

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.

Inclusion on the mailing list is the only way to ensure timely notification of any addenda and/or information that may be issued prior to the solicitation submittal date. IT IS EACH CONTRACTOR'S SOLE RESPONSIBILITY TO ENSURE THAT THEY RECEIVE ANY AND ALL ADDENDA FOR THIS RFP by either informing the County of their mailing information or by regularly checking the County's Solicitation Center web page at https://www.co.monterey.ca.us/government/departments-a-h/administrative-office/contractspurchasing/solicitation-center. Addenda will be posted on the website the day they are released.

County has also joined Mercell (formerly Negometrix), an e-procurement platform, to enhance the safety of our bidders and staff. Please submit your bids electronically at the following link: https://app.negometrix.com/buyer/585/tenders

4.0 COUNTY POINTS OF CONTACT

4.1 Questions and correspondence regarding this solicitation shall be directed to:

Primary Contact for the County Gina Encallado

Management Analyst 1488 Schilling Place Salinas, CA 93901 PHONE: (831) 796-1336

Email: EncalladoGL@co.monterey.ca.us

- 4.2 All questions regarding this solicitation shall be submitted in writing (E-mail or FAX is acceptable). The questions will be researched, and the answers will be communicated to all known interested CONTRACTOR(s) after the deadline for receipt of questions.
- 4.3 The deadline for submitting written questions regarding this solicitation is indicated in the CALENDAR OF EVENTS herein. Questions submitted after the deadline will not be answered.
- 4.4 Only answers to questions communicated by formal written addenda will be binding.
- 4.5 Prospective CONTRACTOR shall not contact County officers or employees with questions or suggestions regarding this solicitation except through the primary contact person listed above. Any unauthorized contact may be considered undue pressure and cause for disqualification of CONTRACTOR.
- 4.6 County has joined Mercell (formerly Negometrix), an e-procurement platform, to enhance the safety of our bidders and staff. Please submit your bids electronically at the following link: https://app.negometrix.com/buyer/585/tenders

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 ½' 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 qualify 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 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.
- 5.5.1.3During 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 "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.
- 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.
- 5.5.3 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 <u>Insurance Requirements</u> 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:

	Proposal or Qualifications Package Layout; Organize and Number Sections as Follows:
	COVER LETTER (INCLUDING CONTACT INFO)
Section 1	SIGNATURE PAGE
Section 1	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 Oualifications

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

<u>Actual Damages:</u> 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.

<u>Liquidated Damages</u>: 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

<u>project</u> 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.

derivery 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 <u>ADDITIONAL REQUIREMENTS:</u> 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". 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 <u>not</u> 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 Mercell (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.

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 <u>Submittal Identification Requirements:</u> 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 <u>Mailing Address:</u> Proposal packages shall be mailed to County at the mailing address indicated on the **Signature Page** of this solicitation.
- 9.3 <u>Due Date:</u> 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.

- 9.4 <u>Shipping Costs:</u> 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 <u>Compliance:</u> 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 <u>CAL-OSHA</u>: 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. <u>General Requirements</u>: 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. <u>Definitions</u>: 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 <u>not</u> 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.

Oualifying 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 <u>Insurance Coverage Requirements:</u>

- 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) <u>Commercial general liability insurance</u> 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 <u>Insurance Requirements</u> for additional clarification and samples of required endorsements.

14.0 CONTRACT AWARDS

- 14.1 <u>No Guaranteed Value:</u> County does not guarantee a minimum or maximum dollar value for any AGREEMENT(S) resulting from this solicitation.
- 14.2 <u>Board of Supervisors:</u> The award(s) made from this solicitation may be subject to approval by the County Board of Supervisors.
- 14.3 <u>Interview:</u> 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 <u>Incurred Costs:</u> County is not liable for any cost incurred by CONTRACTOR in response to this solicitation.
- 14.5 <u>Notification:</u> 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 <u>In County's Best Interest:</u> 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 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 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 https://www.co.monterey.ca.us/home/showdocument?id=81980. Submission of a signed bid/proposal and the SIGNATURE PAGE will be included in the EXCEPTIONS section of CONTRACTOR'S proposed AGREEMENT.

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

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.

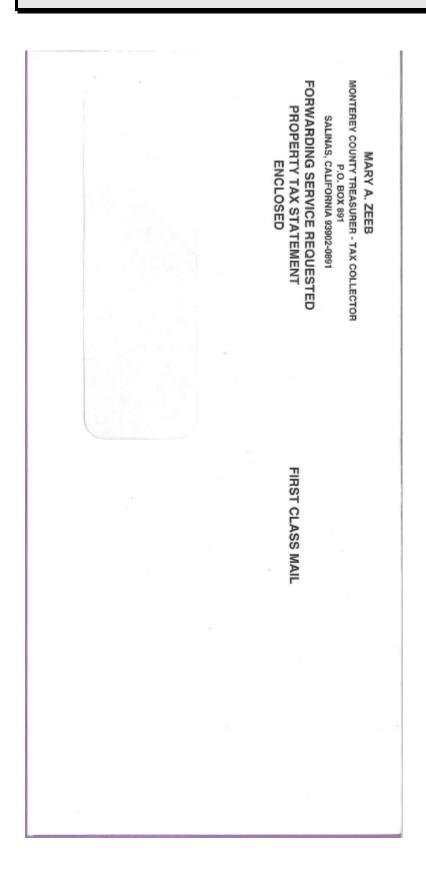
		Zip Code:
Signature of Authorized Repr	resentative:	Zip Code: Date:
Bidders who do <u>not</u> qualify a	as a local business as per t	he policy should <u>not</u> submit this form.
Bidders who do <u>not</u> qualify a	<mark>as a local business as per t</mark>	he policy should <u>not</u> submit this form.
Bidders who do <u>not</u> qualify a	as a local business as per t	he policy should <u>not</u> submit this form.
Bidders who do <u>not</u> qualify :	<mark>as a local business as per t</mark>	he policy should <u>not</u> submit this form.

-- End of Attachment B -

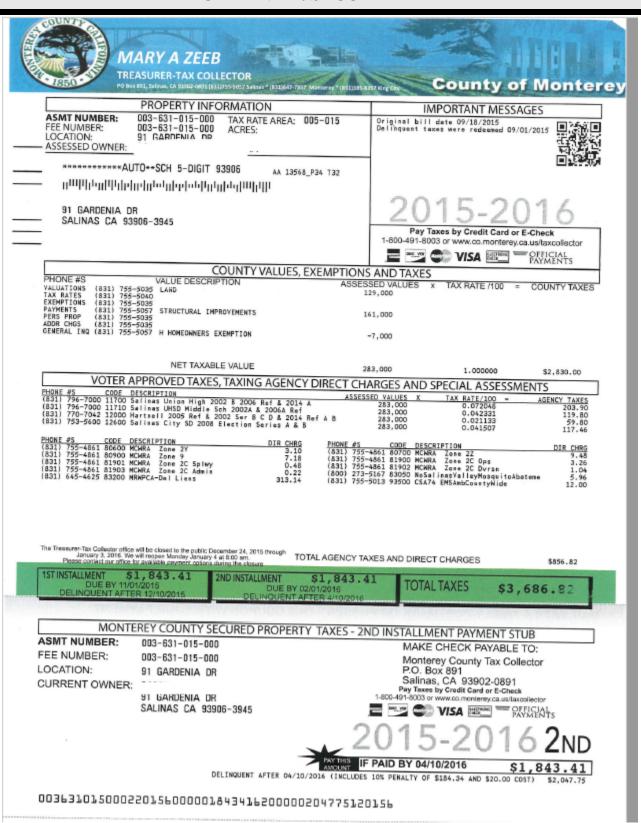
ATTACHMENT C: ENVELOPE

MAIL EARLY - PAYMENT MUST BE POSTMARKED ON OR BEFORE DELINQUENT DATE MIDDLE NITIAL 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. ASMT NUMBER PLEASE enclose check and stub with no staples, tape or paper clips. PIRST Ę CHANGE OF MAILING ADDRESS 皆 (Please Print) Name of Property Owner New Mailing Address

ATTACHMENT D: ENVELOPE WINDOW



ATTACHMENT E: SECURED TAX BILL



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. freatchinstitution. If payment is made through the mail, the postmark of the U.S. POSTAL SIRVICE or approved independent delivery service will determine the payment date. Visa, MasterCard, Decover, and Americae Express credit card or Electronic Check, payments may be made by templating at 1-800-491-8003 or vis. the Internet at www.co.monterrey.ca.us/taxcoellector. There is a convenience tee charged by the provider for utilizing this service. Customers will be informed of the exact lies prior to completing the transaction. NOTE: If a check, credit will be removed and delimption payment fee will be added on all returned borns. If the message-PRIOR YEAR DELINQUENT TAXES EXIST ON THIS PROPERTY appears on the front of your statement, confact the Tax Collector's Office 1-831-755-5057 for correct payment amounts. When taxes are unpoid it will be necessary, as provided by law, to pay delinquent penalties, costs, redemption penalties and fees. When taxes are unpaid it will be necessary, as provided by law, to pay delinquent penelties, costs, redemption penalties and fees.
- 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 translet 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 cirected 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:

VALUATION & EXEMPTIONS: Assessor's Office www.co.monterey.ca.us/s Post Office Box 570 Salinas, CA 9902 (831) 755-5035 Salinas (831) 647-7719 Monterey www.co.monterey.ca.us/assessor COMPUTATION OF TAX:

Auditor's Office www.co.mont Post Office Box 390 Salinas, CA 93902 (831) 755-5040 www.co.monterey.ca.us/auditor

- 4. RESPONSIBILITY OF TAXPAYER: The taxpayer's responsibility is to see that toxed 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 corefully before spring. Be certain it covers your property. If you own more than one parcel of property, be sure you have a bill for each parcel.
- 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 bitt, 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. 8ox 1728, Salinas, CA 93902, (831) 735-5068.

The filing of an Assessment Appeal does <u>not</u> defer or relieve a property owner's responsibility to <u>timely pay the loxes</u> 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 said lived in your home on the Jamesry 1st immediately preceding the facet year for which the taxes are billed. To obtain this reduction you must the a claim for the Homeowner's Property Tax Exemption with the Assessor's office. In outer to ensure that only those who are entired 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. Jaruary 1st.
- January 1st: 1. Ownership of the property transfers to another party
- 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 penalises and interest.
 If you have questions regarding the homeowner's exemption, please contact the County
 Assessor's Office at (831) 750-5035 Salinas (831) 647-7719 Monterey or write to Post Office
 Res 520, Salinas CA, 2020.
- REDEMPTION CHARGES: A redemption fee of \$15.00 per parcel will be charged to set up a default account for taxes unpaid after June 30°. A redemption penalty of 18% per arrnum will also be charged on the unpaid portion of the defaulted taxes until paid in fulf.



Partial payments are not acceptable. Payment made for less than the total installment

On-line bill payment must occur no leter than <u>five business days prior</u> to delinquent date shown on the coupon in order for the check payment to be mailed timely to our

Notices will not be mailed when the second installment is due. Mark your calendar or use our QR code IIII 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-Deut/mejan-Petris Senior Otioens Property Tax Assistance Law, which provides direct cash sasistance. 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 tib.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.oa.gov/arctisx prop tax postment.html.

MAIL EARLY TO AVOID PENALTIES

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



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

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

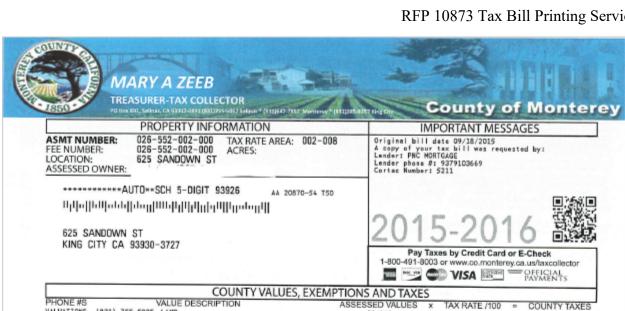
TO PAY BOTH INSTALLMENTS SEND BOTH COUPONS ALONG WITH PAYMENT

FIRST INSTALLMENT MUST BE PAID BEFORE OR WITH THE SECOND INSTALLMENT

YOUR CANCELLED CHECK IS YOUR RECEIPT

 $\mathbf{1}_{\mathsf{st}}$

ATTACHMENT F: SECURED TAX NOTICE



VALUATIONS (831) 755-5035 LAMD
TAX RATES (831) 755-5036 LAMD
EXEMPTIONS (831) 755-5035
PAYMENTS (831) 755-5035
PAYMENTS (831) 755-5035
GENERAL ING (831) 755-5057 STRUCTURAL IMPROVEMENTS 122,614

NET TAXABLE VALUE

NET TAXABLE VALUE	181,312	1.000000	\$1,813.12
VOTER APPROVED TAXES, TAXING AGENCY DIR	ECT CHARGES AND S	PECIAL ASSESSMI	ENTS
PHONE #S CODE DESCRIPTION (831) 385-0606 10000 % Menterey County JUHSD 2012 Refunding (831) 385-1144 10700 King City Un 1998 A & 2003 Ref & 2007C (831) 770-7042 12000 Hartnell 2005 Ref & 2002 Ser B C D & 2014 Ref A	ASSESSED VALUES X 181,312 181,312 8 181,312	TAX RATE/100 = 0.039087 0.057288 0.021133	AGENCY TAXES 70.86 103.88 36.32
(831) 755-4861 80600 MCWRA Zone 2Y 3.10 (831) 755-4861 81900 MCWRA Zone 2C Ops 1.22	PHONE #8 CODE DESCR [831] 755-4861 80700 MCHRA [831] 755-4861 81901 MCHRA [831] 755-5013 93500 CSA74	Zone 2C Splwy	DIR CHRG 9.48 0.14 12.00

he Treasurer-Tax Collector office will be closed to the public December 24, 2015 through
January 3, 2016. We will negter Monday, January 4 at 8:50 am.

TOTAL AGENCY TAXES AND DIRECT CHARGES
Plasse contract our office for evaluable by opyment options during the closure

\$239.18

\$1,026.15 DUE BY 11/01/2015 DELINQUENT AFTER 12/10/2015

\$1,026.15 2ND INSTALLMENT DUE BY 02/01/2016 DELINQUENT AFTER 4/10/2016

TOTAL TAXES

\$2,052.30

MONTEREY COUNTY SECURED PROPERTY TAX STATEMENT

IMPORTANT NOTICE

YOUR TAX BILL WAS REQUESTED BY A LENDING INSTITUTION, WHICH INDICATES THAT YOUR TAXES MAY BE PAID THROUGH AN IMPOUND ACCOUNT. PLEASE CONTACT THE LENDER INDICATED BELOW, IF YOU HAVE QUESTIONS REGARDING YOUR IMPOUND ACCOUNT OR THEIR REQUEST FOR YOUR TAX BILL.

> PNC MORTGAGE LOAN ID 0004303554 (937) 910-3669

IF YOUR IMPOUND ACCOUNT WITH THIS LENDER HAS BEEN TERMINATED OR YOUR MORTGAGE HAS BEEN PAID IN FULL, YOU ARE RESPONSIBLE FOR PAYMENT OF THE TAXES AND ANY PENALTIES.

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

- 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 institution. If payment is made through the mail, the postmark of the <u>U.S. POSTAL SERVICE</u> or approved independent delivery service will determine the payment date. Virs. MasterCard, Discover, and American Express creat card or Electronic Check payments may be made <u>by</u> telephone at 1-80-89-89-803 or <u>vis</u> the <u>Informal</u> sit wave.compresses, cutualizate electronic There is a <u>government for charged by the provider for utilizing this service. Dustomers will be informed of the exact fee prior to completing the transaction. NOTE: if a check, oradit card charge or electronic payment is returned or released by your bark <u>for any reason</u>, credit will be removed and delinquent penalties will be added, as required by law, where applicable. An actifician return chard-playsyment fee will be added on all returned terms. If he 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 uspaid it will be necessary, as provided by law, to pay delinquent penalties, costs, redemption penalties and fees.</u>
- RECEIPTS: Your cancelled check is your best receipt. If additional receipt is necessary, sand a request for additional receipt and a self-addressed stamped envelope along with your
- 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 entount are the direct assessments levided by agencies and detricts. Questions regarding direct assessments should be directed to the specific agency or district at the prone number shown on the front of this statement. THE FOLLOWING DEPARTMENTS ARE RESPONSIBLE FOR:

VALUATION & EXEMPTIONS: Assessor's Office Post Office Box 570 Salinas, CA 93902 www.co.monterey.ca.us/assessor (831) 755-5035 Salines (831) 647-7719 Monterey COMPUTATION OF TAX: Auditor's Office Post Office Box 390 Salinas, CA 93902 (831) 755-5040 www.co.monterey.ca.ua/auditor

- 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 bit carefully before paying. Be certain it covers your property. If you own more than one parcel of property, be sure you have a bit for each parcel.
- 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 6. ASSESSMENT APPEALS: If you consider with the assessment seasoned value is allowed in the fact of bill, you have the right to an informed assessment review, you and the Assessor do not agree on the proper assessor's office. If pursuant to the review, you and the Assessor do not agree on the proper assessor value, you have the right to file an application for reduction in assessment for the <u>following</u> 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 clark of the board at P.O. Box 1728, Salinas, CA 83902, (831) 755-5066.

The filing of an Assessment Appeal <u>does not</u> defer or relieve a property owner's responsibility to <u>timely pay the taxes</u> 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 assemption you must have owned and lived in your home on the January 1st immediately proceeding the fixed year for which the taxes are billed. To obtain this reduction you must file a claim for the Hameowner'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:
 Ownership of the property transfers to another party.

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 examption as of 12:01 A.M. January 1, you must notify the Assessor's in writing on or before December 10th of the same collendar year, or you will be subject to payment of toxes the examption represents, plus appliciable parallises and interest.
Assessor's Office at (8-1) 755-6035 Salinas (831) 641-7718 Moniterry or write to Post Office Box 570, Salinas, CA 93902.

REDEMPTION CHARGES: A redemption fee of \$15.00 per percel will be charged to set up a default account for taxes unpaid after June 30°. 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 <u>are not</u> acceptable. Payment made for less than the total installment due will be returned to taxpayer.

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

Notices will not be mailed when the second installment is due. Mark your calendar or use our QR code III 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-Doukmejan-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 HPZ Assistance. information on the HRA Program, go to fib.ca.gov and search for hira. If you have any questions, call 916-945-2119 or fax us at 916-945-4022.

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 Siste Controller's office (SCO) will begin accepting new PTP applications beginning September 1, 2016. Please see website http://www.sco.ca.gov/ardtax_prop_tax_postment.html

MAIL EARLY TO AVOID PENALTIES

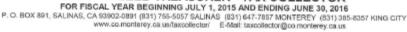
Commercial postage metering dates <u>are not</u> valid postmarks. Payments sent by mall are timely if postmarked by the <u>U.S. Postal Service</u> on or before delinquent date.



ATTACHMENT G: UNSECURED TAX BILL



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





PROPERTY INFORMATION IMPORTANT MESSAGES ASMT NUMBER: 800-038-950-000 TAX RATE AREA: 003-007 Original bill date 07/07/2015 Valuet include 10% penalty 200 DUNECREST AVE #5 FEE NUMBER: 011-441-011-000 ACRES: LOCATION: 200 DUNECREST AVE #5 ASSESSED OWNER: same image design as *************AUTO**SCH 5-DIGIT 93940 Secured Կ-հիգ-գորկակկա-վԿ-հրեվիցիարկցիվիկոնո**ւ** 200 DUNECREST AVE APT 5 AA 8585 MONTEREY CA 93940-3443 GRP 24 TRAY 22 Pay Taxes by Credit Card or E-Check 1-800-491-8003 or www.co.monterey.ca.us/taxcollector VISA BELL COUNTY VALUES, EXEMPTIONS AND TAXES PHONE #S VALUE DESCRIPTION ASSESSED VALUES TAX RATE /100 COUNTY TAXES TAX PATES (831)
TAX PATES (831)
EXEMPTIONS (831)
PAYMENTS (831)
PERS PROP (831)
ADDR CHGS (831)
GENERAL IMQ (831) 755-5035 755-5040 755-5035 755-5057 755-5035 755-5035 755-5057 PERSONAL PROPERTY 1,320 1.320 1.000000 \$13.20 NET TAXABLE VALUE VOTER APPROVED TAXES, TAXING AGENCY DIRECT CHARGES AND SPECIAL ASSESSMENTS PHONE #5 CODE DESCRIPTION (831) 646-4040 12100 Monterey Pen CCD 2013 Ref (831) 645-1200 12700 Monterey Pen USD 2010 Ser A & 2012 Election ASSESSED VALUES X 1,320 1,320 TAX RATE/100 0.032471 AGENCY TAXES 0.43 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 (ASSESSEE 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 Pay Taxes by Credit Card or E-Check 1-800-491-8003 or www.co.monterey.ca.us/taxcollector VISA FINANCIAL OFFICIAL SYMMENTS 200 DUNECREST AVE APT 5 MONTEREY CA 93940-3443 DUE NOW AND DELINQUENT \$13.93 AFTER 08/31/2015 DELINQUENT AFTER 08/31/2015 (INCLUDES PENALTY OF \$2.78) \$16.71

800038950000220156000000013938100000001671720156

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 data 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 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 <u>following</u> 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 <u>not</u> 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, falls to disclose, removes, transfers or misrepresents tangible personal property to evade taxation.

Section 503 provides for a 75% penalty if any taxpeyer or his agent through a fraudulent act or omission causes, or if any fraudulent collusion between the taxpeyer 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 falls 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

MAIL WITH A TIMELY <u>POSTMARK</u> OR PRESENT THIS COUPON WITH YOUR PAYMENT AT THE TAX COLLECTOR'S OFFICE <u>ON OR BEFORE</u> 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

Street Address:

License Classification (If applicable):

City: _____ State: ____ Zip: ____

License No. (If applicable): _____

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 Gina Encallado, EncalladoGL@CO.MONT	
CONTRACTOR MUST INCLUDE THE F	LOWING IN EACH PROPOSAL (1 original plus 3 copies):
ALL REQUIRED CONTENT AS DE	NED PER SECTION 8.1 HEREIN
	must be included with your submittal to validate your proposal. nitted without this page will be deemed non-responsive.
CHECK HERE IF YOU HAVE	NY EXCEPTIONS TO THIS SOLICITATION.
CONTRACTOR MUST COMPLETE THE	OLLOWING TO VALIDATE PROPOSAL
I hereby agree to furnish the articles and/or se	rices stipulated in my proposal at the price quoted, subject to the instructions and condition er attest that I am an official officer representing my firm and authorized with signatory
Company Name:	Date
Signature:	Printed Name:

END RFP 10873

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