

**Response to Request for Proposals
Event #8627 Processing Services
for Bills and Notices**



**Submitted to:
City of Greensboro
Melvin Municipal Office Building
Purchasing Division, Room UG12
300 West Washington St.
Greensboro, NC 27402**

Submitted via GePS

Closing Date: June 20, 2017

Submitted by:

**Business Ink, Co.
10214 North IH-35
Austin Texas 78753**





June 15, 2017

City of Greensboro
Melvin Municipal Office Building
Purchasing Division, Room UG12
300 West Washington St.
Greensboro, NC 27402

Re: Request for Proposals Event #8627 Processing Services for Bills and Notices

Dear Mr. Summers,

The City of Greensboro (the City) and Business Ink (BI) (formerly Cash Cycle Solutions) have a long history of partnering together to provide timely and accurate bills to the City's customers. Since 2012, BI has been a trusted partner for the City. BI is a State of North Carolina Certified Historically Underutilized Business (HUB), nationally certified Women's Business Enterprise (WBE), and a certified Texas HUB. BI continues to be the highest value, lowest risk and best qualified provider to meet the needs of the City.

Public Sector Experience and References. For more than thirty years BI has been providing services to public and private sector clients from our facilities in Charlotte, NC, Fort Worth and Austin, TX. BI has extensive utility experience with over 130 utility clients throughout the United States. These clients include large cities, municipalities, cooperatives and investor owned utilities. BI has a high customer retention rate and has extensive experience working with public sector clients.

A Dedicated Relationship Management Team. Outstanding customer service is what differentiates BI from the competition. BI will continue their high availability and close coordination with the City's staff to ensure that the City receives high quality customer service for their citizens.

Technology Resources. BI has the design, production, tracking and delivery technologies to exceed all requirements for the City's Request for Proposal Event #8627 Processing Services for Bills and Notices. We offer cutting edge system security and redundancy, a customer-friendly platform, and staff training to make both conversion and ongoing operations seamless.

Quality. Our procedures for printing, mailing, and fulfillment ensure delivery of product to the highest quality standards. Our quality focus on correspondence production and distribution is ensures document integrity and privacy protection.

Should you have any questions, please feel free to contact me or Michael Woods, VP Operations at 704-927-6150 or via email at mwoods@businessink.com. We look forward to continuing to serve you.

Sincerely,

A handwritten signature in blue ink that reads 'Susan K. Goodwin'.

Susan K. Goodwin, President



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Introduction

For the past five years, the City of Greensboro (the City) has relied on us to provide the printing and mailing services for the documents outlined in RFP Event #8627 Processing Services for Bills and Notices. Whether services came from CCS or Business Ink (BI), our commitment to the City has remained the same. We value your business and we want to continue to earn your business by providing the best possible service and by responding effectively to your needs, wants, and expectations. The production and management of the City’s account has been and continues to be performed in BI’s Charlotte, NC facility. With Business Ink continuing as your supplier, there will be no learning curve and no onboarding expenses, as BI is intimately familiar with the City’s service requirements.

For over thirty years BI has provided integrated, end-to-end solutions for secure data management, offset and digital printing, distribution management and direct mailing services. BI understands the critical nature of billing programs and has unrivaled direct experience providing billing and mailing services to private sector organizations, both large and small. We program management, securely handle and manage all and data, and have superior, printing, fulfillment, and

A national firm headquartered in Austin, Texas with large facilities in Charlotte, North Carolina and Fort Worth, North Carolina Historically Underutilized Business (HUB) certified Women’s Business Enterprise (WBE). The operated by a highly regarded and stable management team. record of meeting and exceeding client requirements makes to provide our services to the City.

BI prints, folds, inserts, and mails over 15 million pieces of sort standard correspondence every month. As the City has past five years, BI has the knowledge, experience, infrastructure, and financial stability to ensure each mail piece we build meets the requirements and intent of this RFP. Our demonstrated success servicing large programs, including servicing large billing customers, is indisputable. BI uses state-of-the-art continuous-feed, single-pass inkjet printing systems that will maximize the City’s printing options and capabilities. BI’s advanced technology enables superior quality that goes beyond the traditional boundaries of variable printing.

In addition to our Charlotte, NC facility, where we will perform this work, BI offers a redundant facility in Fort Worth, TX with cloned equipment. This national footprint provides our customers with integrated disaster recovery and ensures that mail communications are delivered as quickly and cost effectively as possible with no service disruption. For organizations committed to excellence, BI offers strategic vision, reliable execution and customer service like no other provider.

BI specializes in all types of document distribution, which can vary from mailing through the USPS, through email, or via a hosted web solution. BI also processes bill payments through our digital products. BI accepts jobs of all frequencies and sizes, from daily jobs of a few hundred to one-time jobs of several million. Our state-of-the art facilities and program management allow us to mail jobs the same day, or schedule jobs to mail next day or even weeks after data receipt if required. We evaluate requirements on a client-by-client basis and pride ourselves on our flexibility for each client. We do not offer a cookie cutter solution because no two clients’ requirements are exactly the same.

BI has addressed the City’s services requirements in the tables below. On the left hand side of the tables is the City’s requirement and on the right, BI’s response to meeting the requirement.

Company Statistics

Number of years in business: 30+
Total number of employees: 287
Total number of utility billing clients: 130+
State of Incorporation: Texas
Minority Certified: North Carolina & Texas HUB
WBENC Certified WBE

Compliances and Certifications for Production Locations

SSAE 16 SOC 2, Type II
PCI DSS Compliant
HIPAA Compliant
ISO 9001 Certified

government and provide proactive materials, orders distribution assets.

state-of-the-art Texas, BI is a and a nationally company is Our proven track us well-positioned

first class and pre-witnessed over the

Qualifications [6]

The qualifications of the vendors will be evaluated on the basis of the following factors (which are designed to assess the vendor's ability to provide adequate services requested) to determine which proposals are acceptable to the City of Greensboro

(a) The ability to provide computer support and processing capability as well as electronic transfer of data.

BI currently provides computer support for the City and will continue to provide computer support when awarded a new contract. BI has automated processes that recognize when a new data file is received from the City and processes the file and posts samples on MailManager™. The City is then notified via email that samples are ready for their review and approval. Upon receipt of the notification email, the City logs into MailManager™ to review the reports and samples for approval.

The City is able to upload data files to BI via MailManager™ or transfer to BI's server via SFTP. The City can continue to use their current transfer method, or dictate a new approach, if needed.

(b) The ability to provide in-house printing capability with supreme quality of bill print, particularly when it comes to the image of the OCR scan line (so remittance processing is not disturbed).

We will continue to provide the same high quality of service. BI's advanced, continuous-feed, single-pass inkjet printing systems will maximize the City's printing options and capabilities. These systems print at an ultra-high speed of 721.7' per minute (approximately 190,000 8 ½" x 11" color pages per hour). Furthermore, the maximum resolution of 720 dpi x 360 dpi enables superior quality that goes beyond the traditional boundaries of variable printing.

(c) The ability to provide proper processing methods.

BI will continue to meet this requirement.

(d) The ability to provide timely and confidential processing of all items. Confidentiality as allowed by law will be required. As to timeliness the amount of time it takes to hit City of Greensboro residences and businesses from the time bills are processed through the bulk mail center will be investigated. Special consideration will be given to those firms who can mail as close to the City of Greensboro as possible.

BI has an exemplary record of on-time delivery for the City. BI takes the utmost care to safeguard confidential information and privacy information to satisfy compliance with the City's requirements. We employ comprehensive Data Loss Prevention (DLP) solutions that protect sensitive data in motion, at rest, and in use. This includes files on servers, databases, desktops, laptops, and email including attachments. All sensitive member data storage is encrypted with at least 1024-bit encryption algorithms. All Web application access and transmissions are protected with 256-bit HTTPS/SSL encryption. BI Firewall and IDS/IPS systems are managed and monitored 24 x 7. Business Ink utilizes Dell Secureworks and Credent as monitoring services for its IDS and Firewall. SonicWALL Network equipment is used for Firewall and VPN Gateway. Access to sensitive member data is tightly controlled.

Since the BI production facility that processes and mails the City's bills is in Charlotte, NC, we can ensure the City's residential and business customers will receive bills within two days after files are mailed.

(e) The ability to provide and have sufficient postal equipment and software in house to adequately process the quantity of items transferred to vendor.

BI prints, folds, inserts, and mails millions of pieces of first class and pre-sort standard correspondence every month. BI has the knowledge, experience, infrastructure, and financial stability to ensure that each mail piece we build for the City meets the requirements and intent of this RFP. BI invests in

leading edge technology and constantly inspects and reviews the newest equipment and software introduced into the market each year. As a Detached Mail Unit (DMU) for the USPS, Postal Representatives accept the mail on-site at our Charlotte facility. Once accepted it is trucked to USPS Ground Transportation to be transported to Greensboro to be delivered.

(f) The ability to provide quality assurance and track job requests from production to mailing through a user friendly software application that specifies when milestones have been reached in the job.

Each job sent by the City is available for viewing by the City in MailManager™ during each stage of the process from receipt to delivery.

(g) Ability to demonstrate sufficient disaster recovery methods and planning.

BI has three integrated facilities, Charlotte, NC, Austin, TX, and Fort Worth, TX. By integrating these facilities, the City's work can be moved from Charlotte to either of the other two facilities should there be a disaster in Charlotte that would negatively impact the timeliness of the City's bills. Additionally, neither the Austin nor the Fort Worth facility is in the same weather pattern as the Charlotte facility - a multi-site outage is highly unlikely. The Charlotte facility has an Uninterruptible Power Supply system and a Generator – ensuring continued operation even with power outages.

(h) Previous and current experience in handling municipal and utility billing of similar volumes to the City of Greensboro.

BI has delivered the City's bills in a timely fashion for the last 5 years. BI has been in business for over 30 years processing and mailing bills. BI currently has over 130 utility billing clients nationwide with similar and greater annual volumes.

7. Vendor must provide sufficient supplies in both quantity and quality to meet City of Greensboro requirements.

BI currently complies with this requirement and will continue to do so.

8. Vendor must be authorized to do business in the State of North Carolina and must possess all appropriate City licenses. The City reserves the right to reject any and all proposals.

BI is currently registered with the North Carolina Secretary of State and has an "active" status. BI is also certified in North Carolina as a Historically Underutilized Business (HUB).

9. The proposal should elaborate as needed to explain any of the attached requirements that cannot be fully met. The assumption is that all requirements that are not addressed are agreeable and/or can and will be met.

BI can meet all the requirements as listed in the City's RFP.

10. All service providers will include in their proposal one set price per piece (bill/notice) processed.

Please see our price proposal on page 17.

11. Credit will be given to single companies who can meet the full work requirements without subcontracting or separating the full job into parts.

BI self-performs all work requirements currently and will continue to do so.

12. Any requests for interpretations or clarifications of this RFP must be submitted on the GePS website during the questions and answer period.

BI understands and has complied.



13. All proposals shall be submitted online by the date and time required in this RFP. No proposals will be accepted after that time.

BI understands and has complied.

14. Vendor must supply 3 references of other municipal utilities they have under contract to handle bill print and mailing services.

Please see our references on page 16.

Statement of Minimum Services Required

Computer Related Processing Requirements for Processor:

1. Computer and related type communications equipment must be compatible with the City of Greensboro's in order to receive and process all electronic data transfers needed to handle the billings and notice requirements. The Customer information System used by the City of Greensboro is enQuesta developed by Systems & Software based in Burlington Vermont.

As the current provider for the City, BI's computer and related communications equipment are compatible with the City's. BI is very familiar with enQuesta Customer Information Systems.

2. The service provider will transmit all billing address information through a (CASS-Coding Accuracy Support System) certification process to certify the accuracy of the list and to code each record with carrier-route, zip plus four, and DPBC (Delivery Point Barcode).

BI's software certifies mail to CASS™ and PAVE™ as accurate and deliverable. All software BI utilizes for presort mailings are CASS Certified - evaluates address-matching software and improves the quality of ZIP+4®, CRIS, and five-digit coding accuracy.

3. Records must be standardized and processor must correct addresses, remove punctuation and enhance list where possible. This includes searching and replacing strings of information from field to field, searching and removing from records mathematical functions, such as "greater than, less than, equal to and not equal to".

BI uses USPS automation tools including the Delivery Point Validation (DPV®) system.

BI works with the City's data today to ensure addresses are standardized to USPS requirements and are valid and deliverable addresses. BI will add customization when required to make sure that when the bills are delivered to the USPS nothing interferes with prompt delivery.

4. The processor will search for individual records requested by City of Greensboro at no additional charge and will provide the City of Greensboro a list of all corrections daily or as agreed to by City of Greensboro, in electronic or hard copy form.

BI is very flexible to work with the City to provide all information needed by the City to meet the needs of their customers. All reports or special account requests are provided through MailManager™ so the City can view on-line or print out a hard copy.

5. The processor, at no additional cost to the City of Greensboro, will make all necessary software changes for computer processing and printing.

BI makes all hardware and software upgrades at no cost or interruption to the City to provide an automated and competitive solution for processing and delivery bills for the City.

6. Special consideration will be given to firms who have the United States Postal Service present and located at their bill print and distribution site.

BI's Charlotte facility is a Detached Mail Unit (DMU) of the USPS with on-site mail acceptance by USPS personnel to ensure the City's mail is delivered on time.



Printing Related Requirements:

- | | |
|---|--|
| 1. All bills/notices and envelopes will be printed on a high quality printer using "OCR B" fonts, postal fonts with bar codes for addresses and "UPC" fonts for bar codes for work with WDR readers as required by City of Greensboro. | BI currently prints bills/notices on our high quality printers using OCR B fonts, postal fonts with bar codes and UPC fonts for bar codes that can be read by WDR readers. |
| 2. The service provider will have the ability to print variable messages on the bills/notices when requested and will change messages on each bill/notice when requested by the City at no extra charge. | BI can accommodate this requirement. It can be handled in multiple ways depending on what the City elects. The message indicator and message itself can be provided in the data transmitted to BI. |
| 3. Bills/notices will be printed on paper that is 8 1/2" x 11 " and perforated. Base price will include the bill, one return envelope and one insert. | BI prints on roll-fed paper, however, the final bill/notices will be 8 1/2"x11" and perforated as a finished product. |
| 4. Changes to the format of bills/notices will be made when requested by the City of Greensboro at no additional charge. | BI will work with the City to make changes to bill/notice format when requested. |
| 5. Bills/notices will be printed using the forms approved by the City of Greensboro but designed by the service provider for a one-time charge for each separate bill/notice type designed by the provider. | BI will print approved forms and work with the City to design forms meeting the City's needs for bill/notices. |
| 6 Any additional charges for bill pulls, number of bills mailed less than 500 in a file, number of inserts over one within a bill packet, number of extra bill pages, or anything else in which the City of Greensboro may incur costs in the billing and mailing process must be noted on the contract, or it will not be paid by the City of Greensboro. | BI will ensure any additional costs the City may incur are listed in the contract. |
| 7. The service provider will have the ability to add multiple QR/bar codes and print them in different colors. | BI has the capability to print multiple QR/bar codes and in different colors. |

Processing Requirements:

- | | |
|--|---|
| 1. The service provider will have the ability to print and handle all bills/notices for the City of Greensboro. | BI currently handles all bills/notices for the City and will continue to do so. |
| 2. The processor will fold, perforate and insert bills/notices with a #9 return envelope, seal the envelopes, insure that the addresses are visible through the window envelopes, meter the envelope with the appropriate postage, sort, bundle, tray, and deliver to the nearest main branch of the U.S. Postal Service, | BI will perform all production steps necessary to process City bills/notices in the most expeditious manner and with the lowest possible postage cost. BI will continue to use an indicia to ensure quickest, most consistent delivery. |

all bills/notices in a timely manner. This is normally considered the same day as bills/notices are processed but in any case, not later than the day after.

3. With respect to the processing of inserts, in addition to the bill (1) and the return envelope (2), the service provider will have the capability to add four (4) additional inserts for a total capability of six (6) inserts.

These four additional inserts are for other acceptable inserts provided by the group and are inserted at no additional charge. In addition, the City of Greensboro wants to know your ability to intelligently select certain bills apart from others within a file to place inserts.

BI can insert up to six City inserts into an outgoing envelope. The inserts selected by the City can be global inserts for inclusion in all of the City's bills or *selective* for inclusion in only a subset of the City's bills. BI can accommodate either requirement.

Time Sensitivities and Concerns:

1. The service provider will normally transmit billing/notice data files; perform the necessary computer processing, printing and handling services described herein as well as deliver the bills and/or notices to the U. S. Postal Service no later than the second business day after receipt of job request by the service provider from the City of Greensboro. Facilities located close to bulk mail centers that can provide timely delivery to Greensboro (preferably overnight) will receive higher consideration.

Any job approved before 5 PM will mail the next business day. BI's Charlotte facility is less than 100 miles from the City's delivery area, ensuring fast delivery for the City's customers.

2. Necessary steps will be taken to insure that the City of Greensboro's bills/notices, which are required to go out on a daily basis, do not get interrupted and in fact get priority and go out daily.

BI recognizes that utility bills must be mailed on time and accurately. BI will continue to deliver uninterrupted daily service for the City.

3. The service provider will provide in its response to this RFP its backup solution to insure that no significant interruption of service occurs and will insure that such back up will be at no additional cost to the City of Greensboro.

BI has three facilities to process customer work in Charlotte, NC, Austin, TX and Fort Worth, TX. Fort Worth will be the primary backup facility for the City's work. Any disaster recovery will be at no additional cost to the City.

4. The service provider will notify the City of Greensboro immediately if it becomes necessary to use the back up.

Should it become necessary to engage our disaster recovery/business continuity plan, BI will immediately notify the City.

5. The processor will be required to execute, as allowed by law, a Non-Disclosure Agreement with the SII with reference to confidentiality of its

BI will comply with this requirement.

proprietary information involving the City's remittance processing system. The City of Greensboro Collections Division maintains the remittance processing system and this area is managed by Teresa Childress of the Finance Department.

US Postal Requirements:

1. The processor will provide for, or maintain at its own expense the necessary postal equipment to affix postage to the City of Greensboro's bills/notices and will provide the City of Greensboro with an accounting of postage charges on a monthly basis.

1. BI maintains the necessary postal equipment to affix postage to the City's bills/notices. Currently, BI sends the City a monthly accounting of actual postage costs along with the monthly invoice for services.

2. The processor will provide or maintain the necessary software essential to receive the largest postage discounts for which the City of Greensboro may qualify and shall maintain up-to-date knowledge as to all U.S. mail regulations for bulk mailings.

2. BI will comply.

BI stays up-to-date on all USPS regulations and we have developed an excellent relationship with the USPS. Our staff is also active in the Postal Customer Council. This interaction enables BI to stay in front of and help our clients understand the financial and delivery impacts of pending USPS rule changes.

3. Barcoding, arranging and sorting of the mail will be utilized to qualify for the lowest postage charges consistent with USPS's standards.

BI complies with all USPS Intelligent Mail Barcode (IMB) requirements enabling the City to receive maximum postage discounts

4. The provider shall have the ability to extract the return envelopes from those accounts identified as direct debit mailings and to send those billings at the next best postage rate.

During processing BI is able to recognize a data flag set by the City in the data and build the intelligent barcode that is printed on the bills. BI's intelligent inserters will read the barcode and insert the unique inserts and/or return envelopes in the proper outgoing envelopes utilizing our Document Reliability System. This system will ensure the return envelope is extracted for direct debit customers.

5. The processor will maintain or provide for the necessary documentation and equipment so as to be able to track mail through the postal system.

BI Track™ enables the City to track documents from delivery to the USPS to receipt by the City's customers. We also use the full service IMB and can track the delivery of the mail using BI Track™ that can provide delivery information reports and data for use by the City.

6. Zip codes for the City of Greensboro customers will be updated with every bill/notice cycle.

Each job processed is run through the CASS and PAVE software as required by the USPS for automated discounted first class mailings. During processing the addresses are validated and any address that is not valid will be changed or updated to reflect the correct address as deemed by the USPS.

7. The City of Greensboro will be provided with a monthly manifest, which shows details of the total bills/notices, printed, mailed and the dollars billed to the City of Greensboro for postage and services. This must be broken down and separated by the type of mailing if more than one type of bill/notice is sent out.

BI provides a job detail report with each monthly invoice that provides the specific details of each job. This detail includes number printed, inserts used, postage used and any exception handling. The details are further listed by profile or document type.



8. The service provider will make periodic recommendations for improving mail delivery, postage savings and reducing mailing cost.

Business Ink serves approximately 500 clients in varying industries, each using different proprietary business strategies and processes. Over our years of experience, we've observed the effectiveness of some strategies and the ineffectiveness of others. At Business Ink, we do not hesitate to recommend any process or strategy enhancement to the City that BI believes will benefit the City and/or her customers.

Supply Requirements:

1. The processor will provide sufficient bill/notice stationery, size 8 1/2" x 11 ", of not less than 24# stock, on which to print City of Greensboro bills and/or notices.

BI will provide all materials needed for the high quality printing and mailing of the City's bills and notices.

2. Also provided are number 10 outside envelopes, number 9 return envelopes, printing cartridges, and ink for laser printers and for postage machines. Envelopes provided shall be equal to or better in quality than those in use by the City at the time this agreement is executed.

BI will provide all materials needed for the high quality printing and mailing of the City's bills and notices.

3. Additionally, all necessary storage for materials used in connection with the services under the agreement will be provided by the processor.

BI understands it is the company's responsibility to store all materials used in processing the City's utility bills. Storage areas are climate controlled to ensure high quality of products.

4. The processor shall provide a plan for an acceptable back up for additional supplies to be stored in a facility other than that normally used for printing bills/notices for the City of Greensboro, should fire, theft, or accident destroy mailing supplies at the printing facility.

The Charlotte back-up facility is our Fort Worth plant. BI houses the same supplies in Fort Worth for the City as we have in Charlotte so materials are available in Fort Worth should they be needed.

5. An alternative facility will be available with such equipment, software and accessories as necessary to continue the City of Greensboro mailings within three business days or less should accident or disaster, whether manmade or act of God, destroy the primary facilities normally used by the processor to print and mail the City of Greensboro's bills/notices.

BI's disaster recovery/business continuity plan for Charlotte engages BI's Fort Worth facility, where we have cloned equipment and software to process the City's bills/notices.

6. The processor will implement a written copy of procedures as are necessary to ensure the City of Greensboro is not billed for supplies not used in connection with services under this agreement.

BI will not bill the City for supplies not used in connection with the City's jobs and will comply with this requirement.

7. Additionally, the processor will maintain such records, including daily records, as are necessary to verify the

BI captures pertinent information regarding jobs during the processing of these jobs. This information is used to produce the monthly invoice to the City for services. The

use of supplies and postage by the processor in connection with the service under this agreement and shall make those records available to the City of Greensboro upon reasonable notice.

invoice provided to the City is a summary by product / service provided to the City. Accompanying each monthly invoice is a Job Detail Report that outlines the specific detail for each job including the actual postage used for each job.

8. The City of Greensboro shall not be responsible for the cost of supplies until they are actually used in printing of bills/notices and the cost is a part of the per piece price as specified in this proposal

BI will only invoice the City for the cost of supplies when actually used in printing bills/notices.

Quality Standards Expected by the City of Greensboro:

1. The processor shall implement safeguards and checks and balances to avoid doubles, wrong addresses, improper dates and other erroneous information in bills/notices.

Quality verification enables quality, accuracy, and validation of mail jobs using barcode scanners to validate and record that each piece is built and that no correspondence is mistakenly inserted into another customer's envelope. BI's Document Reliability System and intelligent inserters, using high speed cameras, ensure the correct package is built.

2. The processor will reprint at their own expense any bills/notices which are not presentable or have incorrect information, not supplied by the City of Greensboro.

BI understands it is responsible for errors and incorrect information and will correct such errors at BI's expense.

3. The processor must fully warrant that it has the ability and resources to provide bill/notice services to the City of Greensboro customers as set forth herein and on a timely basis and at the quality required by the City of Greensboro.

BI warrants it has the ability and resources to provide bill/notice services to the City of Greensboro customers as set forth herein and on a timely basis, and at the level of quality required by the City

Other Terms and Conditions

1. The service provider acknowledges that at all times it is performing as an independent contractor.

BI acknowledges its status as an independent contractor.

2. The service provider during the term of the agreement shall maintain at its expense the requirements in the Insurance Requirements Section of specifications. The service provider shall also provide the City of Greensboro with a certificate of insurance.

BI's Certificate of Insurance meets all the City's insurance requirements in the RFP specifications. We will provide the certificate as required.

3. The service provider shall also provide a performance bond for the cost of the total yearly contract (minus postage).

BI will comply with all of the contract terms and conditions set forth in the RFP regarding provision of a performance bond.

4. The service provider agrees to provide the City of Greensboro adequate testing of bills/notices to insure the accuracy of each individual bill/notice. If necessary each category of

Since BI is the current bill provider no implementation will be required. However, when the City requests changes, BI always provides any and all samples required by the City to be comfortable that the changes have been made to their satisfaction.



cycles will be printed in its entirety until the City of Greensboro is satisfied with their correctness.

5. The service provider shall have no right to assign the obligations or benefits under the agreement without first having written consent from the City of Greensboro.

BI understands and will comply.

6. The laws of the State of North Carolina will govern the provisions of any agreement reach from this RFP.

BI understands and accepts this requirement.

7. The City of Greensboro reserves the right to enter upon the premises of the service provider and to monitor, inspect and observe the service providers operation at a time that it is processing the City of Greensboro's bills and/or notices.

BI welcomes plant visits by the City during a time period when BI is processing the City's bills/notices.

8. The service provider agrees that it will perform all services at its facility and agrees not to outsource any work unless authorized in writing by the City of Greensboro.

BI self-performs all services at our Charlotte facility and agrees not to outsource any work unless authorized by the City to do so.

9. The service provider will on a daily basis fax bill and/or notice accounts to designated locations as needed and requested and at no additional charge.

BI currently provides requested accounts by posting them to MailManager™. The City is able to securely access these accounts and print them and/or direct them as needed.

10. The service provider will be capable of printing on either side of the customer's bill and/or notice fixed or variable information provided by the City of Greensboro.

BI prints simplex or duplex as the City requires and, will print fixed or variable information as required by the City.

11. The service provider will be capable of printing OCR, POSTNET, and UPC fonts, which can be read by the City of Greensboro's, or it's vendor's equipment.

As the incumbent provider for the City, BI currently prints these fonts for the City and there are no reading issues by the City or the City's vendors.

12. The City does not include arbitration provisions in its contracts.

BI understands and will comply.



References

Reference #1

Project

Utility Billing

Project Owners Name & Address

Public Works Commission (PWC)

955 Old Wilmington Rd.

Fayetteville, NC

Project Owner's Contact Person, Title, & Telephone Number

Cathy Traylor, Revenue Accounting Supervisor, 910-223-4132

Email: cathy.traylor@faypwc.com

Completion Date: Ongoing since 2005

Reference #2

Project

Utility Billing

Project Owners Name & Address

Town of Cary

Cary, NC

Project Owner's Contact Person, Title, & Telephone Number

Gregory Jenkins, Financial Project Analyst, 919-380-4207

Email: gregory.jenkins@townofcary.org

Completion Date: Ongoing since 2002

Reference #3

Project

Utility Billing, Multiple Locations

Project Owners Name & Address

SUEZ North America

461 From Road

Paramus, New Jersey

Project Owner's Contact Person, Title, & Telephone Number

Douwe Busschops, Manager, Customer Service Improvement

201-634-4255

Email: douwe.busshops@suez-na.com

Completion Date: Ongoing since 2006



Price Proposal

PRICE PROPOSAL

Base Price

For the term of this agreement, computer processing, printing, handling, and other labor cost together with all supplies shall be, and shall not exceed:

0.076 per bill/notice-Duplex (includes bill, envelopes and provider service)

same as above per multi-bill (includes bill, envelopes and provider service)

0 additional to insert customer provided inserts (includes bill, envelopes and provider service)

0 cost, if any, for N.C.O.A. (National Change of Address) service charges or Fast Forwarding.

0 any miscellaneous monthly fees

0 special pulls **Freight or delivery charges will be charged at cost.**

\$500.00 penalties to be paid by service provider on jobs that are not completed in a 48-hour mail window.

 any additional charges not already noted

**\$0.03 per page for additional pages on the bill
(not a multi- bill, a 2 page individual bill)**

- The bill/notice stationary, and envelopes cost are to be included in the per bill/notice price listed above. The price given is guaranteed for the first year of the contract. After that, the service provider may increase its costs for stationary and envelopes from the amount listed above per the terms and conditions found in Contract Provisions, Item numbers (2, 3 and 4)
- The City of Greensboro will advance a sum representing an estimate for postage to be metered by the service provider every two weeks. The City of Greensboro is responsible for making sure that the postage advance does not run below the amount needed to pay for all mailings in advance.

Other Prices:

1. The cost per side to design the bill/notice "if any" is 0 . Minor revisions made in the future are to be at no additional cost.

2. The one-time cost "if any" for a data file set-up is 0 .



*Response to RFP Event #8627
Processing Services for Bills and Notices*

The service provider agrees to execute a confidentiality agreement in a form attached as part of the agreement.



June 15, 2017

City of Greensboro
Melvin Municipal Office Building
Purchasing Division, Room UG12
300 West Washington St.
Greensboro, NC 27402
Re: Request for Proposals Event #8627 Processing Services for Bills and Notices

Dear Mr. Summers,

The City of Greensboro (the City) and Business Ink (BI) (formerly Cash Cycle Solutions) have a long history of partnering together to provide timely and accurate bills to the City's customers. Since 2012, BI has been a trusted partner for the City. BI is a State of North Carolina Certified Historically Underutilized Business (HUB). BI is also a nationally certified Women's Business Enterprise (WBE) and a certified Texas HUB. BI continues to be the highest value, lowest risk and best qualified provider to meet the needs of the City.

Public Sector Experience and References. For more than thirty years BI has been providing services to public and private sector clients from our facilities in Charlotte, NC, Fort Worth and Austin, TX. BI has extensive utility industry experience with over 130 clients in the utility industry space. These clients include large cities, municipalities, cooperatives and investor owned utilities. A testament to our commitment to customer service, BI has a high customer retention rate and has extensive experience working with public sector clients.

A Dedicated Relationship Management Team. Outstanding customer service is what differentiates BI from the competition. We maintain high availability and close coordination with the City's staff throughout each stage of the program, from discovery to implementation, to training and ongoing support.

Technology Resources. BI has the design, production, tracking and delivery advance technologies to exceed all requirements for The City's Request for Proposal Event #8627 Processing Services for Bills and Notices. We offer cutting edge system security and redundancy, a customer-friendly platform, and staff training to make both conversion and ongoing operations seamless.

Quality. Our procedures for printing, mailing, and fulfillment meet the ISO 9001:2008 quality management standards. This widely recognized industry certification provides assurance to our clients that our processes and existing practices drive the consistent delivery of quality products and services. Our application of these standards for correspondence production and distribution is highly important in maintaining document integrity and privacy protection.

Should you have any questions, please feel free to contact me or Michael Woods, VP Operations at 704-927-6150 or via email at mwoods@businessink.com. We look forward to serving you.

Sincerely,

A handwritten signature in cursive script that reads 'Susan K. Goodwin'.

Susan K. Goodwin, President

EXECUTION OF PROPOSAL

**PROJECT NAME: PROCESSING SERVICES FOR BILLS AND NOTICES
PROPOSAL REQUEST EVENT #8627**

THIS PAGE MUST BE FULLY EXECUTED AND SIGNED FOR THE PROPOSAL TO BE CONSIDERED.

The person executing the proposal, on behalf of the vendor, being first duly sworn, deposes and says that:

- (1) He is fully informed regarding the preparation and contents of the attached Proposal and of all pertinent circumstances regarding such Proposal;
- (2) Neither he, nor any official, agent or employee of the vendor has entered into any agreement, participated in any collusion, or otherwise taken any action which is in restraint of free competition in connection with this proposal; and
- (3) He will not discriminate on the basis of contracting, services or against any employee or applicant for employment because of race, color, religion, gender, national origin, disability, age or veteran's status.

SIGNATURE OF PROPOSAL

Business Ink, Co.

(Print full name of corporation)

10214 North IH-35, Austin, TX 78753

(Address - City - State - Zip Code)

Attest: _____

(Secretary/Assistant Secretary)

By: _____

President/Vice President/Assistant Vice President)

CORPORATE SEAL:

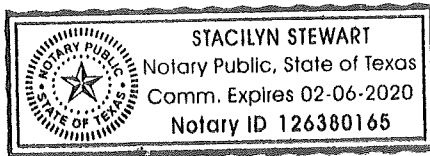
Federal I.D. or Social Security Number 742781401

NOTE - AFFIDAVIT MUST BE NOTARIZED

Subscribed and sworn to before me

This 15th day of June, 2017.

Title



My Commission Expires February 06, 2020