



COMMONWEALTH OF VIRGINIA

## County of Henrico

RFP No. 23-2513-3EMF

DEPARTMENT OF FINANCE  
Oscar Knott, CPP, CPPO, VCO  
Purchasing Director

July 13, 2023

### Request for Proposal ("RFP")

### Printing and Mailing Services for the Department of Public Utilities

Your firm is invited to submit a proposal to provide printing and mailing services for the Department of Public Utilities in accordance with the enclosed Specifications and General Terms and Conditions. Pursuant to Section 2.2-4304 of the Code of Virginia, this procurement is a cooperative procurement being conducted on behalf of Henrico County and other public bodies.

Your firm's proposal submittal, **consisting of one (1) complete electronic copy and one (1) redacted electronic copy (if applicable) in a "pdf" format**, will be received no later than **August 17, 2023, at 2:00 p.m.** by submission through the Commonwealth of Virginia's electronic procurement platform [eVA](#).

Time is of the essence, and any offeror that attempts to submit a proposal after the appointed hour for submission, will be unable to, because eVA automatically closes the solicitation at the appointed time. The time of receipt shall be determined by the time clock in eVA. Offerors are responsible for ensuring that their proposals are submitted in eVA by the deadline indicated.

Nothing herein is intended to exclude any responsible offeror or in any way restrain or restrict competition. On the contrary, all responsible offerors are encouraged to submit proposals. The County of Henrico reserves the right to accept or reject any or all proposals submitted.

**Pursuant to Henrico County Code Section 16-43, the award will be made by the Purchasing Director**

This RFP and any addenda are available on the County of Henrico website at: <http://henrico.us/finance/divisions/purchasing>, and on eVA at <https://eva.virginia.gov/>.

Should you have any questions concerning this RFP, please contact Eileen M. Falcone at [fal51@henrico.us](mailto:fal51@henrico.us) by no later than **noon on July 27, 2023**

Very truly yours,

**Eileen M. Falcone, CPPB**  
**Assistant Division Director**

**I. INTRODUCTION**

**A. Purpose**

The intent and purpose of this Request for Proposals (RFP) is to establish an annual contract for Printing and Mailing services for the County of Henrico, Virginia – Department of Public Utilities (DPU). Offerors are encouraged to submit the most comprehensive proposal possible offering the highest quality of service while providing opportunities for improving the County’s current processes.

**B. Background**

Henrico County is the sixth largest locality by population in the Commonwealth of Virginia and is located in the metropolitan Richmond area. It features a land area of 244 square miles and consists of both highly developed urban and suburban areas, and undeveloped agricultural and forested land. Henrico’s population stands at approximately 339,191. DPU is located at the Administration Annex building at 4305 E. Parham Road, Henrico Virginia 23228.

In accordance with the County Code §23-195, DPU issued approximately 1,000,000 water and sewer bills, past due notices and final notices on a bi-monthly basis using Customer Information & Billing Software (CIS Infinity) for the County. The bills are printed and mailed daily. Listed below is a schedule of the types of mailings, the time period of mailings, and the amount mailed in 2022.

<b>Bill Type</b>	<b>Frequency</b>	<b>No. of Inserts</b>	<b>Avg Count per Frequency</b>	<b>Timeframe to be mailed</b>	<b>No. of Pages</b>
Regular Bills	Daily	Up to 4	2,500	24 hours after receipt of file	multiple
Past Due Notices, Final Bills	Twice a week	1	1,600	24 hours after receipt of file	multiple

The County had a contract with Info Send that has expired. Below is information on dollars spent during the time frame listed.

<b><u>Department of Public Utilities</u></b>	
<b><u>Time Period</u></b>	<b><u>Total spent</u></b>
October 2020 to June 2021	\$291,254.98
July 2021 to June 2022	\$398,120.32
July 2022 to December 2022	\$275,461.85

## II. SCOPE OF SERVICES

The Successful Offeror shall provide all labor, materials, equipment, and supervision necessary to provide the following services during the term of the contract awarded pursuant to this RFP.

### A. General Requirements

The Successful Offeror shall provide the following minimum general requirements:

1. Provide customer support to County staff during its regular business hours of Monday through Friday from 8:00 A.M. to 4:30 P.M. Eastern Standard Time.
2. Provide an account representative for daily communication for the printing and mailing process. The account representative shall perform routing support work such as canceling an uploaded file or pulling a printed document before it is mailed.
3. Operate under SSAE18 standards with a SOC 2 Type II report.
4. Provide a web-based interface to track the status of job types, view reports, upload and view test files, etc. This shall be a secure site using a supported browser such as Chrome with access up to 10 users.
5. Provide climate controlled environment to store all printing and mailing materials during the term of the contract.
6. Have an annual review period for DPU to assess all print source documents for changes and updates.
7. The Successful Offeror shall provide a secure location to perform all work under the contract. The location shall provide continuous security and supervision.
8. The Successful Offeror shall have a disaster recovery plan, including off-site facilities that would be utilized in the event of a disaster.
9. Have a quality control program in place.
10. Purchase and maintain all printing and mailing materials including paper and envelope stock.

### B. Printing Services Requirements

The Successful Offeror shall provide the following minimum print service requirements:

1. Utility Documents (see samples in **Attachment I**)
  - a. Regular and ACH Utility Bills - 2,500 daily (multi page invoice format - 2 to 4 pages)
  - b. Past Due Notices – 3,100 per week (multi page invoice format - 2 pages)
  - c. Final Notices – 100 per week (multipage letter 2 pages)
2. Print Specifications
  - a. Black and white
  - b. Portrait

- c. Standard – 8.5 x 11, bottom perforation – bottom fold solution; mailing address left-hand side
  - d. Printing simplex - Duplex, back-side is a combination variable and static verbiage
  - e. Invoice and Letter backer verbiage be sent to Successful Offeror as a template and provided by DPU
3. Font Type and Size
    - a. Specific areas will be bolded and/or italicized
    - b. All URL fields will be underlined
    - c. Capitalization will be dependent on DPU’s needs
    - d. Recommended font Arial – Sizes 9 - 12
  4. Envelopes
    - a. The remittance return address is static address Utility Bills uses the 90799 Box Number and zip.
  5. Provide printing services for the County’s daily utility bills, other associated mailings for DPU, and other departments as deemed appropriate by the County. (Other departments may want inserts included in the mailings for special events.)
    - a. There may be up to 6 other inserts included with Utility Bills.
    - b. Universal inserts need to be supported by the Successful Offeror.
    - c. Successful Offer may be required to create inserts or DPU may provide inserts.
  6. Provide data using electronic file transmission or another electronic medium as mutually agreed upon by DPU and the Successful Offeror.
  7. Accept electronic print files, which may be in .txt, .csv, or PDF format. These files can be text or image based.
  8. Electronic data transmissions must comply with industry standards to protect and secure the data transmission and to County specifications.
  9. Provide real time file transmission status notifications of failed and successful file transmissions.
  10. Print bills, notifications and other mailings within required timelines, unless another date is mutually agreed upon by DPU and the Successful Offeror as identified in the table in Section II Background. above, after receipt of approved electronic file.
  11. Provide quality control inspection of all printing to ensure there are no damaged forms or issues with the printing ink including fading, smudges, spots, etc. Reprinting due to poor quality will be reprinted by the Successful Offeror at no cost to DPU and must be mailed the same day or as agreed to by DPU.
  12. Have the ability to print Optical Character Recognition (OCR) barcode or other indicator on bills to segregate by account where single page and multiple bills are intermingled.

Optical Character Recognition (OCR)

- a. Utility Bills- Start 5/16” from the bottom edge, Start 4.5” from the left edge, Mod-10 Weighted 1212

- b. Utilities Account Number – 15 characters, Amount Due – 9 characters, Check Digit – 1 character Mod-10 Weighted 1212, Total – 25 characters, Font – OCRA (Font style AOA) Size 10
  - c. EBP DATA PROCESSING IINDICSTORS
  - d. Account Number [BHD-3] and [ BHD-4] Customer Number should be L’7-L’8.
  - e. ACH Direct Payment: [BHD-11] =’Y’
  - f. Title needs to be added ‘DIRECT PAYMENT’ in the same title location as Late and Final Notices.
  - g. In the Amount Due box found on remit coupon, replace [BHD-8] with ‘DO NOT PAY – DIRECT PAYMENT’.
  - h. Coupon-below the header boxes displays “Your Bank Account will be Debited on [BHD-12].”
  - i. No Return envelope for ACH DIRECT PAYMENT
13. Print scan line and/or Intelligent Mail Barcodes (IMBs) or industry’s best practice to ensure an efficient rendering process.
  14. Provide ink colors as requested by DPU for inserts.
  15. Provide appropriate weight, color, size and type of paper required by DPU for each job, including perforated paper.
  16. Shall be able to print supplemental messages, codes, and other information on the bills, notices, and envelopes at the request of DPU.
  17. Provide DPU .pdf images of bills and notices generated in a billing cycle.
  18. Have the capability to suppress the printing of bills based on defined business rules or on ad-hoc basis at the County’s request.
  19. Must be capable of creating, printing and/or receiving inserts or other notices to be included with regular mailings.
  20. Must configure the customer remittance stub to work with the remittance processing equipment and software used to process incoming lockbox payments. The current lockbox contract is with Wells Fargo. See example bill for dimensions.
  21. Shall provide DPU staff access to track printing progress electronically.
  22. Must distinguish bill images identified as E-Bill Only and images that will be printed and mailed and batched accordingly. The E-Bill indicator is contained within a specific field in the .txt file transmitted to the print vendor. These must be suppressed from mailing but still created into a bill image that is sent back to the utility for online bill presentment. The County has contracted with Paymentus to present E-Bills to customers who have signed up for this service.
  23. Provide a customizable PDF Index data file for utilities that contains the following **(Attachment G)**
    - a. File name of each .pdf contained in the .zip folder
    - b. Amount Due associated with the .pdf filename
    - c. Due date associated with the .pdf file name

- d. Account number associated with each .pdf file name
24. Must provide a method by which DPU can make content changes to the front or back of bills and notices within 3-5 business days. Examples of these would be a specified area of the bill such as the bill message box or the text that prints on the back of every bill (fee amounts, address, website specifications. in accordance with executive or legislative changes or requests.

C. Mailing Services

The Successful Offeror shall provide the following minimum mailing service requirements:

1. Rendering – Mail Preparation  
Tri-fold Custom # 10 with preprinted indicia – 1 to 7 pages
2. Mailing
  - a. first class, pre-sort
  - b. REMIT ADDRESS IMB Barcode Requirements:  
00050106837[CounterL'9]23228079999
3. Provide mailing services to include inserting, sealing, metering and mailing County bills, past due notifications and supplemental billings, and or other associated mailings for the DPU and other departments as deemed appropriate by the County.
4. Postage will be paid for the County on monthly invoices that are itemized by job.
5. Use certified postal software to qualify mail at the lowest rate including, but not limited to, pre-sort using zip+4 address assignment and provide enhanced address labeling and IMB barcodes to obtain the lowest possible postage rate. DPU billings are mailed via USPS First Class.
6. A process to verify, standardize, and notify DPU electronically, of addresses needing to be updated and correct the addresses submitted to DPU to include the following:
  - a. Coding Accuracy Support System (CASS) certified address standardization
  - b. Presort Accuracy Validation & Evaluation (PAVE) for address hygiene
  - c. National Change of Address (NCOA) processing
  - d. Any additional address scrubbing, proofing and corrections
7. Mail bills and notices within the required timelines identified in the table in Section II. Background.
8. Meet or exceed postal standards for processing mail pieces, included but not limited to NCOA listing.
9. Produce and deliver mail within 24 hours of printing to the United States Postal Service (USPS).
10. Must use USPS full-service Intelligent Mail Barcode (IMB) and Seamless Acceptance.

11. Provide proof of delivery to the USPS as requested.
12. Provide a method by which DPU staff can request specific bills be pulled from the mailing process (for cases where a bill should not actually go out) within a mutually agreeable time frame.
13. Provide intelligent inserting, not manual process.
14. Mail documents in batches as required by County.
15. Fold, stuff and insert documents specific to the mailings.

D. Reporting Services

The Successful Offeror shall provide the following minimum reporting services:

1. Continuous analytics on return mail and offer DPU recommended improvements.
2. Provide daily production confirmation reports that contain the following details at minimum:
  - a. Number of bills received for processing.
  - b. Number of bills printed.
  - c. Number of suppressions,
  - d. Postage presort breakdown including actual rates,
  - e. Inserts used and inserts counts
3. Provide daily reconciliation reports listing the total number of actions. (i.e. approved, cancelled, hold etc.)
4. Monthly exception report showing the number of approved bills cancelled bills at a minimum.
5. Provide reporting options available and the delivery method, such as control logs, status reports, turnaround time, geographical reports, etc.
6. Provide accounting and postal reports to include but not limited to comparison of total bill count printed and mailed to electronic file count.
7. An electronic NCOA update report that includes at minimum the customer's name, previous address, and updated address.

E. Technical Requirements

The Successful Offeror shall provide the following minimum technical requirements:

1. Process bills daily Monday through Friday.
2. Receive the files via FTP/SFTP daily by 12:00 p.m. Eastern Standard Time unless an automated process or application programming interface (API) is available. The County is using Advanced Utility Systems "CIS Infinity" Customer Information & Billing Software (CIS) version 3.1, build 3.1.26a\_HN.

3. Process input bills, past due notices, and final notices files that are in PDF, TXT, CSV, or EBP file format.
4. Provide notifications via Email for EBP, PDF, TXT or CSV files received (in-bound) and process into billing documents for printing/mailing (out-bound) within 1 hour of receipt of the data files.
5. Provide file error handling process with email notifications with immediate notification of any errors found in the EBP, PDF, TXT or CSV billing file with the 15 digit account number, customer name and or amount due.
6. Have the ability for DPU to resend a file with the identified error removed the same day for same day processing SLA's
7. Create multi page bills, past due notices, final notices by extracting data from an EBP file, PDF document or notice document text files.
8. Create document image pdfs for multi-page bills, past due notices, final notices from the documents created from the EBP file data.
9. The proposed solution shall have the ability to perform PDF or Flat file Data processing decision making. Example: Page counting/sorting, direct payment indicator - no return envelope, bill amount high limit.
10. Each document image pdf shall be given a unique name identifier. The pdf name should include account number, customer number, bill number, current date time (yyyymmddhhmm), and unique value.pdf).
11. Zip individual multi-page document pdf images in a file for each document type (multi page bills, past due notices and final notices).
12. Create a daily index file for document images of each document type. Index image file requirements attached **Attachment G**. The index file must be in a .csv file format.
13. Provide a daily secure process to send the index files and document image pdfs to DPU.

### **III. COUNTY RESPONSIBILITIES**

The County will designate an individual to act as the County's representative with respect to the work to be performed under this contract. Such individual shall have the authority to transmit instructions, receive information, and interpret and define the County's policies and decisions with respect to the contract.



**IV. ANTICIPATED PROCUREMENT SCHEDULE**

The following represents the timeline of the process currently anticipated by the County:

Request for Proposal Distributed	July 13, 2023
Questions Due	July 27, 2023
Receive Written Proposals	August 17, 2023; 2:00 p.m.
Conduct Oral Interviews with Offerors	August/September 2023
Negotiations Completed	September/October, 2023
Award Contract	October, 2023
Services Begin	October, 2023

**V. GENERAL CONTRACT TERMS AND CONDITIONS**

**A. Annual Appropriations**

The contract resulting from this procurement (“Contract”) shall be subject to annual appropriations by the Henrico County Board of Supervisors. Should the Board fail to appropriate funds for this Contract, the Contract shall be terminated when existing funds are exhausted. The Successful Offeror (“Successful Offeror” or “Contractor”) shall not be entitled to seek redress from the County or its elected officials, officers, agents, employees, or volunteers should the Board of Supervisors fail to make annual appropriations for the Contract.

**B. Award of the Contract**

1. The County reserves the right to reject any or all proposals and to waive any informalities.
2. The Successful Offeror must, within fifteen (15) calendar days after Contract documents are presented for signature, execute and deliver to the Purchasing office the Contract documents and any other forms or bonds required by the RFP.
3. The Contract resulting from this RFP is not assignable
4. Notice of award or intent to award may also appear on the Purchasing Office website: <http://henrico.us/finance/divisions/purchasing/>.

**C. Collusion**

By submitting a proposal in response to this Request for Proposal, each Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person, Offeror or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. § 1 et seq.) or Section 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

**D. Compensation**

The Successful Offeror must submit a complete itemized invoice for services that are performed under the Contract. The County shall pay the Successful Offeror for satisfactory compliance with the Contract within forty-five (45) days after receipt of a proper invoice.

**E. Controlling Law and Venue**

The Contract will be made, entered into, and shall be performed in the County and shall be governed by the applicable laws of the Commonwealth of Virginia without regard to its conflicts of law principles. Any dispute arising out of the Contract, its interpretations, or its performance

shall be litigated only in the Henrico County General District Court or the Circuit Court of the County of Henrico, Virginia.

F. Termination by County

1. The County may terminate the Contract for cause or for convenience.
2. Termination for Cause
  - a. If the Successful Offeror fails to perform the Contract, in whole or in part, the County shall give the Successful Offeror written notice of the default and the opportunity to cure it by a stated deadline.
  - b. If the Successful Offeror fails to cure its default by the deadline, then the County may terminate the contract, in whole or in part, by providing written notice of termination to the Successful Offeror. The notice of termination shall state the effective date of termination. A partial termination shall set forth the nature and scope of the termination.
  - c. Unless the notice of termination states otherwise, the Successful Offeror shall stop performing the Contract when it receives the notice of termination.
  - d. An equitable adjustment in the Contract price shall be made for unpaid services satisfactorily rendered and goods satisfactorily delivered before the date the Successful Offeror receives the notice of termination minus the County's cost to complete the Successful Offeror's work. The Successful Offeror shall not be entitled to payment for services rendered or goods delivered after the date the Successful Offeror receives the notice of termination or for reimbursement of any cost the Successful Offeror incurs after the date the Successful Offeror receives the notice of termination. If the County's cost to complete the Successful Offeror's work exceeds the unpaid balance due to the Successful Offeror, the County will not owe the Successful Offeror any money; instead, the Successful Offeror shall pay to the County the difference between the unpaid balance due and the County's cost to complete the work.
  - e. Unless the parties expressly agree in writing otherwise, the County may transmit notices of default and termination for cause by email, USPS First-Class Mail®, or courier or overnight delivery service. The Successful Offeror shall be deemed to be in receipt of any notice emailed on the day the County sends it. The Successful Offeror shall be deemed to be in receipt of any notice the County sends by USPS First-Class Mail® three business days after the date shown in the postmark. The Successful Offeror shall be deemed to be in receipt of any notice the County sends by courier or overnight delivery service on the date of delivery as confirmed by the courier or overnight delivery service.
  - f. If the Successful Offeror receives two notices of default, the County shall not be obligated to give the Successful Offeror the opportunity to cure any subsequent defaults but may terminate the contract in accordance with this section.
    - g. If it is determined that the Successful Offeror knowingly made a false certification in violation of the Responsible Offeror Certification section of this RFP, the County may terminate the contract for cause. In terminating the contract for this cause, the County shall not be obligated to give the Successful Offeror the opportunity to cure.
  - h. If any act or omission of the Successful Offeror (including the Successful Offeror's employees, agents, subcontractors, and assigns) arising out of the performance of the contract causes any person to suffer bodily injury that involves substantial risk of death, extreme physical pain, protracted and obvious disfigurement, or protracted loss

or impairment of the function of a bodily member, organ, or mental faculty, then the County shall not be obligated to give the Successful Offeror the opportunity to cure its default but may terminate the contract in accordance with this section.

- i. Any remedies this section affords to the County are non-exclusive, and the County may enforce any remedy available at law or in equity in connection with any default of the Successful Offeror. Termination of the Contract for cause does not relieve the Successful Offeror of liability for damages the County sustains because of the Successful Offeror's breach.
3. Termination for Convenience
- a. The County may terminate the Contract, in whole or in part, whenever the Purchasing Director determines that such termination is in the County's best interest.
  - b. The County must give the Successful Offeror written notice of a termination for convenience. The notice must specify the extent to which the Contract is terminated and the effective termination date. The effective termination date shall be at least seven calendar days after the date the County issues the notice of termination for convenience.
  - c. An equitable adjustment in the Contract price shall be made for unpaid services satisfactorily rendered and goods satisfactorily delivered before the date the Successful Offeror receives the notice of termination. The Successful Offeror shall not be entitled to payment for services rendered or goods delivered after the date the Successful Offeror receives the notice of termination, and the Successful Offeror shall not be entitled to payment for any costs it incurs after the date it receives the notice of termination.
  - d. Unless the County's notice specifies otherwise, the Successful Offeror must stop work on the date it receives the notice of termination.
  - e. Unless the parties expressly agree otherwise, the County may transmit notices of termination for convenience by email, USPS First-Class Mail®, or courier or overnight delivery service. The Successful Offeror shall be deemed to be in receipt of any notice emailed on the day the County sends it. The Successful Offeror shall be deemed to be in receipt of any notice sent by USPS First-Class Mail® three business days after the date shown in the postmark. The Successful Offeror shall be deemed to be in receipt of any notice the County sends by courier or overnight delivery service on the date of delivery as confirmed by the courier or overnight delivery service.

G. Drug-Free Workplace to be Maintained by the Contractor (VA. Code §2.2-4312)

1. During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
2. For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with the Virginia Public Procurement Act, the employees of whom are prohibited from

engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

H. Employment Discrimination by Contractor Prohibited

1. Contractor certifies to the County of Henrico, Virginia that it will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the Virginia Public Procurement Act. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, § 2.2-4343.1E). During the performance of this Contract, the Contractor agrees as follows (Va. Code § 2.2-4311):
  - a) The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - b) The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
  - c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
2. The Contractor will include the provisions of the foregoing subparagraphs (a), (b), and (c) in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

I. Employment of Unauthorized Aliens Prohibited

As required by Virginia Code §2.2-4311.1, the Contractor does not, and shall not during the performance of this agreement, in the County of Henrico, Virginia knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.

J. Ethics in Public Contracting

Contractor certifies that its proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with its proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything

of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

K. Antitrust

By entering into a contract, the Successful Offeror conveys, sells, assigns, and transfers to the County of Henrico, Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular services purchased or acquired by the County under the contract.

L. Testing and Inspection

The County reserves the right to conduct any test/inspection it may deem advisable to assure services conform to the specifications.

M. Assignment of Contract

A contract shall not be assignable by the Successful Offeror in whole or in part without the written consent of the County

N. Indemnification

The Successful Offeror agrees to indemnify, defend, and hold harmless the County (including Henrico County Public Schools), and the County's officers, agents, and employees ("Indemnified Parties") from any damages, liabilities, and costs, including attorneys' fees, arising from any claims, demands, actions, or proceedings made or brought against one or more of the Indemnified Parties by any person, including any employee of the Successful Offeror, related to the provision of any services, the failure to provide any services, or the use of any services or materials furnished (or made available) by the Successful Offeror, provided that such liability is not attributable to the sole negligence of the County.

O. Insurance Requirements

The Successful Offeror shall maintain insurance to protect itself and the County and the County's elected officials, officers, agents, volunteers and employees from claims under the Workers' Compensation Act, and from any other claim for damages for personal injury, including death, and for damages to property which may arise from the provision of services under the Contract, whether such services are provided by the Successful Offeror or by any subcontractor or anyone directly employed by either of them. Such insurance shall conform to the Insurance Specifications. (**Attachment E**).

P. No Discrimination against Faith-Based Organizations

The County does not discriminate against faith-based organizations as that term is defined in Va. Code § 2.2-4343.1.

Q. Offeror's Performance

1. The Successful Offeror agrees and covenants that its agents and employees shall comply with all County, state and federal laws, rules and regulations applicable to the business to be conducted under the Contract.

2. The Successful Offeror shall ensure that its employees shall observe and exercise all necessary caution and discretion so as to avoid injury to person or damage to property of any and all kinds.
3. The Successful Offeror shall cooperate with County officials in performing the Contract work so that interference with the County's normal operations will be minimized.
4. The Successful Offeror shall be an independent contractor and shall not be an employee of the County.

R. Ownership of Deliverable and Related Products

1. The County shall have all rights, title, and interest in or to all specified or unspecified interim and final products, work plans, project reports and/or presentations, data, documentation, computer programs and/or applications, and documentation developed or generated during the completion of this project, including, without limitation, unlimited rights to use, duplicate, modify, or disclose any part thereof, in any manner and for any purpose, and the right to permit or prohibit any other person, including the Successful Offeror, from doing so. To the extent that the Successful Offeror may be deemed at any time to have any of the foregoing rights, the Successful Offeror agrees to irrevocably assign and does hereby irrevocably assign such rights to the County.
2. The Successful Offeror is expressly prohibited from receiving additional payments or profit from the items referred to in this paragraph, other than that which is provided for in the general terms and conditions of the Contract.
3. This shall not preclude Offerors from submitting proposals, which may include innovative ownership approaches, in the best interest of the County.

S. Record Retention and Audits

1. The Successful Offeror shall retain, during the performance of the Contract and for a period of five years from the completion of the Contract, all records pertaining to the Successful Offeror's proposal and any Contract awarded pursuant to this Request for Proposal. Such records shall include but not be limited to all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices, including the Successful Offeror's copies of periodic estimates for partial payment; ledgers, cancelled checks; deposit slips; bank statements; journals; Contract amendments and change orders; insurance documents; payroll documents; timesheets; memoranda; and correspondence. Such records shall be available to the County on demand and without advance notice during the Successful Offeror's normal working hours.
2. County personnel may perform in-progress and post-audits of the Successful Offeror's records as a result of a Contract awarded pursuant to this Request for Proposals. Files would be available on demand and without notice during normal working hours.

T. Severability

Each paragraph and provision of the Contract is severable from the entire agreement and if any provision is declared invalid the remaining provisions shall nevertheless remain in effect.

U. Minority-, Woman-, Service Disabled Veteran-Owned, Small Businesses and Employment Services Organizations

It is the policy of the County to actively seek out and provide contracting opportunities to minority-, woman-, service disabled veteran-owned, small businesses and employment services organizations in procurement transactions made by the County.

The County strongly encourages all suppliers to respond to Invitations for Bids and Request for Proposals and supports the use of minority-, woman-, service disabled veteran-owned, small businesses and employment services organizations for sub-contracting opportunities.

All formal solicitations are posted on the Commonwealth of Virginia eVA and the County's internet site at <http://henrico.us/finance/divisions/purchasing/> and may be viewed under the Bids and Proposals link. Construction related solicitations are located on eVA and County internet sites and on ProcureWare at <https://henrico.procureware.com/home>.

V. Subcontracts

No portion of the work shall be subcontracted without prior written consent of the County. In the event that the Successful Offeror desires to subcontract some part of the work specified in the contract, the Successful Offeror shall furnish the County the names, qualifications, and experience of the proposed subcontractors. The Successful Offeror shall, however, remain fully liable and responsible for the work to be done by his/her subcontractor(s) and shall assure compliance with all the requirements of the Contract.

W. Taxes

1. The Successful Offeror shall pay all County, state, and federal taxes required by law and resulting from the work or traceable thereto, under whatever name levied. Such taxes shall not be in addition to the Contract price between the County and the Successful Offeror because the taxes shall be solely an obligation of the Successful Offeror and not the County, the County shall be held harmless for same by the Successful Offeror.
2. The County is exempt from the payment of federal excise taxes and the payment of state sales and use tax on all tangible, personal property for its use or consumption. Tax exemption certificates will be furnished upon request.

X. Reserved

Y. County License Requirement

If a business is located in the County, it is unlawful to conduct or engage in the business without obtaining a business license. If your business is located in the County, include a copy of your current business license with your proposal submission. If your business is not located in the County, include a copy of your current business license with your proposal submission. If you have any questions, contact the Business Section, Department of Finance, County of Henrico, telephone (804) 501-4310.

Z. Environmental Management

The Successful Offeror must comply with all applicable federal, state, and local environmental regulations. The Successful Offeror is required to abide by the County's Environmental Policy Statement: [http://henrico.us/pdfs/risk/env\\_policy.pdf](http://henrico.us/pdfs/risk/env_policy.pdf) which emphasizes environmental compliance, pollution prevention, continual improvement, and conservation. Employees of the Successful Offeror must be properly trained and have any

necessary certifications to carry out environmental responsibilities. The Successful Offeror must immediately communicate any environmental concerns or incidents to the assigned County Project Manager and the County Risk Manager.

AA. Safety

1. The Successful Offeror shall comply with and ensure that the Successful Offeror's personnel comply with all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Virginia Occupational Safety and Health Administration for the industry. The provisions of all rules and regulations governing safety as adopted by the Safety and Health Codes Board of the Commonwealth of Virginia and issued by the Department of Labor and Industry under Title 40.1 of the Code of Virginia shall apply to all work under the Contract. The Successful Offeror shall provide or cause to be provided all technical expertise, qualified personnel, equipment, tools and material to safely accomplish the work specified and performed by the Successful Offeror.
2. Each job site must have a supervisor who is competent, qualified, or authorized on the worksite, who is familiar with policies, regulations and standards applicable to the work being performed. The supervisor must be capable of identifying existing and predictable hazards in the surroundings or working conditions which are hazardous or dangerous to employees or the public, and is capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the Successful Offeror's personnel from the work site.
3. In the event the County determines any operations of the Successful Offeror to be hazardous, the Successful Offeror must immediately discontinue such operations upon receipt of either written or oral notice by the County to discontinue such practice.

BB. Authorization to Transact Business in the Commonwealth

1. A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership or other business form must be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law.
2. An Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia must include in its proposal the identification number issued to it by the State Corporation Commission (Attachment C). Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law must include in its proposal a statement describing why the Offeror is not required to be so authorized.
3. An Offeror described in subsection 2 that fails to provide the required information shall not receive an award unless a written waiver is granted by the Purchasing Director, his designee, or the County Manager.



4. Any falsification or misrepresentation contained in the statement submitted by the Offeror pursuant to Title 13.1 or Title 50 of the Code of Virginia may be cause for debarment by the County.
5. Any business entity described in subsection 1 that enters into a contract with a public body must not allow its existence to lapse or allow its certificate of authority or registration to transact business in the Commonwealth if so required by Title 13.1 or Title 50 of the Code of Virginia to be revoked or cancelled at any time during the term of the contract.

CC. Payment Clauses Required by Va. Code §2.2-4354

Pursuant to Virginia Code § 2.2-4354:

1. The Successful Offeror shall take one of the two following actions within seven days after receipt of amounts paid to the Successful Offeror by the County for all or portions of the goods and/or services provided by a subcontractor: (a) pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under that contract; or (b) notify the County and subcontractor, in writing, of the Successful Offeror's intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.
2. The Successful Offeror that is a proprietor, partnership, or corporation shall provide its federal employer identification number to the County. Pursuant to Virginia Code § 2.2-4354, the Successful Offeror who is an individual contractor shall provide his/her social security numbers to the County.
3. The Successful Offeror shall pay interest to its subcontractors on all amounts owed by the Successful Offeror that remain unpaid after seven days following receipt by the Successful Offeror of payment from the County for all or portions of goods and/or services performed by the subcontractors, except for amounts withheld as allowed in Subparagraph 1. above.
4. Unless otherwise provided under the terms of the Contract interest shall accrue at the rate of one percent per month.
5. The Successful Offeror shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.
6. The Successful Offeror's obligation to pay an interest charge to a subcontractor pursuant to the payment clause in Virginia Code § 2.2-4354 shall not be construed to be an obligation of the County. A Contract modification shall not be made for the purpose of providing reimbursement for the interest charge. A cost reimbursement claim shall not include any amount for reimbursement for the interest charge.

DD. Contract Period

1. The contract period shall be for a two-year period from time of execution. Contract prices shall remain firm for the contract period.
2. The contract may be renewed for 5 additional one-year periods upon the sole discretion of the County at a price not to exceed 3% above the previous year's prices unless written approval is given by the Purchasing Director.

3. The Successful Offeror shall give at least a 90 days' written notice to the County for any price increases and/or if it does not intend to renew the contract at any annual renewal.
4. The contract shall not exceed a maximum of seven (7) years.

EE. Non-Exclusive Contract

Nothing in this Request for Proposal constitutes an offer or promise to purchase any goods or services exclusively from the Successful Offeror. The County reserves the right to purchase goods and services similar to, or the same as, the goods and services that are subject to this Request for Proposal from other sources.

FF. Occupational Safety & Health Policy Statement

The Successful Offeror must comply with all applicable federal, state, and local occupational safety and health standards. The Successful Offeror is required to abide by the County's Occupational Safety & Health Policy Statement: [https://henrico.us/pdfs/risk/h\\_safety\\_policy.pdf](https://henrico.us/pdfs/risk/h_safety_policy.pdf) which emphasizes maintaining a safe and healthy work environment for all employees, volunteers, and contractors who access County property and locations. The Successful Offeror must be properly trained and have any necessary certifications to carry out occupational safety and health policy responsibilities. The Successful Offeror must immediately communicate any concerns or incidents to the assigned County Project Manager and the County Risk Manager.

GG. Cooperative Procurement

This procurement is being conducted by the County in accordance with the provisions of Section 2.2-4304 of the Code of Virginia. Except for contracts for architectural and engineering services, if agreed to by the contractor, other public bodies may utilize this Contract. The Contractor shall deal directly with any public body it authorizes to use the Contract. The County, its officials, and its employees are not responsible for placement of orders, invoicing, payments, contractual disputes, or any other transactions between the Contractor and any other public body, and in no event shall the County, its officials, or its employees be responsible for any costs, damages or injury resulting to any party from another public body's cooperative use of a County contract. The County assumes no responsibility for any notification of the availability of the Contract for use by other public bodies, but the Contractor may conduct such notification.

**VI. PROPOSAL SUBMISSION REQUIREMENTS**

- A. The Purchasing Division will not accept oral proposals, nor proposals received by telephone, FAX machine, email or hard copy submissions. Proposals will only be accepted through eVA.
- B. All erasures, interpolations, and other changes in the proposal shall be signed or initialed by the Offeror.
- C. The Proposal Signature Sheet (**Attachment A**) must accompany any proposal(s) submitted and be signed by an authorized representative of the Offeror. If the Offeror is a firm or corporation, the Offeror must print the name and title of the individual executing the proposal. All information requested should be submitted. Failure to submit all information

- requested may result in the Purchasing Division requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal.
- D. Reserved.
- E. The time proposals are received shall be determined by the time clock in eVA. Offerors are responsible for ensuring that their proposals are submitted in eVA by the deadline indicated.
- F. By submitting a proposal in response to this Request for Proposal, the Offeror represents it has read and understands the Scope of Services and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the Contract work.
- G. The failure or omission of any Offeror to receive or examine any form, instrument, addendum, or other documents or to acquaint itself with conditions existing at the site, shall in no way relieve any Offeror from any obligations with respect to its proposal or to the Contract.
- H. Subject to the limitations of Va. Code § 2.2-4342(F), trade secrets or proprietary information submitted by an Offeror in connection with this procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary (Va. Code § 2.2-4342(F)). **(Attachment D)**
- I. A proposal may be modified or withdrawn by the Offeror any time prior to the time and date set for the receipt of proposals. The Offeror shall follow the process in eVA. No proposal can be withdrawn after the time set for the receipt of proposals and for one-hundred twenty (120) days thereafter.
- J. The County welcomes comments regarding how the proposal documents and scope of services may be improved. **Offerors requesting clarification, interpretation of, or improvements to the Request for Proposal's general terms, conditions, and scope of services shall submit technical questions concerning the Request for Proposal no later than noon on July 27, 2023 in writing.** Any changes to this Request for Proposals shall be in the form of a written addendum issued by the Purchasing Division and it shall be signed by the Purchasing Director or a duly authorized representative. **Each Offeror is responsible for determining that it has received all addenda issued by the Purchasing Division before submitting a proposal. If an addendum is issued after an offeror has submitted a proposal response, the Offeror shall resubmit their proposal in the latest solicitation round in eVA. The County will only evaluate proposals submitted in the latest solicitation round in eVA.**
- K. All proposals received on time shall be accepted for consideration. Proposals shall be open to public inspection only after award of the Contract.

L. Responsible Offeror Certification

1. "Responsible offeror" means a person who has the capability, in all respects, to perform fully the contract requirements and the moral and business integrity and reliability that will assure good faith performance, and who has been prequalified, if required.
2. In determining whether an Offeror is responsible, the County will consider whether the Offeror has defaulted on any government contract in the last five years; whether any government has terminated a contract with the Offeror for cause in the last five years; and whether Offeror or any of its officers, directors, partners, or owners is currently barred from participating in any procurements by any federal, state, or local government agency.
3. As part of its proposal, Offeror must certify that it has not defaulted on any government contract in the last five years or must explain any such default in reasonable detail. The County may deem any such explanation of default insufficient if it does not include contact information for the government on whose contract Offeror defaulted.
4. As part of its submission, Offeror must certify that no government has terminated a contract with the Offeror for cause in the last five years or must explain any such termination for cause in reasonable detail. The County may deem any such explanation of termination for cause insufficient if it does not include contact information for the government that terminated a contract with the Offeror for cause.
5. As part of its submission, Offeror must certify that neither it nor any of its officers, directors, partners, or owners is currently barred from participating in any procurements by any federal, state, or local government body. If Offeror cannot make such certification, Offeror must explain any ban in reasonable detail. The County may deem any such explanation insufficient if it does not include contact information for the public body that barred Offeror or Offeror's officer, director, partner, or owner from participating in any procurement on any federal, state, or local government body's contract.
6. If the Offeror fails to submit certifications or explanations in accordance with this section, the Purchasing Division may require prompt submission of missing information and/or give a lowered evaluation of the proposal.
7. The Offeror must notify the County immediately if the Offeror discovers that its certification was erroneous when submitted or has become erroneous.
8. The fact that an Offeror defaulted on a government contract in the last five years; the fact that a government terminated a contract with the Offeror for cause in the past five years; or the fact that Offeror or any of its officers, directors, partners, or owners has been barred from bidding on contracts by any federal, state, or local government body will not necessarily result in the County deeming the Offeror nonresponsible.
9. If it is later determined that the Successful Offeror knowingly made a false certification, the County may terminate the contract for cause.

**VII. PROPOSAL RESPONSE FORMAT**

- A. Offerors shall submit a written proposal that present the Offeror's qualifications and understanding of the work to be performed. Offerors must address each evaluation criterion and be specific in presenting their qualifications. The proposal should provide all the information considered pertinent to the Offeror's qualifications for this project.

B. The Offeror should include in its proposal the following:

1. Table of Contents

All pages are to be numbered.

2. Tab 1 – **Introduction and Signed Forms**

In this tab, the following items should be provided:

- a. Cover Letter – On company letterhead, signed by a person with the corporate authority to enter into contracts in the amount of the proposal.
- b. Proposal Signature Sheet – **Attachment A**
- c. Business Classification Form – **Attachment B**
- d. Virginia State Corporation Commission Registration Information – **Attachment C**
- e. Proprietary/Confidential Information – **Attachment D**
- f. Responsible Offeror Certification per Sec.VI.L

3. Tab 2 – **Statement of the Scope**

In this tab, Offerors, in concise terms, shall state their understanding of the Scope of Services requested by this RFP in Section II.

4. Tab 3 – **Default, Termination and Barred Certification Statement**

Pursuant to Section VI, Items L(3), L(4) and L(5), in this tab, Offerors shall certify (i) that it has not defaulted on any government contract in the last five years, (ii) that no government has terminated a contract with the Offeror for cause in the last five years, and (iii) that neither it nor any of its officers, directors, partners, or owners is currently barred from participating in any procurements by any federal, state, or local government body. If any of the aforementioned certifications cannot be made, Offerors must explain in reasonable detail.

5. Tab 4 - **Qualifications, Experience, Resumes and Financial Capacity**

In this tab, Offerors should demonstrate the Offeror's and their staff's qualifications and experience in providing the services as requested in the Request for Proposal (RFP). Provide resumes of staff that would be assigned to this contract to include the account manager. Offerors should provide, at a minimum, documentation demonstrating that their firm is a firm regularly engaged in providing the services solicited in this RFP. If sub-consultants are to be utilized provided similar documentation to what has been requested of the Offeror in this section. Provide appropriate documentation to support:

- a. Years in business;
- b. Years providing printing and mailing services;
- c. Average number of years' experience of account manager and line staff;
- d. Number of current printing and mailing customers;
- e. Average number of printing and mailing transactions;
- f. Identify key measures of your firm's financial strength. Include copies of the most recent audited financial statements and subsequent un-audited quarterly financial statements;

6. **Tab 5 - References**

In this tab Offerors shall provide references, from at least three (3) project/contracts, where services have been provided which are similar in nature to this RFP and/or size to the County, within the last five (5) years. This information shall include a contact person, email address and telephone number. Offerors may not use Henrico County as one of their references.

7. **Tab 6 – Service Approach, Implementation and Training**

In this tab Offerors shall provide the following information:

- a. Briefly describe the printing and mailing processing environment:
  - i. Years of providing printing and mailing processing services under any other name;
  - ii. Hours of operation;
  - iii. Holidays observed;
  - iv. Availability of staff capable of resolving inquiries;
  - v. Turnaround time anticipate for inquiries;
  - vi. Toll free and email access availability;
  - vii. Equipment including hardware and software used;
  - viii. Level of hardware and software technical support;
  - ix. Data communications hardware and protocols supported;
  - x. Transmission security; and,
  - xi. Processing deadlines.
- b. Discuss training for DPU staff to include the number of hours, on-site or webinar training, number of hours and the number of attendees.
- c. Provide your specific procedures for printing and mailing. Include the methods used to handle printing errors such as misfeeds or damaged documents and insertion of various sizes of documents.
- d. Recommend any new services that could more effectively streamline the current services and describe the pros and cons of using this service and quantify any costs savings.
- e. Provide a detailed implementation schedule indicating tasks, critical tasks and number of days for completion of each.
  - i. Indicate tasks that will occur concurrently.
  - ii. Show the total number of workdays required to complete the implementation.
  - iii. Is an implementation team assigned? If so provide details as to how many staff and their responsibilities.
  - iv. Describe the support provided during implementation including training, technical assistance, manuals on-site visits, etc. Testing must be conducted in a secure test environment.
  - v. Describe how your company will transition the County from its current process to meet this proposals Scope of Services.
  - vi. Describe how your company will transition at the end of the contract term should the contract expire or not be renewed.
- f. Describe the mailing method your firm will use to obtain the lowest possible postal rate.

- g. Provide any documents the County maybe required to sign. Include copies of the documents in your response to this RFP.
  - h. What differentiates your printing and mailing processing service with others in the industry?
8. **Tab 7 – Technical, Quality Assurance and Security**
- In this tab Offerors shall provide the following information regarding your firm’s technical quality assurance and security practices. Provide information as to how your firm’s solution meets the Technical requirements of this RFP and provide the following information:
- a. Discuss your firm’s ability to provide an indicia for Henrico County. If the County indicia is not available, discuss options such as “ghosting indicia” and if there is an additional charge?
  - b. Provide a flowchart of the printing and mailing process and show at what point Quality Assurance occurs.
  - c. Describe your quality assurance philosophies and who will be the person dedicated for quality assurance.
  - d. Describe your technical assistance team and if one person will be dedicated to our account.
  - e. What is the percentage of client web portal outages?
  - f. Has your firm created a bill using an electronic bill print (EBP) data file?
    - i. If yes are there any bill printing or processing limitations when using the EBP data file?
    - ii. Does your proposed solution make bill printing decisions using specific fields in the EBP data file?
    - iii. How many of your customers use the EBP file format for bill printing? Provide some examples.
  - g. Has the proposed solution created a past due notice/final notice from a txt data file? (see sample data file Attachment J)
  - h. What is the estimated time to create an initial bill from an electronic bill print file? (see sample data file Attachment J)
  - i. What is the estimated time to create an initial past due notice and final notice from a txt data file? (see sample data file Attachment J)
  - j. How does your firm automate address changes back to the County?
  - k. Describe your policies and procedures that ensure access to government information is limited to only those employees/contractors who require access to perform your proposed services.
  - l. Identify any third party which would host or have access to County information.
  - m. Describe your hiring procedures and safeguards to for screening employees and contractors who have access to County information.
  - n. Describe your policies, procedures, and practices for the physical security of your data centers and the safeguards that are in place to prevent unauthorized use, reuse, distribution transmission, manipulation, copying, modification access or disclosure of private information.
  - o. Describe your business continuity plan and/or contingency plan in the event of a disaster, or in the event that the equipment used in the performance of the contract

should fail. Include your provisions for processing, hardware, software and communications backup. Provide date of last disaster recovery testing and outcome.

- p. What controls are in place to detect security breaches? What is the policy of informing the County of any security breach?
- q. How will County information be managed after contract termination? Will County information provided to the Successful Offeror be deleted or destroyed and what time frame at the completion of the contract?
- r. Provide certificate of security for data processed and data stored, including physical access, control access, encrypted storage and encryption during data transmission of electronic files.
- s. List any procedures, certifications or awards received that demonstrate that adequate security controls are in place to properly store, manage and process government information. Provide the County with most recent and future audit reports related to these procedures or certifications?
- t. Specify the location(s) where printing services will occur. Identify the backup location and provide evidence of a contingency plan.

9. **Tab 8 – Reporting Services**

In this tab, Offerors shall describe in detail their reporting capabilities as requested in the scope of services of this RPF. Offerors shall provide samples of reports that will be provided and if they are customizable.

10. **Tab 9 – Pricing / Cost Proposal**

In this tab, Offerors shall provide a price list for all items required to perform the Scope of Services. Offerors shall then provide pricing on **Attachment H** (Excel Price Sheet) for each tab for jobs 1-3 for evaluation purposes. (Note: There is a Tab for each job and then after each job there is a tab for Offerors to itemize the cost for that job.)

11. (if needed) **Tab 10 – Exceptions**

In this tab, Offerors shall list any exceptions taken to the Scope of Services and General Terms and Conditions of this Request for Proposals. The County intends to make the RFP and the Successful Offeror's proposal a part of the contract between the parties, so Offerors should list any exceptions for purposes of negotiating the contract.

12. (if needed) **Tab 11 – Assumptions**

In this tab, offerors shall list any assumptions made when responding to this Request for Proposals.

13. (if needed) **Tab 12 – Appendices**

Optional for Offerors who wish to submit additional material that will clarify their response.



**VIII. PROPOSAL EVALUATION / SELECTION PROCESS**

A. Selection of the Successful Offeror will be based upon submission of proposals meeting the selection criteria. The minimum selection criteria will include:

B.

<b>Evaluation Criteria</b>	<b>Weight</b>
<b>Criterion #1 – Functional and Technical Requirements</b> <i>(In accordance with Section VII, Item (B3), (B8), (B9) and (B11) this criterion considers the extent to which the Offeror’s proposal satisfies the services requested by this as specified in Sec. II)</i>	30
<b>Criterion 2 – Experience and Qualifications</b> <i>(In accordance with Sec. VII, Item (B4), (B5) and (B6) This criterion considers the Offeror’s qualifications, experience, resumes and references of the overall Offeror and staff assigned relative to the services solicited by this RFP as specified in Section II.)</i>	25
<b>Criterion 3 – Service Approach, Implementation Training</b> <i>(In accordance with Section VII, Item (B7), this criterion considers the Offeror’s services approach, implementation and training as requested by this RFP as specified in Section II.)</i>	20
<b>Price</b> <i>(In accordance with Section VII, Item (B10), this criterion considers the Offeror’s pricing for completing the services requested by this RFP as specified in Section II.)</i>	20
<b>Quality of Proposal Submission / Oral Presentations</b> <i>(This criterion considers the overall quality of the Offeror’s proposal submitted and any oral presentations required.)</i>	5
<b>Total</b>	<b>100</b>

C. For goods, nonprofessional services, and insurance, selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal, including price if so stated in the Request for Proposal. In the case of a proposal for information technology, as defined in Va. Code § 2.2-2006, the County shall not require an Offeror to state in a proposal any exception to any liability provisions contained in the Request for Proposal. Negotiations shall then be conducted with each of the Offerors so selected. The Offeror shall state any exception to any liability provisions contained in the Request for Proposal in writing at the beginning of negotiations, and such exceptions shall be considered during negotiation. Price shall be considered, but need not be the sole or primary determining factor. After negotiations have been conducted with each Offeror so selected, the County shall select the Offeror which, in its opinion, has made the best proposal and provides the best value, and shall award the contract to that Offeror. Should the County determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.



## ATTACHMENT A PROPOSAL SIGNATURE SHEET

My signature certifies that the proposal as submitted complies with all requirements specified in this Request for Proposal (“RFP”) No. **23-2513-3EMF- Printing and Mailing Services for the Department of Public Utilities**.

My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter into any agreement, participate in any collusion, or otherwise take any action in the restraining of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

LEGAL NAME OF OFFEROR (DO <u>NOT</u> USE TRADE NAME):
ADDRESS:
FEDERAL ID NO:
SIGNATURE:
NAME OF PERSON SIGNING (PRINT):
TITLE:
TELEPHONE:
FAX:
EMAIL ADDRESS:
DATE:

# ATTACHMENT B BUSINESS CATEGORY CLASSIFICATION FORM

Company Legal Name: \_\_\_\_\_

This form completed by: Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Date: \_\_\_\_\_

PLEASE SPECIFY YOUR **BUSINESS CATEGORY** BY CHECKING THE APPROPRIATE BOX(ES) BELOW.

(Check all that apply.)

- SMALL BUSINESS
- WOMEN-OWNED BUSINESS
- MINORITY-OWNED BUSINESS
- SERVICE-DISABLED VETERAN
- EMPLOYMENT SERVICES ORGANIZATION
- NON-SWaM (Not Small, Women-owned or Minority-owned)

**SUPPLIER REGISTRATION** – The County of Henrico encourages all suppliers interested in doing business with the County to register with eVA, the Commonwealth of Virginia’s electronic procurement portal, <http://eva.virginia.gov>.

eVA Registered?  Yes  No

If certified by the Virginia Minority Business Enterprises (DMBE), provide DMBE certification number and expiration date.  
 \_\_\_\_\_ NUMBER                      \_\_\_\_\_ DATE

### DEFINITIONS

For the purpose of determining the appropriate business category, the following definitions apply:

**"Small business"** means a business, independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business.

**"Women-owned business"** means a business that is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

**"Minority-owned business"** means a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals.

**"Minority individual"** means an individual who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:

1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.
2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka and who is regarded as such by the community of which this person claims to be a part.
3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.
4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

**"Service disabled veteran business"** means a business that is at least 51 percent owned by one or more service disabled veterans or, in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more individuals who are service disabled veterans and both the management and daily business operations are controlled by one or more individuals who are service disabled veterans.

**"Service disabled veteran"** means a veteran who (i) served on active duty in the United States military ground, naval, or air service, (ii) was discharged or released under conditions other than dishonorable, and (iii) has a service-connected disability rating fixed by the United States Department of Veterans Affairs.

**"Employment services organization"** means an organization that provides community-based employment services to individuals with disabilities that is an approved Commission on Accreditation of Rehabilitation Facilities (CARF) accredited vendor of the Department of Aging and Rehabilitative Services.

**ATTACHMENT C**  
**Virginia State Corporation Commission (SCC)**  
**Registration Information**

**The Offeror:**

is a corporation or other business entity with the following SCC identification number:  
\_\_\_\_\_ **-OR-**

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Bidder's out-of-state location) **-OR-**

is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned Bidder's current contracts with Virginia and describes why those contracts do not constitute the transaction of business in Virginia within the meaning of §13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids:



**ATTACHMENT E**  
**COUNTY OF HENRICO**  
**INSURANCE SPECIFICATIONS**

**The following insurance coverages and limits are required in order to provide goods, services, construction, professional and non-professional services to Henrico County general government agencies and Henrico County Public Schools. These requirements are specific to this procurement and may or may not be the same for future requests.**

**Please be sure and review the Additional Requirements Section**

The Successful Bidder/Offeror shall carry Public Liability Insurance in the amount specified below, including contractual liability assumed by the Successful Bidder/Offeror, and shall deliver a Certificate of Insurance from carriers licensed to do business in the Commonwealth of Virginia and that is representative of the insurance policies. The Certificate shall show that the policy has been endorsed to add the County of Henrico and Henrico County Public Schools named as an additional insured for the Commercial General Liability coverage. ***The certificate must not show in the description of operations section that it is issued specific to any bid, job, or contract.*** The coverage shall be provided by a carrier(s) rated not less than “A-” with a financial rating of at least VII by A.M. Best or a rating acceptable to the County. In addition, the Successful Bidder/Offeror shall agree to give the County a minimum of 30 days prior notice of any cancellation or material reduction in coverage.

**Workers’ Compensation**

Statutory Virginia Limits

Employers’ Liability Insurance - \$100,000 for each Accident by employee  
\$100,000 for each Disease by employee  
\$500,000 policy limit by Disease

**Commercial General Liability**

\$1,000,000 each occurrence including contractual liability for specified agreement  
\$2,000,000 General Aggregate (other than Products/Completed Operations)  
\$2,000,000 General Liability-Products/Completed Operations  
\$1,000,000 Personal and Advertising injury  
\$ 100,000 Fire Damage Legal Liability

**Business Automobile Liability** – including owned, non-owned and hired car coverage

Combined Single Limit - \$1,000,000 each accident

**Umbrella Liability**

\$2,000,000 Per Occurrence and in the aggregate

## Additional Requirements

In addition to the requirements above, the Successful Bidder/Offeror shall thoroughly review the scope of work that is included and if any of the following are included in the services that will be provided, the following additional insurance will be required, if required:

- Professional Liability - \$2,000,000 Per Occurrence (or limit in accordance with Statute for Medical Professional)**  
Required if the Scope includes providing advice or consultation including but not limited to; lawyers, bankers, physicians, programming, design (including construction design), architects & engineers and others who require extensive education and/or licensing to perform their duties.
- Cyber Liability - \$2,000,000 Per Occurrence**  
Required if the Scope includes the collection and electronic transmittal of Personal Health Insurance (PHI), or any other demographic data on individuals including but not limited to Name, Address, Social Security Numbers or any other sort of personally identifying information.
- Abuse and Molestation Coverage - \$1,000,000 Per Occurrence**  
Required if the scope of work includes the offering of professional or non-professional services to any child or student where one on one contact or consultation is to be provided.
- Pollution Liability - \$1,000,000 Per Occurrence**  
Required if the scope of work involves the use (other than in a motor vehicle) or removal of a substance or energy introduced into the environment that potentially has an undesired effect or affects the usefulness of a resource. These include, but are not limited to Asbestos, PCB's, Lead, Mold, and Fuels.
- Explosion, Collapse & Underground Coverage (XCU)**  
Required of a Contractor in limits equal to the General Liability Limit when the Scope includes any operations involving Blasting, any work underground level including but not limited to wires, conduit, pipes, mains, sewers, tanks, tunnels, or any excavation, drilling, or similar work.
- Builders Risk Coverage**  
Required if the scope of work includes the ground up construction of a structure. Limit of insurance shall be 100% of the completed value of the structure. For projects for the renovation of an existing structure, The County shall insure the Builder's Risk with the Contractor being responsible for the first \$10,000 of any claim.
- Other as Specified Below**  
Professional Liability in the form of Errors & Omissions Coverage



**NOTE 1:** The commercial general liability insurance shall include contractual liability. The contract documents include an indemnification provision(s). The County makes no representation or warranty as to how the Bidder/Offeror's insurance coverage responds or does not respond. Insurance coverages that are unresponsive to the indemnification provision(s) do not limit the Bidder/Offeror's responsibilities outlined in the contract documents.

**NOTE 2:** The intent of this insurance specification is to provide the coverage required and the limits expected for each type of coverage. With regard to the Business Automobile Liability and Commercial General Liability, the total amount of coverage can be accomplished through any combination of primary and excess/umbrella insurance. This insurance shall apply as primary insurance and non-contributory with respect to any other insurance or self-insurance programs afforded the County of Henrico and Henrico County Public Schools. This policy shall be endorsed to be primary with respect to the additional insured.

**NOTE 3:** Title 65.2 of the Code of Virginia requires every employer who regularly employs three or more full-time or part-time employees to purchase and maintain workers' compensation insurance. If you do not purchase a workers' compensation policy, a signed statement is required documenting that you are in compliance with Title 65.2 of the Code of Virginia.

**NOTE 4:** The Certificate Holder Box shall read as follows:  
*County of Henrico*  
*Risk Management*  
*PO Box 90775*  
*Henrico, VA 23273*



## ATTACHMENT F SAMPLE CONTRACT

### [Non-Professional *or* Professional] Services Contract Contract No. [#]

This [Non-Professional *or* Professional Services] Contract (this “Contract”) entered into this [#] day of [month] 20[##], by [Offeror’s Name] (the “Contractor”) and the [County of Henrico, Virginia *or* County School Board of Henrico County, Virginia] ([the “County” *or* “HCPS”]).

**WHEREAS** [the County *or* HCPS] has awarded the Contractor this Contract pursuant to Request for Proposals No. [#], as modified by [list addenda with dates separated by commas] (the “Request for Proposals”), for [subject matter of the RFP].

**WITNESSETH** that the Contractor and [the County *or* HCPS], in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

**SCOPE OF CONTRACT:** The Contractor shall provide the services to the [the County *or* HCPS] as set forth in the Contract Documents.

**COMPENSATION:** The compensation [the County *or* HCPS] will pay to the Contractor under this Contract shall be [insert information, referenced document, matrix, etc.].

*{If contract is an annual contract, utilize Contract Term, if contract is a spot purchase utilize Service Schedule}*

**CONTRACT TERM:** The Contract term shall be for a period of [number] year[s] beginning [date] and ending [date]. [The County *or* HCPS] may renew the Contract for up to [number] [number]-year terms giving 30 days’ written notice before the end of the term unless Contractor has given [the County *or* HCPS] written notice that it does not wish to renew at least 180 days before the end of the term.

*{or}*

**SERVICE SCHEDULE:** Services shall be performed in accordance with the [referenced document within the proposal/BAFO].

**CONTRACT DOCUMENTS:** This Contract hereby incorporates by reference the documents listed below (the “Contract Documents”) which shall control in the following descending order:

1. This [Non-Professional *or* Professional] Services Contract between [the County *or* HCPS] and Contractor.
2. The General Contract Terms and Conditions included in the Request for Proposals.
3. The Negotiated Modifications (Exhibit [letter]).
4. Contractor’s Best and Final Offer dated [date] (Exhibit [letter]).
5. Contractor’s Original Proposal dated [date] (Exhibit [letter]).
6. The Scope of Services included in the Request for Proposals.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound hereby.

[Contractor Name]

[County of Henrico, Virginia *or* County School Board of Henrico County, Virginia]

[Address]

[P.O. Box 90775 *or* 406 Dabbs House Road]

[City, State, Zip]

[Henrico, VA 23273-0775 *or* 23223]

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
[Purchasing Director *or* County Manager *or* Superintendent]

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date





**ATTACHMENT G – Template and Index- continued**  
**Utility Template for Bill Index (PDF and Paper output from input data)**

**BILLS PDF INDEX DATA FILE (HENUTIL-BILLS-INDEX-CCYYMMDD.csv)**

The bills pdf index file consists of records of the bill pdf documents stored in the exdoc.zip folder. The index file record length is 250 characters. The file format is .csv comma delimited. The file is named HENUTIL-BILLS-INDEX-CCYYMMDD.csv. The file name is a requirement for the online bill presentment & payment vendor.

**Bills Index File layout and template**

HenricoEBP File Format -BHD Header Record	Format	Template Field ID
1. Full .pdf file name (including.pdf)	character	
2. Full account number - customer number	character	BHD-3 BHD-4
3. Due Date	ccyyymmdd	BHD-6
4. Amount Due	999999999.99	BHD-8
5. Description with Bill Date	mm/dd/yyyy UTIL CYCLE BILL	BHD-5
6. Dept Code	UTR	

File Layout will be as follows:

- **Filename** for each .pdf record included in the .zip file; example: 0061114-00000217-8104289-20191213130029-0000001.pdf
- **AccountNumber** - for each .pdf record; 15 digit account/customer number, example: 123456712345678
- **DueDate** for each .pdf record; CCYYMMDD format, is the date from the due date field from each bill.
- **AmountDue** for each .pdf record; 999999999.99 format, is the value in the bill balance due field.
- **Description** for each .pdf record indicates the bill due date and UTIL CYCLE BILL (for bills).
- **Dept Code** for each .pdf record is UTR (for utility bill).

Bills PDF Index data file example :

```
0000009-00000063-7716633-20190516130032-0000005.pdf,0000009000000063,20190617,101.05,05/16/2019 UTIL CYCLE BILL,UTR
0000016-00000098-7716634-20190516130032-0000006.pdf,0000016000000098,20190617,213.96,05/16/2019 UTIL CYCLE BILL,UTR
0000018-00000112-7716635-20190516130032-0000007.pdf,0000018000000112,20190617,101.55,05/16/2019 UTIL CYCLE BILL,UTR
0000019-00000147-7716636-20190516130032-0000008.pdf,0000019000000147,20190617,346.98,05/16/2019 UTIL CYCLE BILL,UTR
```



**ATTACHMENT G – Template and Index- continued**  
**Utility Template for Past Due Notices (PDF and Paper output from input data)**

**PAST DUE NOTICE FILE DESCRIPTION**

Utility –Past Due Notice input file format is text. The past due files are generated in batch processing. The vendor will need to be able to accept multiple (at least 2) past due notice files in a single transmission; each file can be up to 5000kb in size. The past due notice file format is

	<b>Field</b>	<b>Start</b>	<b>Length</b>	<b>Format</b>
1	Customer-Account	1	16	
2	Previous Balance	17	10	9999999.99
3	Adjustments	27	10	9999999.99
4	Payments	37	10	9999999.99
5	Past Due Charge	47	10	9999999.99
6	New Amount Due	57	10	9999999.99
7	Service Address	67	40	
8	Notice Date	107	10	MM/DD/YYYY
9	Date Payment Due	117	10	MM/DD/YYYY
10	Bill Date	127	10	MM/DD/YYYY
11	31-60 Day Aging	137	10	9999999.99
12	61+ Aging	147	10	9999999.99
13	OCR Line	157	50	
14	Address Line 1	207	50	
15	Address Line 2	257	50	
16	Address Line 3	307	50	
17	Address Line 4	357	50	
16	Address Line 5	407	50	
19	Address Line 6	457	50	



**ATTACHMENT G – Template and Index- continued**  
**Utility Template for Past Due Notices (PDF and Paper output from input data)**

**PAST DUE NOTICE PDF INDEX DATA FILE (HENUTIL-PASTDUES-INDEX-CCYMMDD.csv)**

The past due pdf index file consist of records of the past due notice pdf documents stored in the exdoc.zip folder. The index file record length is 250 characters. The file format is csv comma delimited. The file is named HENUTIL-PASTDUES-INDEX-CCYMMDD.csv. The file name is a requirement for the online bill presentment & payment vendor.

**Past Due Index File layout**

From Henrico Past Due File Format	Format	Template Field ID
1. Full .pdf file name (including .pdf)	character	
2. Account number/Customeraccount (no spaces)	character	1
3. Date Payment Due	ccyymmdd	9
4. New Amount Due	999999999.99	6
5. Description with Notice Date	mm/dd/yyyy UTIL Past Due Notice	8
6. Dept Code	UTP	

File Layout will be as follows:

- **Filename** for each .pdf record included in the .zip file; example: 0061114-00000217-8104289-20191213130029-0000001.pdf
- **AccountNumber** - for each .pdf record; 15 digit account/customer number, example: 123456712345678
- **DueDate** for each .pdf record; CCYMMDD format, the value from the past due notice’s due date field.
- **AmountDue** for each .pdf record; 999999999.99 format, the value from the past due notice’s amount due field.
- **Description** for each .pdf record indicates the past due created date and UTIL PAST DUE NOTICE
- **Dept Code** for each .pdf record which should indicate UTP.

Past Due Notice PDF Index data file example:

```
0029173-00219373-20191217130027-0000008.pdf,002917300219373,20191230,107.40,12/13/2019 UTIL PAST DUE NOTICE,UTPI
0029180-00219422-20191217130027-0000009.pdf,002918000219422,20191230,174.00,12/13/2019 UTIL PAST DUE NOTICE,UTPI
0029237-00219849-20191217130027-0000010.pdf,002923700219849,20191230,226.09,12/13/2019 UTIL PAST DUE NOTICE,UTPI
```

**ATTACHMENT G – Template and Index- continued**  
**Utility Template for Final Notices (PDF and Paper output from input data)**

**UTILITY- FINAL NOTICE**

Three outputs are created from the final notice input file. Paper final notice, PDFs of the final notices, and a PDF index data file. The PDFs are created daily from the input file are stored in a zip file that can be picked up via FPT daily at a specified set time from a secure location. The zip file name for bills is HENUTIL-FINALNOTICE-ccyymmdd-exdoc.zip The Index file name is HENUTIL-FINAL-INDEX-CCYMMDD.csv

Henrico Logo

FINAL NOTICE

P.O. Box 90775 Henrico, VA 23273-0775

COUNTY OF HENRICO, VIRGINIA  
 DEPARTMENT OF PUBLIC UTILITIES  
 PO BOX 90775  
 HENRICO, VA 23273-0775

1 January 15, 2019

<b>For Inquiries Phone</b> (804) 501-4275	<b>Refer to Account No.</b> 2	<b>Service Address</b> 3
--	----------------------------------	-----------------------------

Dear Customer: 4 [Name]

We recently mailed a final bill for utility services supplied by the County of Henrico for the account referenced above. Our records indicate there is still a balance remaining that is now past due.

We are certain this is an oversight and urge you to remit payment upon receipt of this letter. Please use the bottom, remittance portion of this document and the enclosed return envelope to ensure accuracy and to eliminate delay in posting your payment.

Payment must be received within 15 days of the date of this letter in order to prevent further collection action.

Please contact our Customer Service Department at 804-501-4275 if you wish to discuss your account.

If payment has been made, please disregard this notice.

Sincerely,

County of Henrico  
 Department of Public Utilities

If Paid In Person: Bring bill to Henrico Administration Building, 4305 E. Parham Rd or Henrico Eastern Government Center, 3820 Nine Mile Rd.

See Back of Bill for Payment Options. If paying by mail:

-----  
 Detach this coupon and return it with your payment in the enclosed envelope

Henrico Logo

FINAL NOTICE

P.O. Box 90775 Henrico, VA 23273-0775

PLEASE ENTER ACCOUNT  
 NUMBER ON YOUR CHECK  
 MAKE CHECK PAYABLE TO  
 COUNTY OF HENRICO

ACCOUNT NUMBER	AMOUNT DUE
2	5
DUE DATE	AMOUNT ENCLOSED
6	

Keyline  
 Customer Name  
 2<sup>nd</sup> Customer Name  
 Address line 1 8-13  
 Address line 2  
 City, State, Zip Code

COUNTY OF HENRICO  
 P.O. BOX 90799  
 HENRICO, VA 23228-0799  
 MB 00050106837[Counter9]23228079999

7[BHD-14] OCRA Font Style AOA

## ATTACHMENT G - continued

### FINAL NOTICE FILE DESCRIPTION

Utility –Final Notice input file format is text. The final notice files are generated in batch processing. The vendor will need to be able to accept multiple (at least 2) final notice files in a single transmission; each file can be up to 2000kb in size. The final notice file format is

	Field	Start	Length	Format
1	Notice Print Date	1	10	MM/DD/YYYY
2	CustomerAccount	11	16	
3	Service Address	27	40	
4	Customer Name	67	40	
5	Amount Due	107	10	9999999.99
6	Date Payment Due	117	10	MM/DD/YYYY
7	OCR Line	127	50	
8	Address Line 1	177	50	
9	Address Line 2	227	50	
10	Address Line 3	277	50	
11	Address Line 4	327	50	
12	Address Line 5	377	50	

### FINAL NOTICE PDF INDEX DATA FILE (HENUTIL-FINAL-INDEX-CCYMMDD.csv)

The final notice pdf index file consist of records of the final notice pdf documents stored in the exdoc.zip folder. The index file record length is 250 characters. The file format is csv comma delimited. The pdf index file is named HENUTIL-FINAL-INDEX-CCYMMDD.csv

#### Final Notice Index File Layout and template

From Henrico Final File Format	Format	Template Field ID
1. Full .pdf file name (including.pdf)		
2. Full account number -customeraccount		2
3. Document Date Date Payment Due	ccyymmdd	6
4. New Amount Due	9999999.99	5
5. Decription with Notice Print Date	mm/dd/yyyy UTIL Final Notice	1
6. Dept Code	UTF	

File Layout will be as follows:

- **Filename** for each .pdf record included in the .zip file; example: 0061114-00000217-8104289-20191213130029-0000001.pdf
- **AccountNumber** - for each .pdf record; 15 digit account/customer number, example: 123456712345678
- **DueDate** for each .pdf record; CCYMMDD format. The date from the due date field from final notice
- **AmountDue** for each .pdf record; 999999999.99 format, is the amount from the amount due field from the final notice.
- **Description** for each .pdf record indicates the final notices due date and UTIL FINAL NOTICE.
- **Dept Code** for each .pdf record is should UTF (for Utility Final Notice)

Final Notice PDF Index data file example:

```
0035943-00286839-20191112130033-0000019 .pdf,003594300286839,20191127,251.85,11/12/2019 UTIL FINAL NOTICE,UTF
0040366-01032040-20191112130033-0000020 .pdf,004036601032040,20191127,573.76,11/12/2019 UTIL FINAL NOTICE,UTF
0041438-00939794-20191112130033-0000021 .pdf,004143800939794,20191127,354.15,11/12/2019 UTIL FINAL NOTICE,UTF
0044382-00984496-20191112130033-0000022 .pdf,004438200984496,20191127,227.47,11/12/2019 UTIL FINAL NOTICE,UTF
0049539-01056274-20191112130033-0000023 .pdf,004953901056274,20191127,211.50,11/12/2019 UTIL FINAL NOTICE,UTF
```

ATTACHMENT I

FINAL NOTICE



COUNTY OF HENRICO, VIRGINIA  
DEPARTMENT OF PUBLIC UTILITIES  
PO BOX 00000  
HENRICO VA 00000-0000

April 04, 2023

<b>For Inquiries Phone</b> (804) 501-4275	<b>Refer to Account No.</b> 0000000-00000000	<b>Service Address</b> 2923 LINCOLN AVENUE
--	---	---

Dear Customer:

We recently mailed a final bill for utility services supplied by the County of Henrico for the account referenced above. Our records indicate there is still a balance remaining that is now past due.

We are certain this is an oversight and urge you to remit payment upon receipt of this letter. Please use the bottom, remittance portion of this document and the enclosed return envelope to ensure accuracy and to eliminate delay in posting your payment. Please contact our Customer Service Department at 804-501-4275 if you wish to discuss your account. If payment has been made, please disregard this notice.

Sincerely,  
County of Henrico  
Department of Public Utilities

Special Message:

If Paid in Person: Bring bill to Henrico Administration Building, 4301 E. Parham Rd or Henrico Eastern Government Center, 3820 Nine Mile Rd.

See Back of Bill for Payment Options. If paying by mail:

Detach this coupon and return it with your payment in the enclosed envelope



COUNTY OF HENRICO  
DEPT OF PUBLIC UTILITIES  
PO BOX 00000  
HENRICO, VA 00000-0000

FINAL NOTICE

ACCOUNT NUMBER	AMOUNT DUE
0000000-00000000	\$46.20
DUE DATE	AMOUNT ENCLOSED
04/19/2023	

PLEASE ENTER ACCOUNT NUMBER ON YOUR CHECK  
MAKE CHECK PAYABLE TO: COUNTY OF HENRICO

HRF0404A  
4000000018 18/1



Address line 1  
Address line 2  
Address line 3  
Address line 4



COUNTY OF HENRICO VA-UTILITY  
PO BOX 00000  
ATLANTA, GA 00000-0000

00000000000000000000000000000000

**SERVICE DISCONNECTION & RECONNECTION POLICY**

If you are disconnected for non-payment, your services will be restored by the time the payment was made on the next normal business day (8:00am to 4:30pm, Monday through Friday, except for holidays). Checks and E-Checks are not accepted for reconnection. If there is an unpaid previous balance, service disconnection could occur and a lien could be placed on your property (if you are the home owner) without additional notification.

**PAYMENT OPTIONS AVAILABLE**

**By Mail** - Include the payment stub with your check or money order in the envelope provided. Do not mail cash.

**Online Bill Payment Service** - If you currently use a service, please provide the following mailing address to your service provider: County of Henrico, Department of Public Utilities, P.O. Box 105634, Atlanta, GA 30348-5634

**By Credit Card** - These transactions are processed by Paymentus, a third party that charges a \$2.65 convenience fee for each payment. *By phone* call 1-855-748-6015 and key the required information. *Online* at <https://ipn.paymentus.com/cp/hnro> and provide the required information.

**In person** - Henrico Administration Building, 4301 E. Parham Rd or Henrico Eastern Government Center, 3820 Nine Mile Rd

**Pay with Cash at 7-Eleven using PayNearMe**

The County has partnered with PayNearMe to offer an easy and convenient cash payment option. There is a \$1.49 convenience fee. To pay with PayNearMe you will need a PayNearMe barcode that you can print or send to your mobile phone. To obtain a PayNearMe barcode, go to <http://henrico.us/paynearme>.



### **SERVICE DISCONNECTION & RECONNECTION POLICY**

If you are disconnected for non-payment, your services will be restored by the time the payment was made on the next normal business day (8:00am to 4:30pm, Monday through Friday, except for holidays). Checks and E-Checks are not accepted for reconnection. If there is an unpaid previous balance, service disconnection could occur and a lien could be placed on your property (if you are the home owner) without additional notification.

### **PAYMENT OPTIONS AVAILABLE**

**Direct Debit** - Enrolling in this program will allow us to automatically withdraw the payment due amount from your bank account. Please call our Customer Service section at 804-501-4275 or visit us at <http://henrico.us/utility/> to obtain an application and instructions.

**By Mail** - Include the payment stub with your check or money order in the envelope provided. Do not mail cash.

**Online Bill Payment Service** - If you currently use a service, please provide the following mailing address to your service provider: County of Henrico, Department of Public Utilities, P.O. Box 105634, Atlanta, GA 30348-5634

**By Credit Card** - These transactions are processed by Paymentus, a third party that charges a \$2.65 convenience fee for each payment. *By phone* call 1-855-748-6015 and key the required information. *Online* at <https://ipn.paymentus.com/cp/hnro> and provide the required information.

**In person** - Henrico Administration Building, 4301 E. Parham Rd or Henrico Eastern Government Center, 3820 Nine Mile Rd

### **Pay with Cash at 7-Eleven using PayNearMe**

The County has partnered with PayNearMe to offer an easy and convenient cash payment option. There is a \$1.49 convenience fee. To pay with PayNearMe you will need a PayNearMe barcode that you can print or send to your mobile phone. To obtain a PayNearMe barcode, go to <http://henrico.us/paynearme>.



**COUNTY OF HENRICO, VIRGINIA**  
**DEPARTMENT OF PUBLIC UTILITIES**  
 PO BOX 00000  
 HENRICO, VA 00000-0000

8272945

**ACCOUNT SUMMARY**

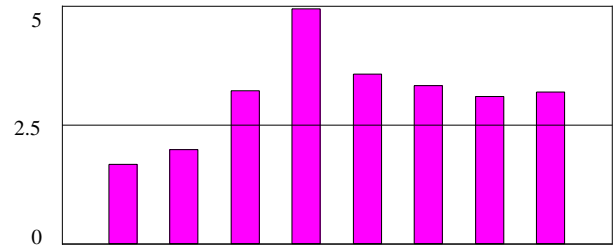
PREVIOUS BALANCE	ADJUSTMENTS	PAYMENTS	NEW CHARGES	BALANCE DUE
\$9,183.70	\$0.00	\$-9,183.70	\$7,991.45	\$7,991.45
For Inquiries Phone (804) 501-4275	Refer to Account No. 0000000-00000000	Service Address		

<b>Date of Bill:</b> 03/27/2020	<b>Estimated Bill</b>	<b>Date Payment Due:</b> 04/27/2020
---------------------------------	-----------------------	-------------------------------------

SERVICE	METER	BILLING PERIOD	DAYS	PREV. READ	CUR. READ	UNITS	MULTIPLIER	USAGE
Water Only	44444444	01/15/2020 03/17/2020	62	41065	41491	CCF	1	426
Water Only	55555555	01/15/2020 03/17/2020	62	65335	66559	CCF	1	1224
Water Only	66666666	01/15/2020 03/17/2020	62	6649	6670	CCF	1	21
Water Only	77777777	01/15/2020 03/17/2020	62	5935	5935	CCF	1	0
Water Only	88888888	01/15/2020 03/17/2020	62	9320	9320	CCF	1	0
Fireline	99999999	01/15/2020 03/16/2020	61	148	151 *	CCF	1	3
Sewer	00000000	01/15/2020 03/16/2020	61	9267	9394	CCF	1	127

TRANSACTION DESCRIPTION	AMOUNT
Previous Balance	\$9,183.70
Payment - Thank You	\$-9,183.70
Water Charge - 1674 CCF	\$6,630.76
Sewer Charge - 259 CCF	\$1,360.69
<b>BALANCE DUE</b>	<b>\$ 7,991.45</b>

Water Consumption History in CCF



Most recent to oldest recordings

\*Estimated Reading - We were unable to obtain an actual meter reading. If you have questions please call customer service at 000-000-000.  
 NOTE: If the balance due includes an unpaid previous balance, service disconnection could occur without additional notification. Please refer to the SERVICE DISCONNECTION & RECONNECTION POLICY on the last page of your bill. Call 000-000-000.

See Back of Bill for Payment Options

If paying by mail: Detach this portion and return it with your payment in the enclosed envelope



COUNTY OF HENRICO  
 DEPT OF PUBLIC UTILITIES  
 PO BOX 00000  
 HENRICO, VA 00000-0000

MAKE CHECK PAYABLE TO  
 COUNTY OF HENRICO

ACCOUNT NUMBER	BALANCE DUE
0000000-00000000	\$ 7,991.45
DUE DATE	AMOUNT ENCLOSED
04/27/2020	DO NOT PAY - DIRECT PAYMENT

PLEASE ALLOW AT LEAST 5 BUSINESS DAYS FOR MAILING  
 PAY BY DUE DATE TO AVOID A \$1 PAST DUE CHARGE

PLEASE ENTER ACCOUNT NUMBER ON YOUR CHECK

YOUR BANK ACCOUNT WILL BE DEBITED ON  
 04/27/2020

Address line 1  
 Address line 2  
 Address line 3  
 Address line 4





**COUNTY OF HENRICO, VIRGINIA**  
DEPARTMENT OF PUBLIC  
UTILITIES  
PO BOX 90775  
HENRICO, VA 23273-0775

8272945

SERVICE	METER	BILLING PERIOD		DAYS	PREV. READ	CUR. READ	UNITS	MULTIPLIER	USAGE
Sewer	11111111	01/15/2020	03/16/2020	61	2426	2441	CCF	1	15
Sewer	33333333	01/15/2020	03/16/2020	61	1652	1652	CCF	1	0
Sewer	22222222	01/15/2020	03/16/2020	61	4019	4136	CCF	1	117

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WATER USAGE HISTORY				
Date Meter Read	# Days Use	Use in CCF (hundred cubic feet)	Use in Gallons	Average Gallons Used Per Day
03/17/2020	62	1,674.00	1,252,152	20,196.00
01/15/2020	62	1,987.00	1,486,276	23,972.19
11/14/2019	63	3,222.00	2,410,056	38,254.86
09/12/2019	58	4,934.00	3,690,632	63,631.59
07/16/2019	62	3,565.00	2,666,620	43,010.00
05/15/2019	58	3,330.00	2,490,840	42,945.52
03/18/2019	62	3,095.00	2,315,060	37,339.68
01/15/2019	62	3,198.00	2,392,104	38,582.32

\*CCF stands for hundreds of cubic feet. This is a standard measurement used by water utilities. One hundred cubic feet is approximately 748 gallons.

\*Rates used to calculate your bill can be found online at <http://henrico.us/utility/> or you may call us to request a copy.

#### SERVICE DISCONNECTION & RECONNECTION POLICY

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#### PAYMENT OPTIONS AVAILABLE

**Direct Debit** - Enrolling in this program will allow us to automatically withdraw the payment due amount from your bank account.

Please call our Customer Service section at 804-501-4275 or visit us at <http://henrico.us/utility/> to obtain an application and instructions.

**By Mail** - Include the payment stub with your check or money order in the envelope provided. Do not mail cash.

**Online Bill Payment Service** - If you currently use a service, please provide the following mailing address to your service provider:  
County of Henrico Virginia, Department of Public Utilities, P.O. Box 90799, Henrico, VA 23228-0799

**By Credit Card** - These transactions are processed by Paymentus, a third party that charges a \$2.65 convenience fee for each payment. *By phone* call 1-855-748-6015 and key the required information. *Online* at <https://ipn.paymentus.com/cp/hnro> and provide the required information.

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#### Pay with Cash at 7-Eleven using PayNearMe

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**COUNTY OF HENRICO, VIRGINIA**  
**DEPARTMENT OF PUBLIC UTILITIES**  
 PO BOX 90775  
 HENRICO, VA 23273-0775

8272945

**ACCOUNT SUMMARY**

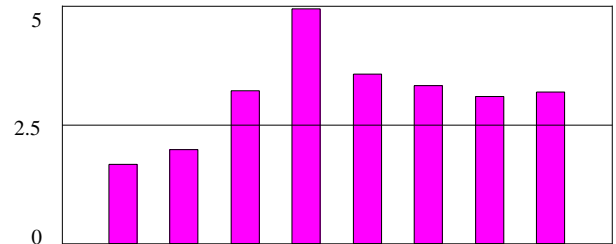
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For Inquiries Phone (804) 501-4275	Refer to Account No. 0000000-00000000	Service Address		

**Date of Bill:** 03/27/2020      **Estimated Bill**      **Date Payment Due:** 04/27/2020

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COUNTY OF HENRICO  
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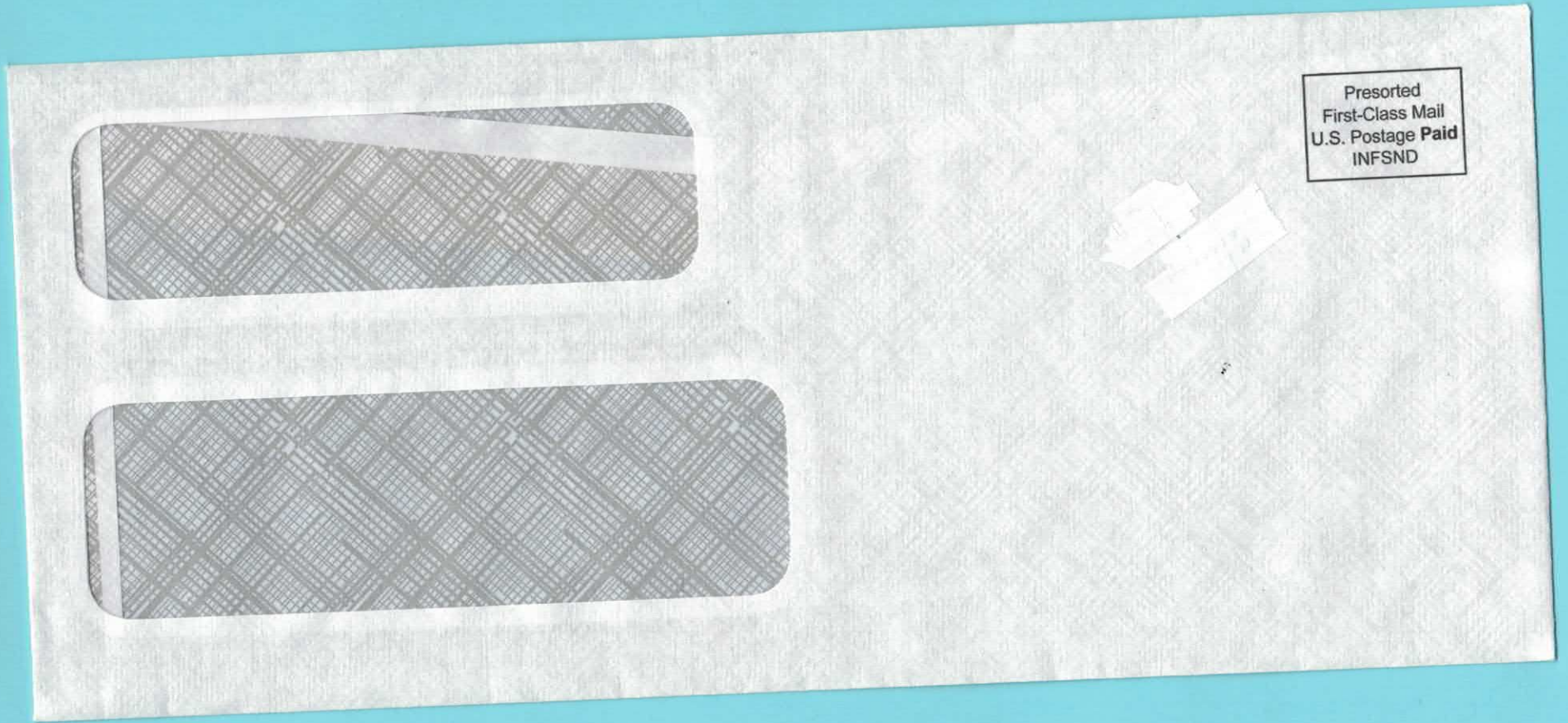
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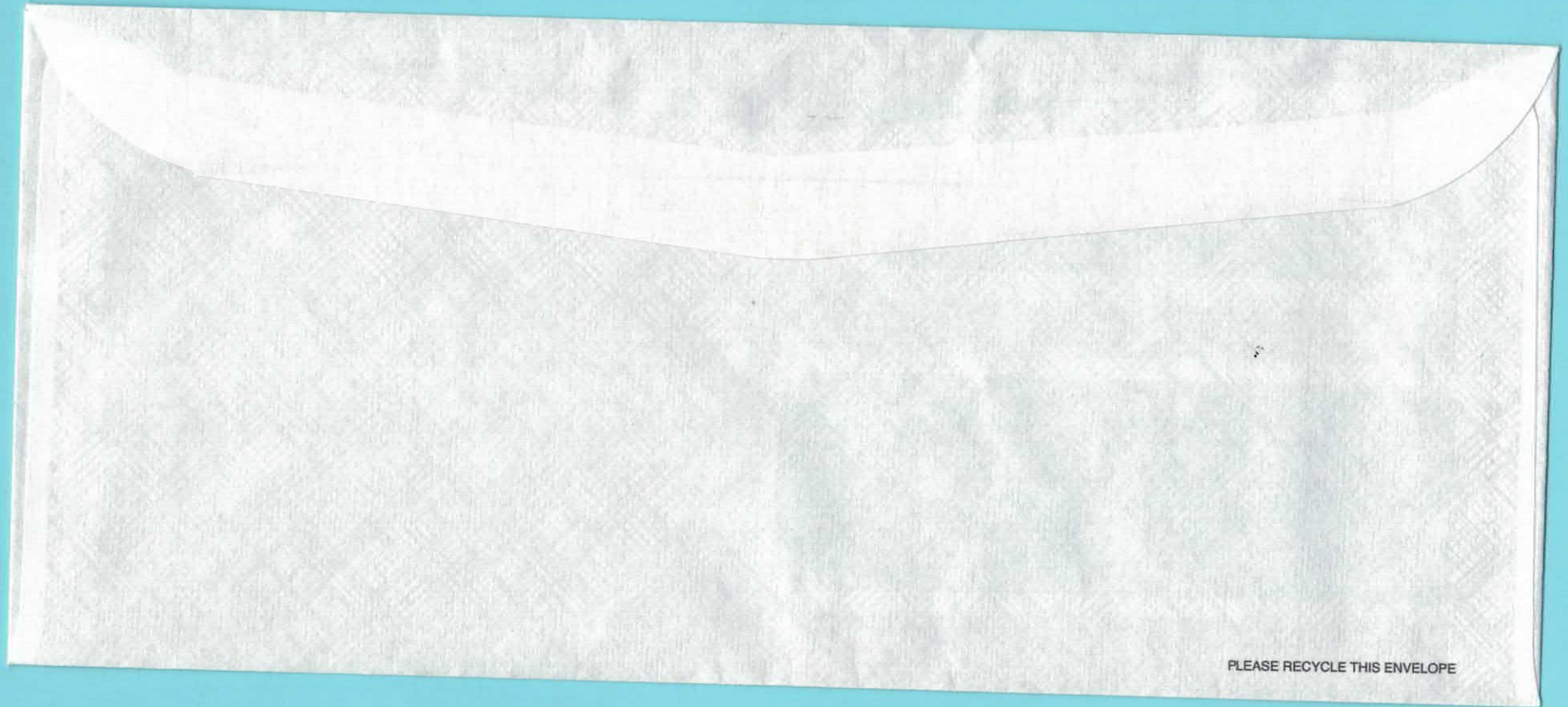
Standard #10 Outgoing Envelope (Front)



Presorted  
First-Class Mail  
U.S. Postage Paid  
INFSND



Standard #10 Outgoing Envelope (Back)

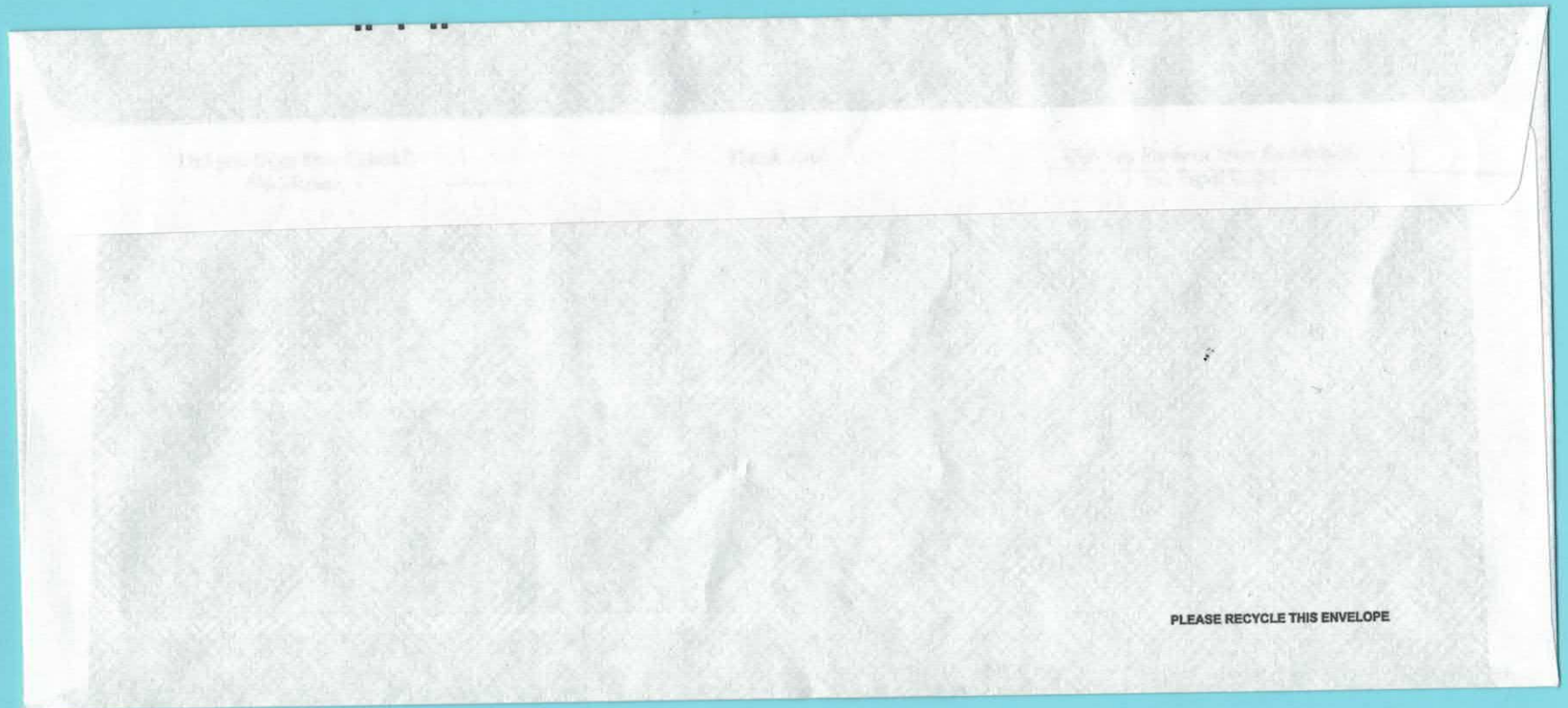


PLEASE RECYCLE THIS ENVELOPE

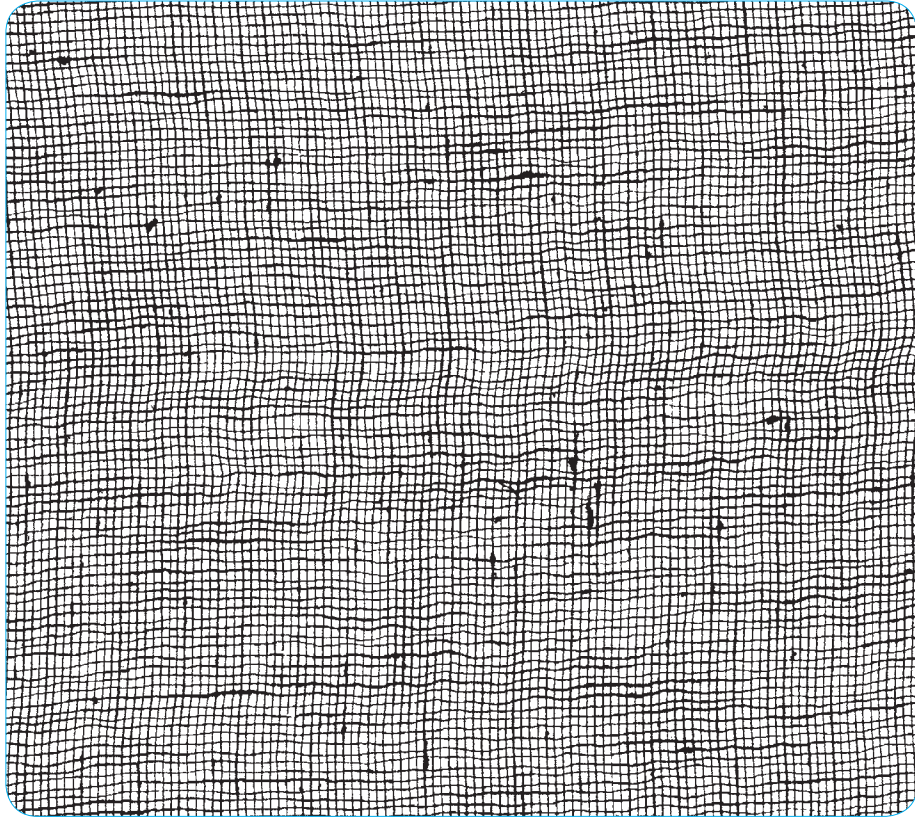
Standard #9 Outgoing Envelope (Front)



Standard #9 Outgoing Envelope (Back)



4 1/4" x 4 3/4"



1/2"

7 1/4"

12"

9"