for which the taxes are billed. To obtain this reduction you must file a claim for the Homeowner's Property Tax Exemption with the Assessor's office. In order to ensure that only those who are entitled to the exemption continue to qualify **YOU ARE REQUIRED TO TERMINATE THIS CLAIM** if either of the following events occurred prior to 12:01 A.M. January 1st:

1. Ownership of the property transfers to another party.

2. Your principal place of residence changes to another location.

IF YOU ARE NOT ELIGIBLE for the exemption as of 12:01 A.M. January 1, you must notify the Assessor in writing on or before December 10th of the same calendar year, or you will be subject to payment of taxes the exemption represents, plus applicable penalties and interest. If you have questions regarding the homeowner's exemption, please contact the County Assessor's Office at (831) 755-5035 Salinas (831) 647-7719 Monterey or write to Post Office Box 570, Salinas, CA 93902.

8. REDEMPTION CHARGES: A redemption fee of \$15.00 per parcel will be charged to set up a default account for taxes unpaid after June 30th. A redemption penalty of 18% per annum will also be charged on the unpaid portion of the defaulted taxes until paid in full.



Partial payments **are not** acceptable. Payment made for less than the total installment due will be returned to taxpayer.

On-line bill payment must occur no later than **five business days prior** to delinquent date shown on the coupon in order for the check payment to be mailed timely to our office.

Notices **will not** be mailed when the second installment is due. Mark your calendar or use our QR code  for date reminder www.co.monterey.ca.us/taxcollector

Property Tax Assistance for Senior Citizens, Blind or Disabled Persons. The state budget did not include funding for the Gonsalves-Doukmejian-Petris Senior Citizens Property Tax Assistance Law, which provides direct cash assistance. The Franchise Tax Board (FTB) will not issue Homeowner and Renter Assistance (HRA) Program instruction booklets and will not accept HRA claims. For the most current information on the HRA Program, go to ftb.ca.gov and search for hra. If you have any questions, call 916-845-2119 or fax us at 916-845-4022.

Property Tax Postponement for Senior Citizens, Blind, or Disabled Persons In September 2014, Assembly Bill AB2231 Chapter 703, Statutes of 2014, reinstated a revised Property Tax Postponement (PTP) program. The State Controller's office (SCO) will begin accepting new PTP applications beginning September 1, 2016. Please see website http://www.sco.ca.gov/rdtax_prop_tax_postmort.html.

MAIL EARLY TO AVOID PENALTIES

Commercial postage metering dates **are not** valid postmarks. Payments sent by mail are timely if postmarked by the **U.S. Postal Service** on or before delinquent date.



ATTACHMENT G: UNSECURED TAX BILL



MONTEREY COUNTY UNSECURED PROPERTY TAX BILL
MARY A. ZEEB TREASURER - TAX COLLECTOR

FOR FISCAL YEAR BEGINNING JULY 1, 2015 AND ENDING JUNE 30, 2016
 P. O. BOX 891, SALINAS, CA 93902-0891 (831) 755-5057 SALINAS (831) 647-7857 MONTEREY (831) 385-8357 KING CITY
 www.co.monterey.ca.us/taxcollector E-Mail: taxcollector@co.monterey.ca.us



PROPERTY INFORMATION | **IMPORTANT MESSAGES**

ASMT NUMBER: 800-038-950-000 **TAX RATE AREA:** 003-007
FEE NUMBER: 011-441-011-000 **ACRES:**
LOCATION: 200 DUNECREST AVE #5
ASSESSED OWNER:

Original bill date 07/07/2015
 Values include 10% penalty
 200 DUNECREST AVE #5

same image design as Secured tax bill ↑

*****AUTO**SCH 5-DIGIT 93940



200 DUNECREST AVE APT 5
 MONTEREY CA 93940-3443

AA 8585
 GRP 24
 TRAY 22

2015-2016

Pay Taxes by Credit Card or E-Check
 1-800-491-8003 or www.co.monterey.ca.us/taxcollector

COUNTY VALUES, EXEMPTIONS AND TAXES

PHONE #S	VALUE DESCRIPTION	ASSESSED VALUES	x	TAX RATE /100	=	COUNTY TAXES
VALUATIONS (831) 755-5035						
TAX RATES (831) 755-5040						
EXEMPTIONS (831) 755-5035						
PAYMENTS (831) 755-5057						
PERS PROP (831) 755-5035	PERSONAL PROPERTY	1,320				
ADDR CHGS (831) 755-5035						
GENERAL IMQ (831) 755-5057						

NET TAXABLE VALUE 1,320 1.000000 \$13.20

VOTER APPROVED TAXES, TAXING AGENCY DIRECT CHARGES AND SPECIAL ASSESSMENTS

PHONE #S	CODE DESCRIPTION	ASSESSED VALUES	x	TAX RATE/100	=	AGENCY TAXES
(831) 646-4040 12100	Monterey Pen CCD 2013 Ref	1,320		0.032471		0.43
(831) 645-1200 12700	Monterey Pen USD 2010 Ser A & 2012 Election	1,320		0.022774		0.30

TOTAL AGENCY TAXES AND DIRECT CHARGES \$0.73

DUE NOW AND DELINQUENT AFTER 08/31/2015 | **TOTAL TAXES \$13.93**

IMPORTANT INFORMATION REGARDING THIS UNSECURED TAX BILL

THE LIEN DATE OWNER (ASSEESSEE AT 12:01 A.M. ON JANUARY 1) IS RESPONSIBLE FOR PAYMENT OF THIS TAX BILL. **THE SALE OR DISPOSAL OF PROPERTY DOES NOT RELIEVE THE ASSESSEE OF THE OBLIGATION TO PAY TAXES**

IF THE TAXES REMAIN UNPAID AT 5:00 PM ON THE DUE DATE, A 10% PENALTY AND 10% FEE ATTACH.
 IF THE TAXES REMAIN UNPAID TWO MONTHS AFTER THE DUE DATE, AN ADDITIONAL 1.5% PENALTY ATTACHES ON THE FIRST OF EACH MONTH UNTIL THE TAXES ARE PAID IN FULL.

TO ENFORCE PAYMENT, THE LAW ALLOWS THE TAX COLLECTOR TO PURSUE COLLECTION ENFORCEMENT ACTIVITIES. THIS MAY INCLUDE THE FILING OF A CERTIFICATE OF LIEN OR THE SEIZURE AND SALE OF PERSONAL PROPERTY, IMPROVEMENTS OR POSSESSORY INTEREST OF THE ASSESSEE.

MONTEREY COUNTY UNSECURED PROPERTY TAXES PAYMENT STUB	
ASMT NUMBER: 800-038-950-000	MAKE CHECK PAYABLE TO: Monterey County Tax Collector P.O. Box 891 Salinas, CA 93902-0891
FEE NUMBER: 011-441-011-000	
LOCATION: 200 DUNECREST AVE #5	
CURRENT OWNER: 200 DUNECREST AVE APT 5 MONTEREY CA 93940-3443	
	Pay Taxes by Credit Card or E-Check 1-800-491-8905 or www.co.monterey.ca.us/taxcollector  OFFICIAL PAYMENTS
	2015-2016
	DUE NOW AND DELINQUENT AFTER 08/31/2015 \$13.93 ←
	<small>DELINQUENT AFTER 08/31/2015 (INCLUDES PENALTY OF \$2.78) \$16.71</small>
80003895000022015600000013938100000001671720156	

PLEASE KEEP THIS INFORMATION STATEMENT FOR YOUR PERSONAL RECORDS
IMPORTANT TAX INFORMATION

PAYMENTS: Unsecured tax payments are processed as received and must be paid on or before 5:00 p.m. August 31, 2015, unless otherwise stated. If the delinquent date falls on a Saturday, Sunday, or legal holiday, the time of delinquency is 5:00 p.m. on the next business day. Payment must be in U.S. funds drawn on a U.S. financial institution or drawn on a U.S. branch of a foreign financial institution. If payment is made through the mail, the postmark of the U.S. Postal Service or approved independent delivery service will determine the payment date. Visa, MasterCard, Discover, and American Express credit card or Electronic Check payments may be made by telephone at 1-800-491-8003 or via the Internet at www.co.monterey.ca.us/taxcollector. There is a convenience fee charged by the provider for utilizing this service. Customers will be informed of the exact fee prior to completing the transaction. **NOTE:** If a check, credit card charge or electronic payment is returned or refused by your bank for any reason, credit will be removed and delinquent penalties will be added, as required by law, where applicable. An additional return check/payment fee will be added on all returned items. When taxes are unpaid it will be necessary, as provided by law, to pay delinquent penalties and fees.

Delinquent taxes are subject to collection enforcement. Revenue and Tax Code statutes provide for the filing of liens, vessel registration renewal holds, summary judgments, suits or the seizure of property to enforce the collection of delinquent taxes.

VALUATION AND COMPUTATIONS: Your Tax Collector does not determine the amount of tax you pay. The tax bill is computed by multiplying the net taxable value of your unsecured property by the applicable tax rate.

RESPONSIBILITY OF TAXPAYER: The obligation to pay unsecured taxes rests with the assessed owner of record on the lien date. The lien date is defined by statute as 12:01 a.m. on the first day of January preceding the fiscal year for which the taxes are levied. The disposal of property after the lien date does not relieve the assessed owner from the obligation to pay unsecured taxes.

ASSESSMENT INFORMATION: If there is a question regarding identification of property, assessed valuation, or exemption, please contact the:
Assessor's Office
 P.O. Box 570
 Salinas, CA 93902-0570
 (831) 755-5035 Salinas (831) 647-7719 Monterey
www.co.monterey.ca.us/assessor

ASSESSMENT APPEALS: If you disagree with the assessed value as shown on this tax bill, you have the right to an informal assessment review. To obtain such a review, contact the county Assessor's office. If pursuant to the review, you and the Assessor do not agree on the proper assessed value, you have the right to file an application for reduction in assessment for the following year. The application must be filed with the Assessment Appeals Board during the period from July 2 to November 30, inclusive. Supplemental assessments and assessments made outside the regular assessment period may be appealed no later than 60 days after the date on which the assessee was notified. If a notice was not sent, receipt by the assessee of a tax bill based on said assessment shall serve as such notice. Applications for assessment appeals will be provided by the clerk of the Assessment Appeals Board at P.O. Box 1728, Salinas, CA 93902, (831)755-5066. The filing of an Assessment Appeal does not defer or relieve a property owner's responsibility to timely pay the taxes that are assessed on property that may be the subject of an appeal. Delinquent penalties and/or collection enforcement will be invoked in accordance with State statutes.

Locally assessed property in this county is assessed at 100% of full value except certain vessels which are assessed at 4% of full value.

PENALTY PROVISIONS:

Sections 502 and 504 of the Revenue & Taxation Code provide for a 25% penalty to any personal property assessment which has escaped assessment if any person willfully conceals, fails to disclose, removes, transfers or misrepresents tangible personal property to evade taxation.

Section 503 provides for a 75% penalty if any taxpayer or his agent through a fraudulent act or omission causes, or if any fraudulent collusion between the taxpayer or his agent and the Assessor or any of his deputies causes any tangible property to escape assessment in whole or in part.

Section 463 provides for a 10% penalty if a person fails to make, sign and file an annual property statement within the time limit specified by Section 441.

Section 506 provides for the addition of interest to the tax at the rate of three-fourths of 1 percent per month from the date or dates the taxes would have become delinquent if they had been timely assessed to the date the additional assessment is added to the assessment roll.

Visa, MasterCard, Discover, and American Express
 credit card or Electronic Check payments may be made
 by telephone at 1-800-491-8003 or via the Internet at
www.co.monterey.ca.us/taxcollector



RFP 10873 Tax Bill Printing Service

MAIL WITH A TIMELY POSTMARK OR PRESENT THIS COUPON WITH YOUR PAYMENT AT THE
TAX COLLECTOR'S OFFICE ON OR BEFORE August 31, 2015.

YOUR CANCELLED CHECK
IS YOUR RECEIPT

SIGNATURE PAGE

COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION

RFP 10873 Tax Bill Printing Service
ISSUE DATE: March 9, 2023



RFP TITLE: RFP 10873 Tax Bill Printing Services

PROPOSALS ARE DUE IN THE OFFICE OF THE CONTRACTS/PURCHASING OFFICER BY
3:00 P.M., LOCAL TIME, ON April 6, 2023

MAILING ADDRESS:
COUNTY OF MONTEREY
CONTRACTS/PURCHASING OFFICE
1488 SCHILLING PLACE
SALINAS, CA 93901

QUESTIONS ABOUT THIS RFP SHOULD BE DIRECTED TO
Gina Encallado, EncalladoGL@CO.MONTEREY.CA.US, (831) 796-1336

CONTRACTOR MUST INCLUDE THE FOLLOWING IN EACH PROPOSAL (1 original plus 3 copies):

ALL REQUIRED CONTENT AS DEFINED PER SECTION 8.1 HEREIN

This Signature Page must be included with your submittal to validate your proposal.
Proposals submitted without this page will be deemed non-responsive.

CHECK HERE IF YOU HAVE ANY EXCEPTIONS TO THIS SOLICITATION.

CONTRACTOR MUST COMPLETE THE FOLLOWING TO VALIDATE PROPOSAL

I hereby agree to furnish the articles and/or services stipulated in my proposal at the price quoted, subject to the instructions and conditions in the Request for Proposal package. I further attest that I am an official officer representing my firm and authorized with signatory authority to present this proposal package.

Company Name: _____ Date _____

Signature: _____ Printed Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: () _____ Fax: () _____ Email: _____

License No. (If applicable): _____

License Classification (If applicable): _____

END RFP 10873

MONTEREY COUNTY



Administrative Office
Contracts/Purchasing Division
1488 Schilling Place
Salinas, CA 93901
831-755-4990

ADDENDUM #1 RFP 10873 Tax Bill Printing

DATE: March 31, 2023
PROJECT: RFP 10873 Tax Bill Printing
TO: Interested Proposers
SUBJECT: Written Questions and Answers

A signed copy of this addendum must be submitted along with your original bid proposal package to verify receipt of this Addendum #1.

Company Representative

Date

.....

Addendum #1 consists of all Written Questions and Answers asked prior to the Deadline for Written Question (See 3.0 Calendar of Events).

Addendum #1
for the delay! Please see below.

RFP 10578

1. Does the County currently utilize a vendor for this work? If so, can you please let us know who that is? **Yes. Our current vendor is The Data Center.**
2. What warranted going out to bid for this work? Is this a mandated process, or are there issues with the current service? **Our current agreement is due to expire.**
3. We do not use Laser Printing, but instead a roll-fed Inkjet solution. Is this acceptable? **We would want to see samples to fully understand the difference.**
4. We are a white paper company, which means we print all variable and static information and formatting of the document on the fly and do not use custom forms. Is this acceptable? **We would require further explanation of this process. Some custom formatting of the data is required as it is generated from our software platform which can be overlaid with images and color blocking printed on paper, but a pre-printed paper form is not required.**
5. We also do not use custom envelopes. We are aware the county's current process uses custom envelopes. Is the County open to instead using a double window #10 envelope, with the return and mailing address being positioned on the document so they show through the windows correctly when folded? And for the #9 remit envelope, is the county open to using a blank single window envelope, with the remit to address showing through? **This would require an additional expense to format those options with our software platform and would require time to process that may not be feasible with the upcoming print deadlines.**
6. The County is referring to a #10.5 window envelope. Do you mean a standard business #10 envelope? Do you have the dimensions of the 10.5 envelope? Can you also provide dimensions for the #9 remit envelope? **Please see dimensions for the two envelopes below:**
#9 Envelopes: 3 7/8 x 8 7/8
#10 1/2 Envelopes: 4 1/2 x 9 1/2

END ADDENDUM #1 RFP 10873

END ADDENDUM 1



**Proposal
For
RFP 10873**

**For
Tax Billing Printing**

**County Of Monterey
Contracts/Purchasing Division
1488 Schilling Place
Salinas, CA 93901**

April 6, 2023

Submitted by
Stacy Conologue
The Data Center
1827 South Fremont Drive
Salt Lake City, Utah 84104
(801) 978-1030
stacy@datacenterusa.com

SECTION 1

April 6, 2023

County of Monterey
1488 Schilling Place
Salinas, CA 93901

Please consider this bid proposal from The Data Center, LLC regarding your RFP 10873, - Tax Bill Printing. We currently do work similar in scope to your RFP, for a number of our customers and feel based upon your RFP that we can meet your requirements as outlined in your RFP.

The Data Center has been in business for over 30 years printing and mailing highly confidential information for our customers. Some of our customers include; Centers for Medicare and Medicaid, Sonoma County, CA, Superior Court of California County of Riverside, Superior Court of California County of Orange, many other government and private businesses. We work with very complex data and can provide mail accuracy and the lowest possible postage rates available. We are able to work with almost any data format.

This proposal includes our capabilities, experience, personnel, security and disaster recovery procedures, quality assurance procedures along with the price proposal.

The primary point of contact and our principal address for the bid proposal is:

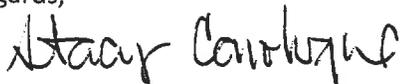
Stacy Conologue
The Data Center
1827 South Fremont Drive
Salt Lake City, Utah 84104
Office: 801-978-1030 ~ Cell: 801-201-1420
Fax: 801-978-0501 ~ Email: stacy@datacenterusa.com

We will produce, print and mail according to your timeline and specific designs you have for each mailing. We understand that the mailings have specific mail dates that are required and will send the mail presorted first class through USPS.

TRUE FLEXIBILITY: This is where I believe that The Data Center is heads and tails above the rest. We have the ability to meet expectations, make changes and handle additional requests in a timely manner. We understand that our customers require us to be efficient and effective but also have the ability to step outside the box to perform tasks and provide services that are not part of the standard agreement. We understand the need to be flexible without sacrificing accuracy or timeliness. That is true flexibility and customer service. Our belief is now and has been for 30 years to keep a customer here with quality work and great customer service. We **Firmly Believe That "TRUE FLEXIBILITY"** is an absolute must for the customer.

Please feel free to call me with any questions you may have regarding this proposal or for more information about The Data Center.

Regards,



Stacy Conologue
Government Bid Specialist

RFP 10873 Tax Bill Printing Service

SIGNATURE PAGE

COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION

RFP 10873 Tax Bill Printing Service
ISSUE DATE: March 9, 2023



RFP TITLE: RFP 10873 Tax Bill Printing Services

PROPOSALS ARE DUE IN THE OFFICE OF THE CONTRACTS/PURCHASING OFFICER BY
3:00 P.M., LOCAL TIME, ON April 6, 2023

MAILING ADDRESS:
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CONTRACTS/PURCHASING OFFICE
1488 SCHILLING PLACE
SALINAS, CA 93901

QUESTIONS ABOUT THIS RFP SHOULD BE DIRECTED TO
Gina Encallado, EncalladoGL@CO.MONTEREY.CA.US, (831) 796-1336

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This Signature Page must be included with your submittal to validate your proposal.
Proposals submitted without this page will be deemed non-responsive.

CHECK HERE IF YOU HAVE ANY EXCEPTIONS TO THIS SOLICITATION.

CONTRACTOR MUST COMPLETE THE FOLLOWING TO VALIDATE PROPOSAL

I hereby agree to furnish the articles and/or services stipulated in my proposal at the price quoted, subject to the instructions and conditions in the Request for Proposal package. I further attest that I am an official officer representing my firm and authorized with signatory authority to present this proposal package.

Company Name: The Data Center LLC Date 03/04/2023

Signature: [Handwritten Signature] Printed Name: KIM M KENDALL

Street Address: 1827 S. Fremont Drive

City: SLC State: UT Zip: 84104

Phone: (801) 978-1030 Fax: (801) 433-1297 Email: stacy@datacenterusa.com

License No. (If applicable): SLC CORP. LIC 2002-0057

License Classification (If applicable): _____

END RFP 10873

MONTEREY COUNTY

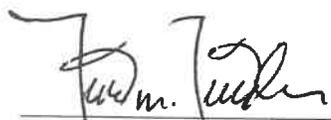


Administrative Office
Contracts/Purchasing Division
1488 Schilling Place
Salinas, CA 93901
831-755-4990

ADDENDUM #1 RFP 10873 Tax Bill Printing

DATE: March 31, 2023
PROJECT: RFP 10873 Tax Bill Printing
TO: Interested Proposers
SUBJECT: Written Questions and Answers

A signed copy of this addendum must be submitted along with your original bid proposal package to verify receipt of this Addendum #1.



Company Representative
04/04/2023

Date

.....

Addendum #1 consists of all Written Questions and Answers asked prior to the Deadline for Written Question (See 3.0 Calendar of Events).

Addendum #1
for the delay! Please see below.

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4. We are a white paper company, which means we print all variable and static information and formatting of the document on the fly and do not use custom forms. Is this acceptable? We would require further explanation of this process. Some custom formatting of the data is required as it is generated from our software platform which can be overlaid with images and color blocking printed on paper, but a pre-printed paper form is not required.
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#10 1/2 Envelopes: 4 1/2 x 9 1/2

END ADDENDUM #1 RFP 10873

END ADDENDUM 1

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PRICING

SECTION 7, 8, 9

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The Data Center, in Salt Lake City, Utah has been serving the document needs of customers for over 30 years. We are a strong privately held organization with sales exceeding \$5 million. With our unique combination of data processing ability, graphics design and production, we have created a secure, flexible and high quality portfolio of products and services that meet the needs of our customers nationally. The Data Center is fully insured and bonded. We have saved our customers thousands of dollars annually based on the high costs associated with printing systems, postage, programming and design.

The Data Center specializes in printing critical documents and we have all of the requirements securely in place to successfully provide critical document print and distribution services:

- ✓ Ability to provide our customers with state of the art technology
- ✓ Accurate programming / mapping of data to static form with proofs for any scenario with 'live data'
- ✓ In-house programmers to handle any programming and software issues internally
- ✓ State of the Art and Redundant Equipment / Software
- ✓ Highly Experienced People/Personnel and Low Employee Turn-over
- ✓ Detailed Quality Assurance Program
- ✓ Security Program and Policies, and SFTP Server
- ✓ Ability to provide all services within our secure facility
- ✓ Thorough Disaster Recovery Plan
- ✓ Clear and custom postage reporting and invoicing
- ✓ Clear and custom inventory procedures
- ✓ Lowest possible postage rates for all customers
- ✓ Complete and up-to-date knowledge of the United State Postal Service
- ✓ National contracts for high quality paper, envelopes, ID cards and equipment
- ✓ Ability to provide low-cost additional printed items as an added service to our customers
- ✓ Efficiently account for each and every item utilizing unique sequential numbers.

The difference between The Data Center and our competitors:

- The Data Center's structure and technology allow us to be highly responsive and adaptive to the business requirements of our customers
- The Data Center is a small business with the capabilities and backing to be a much larger corporation; we are better able to control security, service our customers immediately and resolve issues in a timely manner as a small business.
- The Data Center provides the same account manager and team to create, implement and fulfill all print and mail products
- The Data Center is a "CRITICAL DOCUMENT" print and mail company. We provide maximum security features for both facility and data transportation.
- Flexibility – ability to make modifications quickly and seamlessly

Company Information

- a) **Hours of Operation** - Currently The Data Center operates Monday – Friday 5 am – midnight during Non-peak hours and 24/7 during peak hours.
- b) **Principal Address** – The Data Center principal place of business is located in Salt Lake City, Utah, less than one mile away from the Salt Lake City Business Mail Unit. The address is:
1827 South Fremont Drive
Salt Lake City, UT 84104
www.datacenterusa.com
- c) **Federal Employer Identification Number:** 87-0644300
- d) **Key Management Tenure:** The processing and print team work together under Kim Kendall. She has been president and operating partner of The Data Center since it was established in September of 1993.
- e) **The primary point of contact for this bid proposal is:**
Stacy Conologue - Account Manager
Office: 801.978.1030 - Cell: 801.201-1420
Fax: 801.978.0501 - Email: stacy@datacenterusa.com
- f) **Business Structure:** The Data Center is a limited liability corporation owned by Kim Kendall, operating manager and President; with one additional partner, Gregory Clark.
- g) **Primary Business:** Our primary business is critical document printing and mailing: Utility billing, hospital billing, statements and court documents. We have been serving the utility industry since the beginning in 1993.
- h) **Length of time in business:** 30 years; The Data Center was established in September 1993.
- i) **Employees:** The Data Center has 24 employees.
- j) **Revenue for past three years:**
2020 = \$8,150,814.25 2021 = \$7,017,218.47 2023 = \$8,547,927.00
- k) **Investment in R&D: In the last three years:** \$75,000.00
- l) **USPS:** We can perform all certifications and requirements for the USPS including Move Update requirements, CASS, DPV, NCOA and the IMB.
- m) **Security & Confidentiality** – Maintaining the security of our customers’ data is our top priority. Our processing facility is secured with a card key system at all times. Access to the processing area is limited to print operators, company managers and project managers. Any visitors/vendors that need access to our processing facility are escorted by Data Center personnel. The Data Center has state of the art technology for secure data transmission. We also have Camera systems located throughout the building
- n) **Insurance or bond coverage** – Policy available on request. The Data Center also maintains an errors and omissions policy
- o) **Personnel screening requirements**
- i. Drug Testing Policy
 - ii. Background Checks
- The Data Center partners with DSS Investigations for annual background checks on all employees. Background Checks are conducted through LexisNexis, the company that provides background checks for the Federal Government
- p) **Future Enhancements:** Online tracking and online store front.
- q) **Downtime needed for maintenance and upgrades:** None. We have redundant equipment to keep us up and running 24/7.

Data Center’s Ethics

Our ethical principles are the values that set ground rules for all that we do at The Data Center, LLC. It is meant to remind us that if we each strive to live and abide by basic ethical principles in the day-to-day conduct of our

business, we will foster an environment of mutual trust and respect, and continue to build our reputation for integrity, which is the foundation of the company.

The Data Center, LLC believes that trust fosters long term relationships which are built through honesty, openness and fair play. Our employees are key to our success. As we all are part of a team we all must take responsibility for our own actions and conduct.

At all times, it is our policy to stay within the laws, rules and regulations of the countries, states or other jurisdictions in which we operate.

The truth properly told and presented, should be the objective of all activity. Customers shall be treated with respect and competition with peer companies should be fair and ethical. The following are some of the ethics in the marketplace The Data Center, LLC will adhere to.

- Our products and services must stand on their own merits and their quality.
- No collaboration with competitors to establish or maintain prices or to unlawfully restrain trade will be allowed
- Customers should always be given factual information.
- Customers and Vendors should be treated fairly, honestly and in accordance with agreed terms.
- We will not share confidential information with anyone.
- Any complaints from customers, suppliers, subcontractors shall be dealt with promptly and fairly.
- Although we should strive to understand our competitors so that we can perform in the market, industrial espionage is not permitted.
- Company policy forbids knowingly infringing on copyright, trademarks, patents or other properly registered intellectual property of others.
- Management should have due regard as to how contracts or arrangements with new suppliers, et al. will reflect on the reputation and ethics of The Data Center, LLC.

The Data Center does not use corporate funds, whether in cash, goods, services, equipment, etc, to make contributions to political candidates, political parties or committees, or political entities.

No bribes of any sort may be paid to or accepted from customers, politicians, government representatives, advisors or representatives.

Whether it is actual or apparent, conflicts of interest must be avoided. Actions taken by employees should be objective and based on the best interests of the Company.

Trade secrets, technology, ideas, customer lists, unannounced financial data, marketing and pricing strategies, and business plans are among others, The Data Center's most valuable business assets and protecting their confidential and proprietary nature is the ethical duty of all employees. This type of information must not be divulged outside the organization via any route.

Implementation Plan/Project Schedule and Methodology

The Data Center's structure and technology allow us to be highly responsive and adaptive to the business requirements of our clients. We have the ability to meet expectations, make changes and handle additional requests in a timely manner. We understand that our customers require us to be efficient and effective but also have the ability to step outside the box to perform tasks and provide services that are not part of the standard agreement. We are flexible without sacrificing accuracy or timeliness.

The Data Center will work with you to provide a plan and timeline that ensures that we meet your expectations with the schedule, roles, customer service, data management, reporting and invoice and escalation process.

Account Team Structure and Support: The Data Center provides each account with a dedicated account manager. In addition, there is a core team including the operations manager, data transfer manager, and accounting manager dedicated to each account. This management includes approving reports, invoicing, reconciling postage charges, form changes, and daily quality checking. This dedicated team works closely with the account manager to ensure outstanding customer service and quality.

Communication Process: The Data Center creates a customized communication plan for each account based on that client's needs. We have created a specific work order for each of our customers based on their parameters. The Data Center is committed to being available to our customers, whether they prefer communication by email, telephone or scheduled calls or on a needs-based plan. All of these preferences are reported and adhered to for each client.

Training: The Data Center can provide technical assistance during implementation. We have been implementing projects similar to this for over 30 years and have never had to do a site visit. We are happy to work with your software vendor in order to retrieve the data needed to successfully implement the project.

Time Schedule: The Data Center provides a maximum of a 2-3 days turnaround time from receipt of data file to mail once the account is live and all checks and balances are set. In order to take an account live The Data Center estimates at least 20 – 30 days for form design, programming, proofing and final approval. The Data Center is first and foremost a data processing company. All data is processed before printing. This reduces expensive errors and ensures a secure program. See Implementation Timetable on the next page.

User Acceptance Testing: Our success is measured by the parameters set by our customers, convenience and reduction of overall costs to our customers. Our methodology for understanding our customers' business and the way they accomplish their goals is a critical element in developing strong and reliable business partnerships. This enables us to compliment your efforts and strategies by providing a custom program that makes the most sense for you.

Sample Implementation Schedule

Date	Event	Details
Immediately After Award	Provide Level of Service Statement	Establish agreed upon procedures for proofing and set parameters for all notices and summons and department transactions and schedules. Including but not limited to; changes on letters, turnaround expectations, etc.
Immediately After Award	Load library of letters	Monterey provides library of static notices to The Data Center. The Data Center codes and loads letters for accurate merging with data.
Immediately after Award	Begin programming and 'mapping' for all letters.	<p>Monterey provides test data and mapping/programming instructions.</p> <p>The Data Center to produce and submit for proofing and approval all letters with appropriate test data starting with the most used and continuing through library of all notices.</p> <p>The Data Center prefers 30 - 60 days for programming on most variable imaging project implementations. We are flexible and happy to work with the schedule needed by the Court.</p>
20-30 days after Award	Live Data transfer	The Data Center produces final proof of live data on letter formats to be approved by Monterey before live implementation.
2-3 days after final data sent	GO LIVE	The Data Center has approval from Monterey; on approved letters and daily file transfers and printing and mailing begins.

Program Narrative

The Data Center is a data processing, variable data laser printing and mail company that is fully insured and bonded. We print and mail in excess of 8 million critical documents, statements, notices, checks, and direct mail pieces monthly.

We are confident that we would exceed the expectations clearly stated in your RFP. The majority of what we do is similar in scope to your statement of services.

The proposed volume is very attractive for our business. We would not need to make any changes in our production to fit the volume. We can handle a large increase in print and production volume, with our current equipment and personnel. The Data Center has the resources to handle and increase in work load for this project or any project at any time. We have the financial backing available to increase our equipment, staff and space capabilities as needed.

Below is a summary of our experience and the benefits of working with The Data Center.

- We have provided our customers with full service printing and mailing solutions for over 30 years.
- We create a strategic alliance with our clients that will reduce their costs without sacrificing timeliness, quality or service.
- We provide a professional, experienced team, ready to coordinate and manage an entire range of print, mail and storage requirements.
- We provide unrestricted access to cutting edge technology.
- We provide our customers with true flexibility.
- We have 30+ years of professional experience and a reputation for proven service and support.
- We provide our customers with a single point-of-contact for all programming, printing, mailing, reporting, and invoicing needs.
- We use our combined expertise to schedule and execute without interruption of our clients ongoing business.
- We provide a security and disaster recovery plan that ensures your critical documents are presented to the USPS on time and secure.
- We provide an unsurpassed quality assurance program that guarantees 100% of data is tracked and mailed.
- We stay focused on our core business which is printing and mailing critical documents.

The Data Center specializes in critical documents and we have all the requirements securely in place that are needed to successfully provide critical document print and distribution services. These factors include the following items which we have described in detail in the following pages.

1. Equipment / Software / SFTP
2. Personnel
3. Work Plan and Methodology
4. Quality Assurance Program
5. Security
6. Disaster Recovery Program

Equipment

The Data Center believes in being prepared, and part of that preparation is having redundant equipment as well as a comprehensive disaster recovery plan. This helps ensure that projects are not delayed due to downtime, or due to a situation that disables our facility. Our Disaster Recovery Plan details the different solutions we have to any downtime occurrence. Details of our Disaster Recovery plan are included below for your review.

In times of large production runs on short timelines, our staff is able to rotate schedules and provide 24 hour operation. This can both overcome machine downtime as well as compensate for unexpected large print runs. This flexibility enables us to meet exacting production requirements that exceed the production capabilities of our equipment during normal hours.

Print Volume Capabilities

Our full capacity is over 85,000 prints per hour using high quality, high speed, digital laser printers. Our printers print at 600 DPI. Our total daily capacity accounting for paper loading, machine maintenance, and shift changes is estimated at over 1.3 million prints per day.

Networked Digital Printing Equipment

- OCE 6160 Printer with booklet Marker
- (2) Xerox Brenva High Speed Ink Jet Full Color
- OCE System 180 - MICR capable
- Xerox Versant Full Color Digital Printer
- Fargo Direct to Card 550
- (2) Rena Mach 5 color envelope printer

Mail Volume Capabilities

Our mailing capabilities match that of our print capabilities at an average of approximately 50,000 pieces per hour. This number varies depending on specific project requirements, but the mailing functions are designed specifically as an integral part of our workflow process.

Mail Processing Equipment/Software

- MCS Inkjetter
- Bell & Howell Intelligent Inserters 6 station (2)
- Bell & Howell 6 Station Inserters
- Bulk Mailer Postal Software
- MBO Right Angle Folder Baum Folders
- Whittier Bag Tagger
- Pitney Bowes Stand Alone Meters (2)
- Table top folder
- Challenger Cutters
- Sentra Scale
- Quadient meter bases (4)

As you can see we have redundant equipment to keep us up and running 24/7. The Data Center has established maintenance contracts for all our equipment and machinery. All contracts are for 24 hours, 7 days a week and require all factory certified parts to be available within 6 hours of service call.

Computer Systems – Software – Programming

Our IT professionals have over 45 years combined experience in writing programs for print applications, maintaining live software systems, writing program documentation, in-depth knowledge of current print hardware, operating systems and standard development tools and resources.

We have years of experience with new software applications and mapping data to present the most clearly printed image possible. Our strengths include, troubleshooting and determining the root of a problem whether it is caused by hardware, operating system software, application programs or network failures. The Data Center is experienced in creating the best fit for ongoing projects by doing needs analysis, technical correspondence, form design, programming and production scheduling, production management, training and ongoing support.

The Data Center is a partner with the USPS and in constant contact regarding new software and all updates to the DMM. We provide CASS, PAVE, NCOA^{Link} software services and will always achieve the lowest possible postage rate for all mailings.

Programming Languages and Operating Systems:

- C/C++
- Postscript
- LCDS/Metacode
- Windows
- House holding – Multiple documents programmed to go into one envelope based on a variety of customer driven criteria, to maximize postage savings.
- Checks and Balances – Create customer driven parameters of checks and balances for number of documents, number of printed pages, dollar amount billed, etc. and make this a part of ongoing production.
- Custom Messages – We can create customized printed messages to add to your statements. We will create a program for you based upon your criteria. For instance if a person has a past due amount we then can print a message on only that statement.
- We can create different graphs showing history or usage depending on your needs and data available.
- Selective inserting – We can create jobs that have certain types of statements that only get a certain statement. We will program OMR codes so as the inserter is doing it's job it will read the code and only put an insert when it comes to the code we set up.
- We will code your statements with OMR marks. These marks will tell the intelligent inserters how to proceed. The marks will tell the inserter how many pages go into an envelope which helps us to automate the house holding procedures. It then sends it into the folder as one set to be folded together.

Data Transfer via SFTP

The technical expertise of our staff is immense. SFTP is a daily activity in our data center. Technical difficulties are prevented on a proactive basis through regular systems checks, and our 24-hour production schedule allows for the utmost responsiveness to correcting difficulties or problems with our systems.

Our IT department works very closely with our customers for both quality programming/set-up and issue resolution.

The Data Center has some of the highest security standards in the industry in terms of transporting, storing, and data back-up. As a print provider for the federal government we have implemented some of the most secure systems and practices that are currently available. They include: SFTP, data transport providing AES 256 Bit Encryption. As well as secure VPN Tunnel Services. Full back up of customer data on administrator hardened, NTFS encrypted volumes are performed each day. Data is backed to optical media and scrubbed from customer volume at the end of each job cycle.

Project Personnel

SECTION 3

Excellent customer service is our number one priority. Carefully managing our processes for design, planning and implementation is the key to providing consistent quality services that gives our customers the assurance they need that a project is going to be completed on time and within budget. Customer satisfaction is always the result. We achieve this result through our personnel.

The Data Center has a team dedicated to your account. The account manager manages the account on an ongoing basis. This management includes approving reports, invoicing, reconciling postage charges, form changes, and daily quality checking.

The following is a list of the 'key' personnel for this project with their area of expertise and responsibilities indicated. All personnel can be reached at (801) 978-1030.

Stacy Conologue - Account Manager - Your Account Manager has over 20 years' experience in managing mailing operations, which includes managing all mailing services, print job turnover, quality checking of printed materials, sequential numbering checks and balances, folding, inserting, traying, sorting, tagging and presentation to the USPS. The Account Manager will be responsible for communication all pertinent information to the team working on implementing the account, in addition to: setting and applying timetables, key staff coordination and communicating with contacts at your office whenever needed. Your Account Manager is your advocate in guaranteeing that you get the service you want and deserve.

Trisha Allen- Rasmason – Customer Service Manager - Your Customer Service Manager will be your help desk. Understands customers' needs and provides solutions for their needs. They will help research questions and provide the answers you will need. They also keep us on budget throughout the job. They balance the accounts for print, labor and postage.

Gary Swensen - Production Manager - The Print Production Manager has over 18 years' experience in production management. He provides the schedule that allows us to meet all deadlines. The Print Production Manager works closely with the programming team, account managers and the mail services department to ensure that all job deadlines are consistently met.

Derek Toronto – IT & Programming Manager - Our programmers have a combined total of over 35 years' experience in programming for variable data print and mailing. Your programmer will manage the programming and data integrity of all of your work. The programmer is responsible for the accuracy of the data and will be scheduling the print equipment time and managing the print operators. Our programmers can work with almost any file type.

Nancy Moore - Mail Services Operations Manager - MQC = Mail piece Quality Control Specialist, Certified by US Postal Service, EMCM = Executive Mail Center Management Specialist, Certified by US Postal Service. This person has over 20 years' experience in the mail services industry and is certified by the USPS as a Mail Piece Quality Control Specialist and Executive Mail Center Management Specialist.

Workflow & Quality Assurance Program

Receive data or Retrieve Data– We check the SFTP site every 15 minutes for incoming data to be processed. After establishing a schedule with our customers for data transfer, we will monitor incoming data to be sure we are on schedule for every transfer. If we do not receive data within 1 hour of expectation, we make a call to the customer for clarification.

Process data and balance to customer specifications - Once data is received it is submitted for processing and balancing to customer specifications. Processing the data includes sorting the data to achieve the lowest postage rates based on density per zip codes. Balancing the data includes; checking the file size, dates, record counts, fields, and accounting numbers are balanced to customer specifications.

Data sent to printer - Once the file is balanced and the balancing paperwork filled out and there are no discrepancies, the data is sent to the printer followed by the supporting documentation. Once the data is received by the printer; the print operator checks for data alignment, paper specifications, ink color calls, quality, alignment for outgoing envelope and barcode placement. Assuming no discrepancies exist, the print job continues.

Print quality check – Continually throughout the printing process, the print operator is balancing all of the print streams per record counts according to the balancing worksheet. As the application is printing, quality is checked by the operator by looking at every 500 documents as they come off of the printing systems. Once the printing is complete, it is again scanned for accuracy and quality. It is also balanced once again to the pages to bin sheets that are distributed by the printing systems. If no discrepancies or quality issues exist, the documents are transferred from the print facility to the mailing services department for mail preparation.

Documents delivered for mailing – The Data Center has separated the mailing section of the facility from the print section for better organization. Once the file is in the mail section it is again checked for quality and accuracy. If no discrepancies or quality issues exist, the records are processed for mailing.

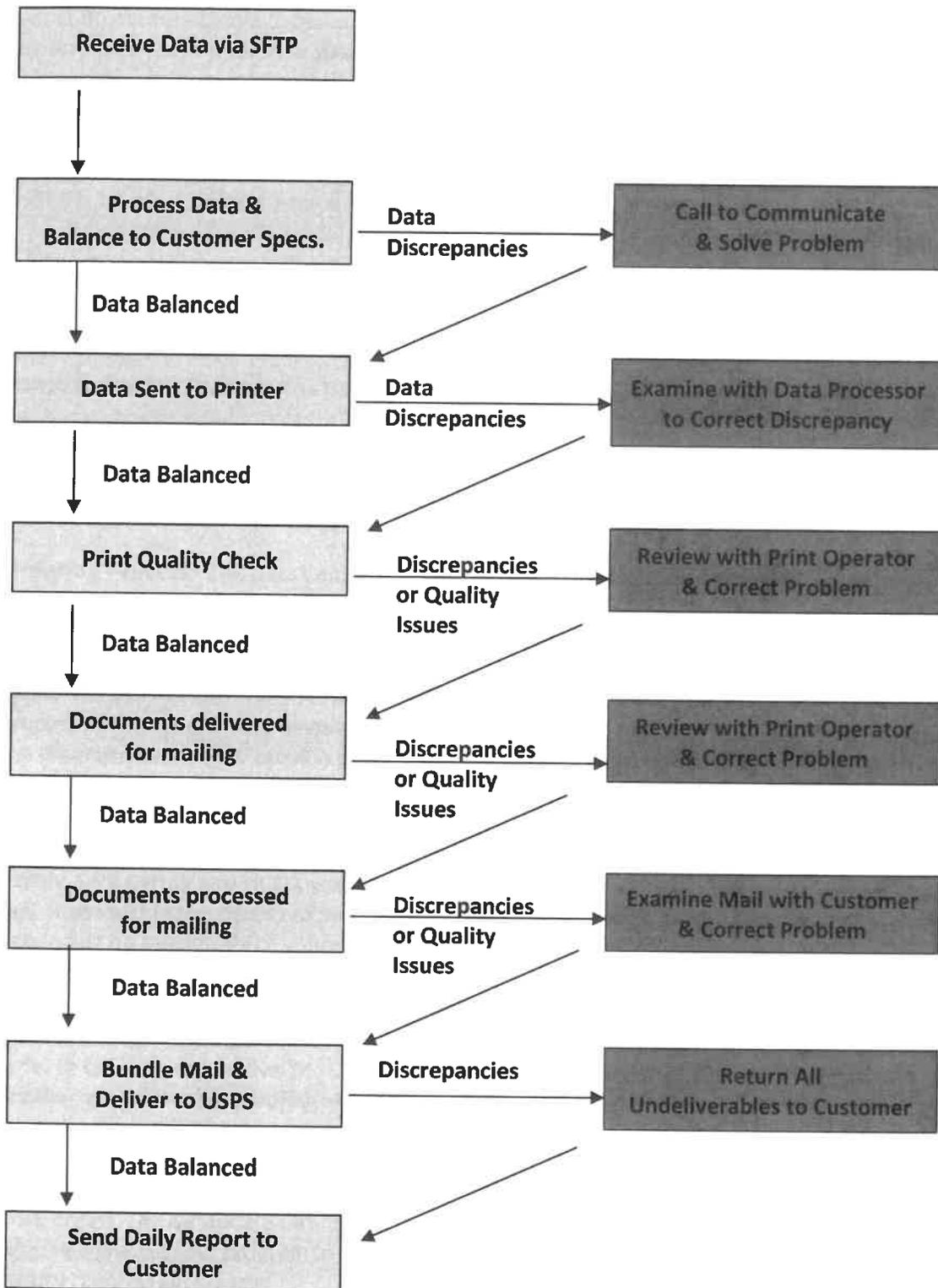
Inserts – Whether inserts are produced by The Data Center or shipped to us for coordination; it is at this time that the inserts and bills are partnered for mail processing. The Data Center has successfully printed inserts or accepted preprinted inserts with complex mingling instructions for over 30 years.

Documents processed for mailing – Processing for mailing includes folding the documents and inserting into envelopes and metering which provides three additional levels of balancing. Once the totals are balanced the mail is then bundled, sorted, tagged and put into trays for delivery to the U.S.P.S. Any undeliverable mail or indicated pulls are delivered to the customer.

Final Quality Check – During each phase of the process our director of operations is checking with all operators and technicians to assure quality and accuracy. At the end of each shift the balancing worksheet and postal worksheets are turned into the director of operations. It is then checked again that all data received has mailed. Printing the notices, postage and billing are all completed at this time by the director of operations.

See our Daily Work Flow Chart on the following page.

Daily Work Flowchart



Work Plan and Methodology

Program Evaluation: Our success is measured by the parameters set by our customer, convenience and reduction of overall costs to our customers. Our methodology for understanding our customers' business and the way they accomplish their goals is a critical element in developing strong and reliable business partnerships. This enables us to compliment your efforts and strategies by providing a custom program that makes the most sense for you.

The Data Center will work with you to provide a plan and timeline that ensures that we meet you expectations with the schedule, roles, customer service, data management, reporting and invoice and escalation processes.

Account Team Structure: The Data Center provides each account with a dedicated account manager. In addition, there is a core team that works closely with the account manager to ensure outstanding customer service and quality. Your account manager is your first point of contact.

Communication Process: The Data Center creates a customized communication plan for each account based on that customer's needs. We have created a specific work order for each of our customers based on their parameters. The Data Center is committed to being available to our customers, whether they prefer communication by email, telephone or scheduled calls or on a needs-based plan. All of these preferences are reported and adhered to for each customer.

Ordering Process: The Data Center will work with you in creating your customized order process. Typically customers will email or SFTP the order. We can send an automated file receipt showing confirmation that the order was received.

Data: The Data Center will build a customized program to meet the data layout you have defined. The mapping process will insure the data fields are laid out correct to your specifications within the statement. Once we have the program built we will provide proofs for you to verify. We will send the proofs either by email or FedEx them to you for approval. Once our initial test is completed we will do a final test with live data.

The Data Center uses PAVE certified software for sorting your mail to meet postal regulations. We will CASS Certify, DPV Certify and NCOA your list before sorting. We then will follow your instructions on removing data that is not within the county or are bad addresses. At this point we will sort for the maximum postage savings depending on the density of your mail. We do not margin the postage. We strive to give you the lowest possible postage.

Time Schedule: The Data Center goal is a 24 - 48 hour turnaround time from receipt of data file to mail. In order to take an account live The Data Center estimates at least 20 - 30 days for form design, form and envelope printing, programming, proofing and final approval.

Track orders, inventory and historical information: We use a customized program to track our orders. When a job comes in it is assigned its own id number. Throughout the whole process that number is with the job on our work orders. As we update information it is recorded on the work order. Once complete if we need historical data we will access our program to find the job and the information we need. Our work orders also contain quality control reports that we use.

Mail Plan: The Data Center has committed mail staff and a specific strategy for keeping up-to-date with all mail regulations listed in the DMM including:

- Ongoing attendance to training opportunities provided by the USPS
- Relationships with key personnel at USPS with who we are in constant communication.
- We have been presenting mail for over 30 years and we have maintained an excellent working relationship with the staff at the SLC BMEU.

The Data Center uses USPS approved custom software packages including NCOA^{link}, PAVE certified and CASS certified software that assists our operators in sorting our mail pieces down to the lowest possible sorting method used by the USPS that allows for maximum postage discounts. This software is used to sort each print job and assign it a specific and unique sequential number to be printed on each piece. This number is used to track each item throughout the entire process of the job from programming, printing, folding, inserting, tagging, traying and to presentation to USPS.

Maintenance Contracts: The Data Center has established maintenance contracts for all of our equipment and machinery. All contracts are for 24 hour, 7 days a week and require all factory certified parts to be available within 6 hours of service call.

Searchable PDF Capabilities: The Data Center can provide a downloadable and searchable PDF file of all notices.

Material Handling and Inventory Control Plan: The Data Center production area is divided into 2 main areas; the printing department and the mailing department. Each area has a production area and a warehouse/storage area in which materials are inventoried and stored. In the print area there is a section for general inventory including stock, equipment parts and toner used for all ongoing jobs that is checked and logged daily for accurate counts and balancing. In addition we have storage space for specific customers and specific projects. Based on each of our customers' specifications and productions needs, we keep a detailed log of that customers' inventory.

Process to handle back ordered or out of stock products: The Data Center tracks stock inventory at each run so there isn't a chance of stock shortages. The Data Center has established contracts in place for disaster recovery and immediate stock replacement in case the need does arise. In case of disaster our secure data is processed at our partner's facility and our team moves to that facility to complete the work following our quality assurance program.

Disposal of Waste Materials: The Data Center contracts with Shred-It; they are the same waste material vendor that is an approved vendor by the US General Service Administration. Shred-It utilizes a cross-cut shredding process, reducing paper to crisscross cut pieces of confetti. These crisscross pieces of paper are cut to approximately 5/8", which provides far greater security than conventional strip-cut shredders. Shred-It comes to our facility every Friday to shred our waste materials on site. We store our waste material in locked consoles. The waste material is contained in specially designed bags within these consoles, and only the designated contact within our organization has a key to access these consoles.

Reports: Our systems are all designed to provide an excellent level of accuracy for the variable data process. Each step in our production process is also a checkpoint for the accuracy of the previous step. Our equipment is capable of producing reports that verify data in each step of the process. During each of these phases, both incoming data and outgoing data are reconciled to insure that each statement is processed according to the specified requirements. Customizing a reporting program for each of our customers is the reason for our success. We can produce the reports that are a priority for your office. On page 22 we show a few of our reports.

Sample Reports

USPS - Postage Statement Wizard

Page 1 of 2

PS Form 3600-P - First-Class Mail and First-Class Package Service - Postage Affixed

Final

Postage Summary

Account Holder:	DATA CENTER, THE 1827 FREMONT DR SALT LAKE CITY, UT 84104 -4220		Mailing Agent:		Org. For Mailing Is Prepared:		
	Contact: JANET BROWN (801) 978 - 1030 worldwidemailing@worldwidemailing.com						
Account Number:	195873						
Permit:	Metered 4588				Processing Category:	Letters (may include postcards)	
	CRID: 2473919			CRID:		CRID:	
Post Office Of Mailing:	SALT LAKE CITY, UT 84199-9655		Mailer's Mailing Date:	10/29/2013	Weight of Single Piece:	Non-identical	
Post Office of Permit:	SALT LAKE CITY, UT 84199-9655						
Total Pieces:	26,420 pcs.		Total Weight:	566.3788 bs.	Total Postage:	\$ 9,613.75	
Additional Postage Permit:	PI 4910		Price at which Postage Is Affixed:	Neither			
	CRID: 2473919						
Sequencing Date:		Address Matching Date - Automation:	10/17/2013	Address Matching Date - Carrier Route:			
No of Containers:	1' MM Trays	2' MM Trays	2' EMM Trays	Flat Trays	Sacks	Pallets	Other
	6	32					
Move Update Method:	NCOALink		NSA:	NO	Election Mail:	NO	
Mailpieces contain reply postcard or reply envelope:	NO		Mailpieces contain Only contents that are not required to be mailed FCM:	NO			
Mailpieces contain a DVD/CD or other Disk:	NO		Round Trip Only: 1 DVD/CD or other Disk:	NO			
Incentive/Discount Claimed:	NO		Type of Fee:	N/A			
Mail Arrival Date and Time:	10/29/2013 15:56		Payment Date and Time:	10/29/2013 15:59			
Comments:							

Part A: Automation Prices

Line Number	Title	Description	Price	Quantity	Subtotal Postage	Discount Total*	Fee Total	Postage
A5	5-Digit	Letters	0.000	23500pcs.	\$ 8,460.0000	\$ 0.0000	0	\$ 8,460.0000
A6	3-Digit	Letters	0.000	1169pcs.	\$ 448.9000	\$ 0.0000	0	\$ 448.9000
A7	AADC	Letters	0.000	205pcs.	\$ 78.7200	\$ 0.0000	0	\$ 78.7200
A8	Mixed AADC	Letters	0.000	1546pcs.	\$ 626.1300	\$ 0.0000	0	\$ 626.1300

Part A Total (Add lines A1-A12) \$ 9,613.7500

Total Postage From All Parts \$ 9,613.75

Total Postage: \$ 9,613.75

Total Postage Affixed: \$ 9,511.2000

Net Postage Due: \$ 102.5500

Net Postage Adjustment Transaction Amount: \$ 102.55

Total From Attached Form 3540-S N/A

For Extra Services and Other Fees

Total Postage \$ 9,613.75

* May contain both Full Service Intelligent Mail and other discount - see Instructions page for additional information.

Certification

The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer, and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control.

I hereby certify that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and that the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation.

I understand that anyone who furnishes false or misleading information on this form or who omits information requested on the form may be subject to criminal and/or civil penalties, including fines and imprisonment.

Signature

USPS - Postage Statement Wizard

Signature of Mailer or Agent	Name of Mailer or Agent	Telephone
------------------------------	-------------------------	-----------

Facsimile Form 3600-P

USPS Use Only

Weight of a Single Piece		Are figures at left adjusted from mailer's entries? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, Give Reason
Total Pieces 26,420 pcs.	Total Weight 566.3788 lbs.	Date Mailer Notified
Total Postage \$9,613.75		Contact
Presort Verification: Check One (If Applicable) <input type="checkbox"/> Not Scheduled <input type="checkbox"/> Performed		By (Initials)
I CERTIFY that this mailing has been inspected concerning: (1) eligibility for postage price claimed; (2) Proper preparation (and presort where required); and (3) proper completion of postage statement; and (4) payment of annual fee (if required).		
Verifying Employee's Signature		Verifying Employee's Name
		Round Stamp Required
Optional Procedure No	Location Code 0002A	Mailing Date

Facsimile Form 3600-P

Verification	Request Source	Performance Status	Disposition	Performance Type	Performance Percentage	Additional Postage	Cost Avoidance
eMIR cursory review		Not Performed	N/A		N/A		
Weigh Entire Mailing		Not Performed	N/A		N/A		
Manual Shortpaid	Verification not requested by system	Not Performed	N/A		N/A		
MERLIN	Verification not requested by system	Not Performed	N/A		N/A		
Mailing Review	Verification requested by random selection	Performed	N/A	Mailing Review	100%	N/A	N/A
Labeling Review	Verification requested by random selection	Performed	N/A	Labeling Review	100%	N/A	N/A
Mailpiece Review	Verification requested by random selection	Performed	N/A	Mailpiece Review	100%	N/A	N/A
Documentation/Postage Statement Review	Verification requested by random selection	Performed	N/A	Documentation/Postage Statement Review	100%	N/A	N/A
Total:						\$0.00	\$0.00

This mailing has been inspected concerning:
 (1) eligibility for postage prices claimed;
 (2) proper preparation (and presort where required);
 (3) proper completion of postage statement; and
 (4) payment of annual fee (if required).

USPS Postal One!

Page 1 of 1

Company Detail	
Company Name	DATA CENTER, THE
Address	1827 FREMONT DR SALT LAKE CITY, UT 84104-4220
Contact Name	JANET BROWN
Phone Number	(801)978-1030
Profit Indicator	P
PS Form 3607R - Mailing Transaction Receipt	
Account Holder Account Number	195873
Account Holder Permit Number	4588
Account Holder Permit Type	MT
Account Holder CRID	2473919
Post Office of Permit	SALT LAKE CITY, UT 84199-9655
Post Office of Mailing	SALT LAKE CITY, UT 84199-9655
Post Office of Permit Cost Center	497786-0002
Post Office of Mailing Cost Center	497786-0002
Mailing Agent Name	DATA CENTER, THE
Mailing Agent CRID	2473919
Mall Owner Name	
Mall Owner CRID	
JOB ID	MANUAL
Customer Reference ID	
CAPS Transaction Number	N/A
Class of Mail	First-Class Mail and First-Class Package Service
Processing Category	Letters (may include Postcards)
Postage Statement ID	155915388
Mailing Group ID	117673728
Mailer's Mailing Date	02/19/2013
Total Pieces	6,277 pcs.
Weight of a single-piece	0.0313 lbs.
Total Weight	196.0000 lbs.
Total Number of Containers	26
Additional Postage for Postage Affixed Mailings	\$ 27.36
Account Number of Additional Postage for Postage Affixed Mailings	30999
Permit Type of Additional Postage for Postage Affixed Mailings	PI
Permit Number of Additional Postage for Postage Affixed Mailings	4910
Total Postage (Without Incentive/Fee)	\$ 2,437.73
Total Incentive/Discount	\$ 0.00
Fee	\$ 0.00
Total Adjusted Postage	\$ 2,437.73
Payment Date and Time	02/19/2013 16:12
Payment Transaction Number	201305017122839M0
Mailer Figures Adjusted?	No
Person authorizing adjustment	
Name	
Phone Number	
Acceptance Site Mailer ID	
Clerk Initials	LRH
Mail Arrival Date and Time	02/19/2013 15:47

**SAMPLE CUSTOMER
SPREADSHEET**

\$9,456.02 Postage Balance from previous month
 \$13,965.51 Total Postage Checks
 -14319.97 Total Postage Used
 \$9,101.56 Total Postage Balance

Date	Total Pages	Total Postage	Date Mailed	Average Price Per Piece	Undeliverable Pieces	Inserts	Postage Check	Check Number
5-Mar-12							13965.5	10069305
1-Mar	130	49.53	1-Mar	0.381				
2-Mar	548	206.05	6-Mar	0.376				
6-Mar	477	181.74	6-Mar	0.381	1			
7-Mar	154	58.21	12-Mar	0.378				
8-Mar	95	35.91	12-Mar	0.378				
9-Mar	96	36.54	12-Mar	0.38				
12-Mar	554	210.52	12-Mar	0.38				
13-Mar	538	205.52	14-Mar	0.382				
14-Mar	241	91.82	15-Mar	0.381				
15-Mar	167	63.79	15-Mar	0.382				
16-Mar	270	102.33	16-Mar	0.379				
19-Mar	567	214.33	19-Mar	0.378	5			
20-Mar	466	178.01	20-Mar	0.382	2			
21-Mar	235	89.3	21-Mar	0.38				
22-Mar	181	69.32	22-Mar	0.383				
23-Mar	301	114.68	23-Mar	0.381				
26-Mar	344	130.38	27-Mar	0.379				
27-Mar	296	113.07	27-Mar	0.382				
28-Mar	131	49.78	28-Mar	0.38				
29-Mar	98	37.44	29-Mar	0.382				
30-Mar	345	131.45	30-Mar	0.381				
	6234	2369.72						

Customer Service

Customer Service: Customer service is our number one priority. Carefully managing our processes for design, planning and implementation is the key to providing consistent quality services that give our customers the assurance they need that a project is going to be completed on time and within budget. With this process, the ongoing management for each project, whether it's a bi-monthly payroll run, juror summons or a monthly statement run is closely monitored for accuracy and quality. Customer satisfaction is the result.

Customer Service Organizational Structure: The Data Center provides each account with a dedicated account manager. In addition, there is a core team dedicated to each account including the operations manager, data transfer manager, and customer service manager. This dedicated team works closely with the account manager to ensure outstanding customer service and quality.

Follow up process: Our protocol is to be readily available to our customers at all times. Our goal is to return calls within 1 hour of receiving messages. We have a live person answering our phones, not an automated message.

Contact Procedure: Your account manager is your first point of contact. There is a team devoted to each customer's service and quality. Once account is established, you will get a list of your team's contact information.

Internal Procedures to track customer service contact resolution: Your account manager will be the main point of contact and will be your advocate. This person should always be available to you and is committed to resolving any and all issues that arise. Each account manager has their own system for tracking your service. If at any time you do not feel that your issues are being responded to immediately, please use the escalation process outlined below.

Escalation process: In addition to receiving a list of your account management team, each customer is provided with contact information for our President, Kim Kendall. This contact information is to be used when the account feels escalation is required. We are confident that our quality and customer service will be above and beyond your expectations.

Invoicing / Postage: The Data Center invoices the same way we do everything else, 'any way the customer wants us to'. We can bill monthly and consolidate and itemize the month's run on each invoice. We are happy to comply with our customers invoicing requests whether it is weekly, bi-monthly or per job, etc.

Before invoicing the customer service manager will take all reports based on job id numbers from transmission to the end with the USPS postal receipt and verify that all quality control measures were done. They will verify counts and postage and any special verification that the court would want us to do. Each invoice will have a line item detail description as to what job we are billing for.

They will enter information into the appropriate spreadsheet for postage reconciliation. Two invoices will be generated – one for the postage and one for the services. This is appropriate because a number of our customers have different budgets for postage and services. It also supports our policy of maximum postal discounting with no margins.

Security

Maintaining the security and confidentiality of our customers' data is our top priority. Our processing facility is secured with a card key system at all times. Any visitors/vendors that need access to our processing facility are escorted by a company representative.

Our Security system includes the following features:

- Outside Glass Detectors on all doors and windows
- Motion Detectors - internal and external
- Smoke Alarm System
- Sprinkler System
- Internal Camera System
- Off Premises Camera Monitoring System
- Weekend and 3rd Shift Patrol

The Data Center has also made significant investments in ensuring that all data files and transfers are protected. We utilize a firewall and ZYXEL router with a continual password change feature. Encryption and alternate security measures are also implemented upon customer request. Confidential data files can only be accessed by our programmers.

The Data Center's Information Systems Security Policies, Change Control, and Procedures

- I. The following will be evaluated, performed, implemented, and maintained by IT management only

1. Any and all application software to be installed, uninstalled, modified.
2. Any and all infrastructure modifications, builds, or changes. Infrastructure changes include, but are not limited to, all hardware and software which comprise any component(s) directly or indirectly (local or remote) connected to the company network: firewall exceptions, port assignments, changes to any and all hardware.
3. Any and all OS updates, user accounts and passwords.
4. Any and all Virus ware updates and patches.
5. Any and all suspicious or unauthorized activity with regard to Information Systems security will be reported to the primary IT manager and all responsible IT staff will take immediate action to resolve, and prevent any such reoccurrence.
6. Any and all suspicious or unauthorized activity with regard to Information Systems security will be assessed on a case-by-case basis to determine the appropriate course of action to ensure against reoccurrence and reported to Human Resources for corrective or punitive action to be taken, if necessary.

II. Information Systems Security Policies, and Procedures performed by IT management only

1. All Passwords for all OS, Virus Ware, Email, SFTP and User accounts therein will be determined, maintained, and known only to authorized IT management.
2. Passwords will be generated and controlled by primary information systems management personnel. Passwords will be alpha-numeric, have a minimum length of eight characters and consist of at least one number and one symbol.
3. Regular audits of LAN/ WAN traffic will be conducted on a weekly basis via router traffic, and packet broadcast analysis.
4. Regular audits of security, and audit logs will be conducted on a weekly basis at the Server level.
5. Virus ware and event logs will be regularly surveyed for intrusion and un-authorized activity.

III. Information Systems Operating System Procedures and Policies performed by IT management only

1. All systems must be hardened with endpoint Virus ware, OS firewall operational and exceptions granted on an as-needed and security assessed basis, access to Administrator accounts and privileges limited via password protection.
2. Administrator accounts will be accessible to authorized IT management only.
3. Administrator accounts will be used for the purposes of new builds, modifications to existing software, major upgrades, general system maintenance, and to facilitate infrastructure changes.
4. All Passwords for all OS, Virus Ware, Email, SFTP and User accounts therein will be determined, maintained, and known to authorized IT management only.
5. User (limited access) accounts will be available for normal staff/ production, and daily operation use.

Disaster Recovery Plan

The Data Center recognizes that it is imperative to have a back-up plan for any kind of emergency situation. We have developed plans for any eventuality.

Power Failure: The Data Center has a back-up generator to ensure that despite power failure we are able to continue operations.

Equipment Issues: The Data Center has redundant equipment to ensure that when one piece fails, back-up equipment can be utilized to get mail out. All of our equipment is networked so that we are able to just transfer the data to a new printer and continue the job for print. We also have redundant equipment for all mail services. You can see by looking at our equipment list that we are well prepared for any kind of equipment failure. This redundancy includes our transportation vehicles as well.

Road Closure to Salt Lake City Bulk Mail Entry Unit USPS: The Data Center is within one mile of the SLC BMEU and has three alternate routes to get there. The Data Center holds permits at several other mail facilities so other locations could be used if necessary.

Communication: All key personnel have cellular phone service to be utilized if phones lines go down. In addition our phone system is set up to forward to key personnel's cell phones in case of emergency.

Disaster Recovery: In case of disaster, The Data Center has two plans for disaster recovery depending on whether the disaster is limited to our facility or if it incapacitates a larger geographical area.

If disaster incapacitates our facility: The Data Center staff is relocated to our disaster recovery facility to complete the jobs that are required to mail that day. Our partner facilities have all of the same software and equipment that we have at our facility so making this transition would be transparent to our customers. Our advanced programming and our ability to create output in postscript lends itself to transition to either single or multiple facilities seamless.

If disaster incapacitates The Data Center and our confidential partner: The Data Center facilitates getting our customers' secure data processed at one of 2 of our confidential partner's facilities in the United States. We have an 'out of state' disaster recovery drill bi-annually.

Our disaster recovery plan is all encompassing and involves the planning and recovery of not just data and IT equipment but the organization as a whole.

- UPS solutions and distributed backup sites; we have business-critical backups off site.
- We consistently have a backup generator that is on a secondary circuit that our critical systems are on.
- Solutions where each critical system is fitted w/ both wired and wireless connectivity; if one goes down we just switch to the other.
- We make external backups daily.
- Maintain software firewalls, antivirus software and spyware software, file system access controls, and user policies. In terms of disaster recovery, many of these measures ensure mitigation and or recovery.
- We maintain a comprehensive insurance policy which provides a high level of reimbursement and replacement options; which covers all office and production equipment, etc. Including an errors and omissions policy.

Facility

The Data Center Production facility has a total of 25,000 square feet and is divided into 2 main areas: print and production area and mail services. Each area has a production and warehouse /storage area in which materials are inventoried and stored. In the print area, there is an area for general inventory including equipment parts, toner,

paper, envelopes, boxes, etc. The inventory is taken daily at the end of each shift to ensure inventory count accuracy. The inventory area is managed and quality checked by the operations manager and the account managers. See photo's of our facility below.



Front View of the Data Center



Rear Entrance to The Data Center



ns
in separate Walled-in area, provide for
additional physical security control



**Mail Operations Equipment at
The Data Center**



Security Feature: Mandatory Key Card

The Data Center Confidential References

Superior Court, County of Orange

Attn: Financial Services Dept.
 PO Box 22002
 Santa Ana, CA 92702
 Collection Unit Final Notices - Delinquency Notices -
 Owners Responsibility -Delinquency Notices - Failure To
 Pay – Traffic School Notices - Mandatory Appearance
 Notices - Operation Warning Notices -Operation Fail To
 Pay Notices
 Volumes: Various quantities with a monthly
 average of 70-75K
 This ongoing contract was established in December 2009
 Alfonso Rivas – Purchasing – (657)622-5959
 arivas@occourts.org

County of Sonoma

Auditor-Controller Treasurer-Tax Collector
 585 Fiscal Drive, Suite 100
 Santa Rosa, CA 95403
 Business and Personal Tax Notices
 Volume: 170,000 notices
 This contract was established in 2009
 Tracy Papenhausen – 707-565-3226
 Tarcy.papenhausen@sonoma-county.org

Salt Lake County Treasurer

2001 S State St.
 Salt Lake City, Utah 84190
 Property Tax Statements
 Volume: various quantities and various months;
 350,000 notices in October
 This ongoing contract was established in 2005
 Wayne Cushing– (801) 468-3142
kwchushing@slco.org

Superior Court of California, County of Riverside

PO Box 1547
 Riverside, California 92501
 Court Statements, Notices and Letters
 Volume: Approximately 60,000 – 80,000 per month
 This contract was established in 2006
 Lanena Clinkenbeard, Case Management - (951) 777-3794
lanena.clinkenbeard@riversidercourts.ca.gov

Centers for Medicare and Medicaid

U.S. Government Printing Office
 Washington DC
 Beneficiary Notices
 Volume: Approximately 245,000 a Week
 This ongoing contract was established in 2006
 Linda Price 614-488-4617 ext. 7

Granger Hunter Improvement District

2888 S 3600 W
 West Valley City, UT 84119
 Utility Statements
 Volume: Approximately 30,000 per month
 This contract is ongoing established in 2005
 Michelle Ketchum 801-557-0786
m.ketchum@ghid.org

West Valley City

3600 Constitution Avenue
 West Valley City UT 84119
 Utility Statements
 Volume: Approximately 30,000 per month
 This contract is ongoing – established in 2010
 Paul Love – 801-963-3379
Paul.Love@wvc-ut.gov

Previous Experience with Similar Projects

Listed below are three contracts The Data Center performs on a daily basis with a description of the services provided. These contracts are all similar in scope to the scope listed in RFP 10307, Tax Bill Printing and Distribution.

1 - Salt Lake County Treasurer's Office– Tax Notices Statement of Work 2009 - 2023

The Data Center created and supplied the tax bill stock (8 ½" x 14"), and provided a proof of the stock to the Treasurer's Office for approval prior to the commencement of laser imaging. The Davis County Treasurer's Office

utilized a (8 ½" x 14") stock with one perforation and chose the highlight color blue for on demand printing with no preprinted stock.

Prior to laser printing of tax notices, The Data Center provided to the County Treasurer's Office proofs for verification of data accuracy & alignment, random laser printed tax notices as proofs with real data. After approval of the laser printed tax bill proofs, The Data Center laser imaged variable data in black and a spot color of blue, at 600 dpi double side to create the tax notices.

After laser imaging of variable data on notices, The Data Center folded and inserted the tax notices. The Data Center folded on the perforations then inserted into a #10 window envelope and included one (1) #9 remittance envelope, supplied by The Data Center.

Data was "householded," or sorted to allow 2 or more bills addressed to the same owner/address to be mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. Any mutilated or damaged bills were immediately reproduced and mailed by The Data Center.

The Data Center verified upon completion of laser imaging, inserting and sealing that the number of pieces prepared for mailing equaled the number of properties in the database, and upon verification reported the same to the Davis County Treasurer in writing.

Output data file was provided to The Data Center via FTP file via electronic transmission. The Data Center set up and converted data, including merging and placement of electronic data and fonts, and text onto the static tax bill form.

The Data Center delivered all pieces properly prepared for mailing to the Salt Lake City Business Mail Entry Unit Post Office. The Data Center prepared the necessary Postal Service 3600R documents for acceptance with First Class Presort Meter Impression. Mail was sorted by The Data Center to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to 5-digit and 3-digit levels.

Within 24 hours after receipt of the CD-ROM or FTP file via electronic transmission from Davis County, The Data Center commenced NCOA and CASS certification and uninterrupted imaging of the supplied data. The Data Center checked every 500th statement printed for quality and completeness during the imaging process. Completion was within 10 calendar days from receipt of the components and database to delivery at the Postal Service.

2- Sonoma County Tax Collector's Office – Abbreviated Statement of Work 2009 through 2023.

Prior to laser imaging, The Data Center provided NCOA/CASS/MASS and Move Update certified for USPS automation, in accordance with USPS Domestic Mail Manual (DMM) Issue 300.

The Data Center supplied the tax bill stock (8 ½" x 14"), and provide a proof of the stock to the Tax Collector's Office for approval prior to the commencement of laser imaging.

Prior to laser printing of tax bills, The Data Center provided to the Tax Collector's Office for verification of data accuracy & alignment, twelve laser printed tax bill proofs with real data (six regular, six Cortac and three unsecured).

After approval of the laser printed tax bill proofs, The Data Center provided at least 50 samples of regular tax bills (with stubs attached) and 50 samples of Cortac bills (without stubs) and 50 samples of unsecured to the Tax Collector's office.

The Data Center Laser imaged variable data in black, at 600 dpi onto one side only of the two styles of preprinted property tax bills. The Data Center provided only one (1) image per record.

After laser imaging of variable data on bills, The Data Center folded and inserted the three styles of bills as follows:

A. Bills with two detachable stubs 8½" x 14" (Regular Tax Bills) - Approx. 170,000

This configuration had two parallel perforations to create two detachable stubs. The bills were tri-folded. The Data Center folded on the perforations that separated stub #1 from stub #2. The bill was inserted into a #10.5 window envelope and with two (2) #9 remittance envelopes, supplied by The Data Center.

B. Bills without detachable stubs 8½" x 14" (Cortac Tax Bills) - Approx. 30,000

These are courtesy bills provided to property owners in instances where a mortgage company remits the property tax on behalf of the owner. These bills were handled as indicated in #1 above, but had no perforations, and did not include #9 remittance envelopes.

C. Bills with one detachable stubs 8½" x 14" (Unsecured Tax Bills)- Approx. 20,000

This configuration had one parallel perforation to create one detachable stub. The bill was tri-folded. The Data Center folded on the perforation that separated stub #1. The bill was then inserted into a #10.5 window envelope and with one (1) #9 remittance envelopes, supplied by The Data Center.

These three bill types were generated at different times of the year. A & B types were generated together in late September and type C was generated in mid-July.

Data from Items A, B & C above, were "householded," or sorted to allow 2 or more bills addressed to the same owner/address and were mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. The data for Items A, B & C above was not pre-sorted by Monterey County for this purpose.

Any mutilated or damaged bills were immediately reproduced and mailed by The Data Center.

The Data Center verified upon completion of laser imaging, inserting and sealing, that the number of pieces prepared for mailing equaled the number of properties in the database, and upon verification reported the same to the Tax Collector in writing.

Output data file was provided to The Data Center via FTP file via electronic transmission containing nine files. Each type of output document was created by combining multiple files containing taxpayer information, voter approved taxes, charges, assessments and messages. The Data Center set up and converted data, including merging and placement of electronic data and fonts, and text onto the tax bill form.

The Data Center delivered all pieces properly prepared for mailing to the Salt Lake City Business Unit US Post Office. The #10.5 mailing envelopes was preprinted. The Data Center prepared the necessary Postal Service 3600R documents for acceptance with First Class Presort Permit. Mail was sorted by The Data Center to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to carrier route, 5-digit and 3-digit levels.

Within 24 hours after receipt of the CD-ROM or FTP file via electronic transmission from Monterey County, The Data Center commenced CASS certification and uninterrupted imaging of the supplied data. The Data Center checked every 500th statement printed for quality and completeness during the imaging process. Completion was within 10 calendar days from receipt of the components and database to delivery at the Postal Service.

3 - Centers for Medicare and Medicaid Services– Abbreviated Statement of Work 2007 through 2023

The Data Center provides four different types of notices for Centers for Medicare and Medicaid Services (CMS) that meet all U.S. Postal Service (USPS) requirements for First Class mail. Each of the four notices require a different number of pages and paper color as outlined in the specifications. The appearance and quality of the documents shall meet or exceed the quality produced by a laser printer.

The Data Center retrieves data daily from secure Gentrax Mailbox. Background checks and fingerprints must be approved by CMS before implementation.

The Data Center shall offer new programming and 'mapping' for all notices. This process also involves sending proofs to CMS with the test data on the notices for review. The Data Center shall produce final proof of live data on all notices to be approved by CMS before live implementation. Once The Data Center has approval from CMS on all notices, printing, and mailing begins.

The Data Center shall produce and mail the notices daily from electronic data provided by CMS. The Data Center shall use software packages, including NCOA, PAVE and CASS certified software, to assist in sorting mail pieces down to the lowest possible postage rate before they are printed. The software shall be used to sort each print job and assign it a specific and unique sequential number to be printed on each piece. The number shall be used to track each item throughout the entire process of the job from programming, printing, folding, inserting, tagging, traying and presenting to USPS.

The Data Center shall provide a USPS statement of mailing via fax or e-mail at the end of each week. The Data Center shall submit a monthly statement to Government Printing Office for products and services rendered that distinguishes between types of notices. This statement shall be based upon only the number of mailers that were successfully produced and mailed, not to include any mailers that were destroyed or deemed unfit for mailing. Invoices for postage and print shall support the monthly statements that document all work performed.

Volume of CMS notices is approximately as follows:

Annually 2,808,000 notices Daily 10 – 80,000 notices printed and mailed

5 different notices; two of which have 34 different versions and constantly changing data/ letter lengths.

The Data Center team performs all aspects of this project with no subcontracting.

SECTION 4

SECTION 5



THE DATA CENTER

STATEMENT PRINTING DIRECT MAIL DIGITAL OUTPUT

Environmentally Friendly Practices:

The Data Center prides itself on being mindful of the carbon footprint that we leave. We take very seriously our obligations to the environment and are committed to doing our part. That includes:

Recycling all cardboard and paper products

We shred with a company that also recycles.

We recycle all toner and ink cartridges.

We purchase recycled goods as often as possible.

We offer recyclable products to our customers where feasible.

We have been active in tree planting projects.

**As a result of the contributions of many print providers across the country there is 360% more wood in the forests today than in 1920.

**More than 60% of paper today is recycled compared to 18% of electronics.

**We strive to be the best stewards of our forests as possible to create clean air, water and wildlife habitat.

SECTION 6



THE DATA CENTER

STATEMENT PRINTING DIRECT MAIL DIGITAL OUTPUT

RFP 10873 Tax Bill Printing Services

Initial Setup and programming	\$ No Charge
Programming charges	\$ No Charge
Secured Tax Bills with 2 detachable stubs	\$.254
Quantity approx. 100,000	
CORTAC Tax Bills with on detachable stubs	\$.215
Quantity approx. 35,000	
Unsecured Tax Bills with 1 detachable stub	\$.235
Quantity approx. 20,000	
Mailing too large for #10.5 envelope	\$ See below
Large 9 X12 envelope	\$.20
Hand inserting / bundling	\$.08
Postage	\$.471 1oz to 3.5 oz
9 X 12 envelope	\$ \$1.98 4 oz
Additional misc. fees	\$ None

SECTION 7-8-9



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/26/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER AssuredPartners of California Ins Services, LLC 196 S. Fir Street PO Box 1388 Ventura CA 93002-1388	CONTACT NAME: Emilia Contreras PHONE (A/C, No, Ext): (805) 585-6725 FAX (A/C, No): (805) 585-6725 E-MAIL ADDRESS: emilia.contreras@assuredpartners.com																					
INSURED The Data Center, LLC 1827 S. Fremont Drive Salt Lake City UT 84104	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A :</td> <td>Ohio Security Ins Co</td> <td style="text-align: center;">24082</td> </tr> <tr> <td>INSURER B :</td> <td>Ohio Casualty Ins Co</td> <td style="text-align: center;">24074</td> </tr> <tr> <td>INSURER C :</td> <td></td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A :	Ohio Security Ins Co	24082	INSURER B :	Ohio Casualty Ins Co	24074	INSURER C :			INSURER D :			INSURER E :			INSURER F :		
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INSURER C :																						
INSURER D :																						
INSURER E :																						
INSURER F :																						

COVERAGES **CERTIFICATE NUMBER:** 23/24 GL/AU/UMB **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y	Y	BZS (24) 56508052	01/31/2023	01/31/2024	EACH OCCURRENCE \$ 1,000,000
	DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000						
	MED EXP (Any one person) \$ 15,000						
	PERSONAL & ADV INJURY \$						
							GENERAL AGGREGATE \$ 2,000,000
							PRODUCTS - COMP/OP AGG \$ 2,000,000
							\$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	BAS (24) 56508052	01/31/2023	01/31/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	BODILY INJURY (Per person) \$						
	BODILY INJURY (Per accident) \$						
	PROPERTY DAMAGE (Per accident) \$						
							\$
B	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE			USO (24) 56508052	01/31/2023	01/31/2024	EACH OCCURRENCE \$ 2,000,000
	AGGREGATE \$ 2,000,000						
	\$						
							\$
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y / N	N / A				PER STATUTE \$ OTHER \$ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

GL/AU: Certificate Holder its officers, agents, and employees are Additional Insured as respects to operations of the Named Insured per forms (GL) BP79960916 and (AU) AC85010618. GL: This insurance is Primary and Non-contributory to any other Insurance per form BP00030713. AU: This Insurance is Primary per form AC85010618. A Waiver of Subrogation is added in favor of the Additional Insured per forms (GL) BP00030713 and (AU) AC85010618. Endorsements apply only as required by current written contract on file.

CERTIFICATE HOLDER County of Monterey Contracts / Purchasing Department 168 Walisal Street 3rd Floor Salinas CA 93901	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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