

Invitation to Bid ITB# 12-2003

Utility Bill Processing, Printing, Postage, Print Stock and Envelopes

We Postal Center International, Inc. certify that all information contained in this Bid Proposal is accurate and true to the best of our ability. We hereby acknowledge that our agreement will be bound by and is in compliance with the terms and conditions set forth by The City of Key West, **Bid ITB# 12-2003.**

Thank you,

Sincerely,



Shaneice Boisson

Atlanta

775 Atlanta South Parkway, Suite 400
College Park, GA 30349

Fort Lauderdale

3406 SW 26th Terrace
Fort Lauderdale, FL 33312

Orlando

10561 Satellite Boulevard
Orlando, FL 32837



THE CITY OF KEY WEST
Post Office Box 1409 Key West, FL 33041-1409

ADDENDUM # 1

Invitation to Bid (ITB) # 12-003 Utility Bill Processing, Printing, Postage, Print Stock, and Envelopes

April 3, 2012

To All Prospective Bidders:

The following changes, additions, and/or deletions are hereby made a part of the Bid Documents for the Utility Bill Processing, Printing, Postage, Print Stock, and Envelopes (ITB # 12-003) dated March, 2012 as fully and completely as if the same were fully set forth therein:

QUESTIONS FROM RESPONDANTS: *(Answers in Italics)*

1. Is printing simplex or duplex?

The utility bills are printed duplex (two-sided) on one sheet of paper.

2. Please clarify 9x12 insertion envelopes? Are you looking for pricing on the envelopes, using 70 per month?

Correct. We have a small number of customers where multiple bills are sent in the larger 9"x12" envelopes. Cost should include fee for inserting other bills in 9"x12" envelopes.

3. How many pages generally go into one #10?

Just the one page duplex bill along with the # 9 return envelope.

4. Is there any printing on the #10 and #9 envelopes? Is the printing color or black and white?



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9. Is your return address printed in black on the #10 1-window outgoing envelope?

Yes it is, along with the City Seal.

10. Is the #9 return envelope a simple 1-window envelope?

There is no window on the return envelope. The return envelope is printed with the City's address and some other information. See photo for more information.

11. I would like to make a public record request for current contract information on Key West Local Utility billing, printing materials mailing services and postage associate with getting the monthly Sewer and Garbage billings produced and mailed.

I have attached a copy of the City's current contract with this addendum.

12. Reading through your invitation to bid. I wanted to know if it would it be OK to substitute a double window #10 for the single window #10 you have in the Description of Current Environment. The reason I am asking is that a double window envelope eliminates an additional step in the production process of imprinting the logo and return address onto the face of a single window envelope -- thus eliminating the cost as well. Instead, the return address and logo is printed onto the bill which shows through the top window (I have attached an example).

By using a double window envelope across our entire customer base it allows everyone to benefit from a large envelope order, instead of running dozens of short runs for each individual customer. This would be helpful since we are trying to arrive as the lowest cost.

We plan on keeping our one window # 10 envelope that we are currently using. Please bid on a one window # 10 envelope.

13. Sungard has the ability to export multiple file formats; of the export file types, the PDF export is less desirable as these files have significantly less flexibility when it comes to format changes. Our normal process with Sungard customers is to work with their text export file or the multiple data table export files; we use these as we work with our



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customers to create a customized statement. Does this sufficiently cover the needs of the City?

We would prefer to use the same PDF export we are using currently.

14. Is it safe to assume that you require PDF image copies of all bills prior to printing, so you can review any and all statements?

Yes.

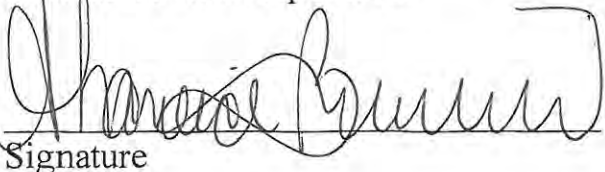
15. You state that 20 lbs is the minimum requirement, however automated payment vendors and equipment require 24 lbs long-grain paper. Do you anticipate requiring 24lbs long-grain paper for any automation in the future?

We anticipate that we will continue to use the 20 lbs minimum. No change is anticipated.

16. On the Bid Schedule, you are asking the cost for monthly quantities of #9 envelopes. We normally use selective feeding for #9 envelopes to save our customers money for Bank Draft customers and other accounts that are paid automatically. Do you have an estimate of the accounts that would not require #9 envelopes in your mailings, if any?

We do not have such an estimate. You should plan on using the full amount of # 9 envelopes.

All Bidders shall acknowledge receipt and acceptance of this Addendum # 1 by acknowledging this Addendum in their proposal or by submitting the addendum with the bid package. Bids submitted without acknowledgement or without this Addendum may be considered non-responsive.


Signature

Postal Center International, Inc.
Name of Business



PCI POSTAL CENTER INTERNATIONAL

Reference List 1

Customer	Contact Person	Phone Number
Broward County Records Taxes and Treasury Division	Gary Mehringer	954-357-5440
Policy Studies, Inc.	Juan Johns	772-489-6915
CEMEX, Inc.	Donna Haynes	561-803-6054



Executive Summary

Postal Center International has been in business since 1984. The corporate office is located at 3406 SW 26 Terrace; Fort Lauderdale, FL 33312. Our second location is located at 10561 Satellite Blvd; Orlando, FL 32837.

PCI's employees are highly trained professionals in technical, mechanical, and managerial skills. It is PCI's continuing goal to cross train all production employees on all production equipment to develop a multi-skilled, flexible workforce. PCI has a training matrix and is constantly conducting training on the job, to achieve the aforementioned goal. Approximately, 95% of PCI production workforce is cross-trained on our production equipment.

This same philosophy holds true for our Estimating, Customer Service, and Sales departments.

PCI's IT Department has successfully completed Microsoft certification in their area of expertise such as Networking and SQL development.

The below are recent examples of successfully completed training.

- USPS Mail Piece Design certification
- Mechanical and Technical training and certification from Heidelberg, Konica Minolta, Bowe Bell and Howell, Pitney Bowes, Pro-Fold and Prism.
- Software applications in PCI's IT department through successful Microsoft certification in network design and support, SQL development, etc.
- Monthly participation by Account Representatives, Operations, and Management staff in the local chapters of the Postal Customers Council (PCC), FDMA, etc.
- Participation in industry shows such as X'plor, USPS National Postal Forum, Graphics of the Americas, etc.

PCI has established itself as the premier place to work in Florida in the Direct Mail / Presort industry because of its work environment, benefits, compensation, and security. PCI's employees and clients enjoy a secure and air-conditioned work place. PCI's location has 22 well-marked security cameras throughout the plant connected to a digital video recording device and 4 additional outside the premises. In addition, there is large signage placed near most camera locations that spell out: "Warning All Mail Must Be Processed according To US Postal Regulations or Violators Will Be



Prosecuted". All potential employees must successfully complete and pass a 2-part security test before hiring. The first is a drug test; the second is a background check.

PCI offers complete in-house services under one roof, which compliment each other and offer a higher degree of security, timeliness, and quality. Services include in-house commingling, lettershop, personalization, data processing, list services, and custom programming to envelopes and printed components. Most competitors do not have "in house" commingling services at the same location as their Direct Mail services. Therefore, extra transportation and processing of their client's mail at another location and service bureau is required. However, documents from PCI's clients can enter our secure location, be processed, and commingled without having to go to another service bureau. A majority of PCI clients provide financial services that require their documents to be processed by a secure vendor that can perform all services under one roof with no extra delays and risks associated with transporting and processing at another location or by another company's employees.

PCI has maintenance and service contracts with all of our Original Equipment Manufacturers (OEM). PCI does not have any 3rd party maintenance or service contracts. PCI believes that our clients cannot be put in jeopardy because of equipment issues and only deals with Heidelberg, Konica Minolta Böwe Bell and Howell and certified technicians. Our equipment experiences over 95% up time.

PCI continues to invest in the latest digital imaging and camera technology to ensure better service and lower service fees than our competitors do. PCI's Heidelberg 9110 and Konica Minolta 6501 laser printing equipment can print 600 DPI with patented small particle toner for photographic quality, multiple page documents; insert pre-printed sheets in to a document and staple in-line.

PCI's Bowe Bell & Howell VIP2000 Selective and Intelligent Inserting, which can dynamically fold variable page lengths while utilizing a double camera JETVision system for integrity of the pages within documents and the 100% accuracy and completion of the entire mail file, is the only such equipment in South Florida.

The United States Postal Service (USPS) has certified PCI's Bowe Bell & Howell Multi Line Optical Character Reader barcoding / sorting / commingling equipment to provide the maximum postage savings available.

Mail Service Agreement

THIS AGREEMENT, made as of this 8th day of June, 2011, by and between Postal Center International, Inc. a Florida Corporation, (hereinafter referred to as the "Corporation") and The City of Key West (hereinafter referred to as the "Customer").

The Corporation is engaged in the business of providing mail-processing services to its Customer. As part of this service, the Corporation on a daily basis will pick up United States Postal Service (USPS) mail of the Customer, process this mail based on Statement of Work (SOW) and then takes all necessary steps in order to deliver the mail to the appropriate USPS mail processing locations.

NOW, THEREFORE, in consideration of the mutual covenants and promises herein contained, the parties hereto, wishing to be legally bound, enter into this agreement to set forth their respective rights and obligations and do mutually agree as follows:

1) Obligations of the Corporation. The Corporation, subject to the conditions and covenants herein contained, agrees to do the following:

- a. Pick up items of USPS mail from the Customer from the locations as specified in Addendum "A" per the following schedule. (If applicable)
- b. During each pick up, a duly authorized employee of the Customer will sign the Corporation's pickup receipt acknowledgement of mail consigned to the Corporation. (If applicable)
- c. Follow SOW; Barcode/Presort each piece of mail by Zip Code through utilization of Multi-Line Optical character Readers, remote video encoder, and hand sorters or any other methods so determined by the Corporation; provided, however, that all sorting is performed to meet the requirements of the USPS Automation and/or Presort Discount Program.
- d. Forward all pieces of mail processed by the Corporation to a designated facility of the USPS by the agreed deadline; provided, however, that the Customer arranges for the timely pick up of mail in accordance with the requirements of Paragraph 1a. The Corporation will deposit all mail to the USPS the same day or within (18) hours of the pick up if encoding needs to be done.
- e. Special mailings as needed:
 - i. Manage, fulfill and service special mailing requirements within and not to exceed seventy-two (72) hours;
 - ii. All mail will be processed based on Customer's Statement of Work (SOW) and USPS guidelines.

Mail Service Agreement

- iii. During each pick-up, Customer will sign the Corporations pickup receipt acknowledgement of mail consigned to the Corporation.
- f. Corporation will provide supplies and equipment necessary to carry out responsibilities of the mail processing operations.
- g. Submit an invoice to the Customer after processing with the following information:
 - i. Total number of pieces of mail processed;
 - ii. Total number of pieces of mail that qualified for the USPS discount;
 - iii. Total number of pieces of mail that failed to qualify for the USPS discount;
 - iv. Allocation of charges by service and mail type (i.e. First Class Letters, Flats, Certified, e-Certified, etc)
- h. The Corporation will advance the Customer the required additional postage for upgraded and unqualified (residual) mail.
- i. Fees and Payment Terms.
 - i. The Fees to be paid to Corporation for providing any Deliverable will be as set forth in Addendum A "Service Fee(s)".
 - (a) Corporation reserves the right to review and/or adjust pricing with a thirty (30) day notice on an annual basis during the life of this contract or renewal which will occur in January of each year.
 - ii. Invoices. Corporation shall submit weekly invoices in the amount that Customer must pay for the previous weeks Services.
 - iii. Payment. Within Thirty (30) calendar days of Corporations invoice date, Customer will pay the Corporation the amount billed on the Corporation Invoice.
 - iv. Customer acknowledges, as an integral part of this contract, the urgency of paying the Corporation for invoices within 30 days from the date on the invoice. If Corporation has not been paid after 30 days, unless Customer notifies Corporation of a significant billing error ("significant billing error" being defined as an error who value is greater than 10% of the total invoice value), Corporation will assess a late charge of up to 18% per annum or, maximum allowed by law and notify via email the local Customer liaison(s) with notification of the past due invoice(s). The Customer will be given ten business days from the date of this notification email to remit the entire amount of the past due balance along with the late fee charge applied by Corporation. If the Corporation has not been paid within these ten business days, Corporation will email a "Payment Demand Notice" to the Customer's liaison(s) indicating the continued deficiency. The Customer will be granted one additional, ten (10) business days grace period from

Mail Service Agreement

the date of the demand notice to remit the entire amount of the past due invoice to the Corporation. If the Customer fails to comply within this demand notice period, the Corporation will have the right to immediately suspend supplied services to Customer. Notice of this suspension will be emailed to the Customer liaison(s).

- j. Deposit. The Customer will give Corporation a postage retainer equivalent to Thirty (30) days usage based on volume and/or Customer's payable cycle.
 - i. Except as provided otherwise in this agreement, the Deposit shall be retained by Corporation throughout the term of the Customer relationship with Corporation.
 - ii. The Deposit represents an estimate of postage used for Corporations billing cycle and Customer's accounts payable cycle. The Corporation reserves the right to require additional deposits(s) from Customer. Each additional deposit will be evidenced by and additional Deposit Agreement.
 - iii. The Customer acknowledges that the Deposit is held by the Corporation to offset the cost of postage paid by the Corporation on Customer's account, therefore a.) Corporation has the right to commingle the Deposit with other general operating funds of the Corporation and b.) Deposit will not be held in an interest bearing account, nor will it accrue interest.
- l. The Customer has the right to inspect the Corporation's operations facility(s). All on-site inspections must be accompanied by an authorized representative of the Corporation and within regular operating hours.

2) Obligations of the Customer: Pursuant to the terms and conditions herein set forth; the Customer agrees to the following.

- a. Release for pick-up by the Corporation in accordance with the time and delivery schedule set forth in Paragraph 1a.
- b. Place all pieces of mail for pick-up by the Corporation in USPS trays and buckets.
- c. At the time of each pick-up, complete, execute, and sign the Corporation pickup receipt (Count Sheet) acknowledgement for mail consigned to the Corporation.
- d. Reimburse the Corporation for all postage advanced by the Corporation to the USPS for initial postage, upgraded and unqualified (residual) mail as invoiced.

3) Confidentiality. The Corporation warrants that it will exercise all reasonable care and caution in order to ensure that all pieces of mail processed by and under this agreement shall be confidential

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and will take such action as is reasonable in order to ensure that items of mail will remain confidential. The Corporation agrees to indemnify and hold the Customer harmless from and against all liabilities, losses, damages, claims and costs of any description imposed on, incurred by or asserted against the Customer based upon, arising out of or resulting from any use or disclosure of such confidential information by the Corporation or any party acquiring such information from the Corporation.

4) Insurance Maintained by the Corporation. The Corporation shall carry insurance coverage in an amount up to \$1,000,000 per any one incident for the fair and reasonable costs incurred by the Customer in connection with reconstruction of items lost or destroyed as a result of the action of the Corporation in processing of mail (USPS damages are not covered); provided, however, that the Corporation will not be responsible for registered, certified, or insured mail nor the mailing of negotiable instruments of any kind. Notwithstanding the above, the Corporation shall in no event be liable for any loss, damage, or delay occasioned by the Customer arising from the following:

- a. Hostile or warlike action in a time of peace or war;
- b. Insurrection, riot, rebellion, revolution, civil war, usurp power or action taken by the government authority in hindering, combating or defending against such an occurrence, seizure or destruction under quarantine or customs regulations, or confiscation by the order of any government transportation trade.
- c. Inclement weather which prevents the Corporation from completing its services in the normal time, provided that this limitation shall not be applicable unless the condition of government authority in which the Corporation and Customer are located has issued a state of emergency that driving is hazardous and has recommended that such driving activity be curtailed and notwithstanding the foregoing Customer has instructed Corporation to continue with services.
- d. Delay caused by the Customer's failure to deliver the mail to the Corporation in accordance with the time and delivery schedule set forth in Paragraph 1a.
- e. The Customer's failure to follow the guidelines as described in the Start-Up Checklist agreed to at the time of execution between Corporation and Customer.

5) Postage. If postage rates are increased by the USPS, the Corporation's postage rates billed to Customer will be adjusted accordingly.

Mail Service Agreement

6) Term of Agreement. This agreement shall be effective on the date of execution and shall continue through 8 day of June, 2014. During the term of this agreement, or any extension of term, either party may, upon ninety (90) days written notice sent to the attention as outlined in 7a of this agreement, terminate the agreement. Termination of the agreement shall be made in writing and shall be delivered to the other party. The compensation to be paid under Paragraph 5 above shall be paid by the Customer to the Corporation during any renewal term of the agreement.

7) Assignments. Neither the Corporation nor the Customer may assign this agreement without the prior written consent of the other.

8) Notices. All notices required or permitted under this agreement shall be in writing and shall be either hand delivered or mailed First Class, registered, or certified mail, postage prepaid, addressed as follows:

a) If to Corporation:

Postal Center International, Inc.
Attn: Ismael Diaz; President
3406 SW 26th Terrace
Fort Lauderdale FL 33312

b) If to Customer:

The City of Key West
Attn:

9) Either party may change the address at which it is to receive notice by giving written notice of the change to the other party.

10) The Corporation will be the sole party in processing all mail in the proposal. Any third party contractor requires the approval of the customer.

11) Entire Agreement. This agreement contains the final and entire agreement between the parties and supersedes previous contracts.

12) Binding Agreement. This agreement shall be binding upon and inure to the benefit of the parties hereto, their successors and assigns.



Mail Service Agreement

13) Controlling Law. This agreement shall be construed under the laws of the State of Florida.

14) The Corporation shall comply with all applicable federal, state, and local laws and USPS regulations, and agrees to indemnify and hold the Customer harmless against any liability arising from the Corporation's failure to do so.

IN WITNESS WHEREOF, the parties hereto have caused this agreement to be duly executed on the day and year first above written.

WITNESS:

POSTAL CENTER INTERNATIONAL, INC.

Signature: _____

Name: _____

Name: Stephen Gussman
Title: Vice President of Operations
Date: ____/____/____

WITNESS:

The City of Key West

Signature: _____

Name: _____

Name:
Title:
Date: ____/____/____

Mail Service Agreement

Addendum "A"

Location:

The City of Key West
Attn:

Service Fees:

<u>Service</u>	<u>Cost</u>	<u>Unit</u>
As specified in the awarded Bid # 12-2003		

*PCI reserves the right to charge additional postage for mail that has to be upgraded and/or for mail that cannot be barcoded.



Company Background Information

- A. **Parent Company** : NA
- B. **Organizational Type/Structure**: Corporation
- C. **Experience, including years in business**: Established in 1984, 28 years in business. See attached Executive Summary
- D. **Customer References where you currently provide managed services to organizations operating with SUNGARD software or similar. Specify type of services provided, contact name, and phone number:**
See attached Reference List 2
- E. **Additional customer references where you provide similar managed services**: See attached Reference List 1
- F. **Hours of Availability for Customer Support**: Monday-Friday 8:30am-5:30pm. Closed: Christmas Day, Thanksgiving Day, Labor Day, Memorial Day, Independence Day, and New Year's Day.



Reference List 2

Company Name: WAI Global

Contact Name: Renee Kanuer

Phone number: 484-875-6464

Type of Service: Daily Invoice and Monthly Statement printing, folding, inserting, presort, metering, hand insert, mail merge, data retrieval.

Company Name: Enterprise Technology Services (Broward County)

Contact Name: Delbert Harper

Phone number: 954- 357-6628

Type of Service: Weekly Deposit Slip printing, folding, tabbing, mail merge, delivery, and data retrieval.

Company Name: Cigna

Contact: David Corito

Phone Number: 954-514-6633

Type of Service: Daily invoice printing, folding, inserting, metering, mail merge and data retrieval.

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 - 954-831-4000
VALID OCTOBER 1, 2011 THROUGH SEPTEMBER 30, 2012

DBA: PCI POSTAL CENTER INTERNATIONAL **Receipt #:** 326-2005
Business Name: PCI POSTAL CENTER INTERNATIONAL **Business Type:** COURIER/TRANSPORT/DLVRY/TOWING (POSTAL SERVICE)

Owner Name: ARTURO ECHARTE **Business Opened:** 06/01/1985
Business Location: 3406 SW 26 TERR **State/County/Cert/Reg:**
 FT LAUDERDALE **Exemption Code:** NONEXEMPT
Business Phone: 954-321-5644

Rooms: **Seats:** **Employees:** **Machines:** **Professionals:**
 1

Number of Machines:		For Vending Business Only			Vending Type:	
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

ARTURO ECHARTE
 3406 SW 26 TERRACE
 FT LAUDERDALE, FL 33312

Receipt # 035-10-00001766
Paid 07/15/2011 33.00