

**ADAMS COUNTY, COLORADO
PROFESSIONAL SERVICE AGREEMENT**

THIS AGREEMENT ("Agreement") is made this 12th day of January 2018, by and between the Adams County Board of County Commissioners, located at 4430 South Adams County Parkway, Brighton, Colorado 80601, hereinafter referred to as the "County," and **THE MASTER'S TOUCH, LLC**, located at 1405 N Ash Street Spokane, Washington 99201-2805, hereinafter referred to as the "Contractor." The County and the Contractor may be collectively referred to herein as the "Parties".

The County and the Contractor, for the consideration herein set forth, agree as follows:

1. **SERVICES OF THE CONTRACTOR:**

- 1.1. All work shall be in accordance with the attached RFP 2017.350 and the Contractor's response to the RFP 2017.350 attached hereto as **Exhibit A**, and incorporated herein by reference. Should there be any discrepancy between Exhibit A and this Agreement the terms and conditions of this Agreement shall prevail.
- 1.2. **Emergency Services:** In the event the Adams County Board of County Commissioners declares an emergency, the County may request additional services (of the type described in this Agreement or otherwise within the expertise of the Contractor) to be performed by the Contractor. If the County requests such additional services, the Contractor shall provide such services in a timely fashion given the nature of the emergency, pursuant to the terms of this Agreement. Unless otherwise agreed to in writing by the parties, the Contractor shall bill for such services at the rates provided for in this Agreement.

2. **RESPONSIBILITIES OF THE COUNTY:** The County shall provide information as necessary or requested by the Contractor to enable the Contractor's performance under this Agreement, as referenced in Section 1 above.

3. **TERM:**

- 3.1. **Term of Agreement:** The initial term of this Agreement shall be for one (1) year from the date of execution, unless sooner terminated as specified elsewhere herein.
- 3.2. **Extension Options:** The County, at its sole option, may offer to extend this Agreement as necessary for up to two (2) option year extensions providing satisfactory service is given and all terms and conditions of this Agreement have been fulfilled. Such extensions must be mutually agreed upon in writing by the County and the Contractor.

4. **PAYMENT AND FEE SCHEDULE:** The County shall pay the Contractor for services furnished under this Agreement, and the Contractor shall accept as full payment for those services, in an amount of twenty-six thousand, three hundred sixty-seven dollars and no cents (**\$26,367.00**).

4.1. Payment pursuant to this Agreement, whether in full or in part, is subject to and contingent upon the continuing availability of County funds for the purposes hereof. In the event that funds become unavailable, as determined by the County, the County may immediately terminate this Agreement or amend it accordingly.

5. **INDEPENDENT CONTRACTOR:** In providing services under this Agreement, the Contractor acts as an independent contractor and not as an employee of the County. The Contractor shall be solely and entirely responsible for his/her acts, and the acts of his/her employees, agents, servants, and subcontractors during the term and performance of this Agreement. No employee, agent, servant, or subcontractor of the Contractor shall be deemed to be an employee, agent, or servant of the County because of the performance of any services or work under this Agreement. The Contractor, at its expense, shall procure and maintain workers' compensation insurance as required by law. Pursuant to the Workers' Compensation Act § 8-40-202(2)(b)(IV), C.R.S., as amended, the Contractor understands that it and its employees and servants are not entitled to workers' compensation benefits from the County. The Contractor further understands that it is solely obligated for the payment of federal and state income tax on any moneys earned pursuant to this Agreement.

6. **NONDISCRIMINATION:** The Contractor shall not discriminate against any employee or qualified applicant for employment because of age, race, color, religion, marital status, disability, sex, or national origin. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices provided by the local public agency setting forth the provisions of this nondiscrimination clause. Adams County is an equal opportunity employer.

6.1. The Contractor will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Agreement so that such provisions will be binding upon each subcontractor, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

7. **INDEMNIFICATION:** The Contractor agrees to indemnify and hold harmless the County, its officers, agents, and employees for, from, and against any and all claims, suits, expenses, damages, or other liabilities, including reasonable attorney fees and court costs, arising out of damage or injury to persons, entities, or property, caused or sustained by any person(s) as a result of the Contractor's performance or failure to perform pursuant to the terms of this Agreement or as a result of any subcontractors' performance or failure to perform pursuant to the terms of this Agreement.

8. **INSURANCE:** The Contractor agrees to maintain insurance of the following types and amounts:

8.1. **Commercial General Liability Insurance:** to include products liability, completed operations, contractual, broad form property damage and personal injury.

8.1.1. Each Occurrence: \$1,000,000

8.1.2. General Aggregate: \$2,000,000

- 8.2. Comprehensive Automobile Liability Insurance: to include all motor vehicles owned, hired, leased, or borrowed.
- 8.2.1. Bodily Injury/Property Damage: \$1,000,000 (each accident)
- 8.2.2. Personal Injury Protection: Per Colorado Statutes
- 8.3. Workers' Compensation Insurance: Per Colorado Statutes Not Applicable.
- 8.4. Professional Liability Insurance: to include coverage for damages or claims for damages arising out of the rendering, or failure to render, any professional services, as applicable.
- 8.4.1. Each Occurrence: \$1,000,000
- 8.4.2. This insurance requirement applies only to Contractors who are performing services under this Agreement as professionals licensed under the laws of the State of Colorado, such as physicians, lawyers, engineers, nurses, mental health providers, and any other licensed professionals.
- 8.5. Adams County as "Additional Insured": The Contractor's commercial general liability, and comprehensive automobile liability insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured," and shall include the following provisions:
- 8.5.1. Underwriters shall have no right of recovery or subrogation against the County, it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses resulting from the actions or negligence of the Contractor.
- 8.5.2. The insurance companies issuing the policy or policies shall have no recourse against the County for payment of any premiums due or for any assessments under any form of any policy.
- 8.5.3. Any and all deductibles contained in any insurance policy shall be assumed by and at the sole risk of the Contractor.
- 8.6. Licensed Insurers: All insurers of the Contractor must be licensed or approved to do business in the State of Colorado. Upon failure of the Contractor to furnish, deliver and/or maintain such insurance as provided herein, this Agreement, at the election of the County, may be immediately declared suspended, discontinued, or terminated. Failure of the Contractor in obtaining and/or maintaining any required insurance shall not relieve the Contractor from any liability under this Agreement, nor shall the insurance requirements be construed to conflict with the obligations of the Contractor concerning indemnification.
- 8.7. Endorsement: Each insurance policy herein required shall be endorsed to state that coverage shall not be suspended, voided, or canceled without thirty (30) days prior written notice by certified mail, return receipt requested, to the County.
- 8.8. Proof of Insurance: At any time during the term of this Agreement, the County may require the Contractor to provide proof of the insurance coverage's or policies required under this Agreement.

9. **TERMINATION:**

- 9.1. **For Cause:** If, through any cause, the Contractor fails to fulfill its obligations under this Agreement in a timely and proper manner, or if the Contractor violates any of the covenants, conditions, or stipulations of this Agreement, the County shall thereupon have the right to immediately terminate this Agreement, upon giving written notice to the Contractor of such termination and specifying the effective date thereof.
- 9.2. **For Convenience:** The County may terminate this Agreement at any time by giving written notice as specified herein to the other party, which notice shall be given at least thirty (30) days prior to the effective date of the termination. If this Agreement is terminated by the County, the Contractor will be paid an amount that bears the same ratio to the total compensation as the services actually performed bear to the total services the Contractor was to perform under this Agreement, less payments previously made to the Contractor under this Agreement.

10. **MUTUAL UNDERSTANDINGS:**

- 10.1. **Jurisdiction and Venue:** The laws of the State of Colorado shall govern as to the interpretation, validity, and effect of this Agreement. The parties agree that jurisdiction and venue for any disputes arising under this Agreement shall be in Adams County, Colorado.
- 10.2. **Compliance with Laws:** During the performance of this Agreement, the Contractor agrees to strictly adhere to all applicable federal, state, and local laws, rules and regulations, including all licensing and permit requirements. The parties hereto aver that they are familiar with § 18-8-301, *et seq.*, C.R.S. (Bribery and Corrupt Influences), as amended, and § 18-8-401, *et seq.*, C.R.S. (Abuse of Public Office), as amended, the Clean Air Act (42 U.S.C. 7401-7671q), and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended, and that no violation of such provisions are present. Contractor warrants that it is in compliance with the residency requirements in §§ 8-17-101, *et seq.*, C.R.S. Without limiting the generality of the foregoing, the Contractor expressly agrees to comply with the privacy and security requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- 10.3. **OSHA:** The Contractor shall comply with the requirements of the Occupational Safety and Health Act (OSHA) and shall review and comply with the County's safety regulations while on any County property. Failure to comply with any applicable federal, state or local law, rule, or regulation shall give the County the right to terminate this agreement for cause.
- 10.4. **Record Retention:** The Contractor shall maintain records and documentation of the services provided under this Agreement, including fiscal records, and shall retain the records for a period of three (3) years from the date this Agreement is terminated. Said records and documents shall be subject at all reasonable times to inspection, review, or audit by authorized federal, state, or County personnel.

- 10.5. Assignability: Neither this Agreement, nor any rights hereunder, in whole or in part, shall be assignable or otherwise transferable by the Contractor without the prior written consent of the County.
- 10.6. Waiver: Waiver of strict performance or the breach of any provision of this Agreement shall not be deemed a waiver, nor shall it prejudice the waiving party's right to require strict performance of the same provision, or any other provision in the future, unless such waiver has rendered future performance commercially impossible.
- 10.7. Force Majeure: Neither party shall be liable for any delay or failure to perform its obligations hereunder to the extent that such delay or failure is caused by a force or event beyond the control of such party including, without limitation, war, embargoes, strikes, governmental restrictions, riots, fires, floods, earthquakes, or other acts of God.
- 10.8. Notice: Any notices given under this Agreement are deemed to have been received and to be effective: (1) three (3) days after the same shall have been mailed by certified mail, return receipt requested; (2) immediately upon hand delivery; or (3) immediately upon receipt of confirmation that an E-mail was received. For the purposes of this Agreement, any and all notices shall be addressed to the contacts listed below:

County:

Department: Adams County Treasurer's Office
 Contact: Brigitte Grimm, Treasurer
 Address: 4430 South Adams County Parkway, Suite C2436
 City, State, Zip: Brighton, Colorado 80601
 Office Number: 720.523.6166
 E-mail: bgrimm@adcogov.org

Department: Adams County Attorney's Office
 Address: 4430 South Adams County Parkway
 City, State, Zip: Brighton, Colorado 80601

Contractor:

Company: The Master's Touch, LLC
 Contact: Jim Cote, President
 Address: 1405 N Ash Street
 City, State, Zip: Spokane, Washington 99201-2805
 Office Number: 509.326.7475
 E-mail: masters@themastertouch.com

- 10.9. Integration of Understanding: This Agreement contains the entire understanding of the parties hereto and neither it, nor the rights and obligations hereunder, may be changed, modified, or waived except by an instrument in writing that is signed by the parties hereto.

10.10. Severability: If any provision of this Agreement is determined to be unenforceable or invalid for any reason, the remainder of this Agreement shall remain in effect, unless otherwise terminated in accordance with the terms contained herein.

10.11. Authorization: Each party represents and warrants that it has the power and ability to enter into this Agreement, to grant the rights granted herein, and to perform the duties and obligations herein described.

11. AMENDMENTS, CHANGE ORDERS OR EXTENSION:

11.1. Amendments or Change Orders: The County may, from time to time, require changes in the scope of the services of the Contractor to be performed herein including, but not limited to, additional instructions, additional work, and the omission of work previously ordered. The Contractor shall be compensated for all authorized changes in services, pursuant to the applicable provision in the Solicitation, or, if no provision exists, pursuant to the terms of the Amendment or Change Order.

11.2. Extensions: The County may, upon mutual written agreement by the parties, extend the time of completion of services to be performed by the Contractor

12. COMPLIANCE WITH C.R.S. § 8-17.5-101, ET. SEQ. AS AMENDED 5/13/08: Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, *et. seq.*, as amended May 13, 2008, the Contractor shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:

12.1. The Contractor shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.

12.2. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

12.3. The Contractor shall not enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

12.4. At the time of signing this public contract for services, the Contractor has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this public contract for services through participation in either the E-Verify Program or the Department Program.

12.5. The Contractor shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.

- 12.6. If Contractor obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall: notify the subcontractor and the County within three days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that the contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.
- 12.7. Contractor shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).
- 12.8. If Contractor violates this Section, of this Agreement, the County may terminate this Agreement for breach of contract. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the County.

CONTRACTOR'S CERTIFICATION OF COMPLIANCE

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et seq.*, as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

The Master's Touch, LLC 11/7/2017
Company Name Date

Veniamin Arsenov
Signature

Veniamin Arsenov
Name (Print or Type)

VP of ES
Title

Note: Registration for the E-Verify Program can be completed at: <https://www.vis-dhs.com/employerregistration>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering

Signature Page

IN WITNESS WHEREOF, the Parties have caused their names to be affixed hereto.

**BOARD OF COUNTY COMMISSIONERS
ADAMS COUNTY, COLORADO**

By: [Signature]
Raymond H. Gonzales, County Manager

21 Nov 2017
Date:

**CONTRACTOR
THE MASTER'S TOUCH, LLC**

By: Verianin Artemov
Name (Print or Type)
Verianin Artemov
Authorized Signature

11/7/2017
Date:
VP of IS
Title

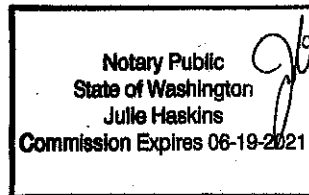
Attest:
Stan Martin, Clerk and Recorder

[Signature]
Deputy Clerk

APPROVED AS TO FORM:
Adams County Attorney's Office

By: [Signature]
Attorney's Signature

NOTARIZATION:
COUNTY OF Snohomish)
STATE OF WA)SS.



Signed and sworn to before me this 7 day of November, 2017,
by Verianin Artemov,
Notary Public [Signature] - Julie Haskins
My commission expires on: 06-19-2021

ATTACHMENT A

(All Documents following this page of the Agreement)

Attachments:

1. Price Forms
2. Proposal, dated July 14, 2017
3. Addendum One, dated July 16, 2017
4. Offeror's Signed Certification of Compliance
5. Offeror's Statement/Signature Page



Adams County Finance Department
 Purchasing Division
 4430 S Adams County Parkway
 Brighton, Colorado 80601

**REQUEST FOR PROPOSAL
 PRICING FORM: RFP 2017.350
 (Submit in separate sealed envelope)**

Contractor shall furnish all facilities, labor, materials, equipment, and perform all work as specified on the price schedule and in the specifications. The quantities shown on the Price Schedule are for evaluation purposes only.

BASE YEAR

<u>Item</u>	<u>Description</u>	<u>Estimated Quantity</u>	<u>Unit Fee</u>	<u>Extension</u>
1	Tax Notice Forms #24 Bond, 8.5 x 14 inch laser cut, with two detachable coupons. Back print should be in screen black. 2 PMS heat resistant ink colors	180,000 ea	<u>\$.0234</u>	<u>\$ 4,212.00</u>
2	Data Printed to Form Data layed out from a file per the example. Contain a MICR line along bottom edge in checksum 1212 format and OCR-A font	180,000 ea	<u>\$.064</u>	<u>\$ 11,520.00</u>
3	Letter Inserts	140,000 ea	<u>\$.022</u>	<u>\$ 3,080.00</u>
4	Envelopes, Windows, #60, black ink. Printed front side only. "Tax Notice" in bold print on right side of envelope window and should include 'Return Service Requested'	140,000 ea	<u>\$.026</u>	<u>\$ 3,640.00</u>
5	Return Labels Size 3.5 x 6.5 inch self-adhesive paper stock with two-colored peel off labels	140,000 ea	<u>\$.027</u>	<u>\$ 3,780.00</u>
6	Miscellaneous Services (Xtra-mailings, postage, large envelopes)	500/ea	<u>\$.27</u>	<u>\$ 135.00</u>

(Large 10x15 envelopes for larger mailing packets)

No charge for: CASS, NCOA, IMb Trace, PDF images of each statement, and informed delivery to provide taxpayer with advance notice of mail delivery.
 USPS certified "Full Service" postage .37 - .42 each depending on zip sortation.

Base Year Total \$ 26,367.00

PRICE SCHEDULE continued
(submit in a separate envelope)

Contractor shall furnish all facilities, labor, materials, equipment, and perform all work as specified on the price schedule and in the specifications. The quantities shown on the Price Schedule are for evaluation purposes only.

OPTION YEAR ONE

<u>Item</u>	<u>Description</u>	<u>Estimated Quantity</u>	<u>Unit Fee</u>	<u>Extension</u>
1	Tax Notice Forms #24 Bond, 8.5 x 14 inch laser cut, with two detachable coupons. Back print should be in screen black. 2 PMS heat resistant ink colors	180,000 ea	<u>\$.0234</u>	<u>\$ 4,212.00</u>
2	Data Printed to Form Data layed out from a file per the example. Contain a MICR line along bottom edge in checksum 1212 format and OCR-A font	180,000 ea	<u>\$.064</u>	<u>\$ 11,520.00</u>
3	Letter Inserts	140,000 ea	<u>\$.022</u>	<u>\$ 3,080.00</u>
4	Envelopes, Windows, #60, black ink. Printed front side only. "Tax Notice" in bold print on right side of envelope window and should include 'Return Service Requested'	140,000 ea	<u>\$.026</u>	<u>\$ 3,640.00</u>
5	Return Labels Size 3.5 x 6.5 inch self-adhesive paper stock with two-colored peel off labels	140,000 ea	<u>\$.027</u>	<u>\$ 3,780.00</u>
6	Miscellaneous Services (Xtra-mailings, postage, large envelopes) (Large 10x15 envelopes for larger mailing packets)	500 ea	<u>\$.27</u>	<u>\$ 135.00</u>

Option Year One Total \$ 26,367.00

USPS certified "Full Service" postage .37 - .42 each depending on zip sortation.

Added Services:

1. CASS and NCOA updates provided to County at no charge.
2. IMb Trace services to track mail from USPS induction to carrier who delivers - NO charge.
3. A complete file of PDF images - a replica for every statement printed - NO charge.
4. Informed delivery to provide taxpayer with advance notice of mail delivery - No charge.
5. eNotices paperless service also available.

PRICE SCHEDULE continued
(submit in a separate envelope)

Contractor shall furnish all facilities, labor, materials, equipment, and perform all work as specified on the price schedule and in the specifications. The quantities shown on the Price Schedule are for evaluation purposes only.

OPTION YEAR TWO

<u>Item</u>	<u>Description</u>	<u>Estimated Quantity</u>	<u>Unit Fee</u>	<u>Extension</u>
1	Tax Notice Forms #24 Bond, 8.5 x 14 inch laser cut, with two detachable coupons. Back print should be in screen black. 2 PMS heat resistant ink colors	180,000 ea	<u>\$.0234</u>	<u>\$ 4,212.00</u>
2	Data Printed to Form Data layed out from a file per the example. Contain a MICR line along bottom edge in checksum 1212 format and OCR-A font	180,000 ea	<u>\$.064</u>	<u>\$ 11,520.00</u>
3	Letter Inserts	140,000 ea	<u>\$.022</u>	<u>\$ 3,080.00</u>
4	Envelopes, Windows, #60, black ink. Printed front side only. "Tax Notice" in bold print on right side of envelope window and should include 'Return Service Requested'	140,000 ea	<u>\$.026</u>	<u>\$ 3,640.00</u>
5	Return Labels Size 3.5 x 6.5 inch self-adhesive paper stock with two-colored peel off labels	140,000 ea	<u>\$.027</u>	<u>\$ 3,780.00</u>
6	Miscellaneous Services (Xtra-mailings, postage, large envelopes) (Large 10x15 envelopes for larger mailing packets)	500 ea	<u>\$.27</u>	<u>\$ 135.00</u>
USPS certified "Full Service" postage .37 - .42 each depending on zip sortation.			Option Year Two Total	\$ <u>26,367.00</u>
			Option Year One Total	\$ <u>26,367.00</u>
			Base Year Total	\$ <u>26,367.00</u>

GRAND TOTAL \$ 79,101.00
(Base year and Option Years Totals)

Added Services:

1. CASS and NCOA updates provided to County at no charge.
2. IMb Trace services to track mail from USPS induction to carrier who delivers - NO charge.
3. A complete file of PDF images - a replica for every statement printed - NO charge.
4. Informed delivery to provide taxpayer with advance notice of mail delivery - No charge.
5. eNotices paperless service also available.



Adams County Finance Department
Purchasing Division
4430 S Adams County Parkway
Brighton, Colorado 80601

REQUEST FOR PROPOSAL COVER SHEET

RFP Issue Date: Friday, June 30, 2017
RFP Number: RFP-HE-2017-350
RFP Title: **PRINTING SERVICES**-Tax Notices and Envelopes
Pre-Proposal Meeting: *Not Applicable*
RFP Questions Due: Thursday, July 6, 2017 by 2:00 p.m. (MST)
Proposal will be received until: Thursday, August 3, 2017, 4:00 pm (MST)
4430 South Adams County Parkway, Front Lobby
Brighton, CO 80601

Goods or services to be delivered to or performed at: Adams County Treasurer's Office

For additional information please contact:

Heidi Ellis, Contract Specialist II
720-523-6053
hellis@adcogov.org

Email Address:

Documents included in this package:

Proposal Instructions
General Terms and Conditions
Scope of Work (SOW)/ Specifications
Pricing Form
Submission Form
Statement of No Proposal

Contractor's Certificate of Compliance
Contractor's Statement
Reference Form
Term of Acceptance Form
Appendix A – Sample Agreement

If any of the documents listed above are missing from this package, contact Adams County Purchasing. If you require additional information, call the Purchasing Division contact person.

The undersigned hereby affirms that (1) he/she is a duly authorized agent of the Contractor, (2) he/she has read all terms and conditions and technical specifications which were made available in conjunction with this solicitation and fully understands and accepts them unless specific variations have been expressly listed in his/her Proposal, (3) the Proposal is being submitted on behalf of the Contractor in accordance with any terms and conditions set forth in this Solicitation, and (4) the Contractor will accept any awards made to it as a result of the Proposal submitted herein for a minimum of 120 calendar days following the date of submission.

PRINT OR TYPE YOUR INFORMATION

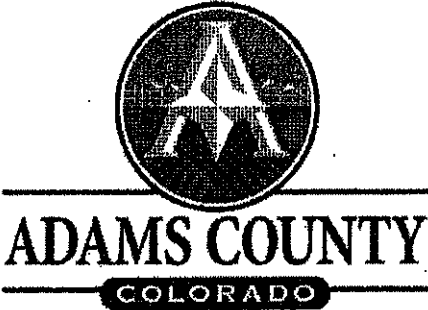
Name of Contractor: The Master's Touch, LLC Fax: (888)828-4659
Address: 1405 N Ash St City/State: Spokane, WA Zip: 99201
Contact Person: Jim Cote Title: President Phone: (800)301-1347
Authorized Representative's Signature: *Benjamin A. Demov* Phone: (800)301-1347
Printed Name: Benjamin A. Demov Title: VP of IT S Date: 7/14/17
Email Address: masters@themasterstouch.com

EXHIBIT A

(All Documents following this page of the Agreement)

Exhibit:

1. RFP 2017.350 Scope of Work



Adams County Finance Department
Purchasing Division
4430 S Adams County Parkway
Brighton, Colorado 80601

REQUEST FOR PROPOSAL PROPOSAL INSTRUCTIONS

1. **PURPOSE/BACKGROUND:** Adams County Board of County Commissioners (BOCC) by and through its Purchasing Division of Finance is seeking proposals from qualified printing firms to provide printing services for tax notices, envelopes, and other items required as further specified in the statement of work for Adams County (referred to hereafter as the "County"). The County does not guarantee any amount ordered under this solicitation.

2. **SUBMISSION OF PROPOSALS:** The proposal must be received before the due date and time as specified in this solicitation. The Contractor is responsible for addressing the envelope as indicated below. If the submittal arrives late, it may be returned unopened. Address the envelope as follows:

Mailing Address:
Adams County Government Center
Purchasing Division
4430 South Adams County Parkway
Brighton, CO 80601

Hand Deliveries accepted:
Adams County Government Center
First Floor Central Lobby Receptionist
4430 South Adams County Parkway
Brighton, CO 80601

ATTN: Heidi Ellis, P.H.M.
Contract Specialist II
RFP-HE-2017-350

ATTN: Heidi Ellis, P.H.M.
Contract Specialist II
RFP-HE-2017-350

3. The Adams County Board of Commissioners by and through its Purchasing Division of the Finance Department is accepting proposals for **Traffic Signal Maintenance and Emergency Repairs-Transportation Department.**

4. All documents related to this RFP will be posted on the Rocky Mountain Proposal System (BidNet) at: <http://www.bidnetdirect.com/colorado>

4.1. Interested parties must register with this service to receive these documents.

5. **TERM OF AGREEMENT:** This is a one year agreement with the option of two one year renewals.

5.1. **OPTION TO RENEW FOR TWO (2) SUBSEQUENT YEARS (MAINTAINING SAME PRICES):** The prices or discounts quoted by the Contractor in its Proposal shall prevail for the term of the Agreement, at which time the County shall have the option to renew the Agreement for two (2) subsequent one year periods, provided, however, that such Contractor will maintain the same prices or discounts that were agreed to in the initial Agreement. Continuation of the

Agreement beyond the initial period is a County prerogative and not a right of the Contractor. This prerogative will be exercised only when such continuation is clearly in the best interest of the County and upon budget approval.

6. CONTRACTUAL OBLIGATIONS

- 6.1. The successful Contractor will be required to sign an Agreement substantially similar to the Agreement form in Appendix A. The County reserves the right to add or delete provisions to the form prior to Agreement execution.
- 6.2. Issuance of this solicitation does not commit the County to award any Agreement or to procure or Agreement for any equipment, materials or services.
- 6.3. If a formal Agreement is required, the Contractor agrees and understands that a Notice of Award does not constitute an Agreement or create a property interest of any nature until an Agreement is signed by the Awardee and the Board of County Commissioners and/or their authorized designee.
- 6.4. Contractor is responsible for reviewing the form Agreement and understanding the terms and conditions contained therein, including, but not limited to, insurance requirements, indemnification, illegal aliens, equal opportunity, non-appropriation, and termination.
- 6.5. Contractor's Response must state its willingness to enter into the form Agreement or Contractor shall identify and include any proposed revisions they have for the form Agreement. Any proposed revisions made by the Contractor after the County Notice of Intent to Award the Solicitation may be grounds for rescinding said Notice. The identification of willingness to enter into the standard Agreement is for general purposes at this time, but is part of the evaluation process and must be included. There may be negotiations on a project-by-project basis that provide further clarification.
- 6.6. **Incorrect Pricing.** As part of any award resulting from this process, Contractor(s) will discount all transactions as agreed. In the event the County discovers, through its Agreement monitoring process or formal audit process, that material or services were priced incorrectly, Contractor(s) agree to promptly refund all overpayments and to pay all reasonable audit expenses incurred as a result of the non-compliance.
- 6.7. The County may, during the term of the Agreement and any extensions, request additional work at other locations throughout Adams County by the successful Contractor.

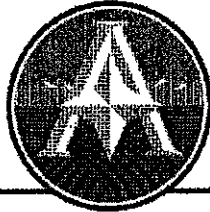
7. PRE-PROPOSAL CONFERENCE AND WALK-THROUGH IS: *Not Applicable*

8. METHOD OF AWARD - It is the intent of the County to award an Agreement to the Contractor who provides the best value for Adams County.

- 8.1. If it is in the best interest of the County, the Evaluation Committee may invite a limited number of Contractors to provide an oral presentation.

- 8.2. The County reserves the right to conduct negotiations with Contractors and to accept revisions of Responses. During this negotiation period, the County will not disclose any information derived from Responses submitted, or from discussions with other Contractors. Once an award is made, the Solicitation file and the Responses contained therein are in the public record.
- 8.6 Questions which arise during the Response preparation period regarding issues around this Solicitation, purchasing and/or award should be directed, via e-mail, to Heidi Ellis, Contract Specialist II, Purchasing Division, Adams County, hellis@adcogov.org. The Contractor submitting the question(s) shall be responsible for ensuring the question(s) is received by the County by the date listed above in the schedule of activities for submitting the question(s) regardless of the method of delivery.
9. Any official interpretation of this RFP must be made by an agent of the County's Purchasing Division who is authorized to act on behalf of the County. The County shall not be responsible for interpretations offered by employees of the County who are not agents of the County's Purchasing Division.
10. COOPERATIVE PURCHASING: Adams County encourages cooperative purchasing in an effort to assist other agencies to reduce their cost of proposing and to make better use of taxpayer dollars through volume purchasing. Contractor(s) may, at their discretion, agree to extend the prices and/or terms of the resulting award to other state or local government agencies, school districts, or political subdivisions in the event they would have a need for the same product/service. Usage by any entity shall not have a negative impact on Adams County in the current term or in any future terms.
11. The Contractor(s) must deal directly with any governmental agency concerning the placement of purchase orders/agreements, freight/delivery charges, Contractual disputes, invoices, and payments. Adams County shall not be liable for any costs or damages incurred by any other entity.
12. BUDGET: Budget will not be disclosed.
13. DEBARMENT: By submitting this proposal, the Contractor warrants and certifies that he/she is eligible to submit a proposal because he/she is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in a transaction by any Federal, State, or local department or agency.

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ADAMS COUNTY
COLORADO

Adams County Finance Department
Purchasing Division
4430 S Adams County Parkway
Brighton, Colorado 80601

**REQUEST FOR PROPOSAL
GENERAL TERMS AND CONDITIONS**

1. **APPLICABILITY:** These General Terms and Conditions apply, but are not limited, to all proposals, Proposals, proposals, qualifications and quotations (hereinafter referred to as "Proposal" or "Response") made to Adams County (hereinafter referred to as "County") by all prospective Contractors, Contractors, contractors, firms, companies, publishers, consultants, or suppliers (herein after referred to as "Contractor" or "Contractors") in response, but not limited, to all Invitations to Proposal, Requests for Proposals, Requests for Qualifications, and Requests for Quotations (hereinafter referred to as "Solicitation" or "Solicitations").

2. **CONTENTS OF PROPOSAL**

2.1. **GENERAL CONDITIONS:** Contractors are required to submit their Proposals in accordance with the following expressed conditions:

2.1.1. Contractors shall make all investigations necessary to thoroughly inform themselves regarding the plant and facilities affected by the delivery of materials and equipment as required by the conditions of the Solicitation. No plea of ignorance by the Contractor of conditions that exist or that may hereafter exist will be accepted as the basis for varying the requirements of the County or the compensation to the Contractor.

2.1.2. Contractors are advised that all County Solicitations and Agreements are subject to all requirements contained in the County's Purchasing Division's Policies and state and federal statutes. When conflicts occur, the highest authority will prevail.

2.1.3. Contractors are required to state exactly what they intend to furnish to the County in their Proposal and must indicate any variances to the terms, conditions, and specifications of this Solicitation no matter how slight. If variations are not stated in a Contractor's Proposal, it shall be construed that the Contractor's Proposal fully complies with all conditions identified in this Solicitation.

3. **Equal Opportunity:** The County intends and expects that the Contracting processes of the County and its Contractors provide equal opportunity without regard to gender, race, ethnicity, religion, age or disability and that its Contractors make available equal opportunities to the extent third parties are engaged to provide goods and services to the County as sub Contractors, Contractors, or otherwise. Accordingly, the Contractor shall not discriminate on any of the foregoing grounds in the performance of any Agreement awarded to the Contractor, and shall make

available equal opportunities to the extent third parties are engaged to provide goods and services in connection with performance of the Agreement. If submitting a joint venture proposal, or a proposal involving a partnership arrangement, articles of partnership stating each partner's responsibilities shall be furnished and submitted with the Response.

4. **Colorado Open Records Act:** All documentation submitted in response to this solicitation will become the property of Adams County. All documentation maintained or kept by Adams County shall be subject to the Colorado Open Records Act, C.R.S. 24-72-201 *et. seq.* ("CORA"). Accordingly, respondents are discouraged from providing information that they consider confidential, privileged, and/or trade secrets as part of a response to this solicitation. Any portions of submissions that are reasonably considered confidential should be clearly marked as such. The County does not guarantee the confidentiality of any record(s).

Careful consideration should be given before submitting confidential information to the County. The Colorado Open Records Act permits public scrutiny of most materials collected in this solicitation process.

5. CLARIFICATION AND MODIFICATIONS IN TERMS AND CONDITIONS

- 5.1. Where there appears to be variances or conflicts between the General Terms and Conditions, any Special Terms and Conditions and the Scope of Work/Specifications outlined in this Solicitation, the Scope of Work/Specifications, and then the Special Terms and Conditions, will prevail.

- 5.1.1. If any Contractor contemplating submitting a Proposal under this Solicitation is in doubt as to the true meaning of the Scope of Work or any other portion of the Solicitation, the Contractor must submit a **written request** via email for clarification to the Point of Contact listed on the first page of this Solicitation. The Contractor submitting the request shall be responsible for ensuring that the request is received by the County prior to the deadline for submitting questions.

- 5.1.2. The County shall issue a written addendum if substantial changes which impact the technical submission of Proposals are required. A copy of such addenda will be available at the Rocky Mountain E-Purchasing System (Bidnet) website. In the event of conflict with the original Solicitation documents, addenda shall supersede to the extent specified. Subsequent addenda shall supersede prior addenda only to the extent specified.

- 5.1.3. **ADDENDA: CONTRACTOR IS RESPONSIBLE FOR OBTAINING AND ACKNOWLEDGING ALL SUBSEQUENT ADDENDA VIA THE ROCKY MOUNTAIN E-PURCHASING SYSTEM (PROPOSALNET). FAILURE TO SUBMIT ANY AND ALL SUBSEQUENT ADDENDUM/ADDENDA MAY DEEM THE CONTRACTOR NON-RESPONSIVE. EACH AND EVERY ADDENDUM TO BE SEPARATELY ACKNOWLEDGED.**

5.2. PRICES CONTAINED IN PROPOSAL-DISCOUNTS, TAXES, COLLUSION

5.2.1. Contractors may offer a cash discount for prompt payment. Discounts will be considered in determining the lowest net cost for the evaluation of Proposals; discounts for periods of less than twenty days, however, will not be considered in making an award. If no prompt payment discount is being offered, the Contractor shall enter a zero (0) for the percentage discount to indicate net thirty days. If the Contractor does not enter a percentage discount, it is hereby understood and agreed that the payment terms shall be net thirty days, effective on the date that the County receives an accurate invoice or accepts the products, whichever is the later date. Payment is deemed to be made on the date of the mailing of the check.

5.2.2. Contractors shall not include federal, state, or local excise or sales taxes in prices offered, as the County is exempt from payment of such taxes.

5.2.2.1. Federal Identification Number: 20-1971780

5.2.2.2. State of Colorado Tax Exempt Number: 98-03569

6. SIGNING PROPOSAL

6.1. Contractor, by affixing its signature to this Solicitation, certifies that its Proposal is made without previous understanding, agreement, or connection either with any persons, firms or corporations making a Proposal for the same items, or with the County. The Contractor also certifies that its Proposal is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action. To insure integrity of the County's public procurement process, all Contractors are hereby placed on notice that any and all Contractors who falsify the certifications required in conjunction with this section will be prosecuted to the fullest extent of the law.

7. PREPARATION AND SUBMISSION OF PROPOSAL

7.1. PREPARATION

7.1.1. The Proposal must be typed or legibly printed in ink. The use of erasable ink is not permitted. All corrections made by the Contractor must be initialed by the authorized agent of the Contractor.

7.1.2. Proposals must contain a manual signature of an authorized agent of the Contractor in the space provided on the Solicitation cover page. The original cover page of this Solicitation must be included in all Proposals. If the Contractor's authorized agent fails to sign and return the original cover page of the Solicitation, its Proposal may be invalid and may not be considered.

- 7.1.3. The County logo is trademarked and property solely of the County. Contractors do not have permission to use the County's logo on any documentation or presentation materials and to do so would be a violation of the County's trademark.
- 7.1.4. Unit prices shall be provided by the Contractor on the Solicitation's Specification and Pricing Form when required in conjunction with the prescribed method of award and shall be for the unit of measure requested. Prices that are not in accordance with the measurements and descriptions requested shall be considered non-responsive and shall not be considered. Where there is a discrepancy between the unit price and the extension of prices, the unit price shall prevail.
- 7.1.5. Alternate Proposals will not be considered unless expressly permitted in the Scope of Work.
- 7.1.6. The accuracy of the Proposal is the sole responsibility of the Contractor. No changes in the Proposal shall be allowed after the date and time that submission of the Proposals is due.

7.2. SUBMISSION

- 7.2.1. The Proposal shall be sealed in an envelope with the Contractor's name and the Solicitation number on the outside. The County's Pricing Form, which is attached to this Solicitation, must be used when the Contractor is submitting its Proposal. The Contractor shall not alter this form (e.g. add or modify categories for posting prices offered) unless expressly permitted in the Solicitation or in an addendum duly issued by the County. Only sealed proposals received by the Purchasing Division of the Finance Department will be accepted; proposals submitted telephone, email, or facsimile machines are not acceptable.
- 7.2.2. Each Proposal must be submitted at the time and place, and number of copies as specified in this Solicitation. Failure to submit the required number of copies may deem the Contractor's Proposal non-responsive.
- 7.2.3. Failure to provide any requested information may result in the rejection of the Proposal as non-responsive.
- 7.2.4. Proposal must be submitted in the format supplied and/or described by the County. Failure to submit in the format provided may be cause for rejection of the proposal. Proposals must be furnished exclusive of taxes.
- 7.2.5. Contractor is responsible for ensuring their Proposal is received by the Purchasing Division prior to the deadline outlined in the solicitation regardless of the method of delivery.

- 7.2.6. Contractors, which qualify their Proposal by requiring alternate Contractual terms and conditions as a stipulation for Agreement award, must include such alternate terms and conditions in their Response. The County reserves the right to declare a Contractor's Proposal as non-responsive if any of these alternate terms and conditions is in conflict with the County's terms and conditions, or if they are not in the best interests of the County.

8. LATE PROPOSALS

- 8.1. Proposals received after the date and time set for the opening shall be considered non-responsive and may be returned unopened to the Contractor.
- 8.2. The County assumes no responsibility for late deliveries of mail on behalf of the United States Post Office or any other delivery system.
- 8.3. The County assumes no responsibility for a Proposal being either opened early or improperly routed if the envelope is not clearly marked on the outside: **PRINTING SERVICES-Tax Notices and Envelopes – Treasurer's Office RFP-HE-2017-350.**
- 8.4. In the event of a situation severe enough to cause the Adams County Board of Commissioners to close the County offices for any reason, the Purchasing Manager has the prerogative of rescheduling the proposal opening time and date. No proposal will be considered above all other proposals by having met the proposal opening time and date requirements to the exclusion of those who were unable to present their proposal due to a situation severe enough to cause the Board of Commissioners to close the County offices.

9. MODIFICATION OR WITHDRAWAL OF PROPOSALS

- 9.1. **MODIFICATIONS TO PROPOSALS.** Proposals may only be modified in the form of a written notice on Contractor letterhead and must be received prior to the time and date set for the Proposals to be opened. Each modification submitted to the County's Purchasing Division must have the Contractor's name and return address and the applicable Solicitation number and title clearly marked on the face of the sealed envelope. If more than one modification is submitted, the modification bearing the latest date of receipt by the County's Purchasing Division will be considered the valid modification.

9.2. WITHDRAWAL OF PROPOSALS

- 9.2.1. Proposals may be withdrawn in the form of a written notice on Contractor letterhead and must be received prior to the time and date set for the opening of Proposals. Any withdrawal of a Proposal submitted to Adams County Purchase Division must have the Contractor's name, return address, and the applicable Solicitation number and title clearly marked on the face of the envelope and on the withdrawal letter.

- 9.2.2. Proposals may not be withdrawn after the time and date set for the opening for a period of ninety calendar days. If a Proposal is withdrawn by the Contractor during this ninety-day period, the County may, at its option, suspend the Contractor and may not accept any Proposal from the Contractor for a six-month period following the withdrawal.

10. REJECTION OF PROPOSALS

10.1. REJECTION OF PROPOSALS. The County may, at its sole and absolute discretion:

- 10.1.1. Reject any and all, or parts of any or all, Proposals submitted by prospective Contractors;
- 10.1.2. Re-advertise this Solicitation;
- 10.1.3. Postpone or cancel the process;
- 10.1.4. Waive any irregularities in the Proposals received in conjunction with this Solicitation; and/or

10.2. REJECTION OF A PARTICULAR PROPOSAL. In addition to any reason identified above, the County may reject a Proposal under any of the following conditions:

- 10.2.1. The Contractor misstates or conceals any material fact in its Proposal;
- 10.2.2. The Contractor's Proposal does not strictly conform to the law or the requirements of the Solicitation;
- 10.2.3. The Proposal expressly requires or implies a conditional award that conflicts with the method of award stipulated in the Solicitation;
- 10.2.4. The Proposal does not include documents, including, but not limited to, certificates, licenses, and/or samples, which are required for submission with the Proposal in accordance with the Solicitation; and/or
- 10.2.5. The Proposal has not been executed by the Contractor through an authorized signature on the Specification's Cover Sheet.

10.3. The County reserves the right to waive any irregularities or informalities, and the right to accept or reject any and all proposals.

11. ELIMINATION FROM CONSIDERATION

11.1. A Proposal may not be accepted from, nor any Agreement be awarded to, any person or firm which is in arrears to the County upon any debt or Agreement or which is a defaulter as surety or otherwise upon any obligation to the County.

11.2. A Proposal may not be accepted from, nor any Agreement awarded to, any person or firm who has failed to perform faithfully any previous Agreement with the County or other governmental entity, for a minimum period of three years after the previous Agreement was terminated for cause.

11.3. Any communications in regards to this RFP must go through the Adams County Purchasing Division only. Any contact with other County personnel or County Contractors may be cause for disqualification.

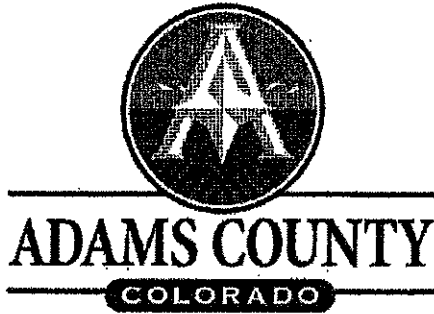
11.4. No damages shall be recoverable by any challenger as a result of the determinations listed in this Section or decisions by the County.

11.5. The Board of County Commissioners may rescind the award of any proposal within one week thereof or at its next regularly scheduled meeting; whichever is later, when the public interest will be served thereby.

12. QUALIFICATIONS OF CONTRACTOR: The County may make such investigations as deemed necessary to determine the ability of the Contractor to perform work, and the Contractor shall furnish all information and data for this purpose as the County requests. Such information includes, but is not limited to: current/maximum bonding capabilities, current licensing information, audited financial statements, history of the firm on assessments of liquidated damages, Agreements cancelled prior to completion and/or lawsuits and/or pending lawsuits against the firm and/or its principals. The County reserves the right to reject any Proposal if the evidence submitted by, or investigation of, such Contractor fails to satisfy the County that such Contractor is properly qualified to carry out the obligations of the Agreement and to complete the work contemplated therein. Conditional Proposals will not be accepted.

13. AWARD OF SOLICITATION: The County shall award this Solicitation to the successful Contractor through the issuance of a Notice of Intent to Award. All Contractors that participated in the Solicitation process will be notified of Contractor selection. No services or goods shall be provided, and no compensation shall be paid, until and unless an Agreement has been signed by an authorized representative of the County and the Contractor.

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Adams County Finance Department
Purchasing Division
4430 S Adams County Parkway
Brighton, Colorado 80601

REQUEST FOR PROPOSAL SCOPE OF WORK

I. INTRODUCTION

Adams County Board of County Commissioners (BOCC) by and through its Purchasing Division of Finance is seeking proposals from qualified printing firms to provide printing services for tax notices, envelopes, and other items required as further specified in the Statement of Work for Adams County (referred to hereafter as the "County"). The County does not guarantee any amount ordered under this solicitation.

II. REQUIRED DOCUMENTATION - *Not Applicable*

III. RESPONSE FORMAT

Failure to respond in the required format may deem your submittal non-responsive.
Failure to provide required information may deem your submittal non-responsive.

SUBMISSION OF PROPOSALS: ONE (1) hardcopy ORIGINAL, ONE (1) electronic ORIGINAL (USB or CD-single PDF document) and THREE (3) HARDCOPIES, must be received at the time and place specified in this Solicitation. Submittals should be prepared simply and economically providing a straightforward, concise description of the Contractor's ability to perform the requirements of this solicitation. Failure to submit the required number of copies may deem the Contractor non-responsive.

PRICING MUST BE SUBMITTED IN A SEPARATE SEALED ENVELOPE. THERE MUST NOT BE ANY PRICING INFORMATION WITHIN THE PROPOSAL SUBMITTAL ENVELOPE.

Electronic copy shall be an EXACT reproduction of the original documents provided. All sections shall be combined into a single PDF electronic document.

1. Provide submittal without reference to Adams County logo or company logo.
2. Label cover of Original submittal
3. Submit proposal in a tab format
4. Table of Contents – Include a clear identification of the material by section and by page number, i.e. Mandatory Requirements section, etc.

5. Executive Summary - The executive summary should give in brief concise terms a summation of your submittal. Identify the points that make your firm uniquely qualified for this engagement.
6. Profile of the Firm – State whether your firm is local, national, or international. Also include the following for the office this work would originate from:
 - a. Size of the Firm and size of local office (if applicable)
 - b. Location of the office, where the work on this engagement is to be performed
 - c. Number and nature of the professional staff to be assigned to the project on a full-time basis.
 - d. Number and nature of staff to be assigned to this project on a part-time basis.
 - e. Identify the supervisory and management staff who will be assigned to the engagement. Provide resumes for each person that will be assigned to this engagement.
 - f. Provide any substantiated complaints against the firm in the last 3 years and any outstanding litigation.
7. Provide documentation that satisfies the Required Document requests.
8. Provide documentation that satisfies the criteria to be evaluated.

IV. Detailed Scope/Specification Requirements

The County's Treasurer's Office mail and transmits tax notices within Adams County as identified in the scope of services. The Contractor will be responsible for providing all labor and materials for the printing of tax notices, labels, letter inserting, envelopes, mailing, and other items as required. It is anticipated that most standard forms or single printing will be printed in black ink or other ink colors as required. All printing services will be requested by the County on an "as needed" basis.

Tax Notice Form:

8.5 x 14 inch Laser cut sheet #24 bond with two detachable coupons. Back print should be in screen black. Two Pantone Matching System (PMS) heat resistant ink colors are required on the face of the notice. Detachable coupons should take up half of the form in even measurements. Coupons may NOT be folded in any other location than the perforation, as they will be processed through an automated scanner. The top of the form can be folded as needed. Change of address forms should be set on the reverse side of both coupons. There should be a quick response (QR) Code on the main body of the notice.

Data Printed to Form:

The County will provide the awarded Contractor a Data file with lay out from a file for reference. The coupons should both contain a magnetic ink character recognition (MICR) line along bottom edge in checksum 1212 format and optical character recognition (OCR-A) font. Each MICR line should be consistent with the payment represented on the coupon (1st half/full amount or 2nd half)

Letter Insert:

8.5 X 11 inch white 60# plain sheet, black ink, two sided and will be included in the tax notice mailing.

Envelope:

Window, 60#, black ink. Should have 'TAX NOTICE' in bold in space to the right of the window and should include 'Return Service Requested'.

Mailing:

Householding mail style (grouped by names/addresses) must be used for the purpose of bulk mailings to owners of multiple properties. Multiple notices sent to one owner and address should be mailed out in appropriate packaging, and should be priced from the data provided from last years' mailing. Addresses must be coding accuracy support system (CASS) certified and processed through the most current postal verification software. Documentation of all updated addresses will be required. United State Postal System (USPS) receipts on all mail pieces are also required and must include number of items shipped, mail dates and delivery dates. The offeror will coordinate this service with the County's Project Manager and provide a quote with fees prior to submitting an invoice.

Return Labels:

Peel off labels, size 3.5 x 6.5 inch self-adhesive paper stock with two (2) colors.

ADDITIONAL REQUIREMENTS

- All forms are to be printed and in the U. S. Postal Stream by January 15, 2018.
- An file transfer protocol (FTP) site is required for the transmission of data.
- The Treasurer's Office will have final approval on all printed documents.
- The County reserves the rights to make revisions to specifications after award.
- The Contractor will be responsible for meeting all of the conditions, specifications, and special requirements set forth in the scope of services.
- The Contractor pricing should be exclusive of any federal excise taxes and all other state and local taxes.
- All estimated quantities are for evaluation purposes and may vary with no penalty to the County.

Term

Award of this proposal will result in the establishment of a County agreement for a period from the date of award through the subsequent twelve (12) months with two (2) additional one-year renewal periods at the sole option of the Adams County Board of Commissioners.



Adams County Finance Department
Purchasing Division
4430 S Adams County Parkway
Brighton, Colorado 80601

**REQUEST FOR PROPOSAL
CONTRACTOR'S STATEMENT**

I have read and fully understand all the conditions herein set forth in the foregoing paragraphs, and by my signature set forth hereunder, I hereby agree to comply with all said conditions as stated or implied. In consideration of the above statement, the following proposal is hereby submitted.

WE, THE UNDERSIGNED, HEREBY ACKNOWLEDGE RECEIPT OF

Addenda (list all): Addendum 1

The Master's Touch, LLC

Contractor Name

Date

Veniamin Artemov

Veniamin Artemov

Signature

Printed Name

VP of IS

Title

1405 N Ash St

Address

Spokane, WA 99201

City, State, Zip Code

Spokane

County

(800)301-1347

Telephone

(888)828-4659

Fax

masters@themasterstouch.com

Email



July 29, 2017

Heidi Ellis
Contract Specialist
Adams County Finance Department
4430 S. Adams County Parkway
Brighton, CO 80601

Re: RFP-HE-2017-350

Dear Heidi,

The Master's Touch, LLC (TMT) is pleased to offer our response to Adams County's request for proposals to provide print and mail services for the County's property tax notices. TMT has been providing these same service to Adams County for the past three years, but will respond to your RFP as if you have no familiarity with us. This will ensure we do not overlook anything and to reaffirm those unique services that TMT offers as a standard part of our service.


We notice that this RFP does not address several key procedures and certifications that enable print and mail vendors to secure the deepest postage discounts. Since postage comprises roughly two thirds of the cost for your mailing, we will provide the County with information regarding these procedures and certifications that are critical to securing the lowest postage your mailings are entitled to.

Items that have a significant impact on your postage are CASS verification rates, NCOA moves, AEC processing, USPS certified Mail Design Professionals, PAVE presorting, IMb "full service" preparation in compliance with USPS requirements, pass through postage without markup, and IMB Trace that provides assurance that every mail piece is inserted and mailed. The provision of these services or lack thereof can make a difference of thousands of dollars in postage that, frankly, would likely go unnoticed to all but the trained eye of those who completely comprehend the USPS bulk rate mailing processes and the various rate tiers the USPS offers.

TMT will offer an end to end solution, with no sub-contracting to ensure ease of coordination, timely mailings, and 100% mail piece integrity. If ever we do make a mistake, you can count on us to own up to it and to do whatever it takes to correct the error, at our cost, without argument. Thank you for the confidence you have had in TMT to provide these services the past three years. You can remain confident that this same level of service awaits your agreement to continue our partnership.

I will be the official contact for this RFP should you have any questions or need for clarification. Thank you for consideration of our response.

Sincerely,


Jim Cote
President

Enclosure:

SPOKANE HEADQUARTERS
1405 N. ASH ST
SPOKANE WA 99201
PHONE: 509-326-7475
FAX: 888-828-4659
TOLL FREE: 800-301-1347

**ARIZONA
PRODUCTION FACILITY**
132 W JULIE DR
TEMPE AZ 85283
PHONE: 800-301-1347
FAX: 888-828-4659

HAWAII BRANCH OFFICE
39 MALUNIU AVE STE 201
KAILUA HI 96734
PHONE: 800-301-1347
FAX: 888-828-4659

INDIANA BRANCH OFFICE
PO BOX 471
LAFAYETTE IN 47902
PHONE: 800-301-1347
FAX: 888-828-4659

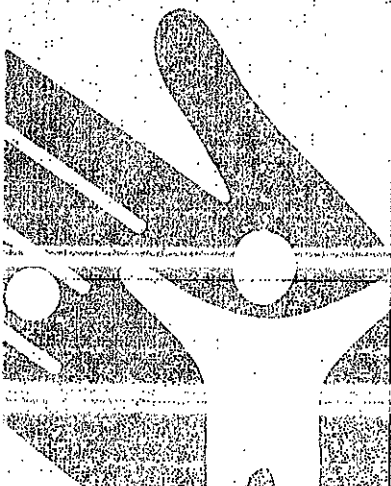




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Executive Summary

What makes The Master's Touch, LLC (TMT) uniquely qualified to provide the print and mail services requested in this RFP is our leading technology, our laser focus on obtaining maximum postage discounts for your mail, and our 100% commitment by every employee on the TMT team to do whatever it takes to ensure your mail goes out with total accuracy and per our promised mail date.

Our leading technology begins with utilizing the best CASS and NCOA software in the industry. The IT staff who program and set up your data for printing have vast experience in the print and mail industry and are USPS certified Mail Design Professionals (MDP's).

Our focus on achieving maximum postage discounts is evidenced by the superior software we utilize and our USPS certification as one of only a small number of mail vendors in the country who are "Full Service" certified – qualifying your mail for the lowest postage the USPS allows.

The equipment TMT uses is new by industry standards. Laser printers and inserters are from one year to five years old. Our laser printers register within 1/32 of an inch in either horizontal or vertical directions and print at combined speeds at least 35,000 sheets per hour. All our inserters employ 2d barcode technology that ensures no two different statements will wind up in the same envelope.

TMT staff are all 2nd mile employees meaning they do what is required and then some. Many have worked six-day weeks and long hours each day to guarantee we make our promised mail dates. They are greatly admired and rewarded for those efforts with our 2nd mile of the month and 2nd mile of the year awards that includes a one-week company paid trip to Hawaii for the annual winner. It is the commitment from our employees and the excellent equipment we have that has allowed us to maintain a nearly perfect track record for on-time mailings. We were late twice in the previous ten years and one of those times was weather related.

A more thorough explanation of our distinguishing characteristics that makes us well suited to fulfill this contract for Adams County follows.

1. The Master's Touch, LLC is primarily a First-Class Mail vendor. There are significant differences between direct mail and First-Class vendors.
2. No subcontracting! Every element of your mailing will be provided by TMT. We will be in complete control of the quality and timeliness of every mailing, which affords us the ability to provide you with exceptional pricing since there is no middleman.
3. TMT has a highly skilled and courteous staff, willing to go the extra mile. They are attentive to details, professional, friendly, and a major reason TMT is in the top tier of mail service vendors in the country.
4. The IT department at TMT is among the best and most qualified in the industry.
5. All IT personnel and every key manager has been certified by the USPS as a Mail Design Professional (MDP).
6. The inserters TMT utilizes for processing mail are "intelligent" inserters equipped with 2d barcode readers to ensure 100% mail piece accuracy and householding capabilities.
7. For the past 22 years, TMT has proven our capacity to meet our customer's targeted First-Class Mail dates.



8. Data security is a top priority. TMT is a secure facility and strictly adheres to security processes and procedures to protect your data. We not only make the claim but we also back it up with an auditor's independent SSAE 16 SOC I Type II report.
9. TMT is one of only 78 USPS certified "Full Service" mail vendors in the country. Different from a "Basic Service" mail vendor, our USPS "Full Service" certification gives us discounts and special services that only "Full Service" vendors qualify for.
10. TMT will deliver your mail directly to the USPS processing and distribution center that serves our designated geographical area, also known as a Sectional Center Facility (SCF). This eliminates an additional stop in the mail's progress to the addressed destination and reduces mail time.
11. TMT can provide mail piece tracking through the IMB Trace service allowing you access to delivery information such as when the mail-piece was first processed on USPS equipment and the day the carrier delivered it to the recipient.
12. TMT provides our customers with the option to send statements electronically through our eNotices service, instead of the use of traditional mail. Additionally, TMT has a fully integrated online payment process, giving your customers a simple and seamless method to make secure online payments, should the County choose this option.
13. TMT is financially strong and stable. Except for a small, completely collateralized real estate loan for our new Tempe Arizona facility, TMT is debt free. We own (not lease) all our production equipment. We also own outright our Spokane Washington headquarters production and warehouse facility. Additionally, our 22 years in business should provide some further confidence that TMT will be a solid partner for the long term.
14. The Master's Touch, LLC has been privileged to provide print and mail services for hundreds of treasurers and assessors, and it has been our honor to provide these services for the Adams County Treasurer since 2014. Over the past few years, TMT has developed a thorough knowledge of the preferences of Adams County and we have built a strong business relationship that can continue to be counted on to deliver accurate and timely mailings.

A more thorough explanation for the importance of each of the previous fourteen distinguishing factors and why TMT can be trusted as your print and mail partner follows.

1. "First-Class" Statements vs. Marketing Mail (junk advertising mail)

TMT's area of expertise and nearly all mail we process is First-Class Mail as opposed to direct mail. This is an important distinction between mail service providers and accounts for a huge difference between ourselves and the "rest of the pack." The processes for handling First-Class Mail requires a much greater degree of quality control and a significantly higher demand for mail piece integrity than that required for direct mail or advertising mail. Statistically, 98 out of 100 direct mail pieces are thrown into a garbage can and never opened. Just the opposite for First-Class Mail, where 98 out of 100 First-Class Mail pieces are opened and read. This means almost every error made in a direct mail or advertising piece will never be discovered, while nearly every error in a First-Class Mailing will result in a phone call to your office.



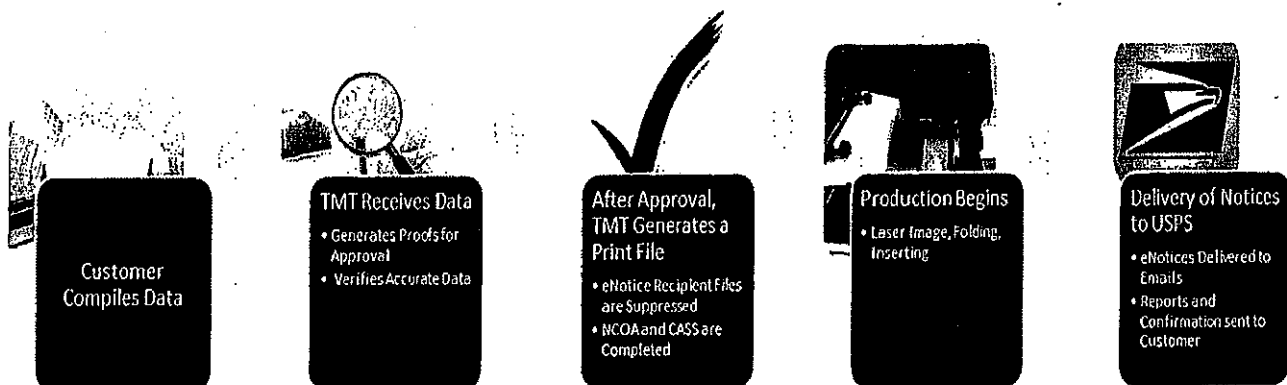
TMT's specialization in First-Class Mail gives us a breadth of knowledge and a thorough understanding of the quality control needed to successfully complete your mailings with 100% accuracy. TMT fully understands the importance for mistake-free, timely mailings and the extreme scrutiny the USPS assigns to bulk First-Class Mailings that is simply not required for other mail classes. If we ever do make a mistake, we are quick to acknowledge it and always cover the expense of fixing the mistake, even if that means we cover the postage.

2. No Subcontracting

TMT will perform every function required to print and mail your tax notices and envelopes in-house, without subcontracting any portion of the work. All graphic design, programming, data processing, envelope and form printing, laser imaging, mail insertion and presorting will be done under our roof, by our employees. Why is this so important and how does this make a difference?

Every mailing has spoilage. Laser printers mis-feed and jam, toner gets light, images get printed crooked or out of alignment, inserters mis-feed and can damage or destroy documents. How are these mishaps handled with a direct mail service provider? Do they reprint and recreate the mail piece? Who will know? If a firm subcontracts, how will they get a replenishment for the damaged stock? Who will pay for it? When will they get replenishment? Will it be timely?

With TMT, the answers are simple. Each First-Class Mail piece must be printed and delivered. Damaged pieces and shortages must be reprinted if necessary. Because we do not subcontract, there is no wait time for stock to be reprinted. Reprints are scheduled immediately on TMT's own presses with known deadlines for when mail production must have them to complete the job on time - and those reprints are at our cost, not yours. We never have to wait on another vendor to complete any part of the process.





3. Personnel

TMT can provide the highest level of quality assurance, not just due to our equipment, but also our staff. You will find every member of our personnel to be professional, courteous, and knowledgeable in each of their fields. TMT employs experienced graphic designers to assist with any artwork you may need for your forms, envelopes, and inserts. Our customer service personnel are well educated in paper and printing and can be trusted to make the right recommendations when considering how something should print and what the impact might be on your mailing. Our press operators have roughly 40 years of experience among them. They have a passion for excellent print quality and will take exception to a "poorly" printed item that others might pass on as "acceptable."

Our mail service production team is anchored by a manager with 20+ years of experience in the printing industry. He is a USPS certified Mail Design Professional who ensures that every step of the mailing process is checked and double-checked prior to moving it along in production.

Every one of our Mission Managers are also USPS certified as Mail Design Professionals so you can be sure you are safe when it comes to knowledgeable staff who will help steer you in the right direction to ensure your mail meets USPS requirements for First-Class presort processing and the very lowest postage rates.

4. IT Creativity and Ingenuity


Our highly skilled IT department hasn't just mastered programming and computer languages, but they also have been well educated in the mailing process so they possess a clear understanding of the best practices to employ to avoid potential USPS violations that might cause a mailing to incur added postage fees or receive lower than expected presort discounts. Combine that with their knowledge of the most efficient processing on our high-speed print and mail equipment and you have the recipe for obtaining the lowest mail service fees along with the lowest discounted postage your mail can qualify for.

Our IT team thrive on working through difficult issues. They routinely find a way, when others would conclude there is no way. The IT staff are responsible for creating the quality control 2d barcodes that contain all the essential information that our "intelligent" high speed inserters need to accurately assemble each mail piece. They are also fully capable of doing calculations and other adjustments that may be required to display your data accurately.

These innovative software engineers have pioneered ways to "household" statements as requested in the County's RFP, combining multiple and varied data files into a single print stream, then adding those various statements together and inserting them in a single envelope when the name and address are identical between them. Last year, TMT "householded" approximately 32,000 tax notices for Adams County, which resulted in a postage savings of \$12,000. This is in addition to

"The service The Master's Touch, LLC provides is top notch, and they are always willing to make changes or provide enhancements. They have been able to meet all of the timeframes and schedules agreed upon in our contract, as well as any additional requests. Customer service provided to us by The Master's Touch, LLC is exceptional. They respond in a timely and appropriate manner to all requests."

*- Lexie Barath, Colorado Division
of Child Support Services*



the added savings of fewer envelopes and labels, since only one is needed per household. Savings such as these are important to keep in mind when evaluating vendor pricing; householding can have a major impact on the County's costs and is not offered by every print and mail vendor.

5. Mail Design Professional – MDP Certification

MDPs are a key part of what makes TMT a valuable partner. They know how to ensure your mailing complies with USPS requirements for receiving postal discounts. They will also help you avoid innocent, but potentially costly, errors that could penalize your mailings or reduce the discounts your mail is eligible for. MDPs must be re-certified every two years to maintain their certification. This provides assurance that they are keeping abreast of the ever-changing rules and regulations so your mailings will always be compliant and will qualify for the best postage rates.

TMT has at least one MDP in each department that your mailing will pass through – Graphics, IT, Mission Management and finally Production. Each department must sign off for quality control before moving your job onto the next department. These procedures help to ensure that if a mistake is overlooked early in the process, it will be caught as it travels toward fulfillment.

Note: An MDP certification can be a critical factor when determining postage discounts. For example, if you were to choose the font that you are reading now, or if you were to print within 1/8" of the edge of the window, your mail would be disqualified from receiving any postage discounts. Either of these issues would be caught by one of our MDPs who have been trained to look for proper fonts and clearances, and an appropriate alternative would be suggested.

6. Intelligent 2d Barcode Inserters

When human beings fail, our equipment will not. Due to the nature and volume of First-Class Mail TMT processes, we made the decision in 2011 to purchase brand new 2d barcode reading inserters. We received assurance from the manufacturer that the use of 2d barcodes would virtually eliminate the possibility for errors in page to page matching when inserting multiple pages into one envelope. Their declaration has proven to be 100% accurate. TMT has utilized this superior barcode reading technology since 2011 and has never experienced an error produced by this equipment, ensuring accuracy when "householding" the County's statements. 2d technology allows us to identify every piece of paper in your entire mailing and to ensure that only those pieces unique to each envelope are inserted. Our IT staff programs into every 2d barcode the unique notice number and the page within that notice set so that the inserter can "know" when pages are out of sequence and will cause the inserter to stop processing. Others may use OMR or 3 of 9 marks, but only 2d technology can claim a zero-error rate. Our "intelligent" 2d inserters are the only equipment TMT will use to process your mail.

7. On-Time Mailings

TMT has an impeccable record of keeping to our promised mail dates. Several reasons our record is so good and why you can count on us:

Proper Staffing - At TMT, we ensure that there is not just a backup for every position, but an equally capable backup for every position. People get sick and need time off. Yet, our customers' mail does not take a day off (except postal holidays). For this reason, TMT discourages vacation time during our busiest periods and offers overtime pay for all those in production who are willing to stay late or come in on Saturdays and occasional holidays to help ensure all mail goes out on time. Our great employees are always willing and never complain!



Proper Equipment - To keep promised mail dates, you need to have equipment that never fails. Since that is not possible, the next best solution is to have duplicates of every piece of equipment so that when, not if, a machine breaks, we have another piece of equipment to transfer the job to without losing any valuable production time. That is the TMT philosophy – redundancy! For every piece of equipment, we have an identical backup. Our total mail capacity is more than double what we currently mail, so even if just one piece of equipment in each area of production is operational, it is enough to ensure production is never late with a mailing. Yet, when all equipment is operational (97% of the time), TMT staff love to work out some of those miracle deliveries to prove our 2nd mile spirit. It's what makes us smile!

Production Capacity – TMT production capacity exceeds actual requirements by more than 50%. This may seem inefficient, and from the perspective of many it likely is, but TMT's entire philosophy is to mail on time every time, without fail. TMT's production capacity:

- i. TMT offset press capacity is 160,000 8 ½ x 11's printing 2 color 2 sides in one 8-hour shift. These presses are capable of printing labels in up to 4 process colors. Labels can be standard size or custom, depending on Adams County's preference.
- ii. TMT envelope printing capacity is 480,000 letter size envelopes printing up to two colors two sides in one 8-hour shift.
- iii. TMT laser imaging capacity is 288,000 laser images in one 8-hour shift.
- iv. TMT inserter capacity is 288,000 letter size mail pieces inserted with up to 4 additional inserts besides the statement in one 8-hour shift.
- v. Current laser imaging averages 122,000 images per day while current inserted mail pieces averages 92,000 mail pieces per day, well under 50% of capacity.

Maintenance – Keeping equipment running is another important factor. Proper maintenance allows us to anticipate problems before they occur. To this end, TMT employs on-staff qualified factory technicians who are trained to maintain and repair our equipment so that down time is minimal. When a part is needed, TMT keeps a substantial spare parts cabinet containing every part that might routinely fail so that replacements can happen immediately rather than waiting a day or two for a part to be delivered. Our average down time on any of our machines is no more than 4 hours. Once or twice a year, we may need to wait for a part to be shipped to us overnight, but that is precisely when our redundant equipment will carry us through.

No subcontracting – Coordination of the entire mailing, including all graphics, IT, press print, laser print and insertion, is the final key to TMT's on-time record. We are never forced to wait on a subcontractor for any part of your mailing. That means we have complete control over the process and can adjust our priorities and schedule to meet your needs and our commitments. This is of critical importance. Things can go wrong and an unexpected shortage of envelopes or forms or an errant data file can lay waste to the best of plans. At TMT, we are prepared to quickly handle any of those situations so we can be quite nimble

"I was generally happy with the work our previous vendor had done for us in the past. The Master's Touch has definitely raised the bar on every level of which I thought I was "happy". The professionalism and detail each project manager has given our mailings has been far superior than what I was used to. They are an overall professional organization. Their deliverables are of great quality and they have always been on time, even when we sometimes throw a last minute obstacle at them."

-Daniel Manzano, Bernalillo County Assessor's Office



in making whatever adjustments are needed and stay on schedule.

8. Security of Confidential Information – SOC I Type II

Another important thing to consider is security. Let us start by saying that TMT has never had a security breach. TMT has invested heavily in both physical and network security. We have documented quality control processes that ensure confidential information is never compromised. Monthly “2nd mile” meetings are held with all employees where these procedures are reviewed and employees are reminded of the critical need for them to follow those procedures without failure. TMT voluntarily submits to an annual comprehensive SOC I Type II audit. This audit is among the most challenging in the printing and mailing industry. In the SOC audit, we declare and describe our procedures and processes. The auditor then confirms that those processes provide adequate protection against security violations. If any are not approved, a deficiency is noted. If approved, they then look at the records and documentation for the previous 6 months to confirm that there have been no exceptions in following those processes and procedures. Failure to follow any of the declared and approved controls results in an exception being noted in the final report. TMT has never had a recorded exception in any of our SOC audits. A confidential copy of our August 2016 report can be made available upon your request. Even with these security measures, we know it is impossible to claim 100% security so we back up our commitment with a \$1 million-dollar cyber security policy.

9. USPS Mandated “Full Service” Preparation

The US Postal Service introduced the “Full Service” intelligent mail initiative in 2009. It began shortly thereafter as an opt-in program that many large volume mailers quickly adopted due to the additional postage savings offered under this program. “Full Service” was scheduled to become mandatory on January 26, 2014, but the Postal Regulatory Commission temporarily reversed their decision when the USPS requested a concurrent rate increase. Thus, the mandatory nature of the requirement was postponed, but NOT eliminated. It is only a matter of time before - with no guarantee of more than a 30-day notice - it becomes mandatory. At that time, ONLY mail that has been prepared per “Full Service” requirements will be eligible to obtain any automation rate discounts. This means any mail prepared as “Basic Service” will lose all automation discounts. At that time, basic mail will pay between 8 and 9 cents more per mail piece than mail qualifying as “Full Service”.

TMT recognized the value of preparing “Full Service” soon after it became possible for vendors to adopt this approach. Hindered initially by the huge cost of the software development required to deploy “Full Service”, TMT began the transition slowly. In 2011, the USPS added the incentive we needed to devote the resources necessary to comply with “Full Service” requirements by offering deeper postage discounts and other benefits we saw would be very advantageous for our customers. Shortly after, TMT proudly became one of the few mail service providers in the country to be USPS certified “Full Service”. As of this date only 78 vendors in the country hold this certification.



What makes "Full Service" mail preparation so different? "Full Service" mail preparation requires that all mail documentation be submitted electronically in a form that will communicate directly with the US Postal Service's "Postal One" system. Paper documentation is not allowed. Additionally, every mail piece in your mailing must contain a unique serial number encoded in the Intelligent Mail Barcode, keeping that number unique for a minimum of 45 days. The most daunting requirement is that every mail piece must be accounted for in the electronic postal documentation, including the exact location in the specific tray of mail. Not only must the mail vendor provide this electronic documentation ahead of delivering the mail to the USPS, but when the mail arrives, every piece must be in the location declared in that documentation or a penalty can be assessed. The "Full Service" certification requirement puts a huge burden on the mail preparer to ensure all mail stays in order. Any failure on the processing equipment is required to be rectified and placed back in proper presort order prior to delivery to the USPS. Failure in any area of accountability can cause the mailing to lose "Full Service" discounts. Depending on the mailing, this loss can be significant. These requirements also explain why most mail service providers do not bother with this certification, or have lost their certification due to exceeding USPS thresholds.

"We are incredibly satisfied with what TMT did to help us transition to a statewide process as well as maintain the accuracy of the day to day file processing, printing and mailing. In fact, our interaction with TMT and their contribution to our success, has resulted in our referencing TMT as a partner, not just another contractor.... In the first 15 minutes, as Jim responded to needs, options, and schedule, he immediately saved our Division \$50,000 annually with a simple analysis of postage costs associated with what we had been mailing for years."

- Greg Kunz, Idaho department of Health and Welfare

"Full Service" allows customers to enjoy the following benefits:

- Among the most obvious benefits is the additional postage discounts TMT will qualify your mail for. Preparing your mail per USPS "Full Service" requirements means your mail qualifies for the very lowest postage rates, lower than basic rates. Do not assume that postage will be the same among vendors. That is a false assumption. Only "Full Service" preparation will get you the lowest postage. This can make a significant difference in overall pricing between vendors. Further, many vendors markup postage without notification. TMT passes along the USPS "Full Service" discounted postage rate without markup on all your domestic first class one-ounce mail pieces. In fact, our invoices give you a breakdown of how much postage was charged on each mail piece so you have a 100% reconciliation for how much postage was charged.
- Real time Address Correction Service information is provided at NO charge. Even more timely than NCOA are these ACS updates which the USPS provides when your addressee moves and completes a change of address. This free service is only available for "Full Service" mail. On the other hand, "Basic Service" electronic notices can be provided but will cost you 12 cents each - another area for cost savings with full service.
- IMb Trace is another service offered to "Full Service" providers. By virtue of having a unique serial number imbedded in every Intelligent Mail Barcode, the USPS can provide you the scanning data for when each of those barcodes are scanned on their equipment. This gives you excellent visibility into the whereabouts of your mail right down to the piece



level. You can know when a mail piece was first processed and when the carrier delivered the piece to your customer. Powerful information when you need it.

- Other residual direct and indirect benefits also abound though with less fanfare, like no permit fees and the ability to bulk mail under the same permit from anywhere in the country. Most important, “Full Service” demands extreme quality by the mail vendor.
- The quality requirements will provide you with peace of mind that your mail is being processed and presented to the USPS with the most thorough accuracy and integrity.

Is it worth the extra trouble? TMT thinks so, especially since it is just a matter of time before “Full Service” preparation becomes mandatory.

10. Sectional Center Facilities

TMT is committed to not only meeting our customer’s promised mail dates but delivering quality products as efficiently as possible. To that end, TMT will deliver your mail to a USPS Sectional Center Facility which will reduce the amount of time your mail pieces are in transit. Delivering your mail to a non-SCF Post Office creates a delay of one or two days in mail delivery because any non-SCF post office must first deliver the mail to the SCF that handles your zip codes before being able to process and make final delivery to the mailbox.


11. Mail Piece Tracking – IMb Trace

Would you like to eliminate the excuse – “I never received my bill?” Would you like to have the knowledge when that mail reached the post office and when the local mail carrier delivered that mailpiece? TMT can provide that for you. As noted earlier, in conjunction with “Full Service” mailing, TMT includes an identifier for each mail piece that is unique and retrievable by the USPS. Because of this technology, we can request the USPS scan our tracking number and retain a copy of the scan for every mail piece at each step of their process. This means at a minimum, TMT can provide you with a record of when each mail piece was first processed on USPS equipment and another record for when the mail carrier delivered each mail piece. A very small segment of mail cannot be tracked (i.e. foreign mail), but the majority of mail can be tracked from induction into the USPS to delivery by the carrier.

12. eNotices

TMT’s eNotices service is being widely used by customers across the country. Currently, eNotices has a repository of over 25 million statements available for secure web viewing. More than 40,000 users have opted in for this paperless service so they can conveniently view and pay for their taxes online while keeping a record of their transactions in a single secure repository they have access to 24/7. Through proprietary software development, TMT can accurately authenticate a customer and allow them access to their notices online. In addition, TMT has a fully integrated and PCI compliant payment processor, allowing your customer’s a seamless and easy method to pay their bills online, should the County choose this option. The entire process is managed and coordinated by TMT

“The response to the eNotices option to receive statements electronically has been very positive and we sincerely appreciate the assistance from Master’s Touch to implement this time and cost saving service to our customers.”
 - Dolores J. Doolittle, Pinal County
 Treasurer



staff so that there is no burden placed on you or your valuable IT resources to manage any part of the service.

13. Financial Stability

To establish a long-term partnership, you will want to work with a vendor who is financially stable. TMT is debt free except for a 100% collateralized loan on our new building in Tempe, Arizona.

Many unforeseeable events can, and do, occur in the print and mail industry, such as new implementations and ever-changing USPS requirements. The Master's Touch, LLC has been in business for 23 years and is financially stable. TMT has committed to purchasing the new hardware and software upgrades that will permit us to continue to be a leader in this industry.

Over the years, TMT has been able to reduce prices and still provide better services due to the acquisition of some of these new technologies. TMT promises to continue upgrading our services as better software and equipment becomes available. Our financial stability affords us the opportunity to make good on that promise.

14. Partnership

TMT currently provides the print and mail services for Adams County Treasurer, and we understand the County's unique needs and specifications. After 3 years of successful partnership, we hope that we have been able to provide a seamless and effortless print and mail process for the County. As a current customer, you understand that we value your business and take pride in accurate and timely mailings. The Master's Touch is unique in that aspect, and have been advised of this many times by customers who have switched to us from other vendors. By awarding a contract to TMT, Adams County can expect the same seamless process you have grown accustomed to without the uncertainty of knowing a different vendor's capabilities. The same personnel who have been working on your tax statements the last three years will be the same ones going forward into a new contract. We hope you find our past performance ample reason to continue with TMT.



6. Company Profile

- a. The Master's Touch, LLC provides print and mail services for customers in 19 states across the country in virtually every U.S. time zone. All production is completed in our two completely redundant facilities, in Spokane, WA and Tempe, AZ that are fully staffed and operational Monday through Saturday, except for some holidays. Both facilities are mirror images of each other operating all the same laser print and mailing equipment. As stated in our 'Executive Summary,' each facility operates at under 50% capacity to ensure that in the event of an emergency TMT can transfer production to another machine or even another facility while not sacrificing our promised mail dates.
- b. TMT will print and mail Adams County tax statements from our headquarters in Spokane, WA. In the event of a complete shutdown of the Spokane facility, our Tempe, AZ production facility will have more than ample ability to complete the job. Either facility can produce 160,000 pieces of mail per day in just one 8-hour shift.
- c. Staff that will be assigned to this project include the contract manager, a mission manager, the IT manager and production manager, all whose credentials are provided under "Key Personnel" section. In addition, TMT will have a graphic designer available for any art changes, a laser print technician for printing the statements, a bindery specialist employed for any folding of collateral inserts, a pressman for printing your preprinted forms and another pressman assigned to print your envelopes. An inserter operator or two will be assigned to insert your statements and a quality control person who will QC the completed pieces and deliver to the USPS bulk mail facility. All are full time employees and all have multiple years of experience including the fact that all but one has worked the Adams County statements every year of the current 3-year contract.
- d. There will be no part-time staff assigned to the County's project.
- e. Listed below is each supervisory and management staff that will be assigned to the printing and mailing of the County's tax notices. A short description of experience for each is included in "Key Personnel".
Jim Cote' – President
Ven Artemov – Vice President, Information Systems
Pat Hulett – Vice President, Production Manager
Melanie Noblin – Sr. Mission Manager
- f. TMT is not currently involved in any litigation, threatened litigation, investigation, or any other action whatsoever that might have an adverse impact on our ability to fulfill the requirements of this RFP. Further, TMT has never failed to fulfill or complete any contract, nor been removed or replaced during a contract period.



Experience

The Master's Touch, LLC has been providing print and mail services for large entities in both government and private sectors for over 20 years. TMT provides print and mail services to over 400 cities and counties throughout 19 states in the U.S, with over 30 of them being in Colorado. Over 90% of our mailings are First Class, with more than half being for treasurer's and assessors. Volume per mailing ranges from a few hundred to over one million. Total statements mailed last year exceeded thirty million.

TMT has already successfully programmed for the Adams County data file so there is no risk to the County of an erroneous set up. TMT is quite familiar with the Tyler software Adams County uses and has contracts with many other entities who utilize Tyler giving TMT a breadth of knowledge and understanding that tends to be unique in our industry. Any changes the County wishes to make either because new data elements need to be added or for the purpose of presenting a new layout for the printed statement can be easily accommodated. TMT utilizes a very thorough proofing process that includes providing the County with PDF images of as many various statements as the County may request until fully satisfied with the accuracy and appearance of each statement.

Perhaps most important is our thorough understanding of the USPS processes that allow TMT to qualify your mail for the very lowest postage rates, lower than most other vendors. This is what makes TMT most distinct and separates us from most other mail service providers. The methods and processes TMT uses to qualify your mail for the lowest postage will be more thoroughly discussed in the approach section. For the sake of this section, let us note that TMT's USPS qualifications include:

1. On staff - Two USPS certified Executive Mail Center Managers (EMCM's) This certification is one of the highest achievements in the US Postal Service. These individuals are thoroughly knowledgeable in all aspects of the mailing process.
2. Ten USPS certified Mail Design Professionals (MDP's), including each key department head. These highly qualified professionals have been certified in USPS rules and procedural requirements to obtain automation postage discounts. Errors that might disqualify your mail from receiving postal discounts are caught by these people during our double and triple check quality control processes.
3. One of only 78 mail service providers in the country to be USPS certified for "full service" IMb mail preparation. Basic preparation does NOT obtain the lowest postage. ONLY full service prepared mail is allowed to qualify for the lowest postage.
4. One of only a handful of mail service providers permitted to utilize "seamless acceptance" at the bulk mail center. This means, your mail bypasses the normal check in by the postal clerks and is automatically inducted into the postal processing area. This required several years of waiting and vigorous verification by the USPS to ensure that all mail TMT inducts into the system has a near perfect rating for quality and accuracy in mail preparation.
5. Additionally, TMT is committed to attending the annually National Postal Forum where those who attend are kept apprised of the latest procedural requirements as well as the most current and upcoming opportunities the USPS is offering. The most recent offering is "Informed Delivery" which lets the customer know via email what will be in their mailbox that day prior to their mail even arriving. This has huge possibilities when one considers how this can be tied in with URL links to a web site and transacting business even while traveling or away from home.

Our experience in the mailing process is evidenced by our near perfect mailing accuracy. Near perfect means less than .0001 percent failure. Normally a failure is a statement that is accidentally inserted backwards or crooked so that the entire address cannot be read through the window. We have very strict quality control processes that must be followed and are documented through our SOC I Type II audit and we continually improve these processes as we discover better more accurate ways to prepare mail.



The equipment TMT uses is new by industry standards with two inserters that are less than 2 years old and laser printing equipment equally young. Not only is this equipment new so we experience minimal down time, but we also keep a robust spare parts cabinet stocked with all those parts that are most subject to failure due to wear and tear. Additionally, TMT has service technicians on staff who can repair and maintain our equipment so that our average down time is less than 4 hours on any piece of equipment.

In addition to Adams County's own experience with The Master's Touch, LLC listed below are a few examples of projects we are currently involved with that are similar to Adams County in size, scope and location:

Larimer County Treasurer

TMT has provided printing and mailing services for Larimer County since 2010. TMT prints approximately 150,000 tax notices for the County annually, in addition to providing envelopes, return envelopes and change of address forms. TMT prints, inserts and households Larimer County's notices, CASS certifies and presorts according to USPS requirements, and delivers the mailpieces to a USPS Sectional Center Facility. Larimer County has been listed as a reference should Adams County wish to contact them.

Pueblo County Treasurer, Assessor and Finance

TMT provides print and mail services for the Pueblo County Treasurer, Assessor, and Finance offices. Pueblo County also awarded their contract to TMT in 2010, and their projects include the printing and mailing of tax statements, delinquent notices, notices of valuation, W-2s and all envelopes, return envelopes and inserts. TMT also provides electronic bill presentment for the Pueblo County Treasurer and Assessor, allowing their taxpayers to opt-in for a paperless solution in lieu of receiving their tax statement in the mail. Pueblo County is listed as a reference as well, should Adams County wish to contact them.

Boulder County Treasurer

TMT was awarded Boulder County's contract in 2014 and prints and mails approximately 130,000 tax notices for them annually. TMT also provides Boulder County with a Treasurer Letter insert, as well as envelopes and return envelopes. Boulder County is also listed as a reference, should Adams County wish to contact them.

Additional projects and references can be provided if needed.



Approach

The total approach TMT takes to preparing your mailing tends to be unique in our industry in that we believe the best way to reduce costs to our customers is to prepare mail to qualify for the lowest postage rates, no matter the reduction in efficiency and added time or cost to TMT. While most look at the cost of the printed items and the mail processing fees, TMT focuses like a laser beam on the methods and processes that will get you the best postage rates, while keeping those other items as economical as possible. Postage is roughly two thirds of your mailing cost, so we hope our approach makes sense.

CASS verification

Though it is likely every vendor will use CASS software, the kind of CASS software can make a huge difference in your address verification rates. Only CASS verified addresses qualify for discounted postage, so the software that verifies the most addresses will qualify Adams County mail for the lowest postage. A 3% difference in CASS verification rates will mean 5,200 mail pieces that may or may not get postage discounts. At 10 cents per mail piece, that could cost the County an additional \$520.00 in postage. TMT guarantees the very best CASS verification rates because we use arguably the very best software. Typically, TMT will achieve 2 – 3 % additional verification rates over inferior software. Both will get you discounts but only one gets you the deepest discounts.

NCOA (National Change of Address)

It is also likely that every vendor will perform NCOA (National Change of Address) checks on your names and addresses in your data file. Keep in mind, only CASS verified addresses can be successfully checked through NCOA. Additionally, most vendors utilize the standard NCOA 18-month database. This is the least expensive check and goes back 18 months to locate any name and address moves. TMT utilizes a more expensive but far more reliable and thorough NCOA check. It is called NCOA 48. As the name indicates, the name and address verification goes back 48 months and will pick up multiple moves by the same person by daisy chaining those moves together. If the moves occurred within the previous 48 months, we will get a match and will report all moves to the County.

Keep in mind that any move that is included in your mailing jeopardizes your postage discounts. Over a certain threshold, the USPS will actually penalize your mailing 7 cents per mail piece on the entire mailing by the percentage of your failure. Once again, this can add hundreds if not thousands of dollars to the cost of your postage.

AEC I and II (Address Element Correction)

Few vendors offer this solution, while most have never even heard of it. AEC I and II can help clean up your non-CASS certified addresses to less than ½ of 1% of your entire data file. AEC is a special service offered by the USPS and processed through TMT that gives us opportunity to correct bad addresses at the carrier level. Those addresses that do not certify are delivered to the carriers that make actual delivery. In nearly all cases, the carrier either knows the person or has intimate knowledge for what the correct address ought to be. This information is communicated back to TMT so that we can tie the updated address to the incorrect name and address in your data file so that we can provide the County with an updated and verified address. Now, all those that have been verified through this process qualify for the lowest postage discounts. So, not only do you save roughly 10 cents per corrected mail piece, but those defective address pieces are no longer returned to you as undeliverable mail.



PAVE sorting

Mail pieces that are PAVE presorted obtain the lowest postage. The PAVE process is not obvious to the uninformed. It is not just putting all the zip codes in numerical order. In many circumstances zip codes that are far apart numerically can be and should be sorted right next to each qualifying all of them for the lowest discounted postage. For instance, 99201, 99203, 99223, and 83843 should all be placed in the same trays of mail in order to qualify for 37 cents postage. Separated out, they may only qualify for a rate of 40 cents each. Preparing mail according to PAVE requirements ensures your mail is presorted to qualify for the lowest postage.

Full Service Preparation

Most importantly, your postage bill is dictated by whether your mail is prepared according to the "basic IMb" method or the "full service IMb" method. Only "full service" preparation qualifies your mail for the lowest postage rates. Basic service does not. There are a number of requirements to comply with full service preparation. We will not bore you with all of them, but for one. In order to comply with full service preparation, every mail piece in your mailing must have a unique mail piece identifying number embedded in the Intelligent Mail barcode. This number must remain unique for 45 days. This number allows the USPS to track your mail as it is being scanned on their postal equipment. This allows TMT to receive record of those scans and provide that information back to you so that the County can know when each mail piece was first seen on USPS equipment and when each mail piece is delivered by the carrier to the mail box.

So, this unique mail piece number not only allows you to qualify your mail for "Full Service" discounted postage, but also permits you to track your mail as a practical proof of delivery.

Separate from the approach we use to obtain maximum postage discounts for Adams County are the processes TMT will use to receive your data, process it and proof to you for final approval and then process through our production area to final USPS delivery. Those steps now follow.


Data Transfer and Processing

The Master's Touch, LLC employs enterprise class connectivity with diverse physical routes, next generation security, end to end encryption of all customer data transmissions and multiple firewall inspection checkpoints along the way. Our network architecture is designed from the ground up utilizing modern technologies with an emphasis on resiliency and security that exceeds government standards to ensure 24x7 availability and integrity of all customer communications. Additionally, TMT maintains fully redundant, geographically diverse production facilities staffed by dedicated customer support teams.

1. File Transfer

Data will move between systems utilizing secure FTP, as requested in the County's RFP. Data transmissions to and from our FTP site will be accessed only by approved personnel given a login and password by TMT. TMT will retain a secure copy of your print files only until verification of printing and mailing can be confirmed and approved. There is no limitation on the sizes of files that can be transferred.

TMT's highly skilled IT department has procedures and controls in place to verify the integrity of the data received is both complete and without transmission error during the file upload process. When data is processed, TMT will determine the record count and will confirm with the County that the number matches the count for what the County expects was transferred. Any discrepancy at this point will be resolved before continuing.



2. Data Mapping

Once data is verified, TMT takes the data provided and creates PDF documents according to the layout the County requests for printing. The only data TMT typically manipulates is the address block. TMT will CASS certify and validate addresses so that the appropriate Intelligent Mail barcode can be added as required by the USPS to receive automation discounts.

Within 1-2 days of receipt of the County's data, TMT will provide PDF proofs for preliminary approvals. TMT software can stylize data to print in virtually any font size and style you might choose. We can also add pie charts showing tax distributions, bold and place boxes around certain data elements the County may wish to highlight. TMT can either match current data layout and format exactly or modify to a completely different format based upon County preferences and direction. Once data layout is completed, TMT will present PDF proofs for parcels for the County to review. Proofs can be random or a specific set of proofs (preferred) so that every type of variation of parcel type can be reviewed for accuracy.

Once the County gives PDF approval, TMT will produce physical samples that will be sent by overnight courier for testing of the OCR scan lines to verify 100% scanning success. After successful testing by the County or County's lockbox service and TMT receives final approval of the physical samples, TMT will begin actual print and mail production.

Production - Laser Printing

Once production receives the presort ready file from IT, multiple laser printers will be loaded with the County preprinted forms and samples will be printed for both the mission manager and IT manager to approve for print quality and data placement. Once approved, the laser printers will begin applying the variable data to the preprinted forms at a speed of 7,000 per hour per printer.


It should be noted that TMT will use only a high grade paper for the forms with a minimum brightness of at least 98. In addition, as noted, TMT will use laser printers to perform the imaging rather than inkjet printers so that the OCR scan lines on the coupons will have the best read rates. As requested, TMT will print the County's 8.5"x14" tax notices on 24# bond (98 brightness) with 2 detachable coupons. The back will print in black screen so as to not bleed through to the front and cause any interference for either reading by the taxpayer nor the lockbox scanners. Change of address forms can easily be printed on the back of each coupon, with either a static or dynamic QR code on the mail body of the notice.

Each stack of paper coming off each laser will be quality checked as the job is processing to ensure crisp clean copy and to recheck the OCR line to make sure there is no movement of position and no scarring of the toner so as to reduce readability.

TMT will print and fold the County's requested letter on 8.5"x11" 60# white paper. It should be noted that due to TMT's presses having the ability to print both front and back of the letter with one pass through the press, the County may be comforted to know that the ability to overflow to the back side is with very minimal added cost.

Production - Inserting

Once laser printing is completed or sometimes even before the entire job has completed printing, the printed documents will be delivered to our inserter area for folding and inserting. Extreme care is taken when setting up the inserters to ensure that once the statement has been folded, the folds are exactly on the perforations for both stubs in order to ensure clean tears when being returned by the taxpayer. When the inserter operator is satisfied that the folds are correct, he/she will complete the inserting of the statement by adding all additional inserts required by the County, including the letter



and the label. TMT has full capability to print the labels on label stock as requested and prefer to do so in order to minimize any damage during shipping. Defective or damaged labels can slow our inserters dramatically, thus potentially affecting the mail date. If TMT produces the labels for the County we accept full liability for run-ability and your promised mail date is never in jeopardy.

Once the inserter operator has completed 3 – 4 samples, those are given to the production manager to review the exactness of the folded statement, the compliance with USPS requirements, and that all collateral pieces are properly inserted. Once management approves, the operator is given the green light to complete the job.

It is known from the PAVE presort reports what zip codes belong in each tray and how many pieces each tray contains. The operator will stop the inserter after each tray of mail is completed to verify the correct number of pieces are in each tray. Additionally, the operator will fan through all pieces of inserted mail to verify the address is showing through the window without skew and without any encumbrance so that postage discounts are never jeopardized.

Once concluded, another team member will QC each tray again and place a covering over it once done so that no mail can shift or fall out on its way to the bulk mail center. This person also verifies that the total number of trays is accounted for, loads our delivery truck and delivers to the USPS Sectional Center facility for acceptance and induction.

Report files

Once the mailing is delivered to the USPS, TMT will email the following to the County:

1. A confirmation that the mailing has completed and was accepted by the USPS.
2. A PDF file containing an image of every statement that was in the data file.
3. An Excel file containing the records for all those addresses that did not CASS certify. These records are still mailed unless the County directs us otherwise.
4. An Excel file containing records for each NCOA move. These records are still mailed to the address in the data file, but County is notified of where that mail will be redirected.
5. A URL for the County to follow which will be populated with the scan records for each mail piece as it is scanned by the USPS and finally delivered by the carrier.

Invoicing and Postage reconciliation

- A. Approximately 4 weeks prior to the County mailing, TMT will send an invoice for the estimated postage cost. The amount will be based upon the previous year's postage and adjusted for any rate changes accordingly. TMT requests this postage be paid prior to your mail date since this is a straight pass through. If for some reason the postage is not received prior to mailing, TMT will work with the County to front the postage with assurance of soon reimbursement. This is a sound reason for choosing to use a company such as ours that has the financial means to prepay postage when an unexpected delay in postage delivery occurs.
- B. Within 48 - 72 hours of mail date, TMT will generate a Net 30 invoice for printing and mailing services. We will also provide an invoice for postage that will provide a complete breakdown of which mail pieces received what discounted postage rates. If the County postage estimate was too high, TMT will refund the excess or apply to the printing invoice at the County's discretion. If the amount of postage was less than actually used, TMT covers that postage in order to mail on time but then will send a separate invoice for the difference.
- C. Any additional reporting the County might need, TMT will be happy to provide.



Key Personnel

Jim Cote' – President, EMCM, MDP

Jim will continue to act as the designated coordinator for the County's contract. Jim is responsible for coordinating the staff who will provide each aspect of the County's print and mail services. Jim is the founder of The Master's Touch, LLC and has thirty years of experience in the print and mailing industry. He has been certified by the U.S. Postal Service as an Executive Mail Center Manager (EMCM) as well as a Mail Design Professional (MDP) and has certification in address management and the Intelligent Mail Barcode. Jim is invited as a guest speaker to give seminars at conferences around the country on the topics of reducing undeliverable mail, paperless mailing, achieving maximum postage discounts and why postage costs varies among mail service providers, and best practices for writing a comprehensive print and mail RFP. Email: Masters@themasterstouch.com

Melanie Noblin – Mission Manager, MDP

Melanie will be responsible for coordinating the design and preprinted pieces of your mailing along with being the main point of contact. Melanie is quite familiar with Adams County's tax mailing as she has served in this capacity for previous mailings. Melanie is a USPS certified Mail Design Professional with over 20 years in the printing industry. Her vast experience of the printing process from start to finish is invaluable. She strives to consistently improve customer satisfaction through resourceful solutions that enable TMT to best coordinate your entire mailing from start to finish to ensure accuracy and on time mailing. Email: MelanieN@themasterstouch.com

Ven Artemov – Vice President, Information Systems, MDP

Ven will be responsible for the data processing and any changes or modifications that may be required. Ven is intimately familiar with your data file and layout as he programmed the initial setup and has been responsible for your mailing each year since inception of your original contract. Ven is quite adept at processing your data and quickly finding solutions to issues that sometimes arise. He has 11 years' experience in the print and mail industry and is another certified MDP. Ven has a clear understanding of the entire print and mail process so that he can provide you with the guidance needed to not only accommodate your requests but do so while remaining in compliance with USPS requirements and the most efficient means for processing on TMT mailing equipment. Ven was awarded the President's List for Outstanding Academic Achievement while obtaining his Bachelor of Science in Electronics Engineering and is also a USPS certified Mail Design Professional.

Email: VenAr@themasterstouch.com

Pat Hulett – Vice President Spokane Production, MDP

Pat will be responsible for production once the County gives final approval of proofs. This includes laser printing, inserting, sorting and all mail processing up to and including delivery to the US Postal Service. Pat has 20 years' experience in the printing industry. He is extremely conscientious to verify that all the necessary elements are ready to ensure mailings go out on time with 100% integrity. The quality controls Pat has implemented and continues to fine tune have led to a significant reduction in defective mail pieces. He and his team of dedicated professionals work tirelessly and often many hours of overtime in order to ensure that our mail date promises are kept as we are totally committed to keeping our promises. Pat and every lead in his department, have been certified as MDP's.

Email: PatH@themasterstouch.com

Now is the time to upgrade.



Full-Service is the next step in automating your mailings. By meeting the Full-Service criteria, you can receive:

- o The best commercial prices and the largest discounts available
- o The elimination of annual permit fees
- o No cost visibility/tracking of your mailings
- o "Mail Anywhere" utilizing a single permit at multiple business mail entry sites
- o No cost address correction

Mail Service Provider (MSP) – Full-Service Certified Mailers:

A Mail Service Provider (MSP) offers a variety of solutions to prepare and present Full-Service presort mailings. The MSPs listed on the back page of this document have met the U.S. Postal Service™ Full-Service certification Mkt Mails. Mail Service Providers (MSPs) offer a wide variety of services for Mail Owners. Talk to an MSP to learn more about the Full-Service solutions they offer. There are many advantages of using an MSP to prepare your mailings. Some of the services an MSP can provide include:

- o Provide/manage your address list
- o Print and/or presort your mailing
- o Enter your mailing with the greatest discounts available
- o Manage mailing feedback, such as ACS data
- o Monitor mail quality reports

The list of certified MSPs is updated frequently. To ensure that you have the most current list of certified MSPs visit <http://postalpro.usps.com/node/970>.

The following section explains the different types of Mail Service Providers (MSPs).

Print and Mail:

A Print and Mail Provider will print, presort, submit the eDoc, and submit the mailing. Some of the MSPs offer additional drop shipment discounts.

List Mailer:

A List Mailer will take existing mailpiece components and mailing list(s), and address, presort, submit the eDoc, and mail the mailing. A List Mailer offers similar services to a Print and Mail MSP except a List Mailer MSP does not print the mailing components.

Presort and Commingle Letter:

A Presort Bureau and/or Commingle Mailer will take letter-sized mail from one or multiple customers and presort and commingle the pieces together to generate a combined eDoc, potentially qualifying mailings for additional presort discounts.

Presort and Comail/Commingle Flat:

A Presort Bureau and/or Comail/Commingle Mailer operates similar to a Commingle Mail; however, Presort and Comail/Commingle handle flat-sized mailpieces.

Copal or Consolidator:

A Copal or Consolidator will consolidate your mailings already prepared into trays or bundles with other mailings to achieve deeper discounts. Copal or Consolidator MSPs co-palletize, consolidate, and submit eDoc. These mailers may handle both letter and flat-sized mailpieces.

Additional Resources:

- **Getting Started with Intelligent Mail:** postalpro.usps.com Click on Full Service under the Mailing and Shipping tab.
- **Learn More and Register in the Business Customer Gateway (BCG):** postalpro.usps.com/node/2985
- **Contact a Mailpiece Design Analyst (MDA):** 855-593-6093 or mda@usps.gov <https://postalpro.usps.com/resources>
- **Contact PostalOne!® Help Desk** at 800-522-9085 or postalone@usps.gov
- **Visit your local BMEU** <https://postalpro.usps.com/locators/find-bme>

Full-Service Certified Mail Service Providers (MSP) Information Sheet

*For more information,
visit ribbs.usps.gov.
Get started today to
take advantage of cost
savings and benefits
designed to help grow
your business*

Full-Service Certified Mail Service Providers (MSPs)

Mail Service Provider/Mail Owner	States Where Services Are Offered	MSP Point of Contact	Website/Email	Certification		Service-Level Offering					Mail Type Postcard (P), Letter (L), Flat (F) Mail Class	Destination Discounts
				Platinum	Standard	Print & Mail	List Mailer	Presort & Commingle	Presort & Comail	Copial or Consolidator		
Broadridge Mailing Services Kansas City MO	All	800-353-0103	broadridge.com	X		X	X	X	X		P, L, F First-Class	Origin
DST Mailing Services Hartford CT	All	800-353-0103	broadridge.com	X		X	X	X	X		P, L, F First-Class	Origin
Broadridge Customer Communications El Dorado Hills CA	All	800-353-0103	broadridge.com	X		x	X	X	X		P, L, F First-Class	Origin
AM Solutions Edgerton, WI	All	Robin Jenkins 800-410-6245	amsolutionswi.com		X	X	X	X	X	X	P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
American Mail & Insert Franklin, TN	All	Steve Adams 615-370-6005	ami-results.com		X	X	X				P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
ANRO, Inc. West Chester, PA	All	Carly Bauer 610-235-0288	anro.com		X	X	X				P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Becker Printing Beaumont, TX	TX	Joe Keller 409-833-8618	beckerprint.com		X	X					P, L, F First-Class Mkt Mail Periodicals	Origin
Blue Cross Blue Shield of TN Chattanooga, TN	TN	Jarita Norman 423-535-7826	jarita_norman@bcbst.com		X	X	X				P, L, F First-Class Mkt Mail	DSCF, DDU
Cactus Mailing Phoenix, AZ	All	Sales 866-443-1442	cactusmailing.com		X	X					P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
California State University Chico, CA	CA	Chris Mendoza 530-888-6361	csuchico.edu/prnt		X	X					P, L, F First-Class Mkt Mail	Origin
Caskey Group, LLC York, PA	All	Swiler Delp 800-864-2040	caskeygroup.com		X	X	X				P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Compu-Mail Grand Island, NY	All	Patrick Reagan 800-255-0670	compu-mail.com		X	X	X				P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Conduent, Inc. Plano, TX	TX, OR, KY	Jeffery Bowman 972-543-8021	jeffery.bowman@conduent.com		X	X	X	X	X	X	L, F First-Class, Mkt Mail	DDU, Origin
CSG Mail Services Omaha, NE	NE	David Gorham 850-402-6701	csgl.com		X	X	X			X	L First-Class	Origin
CSG Systems Inc. Crawfordville, FL	FL	David Gorham 850-402-6701	csgl.com		X	X	X			X	L First-Class	Origin
DJ Thompson Mailing Corp Bloomsburg, PA	All	Todd Brown 570-759-6690	thompsonmailing.com		X	X				X	P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
Darwill Hillside, IL	All	Mark Pageau 708-236-4962	darwill.com		X	X	X	X	X	X	P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Digital Lizard Las Vegas, NV	All	Bill Wieners 702.852.3300	digitallizard.com		X	X	X				P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Direct Mail Depot Piscataway, NJ	All	Mitch Goldklank 732-469-5900	directmaildepot.com		X	X	X	X	X	X	P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Direct Mail Impressions Boca Raton, FL	All	Scott Lillico 561-393-4722	maildmi.com		X	X	X	X	X		P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin

Full-Service Certified Mail Service Providers (MSPs)

Mail Service Provider/Mail Owner	States Where Services Are Offered	MSP Point of Contact	Website/Email	Certification		Service-Level Offering					Mail Type Postcard (P), Letter (L), Flat (F) Mail Class	Destination Discounts	
				Platinum	Standard	Print & Mail	List Mailer	Presort & Commingling	Presort & Commail	Copier or Consolidator			
Direct Mail Services Knoxville, TN	All	Steve Seward 865-584-6245	dimalltn.com		X	X	X	X	X			P, L, F First-Class Mkt Mail Periodicals	DSCF, Origin
DMS-Direct Mail Solutions Richmond VA	All	Stephanie Hoy 804-254-8300 X120	directmailolutions.com		X	X	X	X	X			P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, Origin
DMS Mail Management Baton Rouge, LA	LA, MS, AL, TX, FL, & AR	Jude Trahan 225-763-6245	dmemail.com		X	X	X	X	X			P, L, F First-Class Mkt Mail Periodicals	DSCF
Encompass Elements Lansdale, PA	PA, DE	Jennifer Grindia-Glorioso 267-953-2894	encompasslements.com		X	X						P, L, F First-Class Mkt Mail	None
Epsilon West Chicago, IL	All	Peggy Hansen 630-652-8297	epsilon.com		X	X		X		X		P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
FGS Janesville, WI	WI	James Pamello 630-375-8547	fgs.com		X	X	X	X		X		P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
FGS Fox Valley, IL	IL	James Pamello 630-375-8547	fgs.com		X	X	X	X		X		P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Fineline Indianapolis, IN	All	Lisa Young 877.334.7687	finelineprintinggroup.com		X	X	X					P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
FMI Direct Mail Philadelphia, PA	All	Erik Formica 215-464-0111	fmidm.com		X	X	X	X				P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Hatteras Press, Inc. Tinton Falls, NJ	All	Phil Roura 732-223-9888	hatteras.us		X	X		X	X	X		P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
Hederman Direct Jackson, MS	All	Terri Mascagni 601-853-7353	hederman.com		X	X						P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Impact Minneapolis, MN	All	Tim Johnson 612-521-8245	ImpactConnects.com		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, Origin
IWCO Direct Chanhassen, MN	All	Mike Ertel 952-474-0961	iwco.com		X	X	X		X			P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
IWCO Direct Little Falls, MN	All	Mike Ertel 952-474-0961	iwco.com		X	X	X		X			P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
IWCO Direct Hamburg, PA	All	Mike Ertel 952-474-0961	iwco.com		X	X	X		X			P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
Japs Olson St Louis Park, MN	MN	Nancy Dibb 952-912-1897	japsolson.com		X	X		X				P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
Jetson Specialty Marketing Services Kutztown, PA	All	Kelli Kilne 484-772-4005	jetsonmarketing.com		X	X	X	X	X	X		P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Kubra Data Transfer Edison, NJ	All	Braden Short 800.766.6616	kubra.com		X	X						P, L, F First-Class Mkt Mail	Origin
Kubra America West Los Angeles, CA	All	Braden Short 800.766.6616	kubra.com		X	X						P, L, F First-Class Mkt Mail	Origin
L & D Mailmasters, Inc. New Albany, IN	All	Sheree Byrd 612-981-7161	ldmailmasters.com		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Laser Print Plus Columbia, SC	All	Doug Delaney 803-695-7090	laserprintplus.com		X	X		X				P, L, F First-Class Mkt Mail	DSCF

Full-Service Certified Mail Service Providers (MSPs)

Mail Service Provider/Mail Owner	States Where Services Are Offered	MSP Point of Contact	Website/Email	Certification		Service-Level Offering					Mail Type Postcard (P), Letter (L), Flat (F) Mail Class	Destination Discounts	
				Platinum	Standard	Print & Mail	List Mailing	Presort & Commingling	Presort & Commail	Copier or Consolidator			
Las Vegas Color Graphics Las Vegas, NV	All	Karen Matera 702-617-9000	lasvegascolor.com		X	X	X					P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Lawler Direct Mail Philadelphia, PA	All	Rich Moyer 215-824-3290	lawlerdirect.com		X	X						P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF
Linkactiv Gauynabo, PR	PR	Carlos Marchi 787-841-0101 X4402	linkactiv.com		X	X		X				P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU
Mail Movers Salisbury, MD	All	Shawn Dykes 410-749-1885	mailmovers.net		X	X	X	X				P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Mail Presort Fort Worth, TX	TX, OK, LA	Scott Hays 817-626-9680	mailpresort.com		X			X	X			P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
Mallers Choice Nashville, TN	All	Terrl Hedges 615-883-0070	mallerschoice.com		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, Origin
Mailing Pros Inc. Huntington Beach, CA	All	Pedro Flores 714-892-7251	mailingprosinc.com		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Marketing Card Technology Darlen, IL	All	Diane Winter 630-985-7900 X108	mctechnology.com		X	X	X	X				P, L First-Class Mkt Mail	DNDC, DSCF, Origin
MWD-Midwest Direct Cleveland, OH	All	Mike Triplett 216-472-4911	mw-direct.com		X			X				L First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Modern Postcard Carlsbad, CA	All	Marc Ortiz 800.959.8365	modernpostcard.com		X	X						P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Momentum Mailing Systems Cedar Rapids, IA	All	Brian Bolton 319-393-5405	fishergroup.com		X	X	X	X	X	X		P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Offset Paperback Mfr, Inc. Wilkes-Barre, PA	All	Bob McGuire 570-802-1315	bob.mcguire@opm.com		X	X						P, L, F First-Class Mkt Mail	DNDC, Origin
On Demand Mailing Services, LLC Auburn Hills, MI	All	Mike Tinkles 888-954-8245	ondemandmailingservices.com		X			X	X			P, L First-Class Mkt Mail	DNDC, DSCF, Origin
Perinton Publishing Fairport, NY	All	Michael Libby 585-368-0550	perintonpublishing.com		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Phillips Printing Nashville, TN	All	John Hearn 615-227-5468	philprint.com		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Platinum Direct Dallas, TX	All	Bob Baldrige 469-574-2612	platinumdirect.com		X	X	X					P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
Plavidlan Marketing Vista, CA	All	Cody Campbell 866-630-2437	plavidlan.com		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Polaris Direct Hooksett, NH	All	Cindy Perkins 603-628-5800 X110	polarisdirect.net		X	X		X		X		P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Post Masters Ft Wayne, IN	IN	Todd Staszak 317-972-1000	postmastersmailing.com		X	X	X	X	X			P, L, F First-Class Mkt Mail Periodicals	DSCF, Origin
Precision Dialogue Direct Chicago, IL	ALL	Phillip Manade 773-237-2264	precisiondialogue.com		X	X	X	X	X	X		P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Progressive Printing Plymouth, MI	All	Ron Domka 734-459-2960	progressiveprint.com		X	X	X					P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU

Full-Service Certified Mail Service Providers (MSPs)

Mail Service Provider/Mail Owner	States Where Services Are Offered	MSP Point of Contact	Website/Email	Certification		Service-Level Offering					Mail Type Postcard (P), Letter (L), Flat (F) Mail Class	Destination Discounts	
				Platinum	Standard	Print & Mail	List Mailer	Presort & Commingle	Presort & Comail	Copial or Consolidator			
Publishers Press Lebanon Junction, KY	KY	Sandi Barber 800-214-1548	pubpress.com		X	X	X			X	X	P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
RR Donnelley Clinton, IL	All	Pamela Gaul 630-322-8132	rrd.com/MSP-RMS		X	X	X				X	P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
RRD Durham, NC	ALL	Steve C. Finzer 859-538-3011	rrd.com/MSP-CDP		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
RRD Lewisville, TX	ALL	Brandon Clark 301-862-4058	rrd.com/MSP-BCS		X	X	X				X	P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Rees Associates IA	All	Scott Lundstrom 615-243-2127	reesassociates.com		X	X	X	X	X	X	X	P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
RightWayMail.com Hamburg, NY	All	Steven L. Rost 800-449-0811	rightwaymail.com		X			X	X			P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Salem One, Inc. Greensboro, NC	All	Tracy Brooks 336-299-0800	salem-one.com		X	X	X	X				P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
SourceLink Greenville, SC	All	Client Service 864-233-2519	sourcelink.com		X	X	X				X	P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
SourceLink Madison, MS	All	Eddie Barnes 601-888-8700	sourcelink.com		X	X						P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, Origin
Southwest Publishing & Mailing Corp. Topeka, KS	All	Angie McAtee 785-380-8602	swpks.com		X	X		X			X	P, L, F First-Class Mkt Mail	DNDC, DSCF, Origin
Southwestern Stationery Oklahoma City, OK	OK	Don Miles 405-525-9411	southwestemok.com		X	X						P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, Origin
TC Delivers Jacksonville, FL	All	Bret Freeman 904-281-2604	tcdelivers.com		X	X	X	X	X			P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
The Masters Touch, LLC Spokane, WA	All	Jim Cote 800-301-1347	themasterstouch.com		X	X	X	X	X			P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
The Printer, Inc. Des Moines, IA	All	Jessica Hoffman 515-288-7241	the-printer.com		X	X						P, L, F First-Class, Mkt Mail	DNDC, DSCF, Origin
Think Patented Dayton, OH	All	David McNerny 937-353-2299	thinkpatented.com		X	X	X					P, L, F First-Class Mkt Mail	DNDC, DSCF, DDU, Origin
Tri-Win Mailing Dallas, TX	All	Sales 866-809-8998	tri-win.com		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
United Mail Ohio Cincinnati, OH	All	Anna Knue 513-242-5100	united-mail.com		X	X	X	X	X			P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
United Mail Louisville, KY	All	Chase Kirkwood 502-485-1400	united-mail.com		X	X	X	X	X			P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Universal Mailing Service Piscataway NJ	All	Jim Lombard 732-981-9100	umsmall.com		X	X					X	P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
We Do Mail, LLC Irvine, CA	All	Christy Mellon 949-680-4091	wedomail.net		X	X	X					P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, DDU, Origin
Wells Mailing Montgomery, AL	All	Warren Adams 334-286-4867	wellsmailing.com		X	X						P, L, F First-Class Mkt Mail Periodicals	DNDC, DSCF, Origin

Mark Sherbiuin

is Certified

by the

United States Postal Service

as having successfully completed

all requirements of the

Mail Design Professional

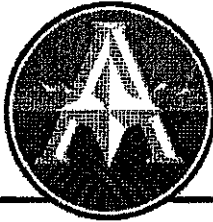
*This certification is valid for a period
not to exceed two (2) years.*

December 22, 2016



Paul F. Warrick
Manager, National Center for Employee Development
Norman, Oklahoma

USA FIRST-CLASS



ADAMS COUNTY
COLORADO

Adams County Finance Department
Purchasing Division
4430 S Adams County Parkway
Brighton, Colorado 80601

REQUEST FOR PROPOSAL
ADDENDUM ONE

Addendum One Issue Date: Friday, July 16, 2017
RFP Number: RFP-HE-2017-350
RFP Title: **PRINTING SERVICES-Tax Notices and Envelopes**
Proposal will be received until: Thursday, August 3, 2017, 4:00 pm (MST)
4430 South Adams County Parkway, Front Lobby
Brighton, CO 80601

Addendum One (1) is being issued to provided the questions and answers received for RFP 2017.350 and provide samples of the types of printing documents.

- Q1:** We are wondering if you have a sample of the notices, envelopes and return labels we can view?
R1: **Yes, See Attachment One following this page.**
- Q2:** And to clarify the return labels will be inserted into the envelope with the notice?
R2: **Yes, the return labels will be inserted into the envelope with the notice.**

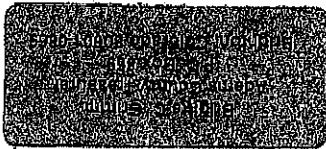
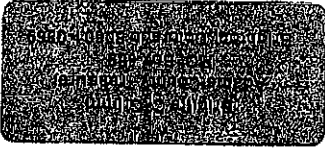
PRINT OR TYPE YOUR INFORMATION

Name of Contractor: _____ Fax: _____
Address: _____ City/State: _____ Zip: _____
Contact Person: _____ Title: _____ Phone: _____
Authorized Representative's Signature: _____ Phone: _____
Printed Name: _____ Title: _____ Date: _____
Email Address: _____

Thank you for using the attached self adhesive labels.
Please remember all payments routine appropriate for delivery

Peel off self-adhesive label and
place on envelope with
2nd half payment

Peel off self-adhesive label and
place on envelope with
1st half or Full payment

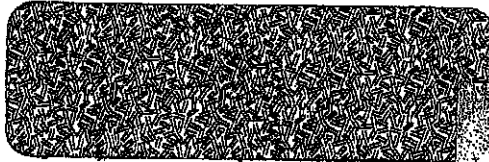




BRIGITTE GRIMM
ADAMS COUNTY TREASURER
4430 SOUTH ADAMS COUNTY PARKWAY, SUITE C2486
BRIGHTON, COLORADO 80601

Presorted First Class
U.S. Postage
PAID
The Master's Touch, LLC

TAX NOTICE



NMR
88681-8219

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BRIGHTER GRAIN
ADAMS COUNTY TREASURER
 400 WEST MAIN STREET, SUITE 2000
 DENVER, COLORADO 80202
 (303) 733-6100

THE TAXING PROCESS
 Assessor calculates valuations. Contact the Assessor at (303) 733-6100.
 Concerning bonds for tax and utility collection will vary.
 Treasurer collects tax payments due.

PAYMENT OPTIONS **Full Amount**
 February 28
 Payment Due
POSTPAYMENTS ARE ACCEPTED ON CURRENT YEAR TAXES.
 If the date for filing or tax payment falls on a Saturday, Sunday, or legal holiday, it shall
 be considered the first day of the next business day.

- PAYMENT OPTIONS**
- Online - www.adco.gov
 - Over the Phone - (303) 522-4900 Option #2
 - Mail - P.O. Box 828, Brighton, Colorado 80601
 - In Person - 400 West Main Street, Suite 2000, Denver, Colorado 80202
 - MoneyGram - at participating MoneyGram stores
- WE ACCEPT:**
- Cash
 - E-Check
 - All E-check payments (withholding) are FREE
 - Checks
 - A \$25.00 fee will be charged for all returned and insufficient fund checks
 - Credit - All Credit card payments are subject to a service fee of 2.5% of the total payment made or minimum of \$3.50



ADDITIONAL INFORMATION
 Tax bills are mailed to the property owner only at the most current address on file.
 If this property is covered under a building flag, keep this notice for your records.
 City and/or bill payments will be imposed, and you will be responsible for payment.
 Failure to receive a tax notice does not relieve the owner's responsibility to a liability of
 payments are available online at www.adco.gov
 Your mail should not be sent with cash or credit funds.
 at-risk?

**IF YOU WANT TO MAKE A CHANGE IN YOUR MAILING ADDRESS, PLEASE COMPLETE THE ADDRESS FORM,
 SIGN YOUR NAME, AND RETURN TO TREASURER'S OFFICE.**

NEW ADDRESS _____
 CITY _____ STATE _____ ZIP _____
 DISTRICT _____ RETURN WITH YOUR PAYMENT
 TELEPHONE NO. _____

By signing this form, I understand that all Adams Sections of Value, Notice of Delinquency (in case of a parcel for which, and
 Property Tax Notice, as well as any other notices being sent from Adams County, will be sent to the address shown above.

**IF YOU WISH TO MAKE A CHANGE IN YOUR MAILING ADDRESS, PLEASE COMPLETE THE ADDRESS FORM,
 SIGN YOUR NAME, AND RETURN TO TREASURER'S OFFICE.**

NEW ADDRESS _____
 CITY _____ STATE _____ ZIP _____
 DISTRICT _____ RETURN WITH YOUR PAYMENT
 TELEPHONE NO. _____

By signing this form, I understand that all Adams Sections of Value, Notice of Delinquency (in case of a parcel for which, and
 Property Tax Notice, as well as any other notices being sent from Adams County, will be sent to the address shown above.



Do you have a mortgage?
 Please advise your mortgage company to verify that they are paying your taxes.
 Mortgage companies will contact the lender to check for payment delinquency on
 accounts for which they are responsible.

The Delinquent Tax Process:
 Collector deducts interest on current year taxes until after due date as listed in
 the table below:

Required Date of Payment	Half Year Option	June 15	April 30
Month Paid	1st Installment	2nd Installment	Full Tax Order
March	7%	7%	7%
April	2%	7%	7%
May	2%	7%	7%
June 1-15	4%	7%	7%
June 16-30	4%	7%	7%
July	5%	7%	7%
August	5%	7%	7%
September	7%	7%	7%
October	7%	7%	7%
November	7%	7%	7%
December	7%	7%	7%

* Total taxes less than \$25.00 must be paid using the Full Tax Option.
 Advertising, additional fees, and other legal charges should be added after June 15.
Final Payment dates to avoid penalties:
 August 31 - Single Homes and Business Personal Property
 September 15 - Full Estate
 As of October 1, all delinquent Business Personal Property and Mobile Homes
 become subject to interest, seizure and sale.
 Unpaid legal claims and mobile home taxes will be sold at a tax lien sale in
 November.

ATTENTION MOBILE HOME OWNERS:
 property may be removed without a valid permit or permit tax receipt and
 a transfer fee will be levied for the permit from the county Treasurer's office.
 Violators shall be prosecuted.

Change of Address

Change of Address



Adams County Finance Department
Purchasing Division
4430 S Adams County Parkway
Brighton, Colorado 80601

**REQUEST FOR PROPOSAL
CONTRACTOR'S CERTIFICATION
OF COMPLIANCE**

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et. seq.*, as amended 5/13/08, as a prerequisite to entering into a Agreement for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or Agreement with an illegal alien who will perform work under the attached Agreement for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et. seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached Agreement for services.

The Master's Touch, LLC
Contractor Name

Veniamin Artemov
Printed or Typed Name

Veniamin Artemov
Signature

VP of IS
Title

08/1/17
Date

Note: Registration for the E-Verify Program can be completed at: <https://www.vis-dhs.com/employerregistration>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering.