

***City of Bonney Lake  
19306 Bonney Lake Blvd.  
P.O. Box 7380  
Bonney Lake, WA 98391-0944***

***Phone: 253/447-4314***

***Fax: 253/862-8538***

## **Request for Proposal**

**To Provide**

**Printing, Insertion & Mailing Services  
Of Utility Bills  
And  
Lock Box Services**

## NOTICE TO VENDORS

Sealed proposals with vendor name and address will be received by the City of Bonney Lake, Office of Financial Services, Chief Financial Officer (CFO), 19306 Bonney Lake Blvd., P.O. Box 7380, Bonney Lake, WA 98391-0944; through the hour of 4:00 P.M. on November 23, 2009 at which time proposals duly delivered and submitted will be considered for supplying the following:

### **PRINTING, INSERTION, & MAILING OF UTILITY BILLS and LOCKBOX SERVICES**

Any proposal received after the stated closing time will be returned unopened. If proposals are sent by mail to the CFO, the vendor shall be responsible for actual delivery of the proposal to the CFO before the advertised date and hour as stated above. If mail is delayed either in the postal service or in the internal mail system of the City of Bonney Lake beyond the date and hour set for the proposal receipt, proposals thus delayed will not be considered and will be returned unopened.

Information concerning the proposal specifications must be submitted in writing to: Al Juarez, Chief Financial Officer (CFO), City of Bonney Lake, 19306 Bonney Lake Blvd., P.O. Box 7380, Bonney Lake, WA 98391-0944

Information on the proposal process/procedures may be obtained from Brian Hartsell, Executive Assistant, at 253-447-3102 or [hartsellb@ci.bonney-lake.wa.us](mailto:hartsellb@ci.bonney-lake.wa.us) . The city may respond to the question to all those submitting a proposal.

The City reserves the right to reject any and/or all proposals, to waive technicalities, to re-advertise, and/or to proceed otherwise when the best interests of the City will be realized hereby. Proposals will be submitted sealed and plainly marked with the date and time of receipt.

City of Bonney Lake

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Al Juarez, Chief Financial Officer

**PROPOSAL OF VENDOR**

To Whom It May Concern:

The following proposal is made for furnishing the materials and/or services for the City of Bonney Lake, Office of Financial Services.

The undersigned declares that the amount and nature of the materials/services to be furnished is understood and that the nature of this proposal is in strict accordance with the conditions set forth and is a part of this proposal, and that there will at no time be a misunderstanding as to the intent of the specifications or conditions to be overcome or pleaded after the proposals are received.

The undersigned, in submitting this proposal, represents that they are an equal opportunity employer, and will not discriminate with regard to race, religion, color, national origin, age and sex in the performance of this contract.

The undersigned hereby proposes to furnish their goods and services F.O.B. City of Bonney Lake, at the unit prices quoted herein after notice of proposal award.

Respectfully Submitted,

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Print Name) (Title)

\_\_\_\_\_  
(Company Name)

\_\_\_\_\_  
(Mailing Address) (Street) (City) (State) (Zip)

\_\_\_\_\_  
(Phone Number) (Fax Number)

## 1.0 GENERAL CONDITIONS

- 1.0.1 Completeness.** Vendors must fill in all information asked for in the blanks provided under each item. Failure to comply may result in rejection of the proposal at the City's option. Please provide responses in the file types provided (i.e. references are in Word, the questionnaire is in Excel).
- 1.0.2** The City reserves the right to reject any or all proposals or to waive technicalities at its option when in the best interests of the City. Additionally, the City may reject any or all proposals, and all proposals submitted are subject to this reservation. Proposals may be rejected, among other reasons, or for any of the following specific reasons:
- Proposals received after the time limit for receiving proposals as stated in the advertisement.
  - Proposal containing any irregularities.
- 1.0.3 Brand Name or Equal.** If terms for which proposals have been called for have been identified by a "brand name or equal" description, such identification is intended to be descriptive, but not restrictive, and is to indicate the quality and characteristics of products that will be satisfactory. Proposals offering "equal" products will be considered for award if such products are clearly identified in the proposals and are determined by the City to be equal in all material respects to the brand name products referenced. Unless the vendor clearly indicates in their proposal that they are offering an "equal product", their proposal shall be considered as offering a brand name product referenced in the Proposal Schedule.
- 1.0.4 Sales Tax.** The total for each proposal submitted must include any applicable taxes. It is suggested that taxes, if any, be separately identified, itemized, and stated on each proposal. The City cannot determine for the vendor whether or not the proposal is taxable to the City. Such determination must be made by the vendor through the vendor's attorney or tax consultant. Bills submitted for taxes not included in your proposal will not be honored under this contract.
- 1.0.5 Reasons for Disqualifications.** Vendors may be disqualified and their proposals not considered, among other reasons, or for any of the following specific reasons:
- 1.0.5.1 Collusion.** Reason for believing collusion exists among the vendors.
- 1.0.5.2** Reasonable grounds for believing that any vendor is interested in more than one proposal for the work contemplated.
- 1.0.5.3 Litigation.** The vendor being interested in any litigation against the City.
- 1.0.5.4 State of Arrears.** The vendor being in arrears on any existing contractor having defaulted on a previous contract.
- 1.0.5.5 Competency.** Lack of competency as revealed by a financial statement, experience and equipment, questionnaires, etc.
- 1.0.5.6** Uncompleted work, which in the judgment of the City will prevent or hinder the prompt completion of additional work if awarded.
- 1.0.6** The successful vendor may not assign their rights and duties under this award without the written consent of the City. Such consent shall not relieve the assignor of liability in event of default by their assignee.
- 1.0.7 Delivery for Purchased Services.** Delivery date is an important factor to the City. The City of Bonney Lake considers delivery time to be that period elapsing from the time the individual order is placed until that order or work thereunder is received by the City; at the specified delivery location. The delivery date indicates a guaranteed delivery at Bonney Lake, WA. Failure of the vendor to meet guaranteed delivery dates or service performance could affect future City orders. Furthermore, turnaround time of routine services, such as bills and notices, should be within 24 hours of receiving the electronic data file from the City.
- 1.0.7.1 Notification of Delays.** Whenever the Contractor encounters any difficulty which is delaying or threatens to delay timely performance (including actual or potential labor disputes), the Contractor shall immediately give notice thereof in writing to the Chief

Financial Officer or his/her designee stating all relevant information, with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery or performance schedule or be construed as a "waiver" by the City of any rights or remedies to which it is entitled by law or pursuant to provisions herein. Failure to give such notice may be grounds for denial of any request for an extension of the delivery or performance schedule because of such delivery.

- 1.0.8 Terms and Conditions of Payment.** All proposals shall specify terms and conditions of payment, which will be considered as part of the award of proposal. City review, inspection, and processing procedures ordinarily require thirty (30) days after receipt of invoice, materials or service. Proposals which call for payment before 30 days from receipt of invoice, or cash discounts given on such payments, will be considered only if in the opinion of the City, the review, inspection and processing procedures can be completed as to the specific purchases within the specified time frame. It is the intention of the City of Bonney Lake to make payment on completed orders within thirty (30) days of receiving invoicing unless unusual circumstances arise.
- 1.0.8.1 Invoices and Purchase Orders.** Invoices shall be fully documented as to labor, materials and equipment provided. Orders will be placed by the City and should be given a Purchase Order Number to be valid. No payments shall be made on invoices not listing a Purchase Order Number. No partial payment will be made.
- 1.0.8.2** Payment will not be made by the City until the vendor has complied with City Purchasing procedures, unless this provision is waived by the City.
- 1.0.9** In case of default. In case of default of the successful vendor, the City of Bonney Lake may procure the articles from other sources and hold the vendor responsible for any excess cost occasioned thereby.
- 1.0.10** The City of Bonney Lake will not enter into any contract where the cost is provisional upon such clauses as: "escalator" or "cost-plus."
- 1.0.11 Green Technology.** The City of Bonney Lake supports "Green Technology" whereby recycled materials are acceptable and will be considered for award. The City desires to use recycled products when a comparable material/product is available. If your company distributes products made of recycled materials please submit alternate pricing to distinguish from non-recycled items. All recycled products should meet the minimum standards established in the proposal specifications provided. Please state any exceptions, costs, warranties and percentage of recycle materials used in the manufacture of the material/product. The City will determine the acceptability of the materials/product proposal as an alternate.
- 1.0.12 Promotional Strategies.** The City will consider "Promotional Strategies" such as special vendor pricing or discounts in exchange for the City's willingness to participate in new product testing or promotion including ability of vendor to bring other potential customers to the city's job sites to demonstrate products. Promotional strategies should be discussed with the Chief Financial Officer, stated in the proposal document and approved by the appropriate City Official(s) before submission of the proposal.
- 1.0.13 Preparation Costs.** The City shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.
- 1.0.14 Insurance.** Contractor shall obtain and maintain during the performance of any services under this Agreement insurance coverage issued by a company satisfactory to the Chief Financial Officer, unless the CFO waives, in writing, the requirement that the contractor obtain and maintain such insurance coverage. The Contractor shall, prior to performance of any services, file with the CFO evidence of insurance coverage. Evidence of insurance coverage shall accompany Contractor's proposal. Maintenance of proper insurance coverage by Contractor is a material element of this Agreement. Contractor's failure to maintain or renew insurance coverage or to provide evidence of renewal may be considered as a material breach of this Agreement.
- 1.0.15 Permits, Licenses, and Certificates.** The contractor, at their sole expense, shall obtain and

maintain during the term of this Contract, all permits, licenses, and certificates required in connection with the performance of services under this Contract.

## 1.1 SCOPE OF WORK—PRINTING, INSERTION & MAILING OF UTILITY BILLS

- 1.1.1 Purpose.** It is the intent of the following specifications to describe services needed by the City of Bonney Lake. The intended use for this service is to print utility bills and bill inserts and to mail these bills/inserts to the various utility customers, both residential and commercial. Copies of sample bills are attached for your reference in Appendix A.
- 1.1.2 Term.** Provide for an annual contract commencing on the date of the award and continuing for a twelve (12) month period. The City of Bonney Lake reserves the right to renew the contract for two (2) additional one-year periods, provided both parties are in agreement.
- 1.1.3 Price Reduction.** If during the life of the contract, the vendor's net prices to its customers for the same product(s) and/or services shall be reduced below the contracted price, it is understood and agreed that the City shall receive such price reduction.
- 1.1.4 Postage.** The City expects to be able to pay postage to the selected vendor and to receive timely and appropriate accounting for the actual postage expense. The City expects that the best available postage rate be applied and that any postage savings realized by the vendor are to be passed on to the City.
- 1.1.5 Price Changes.** Cost increases or price changes will require at least (60) calendar days prior notice and shall not exceed 3% per year, or the US Department of Labor Consumer Price Index for All Urban Consumers (CPI-U) for Seattle-Tacoma-Bremerton, whichever is lower.
- 1.1.6 Electronic Payment Service Providers.** The city will be the sole judge in determining electronic payment service providers. Vendors shall disclose if they do or do not provide this service.
- 1.1.7 Approximate Usage.** Estimated monthly quantities are given for each type of statement. Approximate usage does not constitute an order, but only implies the probable quantity the City will use. Statements will be ordered on an as-needed basis. The City reserves the right to experience anticipated or unanticipated usage volume that is not expressed in this RFP document. Therefore, these usage levels are estimates of long-term processing needs, but do not represent a guarantee of the service required by the City.
- 7,100 in city and commercial bills every month
  - 6,100 in out of city bills every other month
  - 500 shut off notices monthly
  - Custom orders on an as needed basis
  - Lockbox services for the majority of payments.
- 1.1.8 Samples.** Proposal includes samples of all types of bills. For print quality samples contact Brian Hartsell, Executive Assistant, at the enclosed number or email address. Electronic samples are found at Appendix A and include the following:
- Utility Statement
  - Shutoff Notice
- 1.1.9 Specifications.** The specifications listed at Appendix B are minimum requirements and are intended to govern, in general, the size and type of the utility bills, envelopes and bill inserts printed and mailed. The proposal should address the attached specifications providing any additional information deemed necessary to demonstrate your company's ability to perform the required effort. Place an “x” in the column to the right of the specification if your company can meet or exceed the specification.
- 1.1.10 Questionnaire.** Complete the questionnaire at Appendix C. The proposal should address the attached questionnaire providing any additional information deemed necessary to demonstrate your company's ability to perform the required effort.
- 1.1.11 Test Runs.** At the point the City receives the vendor’s designed billing template; the City will require multiple test runs. These tests must be deemed successful by the City in order for the City

to accept the billing statement design and programming. Further, these tests will run concurrent with the incumbent's billing process so as to not disrupt operations.

**1.1.12 Pricing.** Complete the pricing table at Appendix D and add insert any additional lines that may be relevant to the proposal. Any additional or special programming may be requested by the City of Bonney Lake and will be billed at a per hour rate with prior approval of quotes.

**1.1.13 References.** Please complete a list of five references, preferably a municipality, at Appendix E.

## 1.2 SCOPE OF WORK—LOCKBOX SERVICES

**1.2.1 Purpose.** The City is seeking lockbox services to collect and process customer payments for utility services, court-imposed fines, parking tickets, and other miscellaneous customer payments due to the City.

**1.2.2 Term.** Provide for an annual contract commencing on the date of the award and continuing for a twelve (12) month period. The City of Bonney Lake reserves the right to renew the contract for two (2) additional one-year periods, provided both parties are in agreement.

**1.2.3 Price Reduction.** If during the life of the contract, the vendor's net prices to its customers for the same product(s) and/or services shall be reduced below the contracted price, it is understood and agreed that the City shall receive such price reduction.

**1.2.4 Price Changes.** Cost increases or price changes will require at least (60) calendar days prior notice and shall not exceed 3% per year, or the US Department of Labor Consumer Price Index for All Urban Consumers (CPI-U) for Seattle-Tacoma-Bremerton, whichever is lower.

**1.2.5 Approximate Usage.** Approximate usage is provided for all utility billing in Section 1.1.5. There are other miscellaneous payments to the city (i.e. court fines, parking tickets, etc) that end up in the lockbox that may affect usage slightly. All usage levels are estimates of long-term processing needs, but do not represent a guarantee of the service required by the City.

**1.2.6 Specifications.** The specifications listed at Appendix B are minimum requirements and should provide any additional information deemed necessary to demonstrate your company's ability to perform the required effort. Place an "x" in the column to the right of the specification if your company can meet or exceed the specification.

**1.2.7 Questionnaire.** Complete the questionnaire at Appendix C. The proposal should address the attached questionnaire providing any additional information deemed necessary to demonstrate your company's ability to perform the required effort.

**1.2.8 Test Runs.** At the point the City receives the vendor's designed billing template; the City will require multiple test runs. These tests must be deemed successful by the City in order for the City to accept the billing statement design and programming. Further, these tests will run concurrent with the incumbent's billing process so as to not disrupt operations.

**1.2.9 Pricing.** Complete the pricing table at Appendix D and add insert any additional lines that may be relevant to the proposal. Any additional or special programming may be requested by the City of Bonney Lake and will be billed at a per hour rate with prior approval of quotes.

**1.2.10 References.** Please complete a list of five references, preferably a municipality, at Appendix E.

**1.3 Vendor Reminder List.** Vendors will submit all of the following materials if their submission is to be considered complete:

- Signed "Proposal of Vendor"
- Completed Specifications Table (Appendix B)
- Completed Questionnaire Table (Appendix C)
- Completed Price Sheet (Appendix D)
- Company References (Appendix E)
- Company Profile and Financial Statement

**1.4 Timeline.** The below table provides an approximate timetable. Changes may be made to this schedule to

meet the needs of the City.

Event	Time	Original Date	New Date
Issue RFP		1-Oct-09	N/A
Vendor Questions Due	4:00pm	8-Oct-09	N/A
Proposal Response Due	4:00pm	26-Oct-09	23-Nov-09
City Recommendation to Finance Committee		10-Nov-09	8-Dec-09
City Recommendation to City Council		24-Nov-09	8-Dec-09
Notice of Award		25-Nov-09	11-Dec-09
Begin Implementation and Testing		1-Dec-09	4-Jan-10
Effective Date of New Contract		1-Jan-10	1-Feb-10

**1.5 Questions.** Questions concerning this RFP may be directed to Brian Hartsell, Executive Assistant, at [hartsellb@ci.bonney-lake.wa.us](mailto:hartsellb@ci.bonney-lake.wa.us) , or 253-447-3102. The RFP will be submitted to the CFO as stated in the “Notice to Vendors.”

**1.6 Appendix:**

- Appendix A—Samples
- Appendix B—Specifications
- Appendix C—Questionnaire
- Appendix D—Pricing
- Appendix E—Reference Sheet
- Appendix F—Eden File Layout



## APPENDIX B--Specifications

Note: Place an "x" in the column to the right of the specification if your company can meet or exceed the specification.

Category	Item #	Description	X
<b>UTILITY BILLING</b>			
General Company Info	1	Vendor will be responsible for climate-controlled storage and warehousing of forms and envelopes until needed or used. Any costs or fees must be clearly stated in the vendor's response.	
General Company Info	2	Vendor must be a "full service" vendor capable of providing all services requested with out subcontracting any portion of our project, including presorting artwork and programming.	
General Company Info	3	Vender must be HIPAA compliant.	
General Company Info	4	All work shall be processed at a location that provides security and supervision including a well-defined quality control assurance program.	
General Company Info	5	Vendor will allow City to send representative to view production facility before or during production of statements.	
General Company Info	6	Utility bill job functions are handled start to finish on the same premise.	
Billing Statement Details	7	Services are shown separately-not all customers have the same services	
Billing Statement Details	8	There should be room for some narrative regarding each service	
Billing Statement Details	9	Previous read and current read	
Billing Statement Details	10	Multi metered accounts need to show all meters and what type they are	
Billing Statement Details	11	12 months Usage graph	
Billing Statement Details	12	Previous balance	
Billing Statement Details	13	Payments	
Billing Statement Details	14	Adjustments shown separate	
Billing Statement Details	15	Bill date	
Billing Statement Details	16	Due date	
Billing Statement Details	17	Billing Period	
Billing Statement Details	18	Account number	

Category	Item #	Description	X
Billing Statement Details	19	Service Address	
Billing Statement Details	20	Amount Due	
Billing Statement Details	21	Box for Total Paid	
Billing Statement Details	22	Ability to print bills in at least 3-colors	
Billing Statement Details	23	Messages box that can be changed each month	
Billing Statement Details	24	Payment stub will indicate if the customer has a credit	
Billing Statement Details	25	Perforated at bottom for easy tear off	
Billing Statement Details	26	Payment stub will be at the bottom of the page for ease in automatic processing	
Shut Off Notice Details	27	Date of notice	
Shut Off Notice Details	28	Account number	
Shut Off Notice Details	29	Service Address	
Shut Off Notice Details	30	Bill Date	
Shut Off Notice Details	31	Amount Billed	
Shut Off Notice Details	32	Delinquent charges due date	
Shut Off Notice Details	33	Customer name	
Shut Off Notice Details	34	Late Fee	
Shut Off Notice Details	35	Total Due	
Shut Off Notice Details	36	Two Color-red/black	
Shut Off Notice Details	37	Box indicating Shut-Off Date	
Shut Off Notice Details	38	Perforated at bottom for easy tear off	
Shut Off Notice Details	39	Payment stub at the bottom of the page for ease in automatic processing	
Shut Off Notice Details	40	Language regarding delinquency fee	
Performance	41	Ability to fit a number #10 white window envelope with mailing address clearly showing. For a shut off notice the #10 envelope must have yellow flood coat printed on the front.	
Performance	42	Must include a blue #9 window return envelope for mailing a regular payment. A yellow #9 window return envelope must be included for mailing payments of a shut off nature.	

Category	Item #	Description	X
Performance	43	Insertion and folding of statements and return envelopes to be included in pricing.	
Performance	44	Special inserts may be required and selective insertions should be an option.	
Performance	45	Standard statement will be printed on pre-printed, pre-perforated forms	
Performance	46	Residential statements will contain a bar graph showing comparative usage for a running 12-month period.	
Performance	47	Statements will be easily read and shall be limited to one-page front and back to ensure favorable postage rates.	
Performance	48	Statements should be easily reproduced by vendor singly-upon request.	
Performance	49	Statements should be easily reproduced by print, fax, or e-mail by the City personnel in house.	
Performance	50	An EDEN file layout is provided as Attachment "F", indicating the structure of the bill print file. The vendor will be expected to render a billing statement acceptable to City of Bonney Lake from the information on this file.	
Performance	51	Un-deliverable statements will be returned to the City weekly.	
Performance	52	The City will have the ability to have a statement or a group of statements "pulled" from the run if necessary, or inserts only put in part of the full run.	
Performance	53	The City's mailing addresses require a "zip plus 4" CASS certification for the best rate on postage. Additionally, postal bar coding that is visible through the envelope window will be the responsibility of the selected vendor.	
Performance	54	Form creation, printing detail and placement of print is extremely important. Format for each statement must have the City of Bonney Lake's final approval.	

Category	Item #	Description	X
Performance	55	Vendor can provide sample bills each cycle & confirmation of received data prior to job being run, including the total record count processed, the total dollar amount due to the city (what was billed to customers and is due to the city)	
Performance	56	Vendor will be able to provide and have a working tested module of print view, Electronic Bill Presentment, and Bill Pay Program to be used on the internet.	
Performance	57	The Vendor will seal, bundle, meter and place utility bills in mailing trays that are in presort order, enabling us to get the lowest qualifying first class postal discounts rates possible.	
Performance	58	The Vendor will provide programming for initial set up of each routine and custom form creation and subsequent modifications.	
Performance	59	The City of Bonney Lake must be able to communicate directly with vendor's programmer when ever needed.	
Performance	60	Vendor will have capability to allow City to have the ability to view pdfs in a searchable file that is secured with passwords and kept on another site other than the city's. The city should be able to search for an individual statement a number of ways, by Customer Name, Service Address, Account Number, or Any Part of a Name. This includes a minimum 3 months of customer history.	
Performance	61	Have the ability to courier items, do special services, and pick up/deliver as needed on a tight time frame.	
Performance	62	Statements can be laser printed with color options in order to highlight key data as specified.	
Performance	63	Invoices provide detail as to postage usage for each level of postage usage.	
Performance	64	Invoices provide detail of all types of bills generated by the vendor on behalf of the city.	
Performance	65	Management reports are available to the city that summarize services provided, dates, costs incurred, etc.	
Technology Specs	66	Ability to accept upgrades to current customer billing system.	

Category	Item #	Description	X
Technology Specs	67	Ability to accept data transmission anytime.	
<b>LOCKBOX SERVICES</b>			
Performance	1	Capable of collecting payments from a Post Office box and process before noon of the day payment is received.	
Performance	2	Capable of providing a posting file at the end of each which posts all payments directly into the City's accounts receivable system.	
Performance	3	Provide a daily detail and summary report that lists all checks posted that day individually by check number and amount.	
Performance	4	Provide a summary of total daily deposit.	
Performance	5	Ability to make all deposits via "Check 21."	
Technology Specs	6	Capable of providing City access to all checks and coupons via an ASP web-based image retrieval system within 24 hours of processing payments that is searchable by the following:	
Technology Specs	7	Account number	
Technology Specs	8	Batch number	
Technology Specs	9	Payment type	
Technology Specs	10	Check amount	
Technology Specs	11	Bank routing number	
Technology Specs	12	Bank account number	
Technology Specs	13	Check number	
Technology Specs	14	Web based system provides a complete audit trail of all notes and an editing feature that allows authorized users to update and change data within the indexes.	

### APPENDIX C--Vendor Questionnaire

Category	Item #	Question	Answer
General Company Info	1	Provide location of where work will be performed and location of the head office.	
General Company Info	2	Describe your company--sole proprietorship, partnership, corporation, etc.	
General Company Info	3	What is your maximum daily production capacity?	
General Company Info	4	The Vendor will need to include a detailed description of the vendor's disaster recovery plan. The City will need to know what to expect and when in the event of a run failure on the part of the vendor.	
General Company Info	5	Can vendor power up and continue to run jobs even with out power from the electric company grid.	
General Company Info	6	Vendor will provide total years experience using Eden Gold software and the number of customers currently using this software.	
General Company Info	7	Provide a list of up to 10 companies or governmental agencies that currently utilize your services in a similar manner.	
General Company Info	8	Is the vendor's primary business function laser imaging and complete mailing services?	
Implementation	9	Describe your implementation process and plan.	
Implementation	10	Specify what would be a standard set up time for implementation.	
Performance	11	If a data file is provided by 12:00 AM., provide a time when the completed project would be delivered to the designated post-office for processing?	
Performance	12	Detail the lead-time and other requirements for special inserts or selective insertions to the statements.	

Category	Item #	Question	Answer
Performance	13	Will vendor provide a dedicated staff member to Bonney Lake's account that will come to City Hall to see us face to face on a regular basis as when we need them to come to discuss an issue?	
Performance	14	Would that staff be available at no additional charge to meet and discuss set up and management of our account?	
Performance	15	Is there an additional charge for pickup\or receipt of printed stuffers?	
Performance	16	Are lockbox services a primary function of the vendor? Are they subcontracted?	
Performance	17	Describe your customer service philosophy?	





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## APPENDIX E

References: List **at least five** (5) companies or governmental agencies (preferably a municipality) where the **same/like products/services** producing statements, as stated **herein**, have been **provided**.

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### COMPANY NAME

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Contact Person

Title

---

Address

P.O. Box

City

State

Zip

---

Phone Number

Fax Number

---

### COMPANY NAME

---

Contact Person

Title

---

Address

P.O. Box

City

State

Zip

---

Phone Number

Fax Number

---

### COMPANY NAME

---

Contact Person

Title

---

Address

P.O. Box

City

State

Zip

---

Phone Number

Fax Number

---

### COMPANY NAME

---

Contact Person

Title

---

Address	P.O. Box	City	State
Zip			

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Phone Number	Fax Number
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**COMPANY NAME**

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Contact Person	Title
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Address	P.O. Box	City	State
Zip			

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Phone Number	Fax Number
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