



## Request for Proposals No. 2023-081

### Print and Mail Services

**Due Date:** July 21, 2023  
**Time:** 10:00 AM EDT  
**Receipt Location:** Electronic Submission  
Union County Government Center  
Procurement Department  
500 N. Main Street, Suite 709  
Monroe, NC 28112

#### **Non-Mandatory, Pre-Proposal Conference**

**Date:** June 28, 2023  
**Time:** 10:30 AM EDT

#### **Procurement Contact:**

Vicky Watts, CLGPO  
Senior Procurement Specialist  
704.283.3601  
vicky.watts@unioncountync.gov

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## 1 NOTICE OF ADVERTISEMENT

### Union County, North Carolina Request for Proposals No. 2023-081 Print and Mail Services

Electronic proposals will be received by the Union County's Procurement Department at the Union County Government Center, 500 North Main Street, Monroe, NC 28112 until **10:00 AM EDT on July 21, 2023**. Late submittals will not be accepted.

A Non-Mandatory, Pre-Proposal Virtual Conference will be held on **June 28, 2023, at 10:30 AM EDT**. Representatives from Union County will be on hand to give a brief overview of the project and to answer questions. Attendance at this meeting is strongly encouraged.

Union County, through the Public Works Business Operations and Tax Administration, is soliciting proposals from experienced and qualified firms to provide professional Print and Mail Services.

Copies of the solicitation may be obtained from the locations listed below:

1. Download the Proposal Documents from the Union County website:  
<https://www.unioncountync.gov/departments/bids-procurement/current-bids>
2. Download the Solicitation Documents from the State of North Carolina IPS website:  
[www.ips.state.nc.us](http://www.ips.state.nc.us) (Bid by Departments, search County of Union).

All questions about the meaning or intent of the Bidding Documents are to be submitted in writing to the Procurement contact person listed on the cover page ([vicky.watts@unioncountync.gov](mailto:vicky.watts@unioncountync.gov)). Deadline for questions is **July 11, 2023, at 10:00 AM EDT**.

Union County reserves the right to reject any or all proposals, to waive technicalities and to make such selection deemed in its best interest.

Union County reserves the right to award to multiple vendors.

Offerors are required to comply with the non-collusion requirements set forth in the Solicitation Documents.

Union County encourages good faith effort outreach to Minority Businesses (HUB Certified) and Small Businesses.



## 2 SUBMITTAL DETAILS

### 2.1 PROPOSAL SUBMISSION DEADLINE

All Proposal Submittals are to be received by the Union County Procurement Department no later than **10:00 AM EDT on July 21, 2023**, per the instructions below. Any submittals received after this date and time shall be rejected without exception.

### 2.2 PROPOSAL SUBMISSION REQUIREMENTS

The proposal must be submitted electronically using the following link: <https://portal.unioncountync.gov/Forms/procurementsubmit>. Select the Solicitation drop down arrow and choose this RFP from the list. Complete the form, upload your proposal, and select submit. An email will be sent to the address listed on the form as your confirmation of receipt.

The proposal package **must be signed** by a person who is authorized to bind the proposing Company. Instructions for preparing the proposal are provided herein.

#### **Paper submissions will not be accepted.**

There is no expressed or implied obligation for Union County to reimburse Offerors for any expenses incurred in preparing proposals in response to this request.

Union County reserves the right to reject any or all proposals, to waive technicalities, to make such selection deemed in its best interest, cancel this solicitation and award to multiple vendors.

### 2.3 NON-MANDATORY, PRE-PROPOSAL VIRTUAL CONFERENCE

A Non-Mandatory Virtual Pre-Proposal Conference will be held on **June 28, 2023, at 10:30 AM EDT**. Although attendance at this meeting is not mandatory, it is strongly encouraged.

**Please join the conference from your computer, tablet or smartphone.**

<https://meet.goto.com/209635181>

**You can also dial in using your phone.**

Access Code: 209-635-181


United States: [+1 \(872\) 240-3311](tel:+18722403311)

**Get the app now and be ready when your first meeting starts:**

<https://meet.goto.com/install>

### 2.4 PROPOSAL QUESTIONS

Proposal questions will be due on or before **July 11, 2023, at 10:00 AM EDT**. The primary purpose is to provide participating Offerors with the opportunity to ask questions, in writing, related to the RFP.



Submit questions by e-mail to Vicky Watts at [vicky.watts@unioncountync.gov](mailto:vicky.watts@unioncountync.gov) by the deadline shown above. **The email subject line should identify the proposal number and project title.** All questions and answers may be posted as addenda on [www.unioncountync.gov](http://www.unioncountync.gov) and [www.ips.state.nc.us](http://www.ips.state.nc.us).

## 2.5 PROPOSAL ADDENDUM

Union County may modify the RFP prior to the date fixed for submission of proposals by the issuance of an addendum.

Should an Offeror find discrepancies or omissions in this RFP, or any other documents provided by Union County, the Offeror should immediately notify the County of such potential discrepancy in writing via email as noted above.

Any addenda to these documents shall be issued in writing. No oral statements, explanations, or commitments by anyone shall be of effect unless incorporated in the written addenda. Receipt of Addenda shall be acknowledged by the Offeror on Appendix C – Addendum and Anti-Collusion form.

## 2.6 COMMUNICATION

All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to this Request for Proposals must be made only through the Procurement Contact noted on the cover of this RFP. A violation of this provision is cause for the County to reject a Company's proposal. No contact regarding this document with other County employees is permitted and may be grounds for disqualification.

# 3 INTRODUCTION

## 3.1 COUNTY

The County (estimated population 247,058) is located in the central, southern piedmont. The County provides its citizens with a full array of services that include public safety, water/wastewater utilities and sanitation, human services, cultural and recreational activities, and general government administration.


## 3.2 PURPOSE

Union County, through the Public Works Business Office and the Tax Administration, is soliciting proposals from experienced and qualified firms to provide professional Print and Mail Services.

# 4 SCOPE OF WORK

The purpose of this solicitation is to secure proposals from qualified vendors who are capable of printing, folding, inserting, and mailing the County's water and wastewater bills and property tax bills in an efficient, timely and professional manner that meets the needs of Union County. Due to the array of printing needs necessary the County retains the right to award multiple contracts.

The County's Public Works department processes approximately 54,000 monthly utility bills in 14 billing batches. Annually, the department generates approximately 650,000 utility bills (500,000



printed, 150,000 eBill presentment), 500,000 informational inserts, and approximately 100,000 full page direct mail pieces.

(NOTE: Historical data is provided for illustrative purposes only and is in no way meant to imply or guarantee minimum print, stuff & mail purchase.)

The County's Tax Administration department mails approximately 130,000 tax bills, 10,000 change assessment notices, 25,000 delinquent tax bills, 26,000 business and individual personal property listing forms, and 8,00 non-lister notices, totaling approximately 200,000 mail pieces annually. Additionally, in 2024, approximately 110,000 property data verification questionnaires will be mailed to all real property owners; and approximately 110,000 reappraisal notices in 2025.

Most mail items will be comprised of:

- 1 #10 Outgoing two-windowed envelope.
- 1 # 9 Courtesy Reply single-windowed envelope.
- 1 8-1/2" x 11" Invoice with a micro perforated remittance stub, printed in two-color.

Occasionally, informational inserts may need to be inserted. Some of the informational inserts may require folding before insertion, or to be mailed independently of the bill. Most inserts will be 1/3 page, double sided, 80# matte paper, color, and mailed with the monthly utility bills.

All forms are to be printed from blank stock. Union County will not be responsible for reimbursing vendors for pre-printed form stock in the event the County changes form layouts. Individual differences between Utility Billing and Tax Billing are identified in the Specifications section.

The bills use six-color for front and black only on back of page. Our logo has three shades of blue, there is a light blue that is used for headers and the pictograph of usage history, and another blue that highlights our phone number, depicts if bill is an "e-bill", and a darker blue that highlights the total amount due. The information printed on the back side of utility and tax bills is static.

The Vendor must be in compliance with the *Union County Brand Standards*, which can be downloaded at this [link](#).

Sample copies of bills, inserts, forms, notices, etc., are available as follows:

- Tax Administration Template Documents - please follow this [link](#).
- Union County Water Template Documents – please follow this [link](#).

## 5 SPECIFICATIONS

### 5.1 FILE EXCHANGE

The Vendor shall receive customer billing information for each customer in a .TXT and/or .CSV file format through FTP, secure e-mail, or some other agreed upon electronic means. The Vendor will process the data to generate printed County bills.

Vendor shall provide printing materials and envelopes. The County may elect to furnish printed informational inserts that the vendor will store in their facility until inserted in the bills. The County also desires that Vendor have the capability to design and/or print inserts at the County's option.

## 5.2 UTILITY BILLINGS

Approximately 54,000 utility bills are sent to the printer through 14 regular monthly billing cycles and multiple small individual bill batches. Bill cycles average 4,000 bills each, and special bill batches average between 50 – 200 bills and/or letters. The County may send as many as four regular bill cycles in addition to special bill batches per week. Vendor shall, within twenty-four (24) hours of receipt of utility bill electronic data, fax or email to the County Public Works department the following: (i) the batch utility billing totals; and (ii) an electronic copy file of all bills printed. The file will be electronically transmitted in an Adobe PDF file format via an agreed upon means.

If the totals are correct, the department shall notify the Vendor. If the totals are not correct, the department and Vendor shall communicate to identify and correct errors until the totals are correct. Within one (1) day of receipt of confirmation from the department, Vendor shall prepare the utility bills such that they are ready for mailing. Vendor shall not mail the utility bills until authorized by the department. Authorizations received before 10am will be mailed within the same business day.

Vendor will be required to print and insert full color, double sided, full page, half page, and 1/3<sup>rd</sup> page inserts to accompany utility bills mailed, or as a separate mailing if required. Vendor will be required to print special notices to the public (i.e., contaminated water supply) and meet strict distribution and time requirements of regulatory entities. Special mailing can be for a designated group of customers or the entire customer collective.

The average number of inserts ordered per month is 48,000.

Vendor shall print forms in accordance with a sample file layout and legend for copy placement provided by the County. The utility bill shall be printed on 8-1/2" X 11" paper, printed front & back, with a perforation 3-2/3" from the bottom with black and blue inks.

Vendor shall present an exact PDF representation of the utility bill to customers within the County's online payment portal or through the County payment processor or provide data transfer through an application-programming interface (API) to the County CIS or payment processor after receiving confirmation to process a billing batch.

Vendor will have the ability to provide bill image hosting and storage for up to 13 months minimum for review by customers within the County payment portal.

Vendor shall have the ability to create a 13-month usage graph printed on utility bill from data supplied by County.


Vendor shall have the ability to suppress paper bill distribution to customers who select to receive paperless billing (eBill).

Vendor shall use #10 outgoing envelopes with a double window and shall print, sort, fold, and insert within each outgoing envelope the utility bill and a #9 remittance envelope with a single window on the right side.

Vendor shall take whatever steps necessary to ensure the remittance portion of the bill is capable of being read by the scanning equipment of County's lockbox vendor, Truist. Paper and Ink Quality must conform to standard OCR specifications.

Vendor shall barcode the outgoing envelopes for maximum postage savings and shall validate addresses by running utility bills through the National Change of Address file. *Vendor shall not actually mail the utility bills until authorized by the Public Works department.*





Vendor shall have the ability to sort data by type of customer, i.e., regular monthly bill or final bill, as differentiated by coding, and print final bills in a format and layout determined by Public Works.

For security reasons, Union County will not provide actual files: sample, mapping, file layout, technical, etc., until a contract is awarded.

### **5.3 TAX ADMINISTRATION NOTICES**

Vendor shall, within two (2) days of receipt of annual tax bill electronic data email to the Tax Administration department the following: (i) the total tax billing amount and number of tax bills for Union County; and (ii) an electronic copy file of all bills printed. The file will be electronically transmitted in an Adobe PDF file format via an agreed upon means.

If the totals are correct, the department shall notify the Vendor. If the totals are not correct, the department and Vendor shall communicate to identify and correct errors until the totals are correct. Within five (5) days of receipt of confirmation from the department, Vendor shall prepare the tax bills such that they are ready for mailing. Vendor shall not mail the tax bills until authorized by the department.

Vendor shall print the forms in accordance with a sample file layout and legend for copy placement provided by the County. The tax bill shall be printed on 8-1/2" X 11" paper, face-only, with a perforation 3-2/3" from the bottom with blue ink for regular bills, red for second notices, and a third color upon request.

Vendor shall use #10 outgoing envelopes with a double window and shall print, sort, fold, and insert within each outgoing envelope the tax bill and a #9 remittance envelope with a single window on the right side.

Vendor shall take whatever steps necessary to ensure the remittance portion of the bill is capable of being read by the scanning equipment of County's lockbox vendor, Truist. Paper and Ink Quality must conform to standard OCR specifications.


Vendor shall barcode the outgoing envelopes for maximum postage savings and shall validate addresses by running tax bills through the National Change of Address file. *Vendor shall not actually mail the tax bills until authorized by the Tax Administrator.*

Vendor shall have the ability to provide for the mailing of annual listing forms for personal property, change of annual assessment notices for real property, and non-lister letters for personal property. Additionally, at the County's discretion, vendor shall have the ability to print and mail annual real property verification notices for taxpayers in either postcard or standard letter size formats.

The Customer Information system (CIS) is Harris NorthStar version 6.6.

### **5.4 POSTAGE**

The County is responsible for providing postage to the Vendors USPS account for funding the distribution of any mailed materials. The County expects to receive timely and appropriate accounting for the actual postage expenses.



Vendor shall be responsible for sorting, grouping, packaging, and in all other ways preparing the customer bills and inserts for mailing so that the lowest possible postage fee is charged for the mailings. In the event that the United States Postal Service determines that additional postage is required, and that amount exceeds the postage on deposit in the Vendor's USPS account, the Vendor will continue processing the mailing, notify the County of any insufficient postage amount, and bill the County for reimbursement of additional postage required at the exact postage cost by the United States Postal Service without delay of the mailing.

Vendor will make known any projected or actual postage rate increases expected as soon as released by the USPS.

Vendor will provide separate invoicing itemizing the postage used, description, piece count, and postage rate for each specific printing mailed.

## **5.5 OTHER SERVICES/CONSIDERATIONS**

The County desires Vendor:


- Have the in-house ability to design and customize forms for County.
- Print all mailings from blank paper; no forms stockpiled.
- Provide separate invoices for the Utility and Tax Administration once per month.
- Include postage costs on the once-a-month department invoice.
- Have the ability to print and mail special print projects within 72 hours of receiving consent from the County to proceed with approved proof, notice, or draft.
- Have the ability to print informational inserts for the County.
- Have the ability to provide reporting, on a monthly and annual basis, that can detail the activity of the County mailing and printing program to include cycle, item count, job name, dates of processing/mailing, inserting and mailing costs.

## **6 DETAILED SUBMITTAL REQUIREMENTS AND INSTRUCTIONS**

### **6.1 TERMS OF SUBMISSION**

All material received from a person or company ("Respondent") in response to this solicitation shall become the property of Union County and will not be returned to the Respondent. Any and all costs incurred by a Respondent in preparing, submitting, or presenting submissions are the Respondent's sole responsibility and Union County shall not reimburse the Respondent. All responses to this solicitation will be considered a public record and subject to disclosure under applicable public records law.

Any material in a response which the Respondent considers a trade secret and exempt from disclosure as a public record under applicable law, including N.C.G.S. §§ 132-1.2 and 66-152, must be properly designated as a trade secret. In order to properly designate such material, the Respondent must: (i) submit any trade secret materials in a separate envelope, or file, from all other submitted material, being clearly marked as "Trade Secret – Confidential and Proprietary Information," and (ii) stamp the same trade secret/confidentiality designation on each page of the materials therein which contain trade secrets.



To the extent consistent with public records law, Union County will make reasonable efforts to maintain the confidential nature of trade secrets, as determined by Union County and subject to the conditions set forth herein. Respondent understands and agrees by submitting a response to this solicitation, that if a request is made to review or produce a copy of any information in the Respondent's materials which was properly labeled by the Respondent as a trade secret, Union County will notify the Respondent of the request and the date that such materials will be released to the requestor unless the Respondent obtains a court order enjoining that disclosure. If the Respondent fails to obtain the court order enjoining disclosure prior to that date, Respondent understands and agrees that Union County will release the requested information to the requestor on that date.

Furthermore, the Respondent also agrees to indemnify and hold harmless Union County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material that has been designated as a trade secret by Respondent.

## 6.2 PROPOSAL FORMAT

**The County desires all responses to be identical in format in order to facilitate comparison.** While the County's format may represent a departure from the vendor's preference, the County requests adherence to the format. All responses are to be in the format described below.

Offerors should prepare their proposals in accordance with the instructions outlined in this section. Each Offeror is required to submit the proposal electronically – Refer to page 4, 2.2. Each section should be identified as described below. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the RFP.

The County may award a contract based on initial offers received without discussion of such offers. A proposer's initial offer should, therefore, be based on the most favorable terms available. The County reserves the right to contact proposers regarding cost and scope clarification at any time throughout the selection process.

The successful Offeror's proposal must include all responses to the requirements contained within this RFP and all appendices (if applicable) must be completed in their entirety.

By submitting a proposal, the successful Offeror's Offeror agrees to all applicable provisions, terms and conditions associated with this RFP. This solicitation, the successful bidder's submitted proposal, all appendices and attachments (if applicable), and stated terms and conditions may become part of the resulting contract.

The utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, or tables should be numbered and clearly labeled. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

Omissions and incomplete answers may be deemed unresponsive. Please initial any



corrections.

**The proposal should be organized and identified by section as follows:**

- **Section A** – Cover Letter
- **Section B** – Company Qualifications and Experience
- **Section C** – Proposed Solution and Implementation Plan
- **Section D** – References
- **Section E** – Required Forms
  - Appendix A – Cost Proposal
  - Appendix B – Proposal Submission (signed)
  - Appendix C – Addenda Receipt and Anti-Collusion (signed)

**6.2.1 SECTION A – COVER LETTER**

The proposal must include a cover letter attesting to its accuracy and signed by an individual authorized to execute binding legal documents on behalf of the Service Provider. The cover letter shall present the Service Provider’s understanding of the RFP, a summary of the approach to be undertaken to perform the services, as well as a summary of the costs to provide the services.


Include the following:

- Legal company name and DBA (if applicable).
- Company address, telephone number and website Address.
- Location providing service, address and telephone number.
- Name of single point of contact, title, direct telephone number and/or extension, and email address.
- Name of person with binding authority, title, address, direct telephone number and/or extension, and email address.
- Stipulate that the proposal price will be valid for a period of 120 days.
- Make the following representations and warranty in the cover letter, the falsity of which might result in rejection of its proposal: “The information contained in this proposal or any part thereof, including any exhibits, schedules, and other documents and instruments delivered or to be delivered to the County, is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the County as to any material facts.”

**6.2.2 SECTION B – COMPANY QUALIFICATIONS AND EXPERIENCE**

This section provides each vendor with the opportunity to demonstrate how its history, organization, and partnerships differentiate it from other vendors. Careful attention should be paid to providing information relevant to Union County needs.

- Provide company history, and number of years in business under the current organizational name and structure and services offered.
- Describe your company’s complete corporate structure, including any parent companies, subsidiaries, affiliates, and other related entities. How many public sector (cities and counties) clients does your company have?

- 
- Provide a management organization chart of your company's overall organization, including director and officer positions and names and the reporting structure.
  - Provide a list of individuals who will be responsible for this project and indicate the functions that each will perform.
  - Explain how your organization ensures that personnel performing the Services are qualified and proficient.
  - What is the Vendor's service commitment to customers and measurements used?
  - List any projects or services terminated by a government entity. Please disclose the government entity that terminated and explain the reason for the termination.
  - Are audited or otherwise verifiable financial statements available upon request?
  - Is the bidder's organization involved in any pending litigation that may affect its ability to provide its proposed solution or ongoing maintenance or support of its products and services.

### **6.2.3 SECTION C – PROPOSED SOLUTION AND IMPLEMENTATION PLAN**

Based on the Scope of Work and Specifications outlined in this solicitation, provide the following:

- Provide a detailed description of the solution you are proposing. Include details on file transfer protocols, printing and stuffing equipment, data security, invoicing and any other details that may influence the County's decision. Tell why offeror's solution best meets the needs of Union County.
- Provide a detailed description of your implementation plan including steps to ensure a smooth transition of services.
- Detailed description of efforts your firm will undertake to achieve client satisfaction and to satisfy the requirements of the "Scope of Work" section.
- Detailed description of specific tasks you will require from County staff. Explain what the respective roles of County staff and your staff would be to complete the tasks specified in the Scope of Work.

### **6.2.4 SECTION D – REFERENCES**

Provide, at a minimum, three (3) comparable clients with whom your firm has an established relationship similar to the Scope of Work outlined in this RFP and include the following:

- Company Name
- Contact Name and Title
- Company Address
- Direct Phone Number
- Email Address
- Service Dates

- Summary of Scope of Services

### **6.2.5 SECTION E – REQUIRED FORMS**

Offerors must include signed copies of the following documents:

- Appendix A – Cost Proposal
- Appendix B – Proposal Submission (signed)
- Appendix C – Addenda Receipt and Anti-Collusion (signed)

### **6.3 SELECTION PARTICIPANTS**

1. Maintaining the integrity of the RFP process is of paramount importance for the County. To this end, please do not contact any members of Union County or its staff regarding the subject matter of this RFP until a selection has been made, other than the County’s designated contact person identified in the introduction to this RFP.
2. Representatives of Union County will read, review, and evaluate the RFP independently based on the evaluation criteria. Failure to abide by this requirement shall be grounds for disqualification from this selection process.
3. The County will establish an RFP Evaluation Team to review and evaluate the RFPs. The RFP Evaluation Team will assess the RFPs independently in accordance with the published evaluation criteria. Union County reserves the right to conduct interviews with a shortlist of selected respondents.
4. At its sole discretion, the Owner may ask written questions of Offerors, seek written clarification, and conduct discussions with Offerors on the RFPs.
5. The County reserves the right to determine the suitability of proposals on the basis of a proposal meeting scope and submittal criteria listed in the RFP. Evaluation criteria and other relevant RFP information will be used to assist in determining the finalist Vendor.

### **6.4 EVALUATION SELECTION PROCESS**

A weighted analysis of the evaluation criteria will be utilized to determine the Vendor that represents the best value solution for the County.

In the evaluation and scoring/ranking of Offerors, the County will consider the information submitted in the RFP as well as the meetings (if applicable) with respect to the evaluation criteria set forth in the RFP.

The initial evaluation criteria/factors and relative weights listed below will be used to recommend selection of the Proposed Offeror or for the purpose of selecting Short-Listed Offerors. The County may choose to award without engaging in interview discussions.

RFP Criteria	Weights
Company Background and Experience	40%
Proposed Solution	35%
Cost Proposal & Compliance with Submittal Requirements	25%

Vendors may be invited to give a demonstration of the capabilities of the proposed solution to the Union County evaluation team. The successful bidder's demonstration (if requested), along with questions and answers, will be a critical component of the overall vendor evaluation.

After identification of Short-Listed Offerors, the County may or may not decide to invite Short-Listed Offerors to vendor demonstration/interviews. If interviews are scheduled with the Short-Listed Offerors, previous evaluation and rankings are not carried forward. For the purpose of selecting a Preferred Offeror, the evaluation criteria will be given the following relative weights:

Interview Criteria	Weights
Proposed Approach and Staff	65%
Quality and Relevance of Interview as it Relates to the Scope of the RFP	35%

Additional meetings may be held to clarify issues or to address comments, as deemed appropriate. Proposers will be notified in advance of the time and format of such meetings.

## 6.5 AWARD PROCEDURE

Union County has the right to reject any or all proposals, to engage in further negotiations with any Company submitting a proposal, and/or to request additional information or clarification. The County is not obligated to accept the lowest cost proposal. The County may accept the proposal that best serves its needs, as determined by County officials in their sole discretion.

The County reserves the right to make an award without further discussion of the proposals received. Therefore, it is important that the proposal be submitted initially on the most favorable terms.


A proposal may be rejected if it is incomplete. Union County may reject any or all proposals and may waive any immaterial deviation in a proposal.

More than one proposal from an individual, Offeror, partnership, corporation or association under the same or different names, will not be considered.

The County reserves the right to enter into negotiations with the top ranked Offeror. However, negotiations with the top ranked Offeror does not signify a commitment by Union County to execute a contract or to continue discussions.

The County reserves the right to terminate negotiations at any time and for any reason.





The County may select and enter into negotiations with the next most advantageous Proposer if negotiations with the initially chosen Proposer are not successful.

The award shall be made in the best interest of the County. This Request for Proposal is not subject to any competitive bidding requirements of North Carolina law. The County reserves the right to accept other than the most financially advantageous proposal.

The award document will be a Contract incorporating, by reference, all the requirements, terms and conditions of the solicitation and the Offeror's proposal as negotiated.

## **6.6 CONFLICT CERTIFICATION**

The Offeror must certify that it does not have any actual or potential conflicts of interest with, or adversarial litigation against the County or any of its officers or employees. During the course of the contractual relationship formed pursuant to this solicitation, any such conflict of interest, whether newly arising or newly discovered, must be disclosed to the County in writing.

## **7 GENERAL CONDITIONS AND REQUIREMENTS**

### **7.1 TERMS AND CONDITIONS**

The contract award will have an initial term of three (3) years with two (2) one-year renewal options at the County's discretion, pending annual budget approval.

Union County has the right to reject any or all proposals, to engage in further negotiations with any Company submitting a proposal, and/or to request additional information or clarification. The County is not obligated to accept the lowest cost proposal. The County may accept that proposal that best serves its needs, as determined by County officials in their sole discretion.


All payroll taxes, liability and worker's compensation are the sole responsibility of the Offeror. The Offeror understands that an employer/employee relationship does not exist under this contract.

All proposals submitted in response to this request shall become the property of Union County and as such, may be subject to public review.

### **7.2 COST ADJUSTMENTS**

The Unit Pricing for the Initial Term shall be based upon the response to this solicitation. However, the Unit Pricing for any Renewal Term may be adjusted at the beginning of such Renewal Term by multiplying the Unit Pricing effective in the previous term by the quotient of the All Urban Consumers Price Index (CPI-U) (South Region), Others Goods and Services, with the Index Period of 2023-2028 as published by the Bureau of Labor Statistics, United States Department of Labor, in effect ninety (90) days prior to the commencement date of the new Renewal Term divided by such CPI in effect for the same month one (1) year prior to such date. However, any Unit Pricing increase pursuant to the previous sentence shall be capped at a four percent (4%) increase from





one term to the next. Any such Unit Pricing adjustment for a Renewal Term must be requested by the Vendor or County within thirty (30) days from the date of the County's notice of its exercise of an option to renew the Contract for a Renewal Term.

### **7.3 CONTRACTUAL OBLIGATIONS**

The contents of this Proposal and the commitments set forth in the selected Proposal(s) shall be considered contractual obligations, if a contract ensues. Failure to accept these obligations may result in cancellation of the award. All legally required terms and conditions shall be incorporated into final contract agreements with the selected Service Provider(s).

### **7.4 SUB-CONTRACTOR/PARTNER DISCLOSURE**

If the proposal by any Company requires the use of sub-contractors, partners, and/or third-party products or services, this must be clearly stated in the proposal. The Company submitting the proposal shall remain solely responsible for the performance of all work, including work that is done by sub-contractors.

### **7.5 EXCEPTION TO THE PROPOSAL**


An "exception" is defined as the Service Provider's inability or unwillingness to meet a term, condition, specification, or requirement in the manner specified in the Proposal. All exceptions taken must be identified and explained in writing in the proposal and must specifically reference the relevant section(s) of this Proposal. Other than exceptions that are stated in compliance with this Section, each proposal shall be deemed to agree to comply with all terms, conditions, specifications, and requirements of this Proposal. If the Service Provider provides an alternate solution when taking an exception to a requirement, the benefits of this alternate solution and impact, if any, on any part of the remainder of the Service Provider's solution, must be described in detail.

### **7.6 MODIFICATION OR WITHDRAWAL OF PROPOSAL**

Prior to the scheduled closing time for receiving proposals, any Vendor may withdraw their proposal. After the scheduled closing time for receiving proposals, no proposal may be withdrawn for 120 days. Only written requests for the modification or correction of a previously submitted proposal that are addressed in the same manner as proposals and are received by the County prior to the closing time for receiving proposals will be accepted. The proposal will be corrected in accordance with such written requests, provided that any such written request is in a sealed envelope that is plainly marked "Modification of Proposal" – with solicitation number and name on the front of the envelope. Oral, telephone, or fax modifications or corrections will not be recognized or considered.

### **7.7 EQUAL EMPLOYMENT OPPORTUNITY**

All Offerors will be required to follow Federal Equal Employment Opportunity (EEO) policies. Union County will affirmatively assure that on any project constructed pursuant to this advertisement, equal employment opportunity will be offered to all persons without regard to race, color, creed, religion, national origin, sex, and marital status, status with



regard to public assistance, membership or activity in a local commission, disability, sexual orientation, or age.

## **7.8 MINORITY BUSINESSES (MBE) OR DISADVANTAGED BUSINESSES (DBE)**

It is the policy of Union County that Minority Businesses (MBEs), Disadvantaged Business Enterprises (DBEs) and other small businesses shall have the opportunity to compete fairly in contracts financed in whole or in part with public funds. Consistent with this policy, Union County will not allow any person or business to be excluded from participation in, denied the benefits of, or otherwise be discriminated against in connection with the award and performance of any contract because of sex, race, religion, or national origin.

## **7.9 LICENSES**

The successful Offeror(s) shall have and maintain a valid and appropriate business license (if applicable), meet all local, state, and federal codes, and have current all required local, state, and federal licenses.

## **7.10 E-VERIFY**

E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program, used to verify the work authorization of newly hired employees pursuant to federal law. Vendor/Offeror shall ensure that Offeror and any Sub-Contractor performing work under this contract: (i) uses E-Verify if required to do so; and (ii) otherwise complies with applicable law.


## **7.11 DRUG-FREE WORKPLACE**

During the performance of this Request, the Offeror agrees to provide a drug-free workplace for their employees; 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 workplace and specify the actions that will be taken against employees for violations of such prohibition; and state in all solicitations or advertisements for employees placed by or on behalf of the Offeror that the Offeror maintains a drug-free workplace.

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 an Offeror/Offerors in accordance with this chapter, 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 Request.

## **7.12 INSURANCE**

One or more of the following insurance limits may be required if it is applicable to the project. The County reserves the right to require additional insurance depending on the nature of the agreement.



At Contractor's sole expense, Contractor shall procure and maintain the following minimum insurances with insurers authorized to do business in North Carolina and rated A-VII or better by A.M. Best, or as otherwise authorized by the Union County Risk Manager.

A. WORKERS' COMPENSATION

Statutory (coverage for three or more employees) limits covering all employees, including Employer's Liability with limits of:

\$500,000 Each Accident  
\$500,000 Disease - Each Employee  
\$500,000 Disease - Policy Limit

B. COMMERCIAL GENERAL LIABILITY

(for any agreement unless otherwise waived by the Risk Manager)  
Covering Ongoing and Completed Operations involved in this Agreement.

\$2,000,000 General Aggregate  
\$2,000,000 Products/Completed Operations Aggregate  
\$1,000,000 Each Occurrence  
\$1,000,000 Personal and Advertising Injury Limit

C. COMMERCIAL AUTOMOBILE LIABILITY

(for any agreement involving the use of a contractor vehicle while conducting services associated with the agreement)

\$1,000,000 Combined Single Limit - Any Auto

D. PROFESSIONAL LIABILITY

(only for any agreement providing professional service such as engineering, architecture, surveying, consulting services, etc.)

\$1,000,000 Claims Made

Contractor shall provide evidence of continuation or renewal of Professional Liability Insurance for a period of two (2) years following termination of the Agreement.

E. NETWORK SECURITY & PRIVACY LIABILITY (CYBER)

(for any agreement involving software applications)

\$1,000,000 Claims Made

Contractor shall provide evidence of continuation or renewal of Network Security & Privacy Liability Insurance for a period of two (2) years following termination of the Agreement.

**ADDITIONAL INSURANCE REQUIREMENTS**

A. The Contractor's General Liability policy shall be endorsed, specifically or generally, to include the following as Additional Insured:


**UNION COUNTY, ITS OFFICERS, AGENTS AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSURED WITH RESPECTS TO THE GENERAL LIABILITY INSURANCE POLICY.**

Additional Insured status for Completed Operations shall extend for a period of not less than three (3) years from the date of final payment.

- B. Before commencement of any work or event, Contractor shall provide a Certificate of Insurance in satisfactory form as evidence of the insurances required above.
- C. Contractor shall have no right of recovery or subrogation against Union County (including its officers, agents and employees).
- D. It is the intention of the parties that the insurance policies afforded by contractor shall protect both parties and be primary and non-contributory coverage for any and all losses covered by the above-described insurance.
- E. Union County shall have no liability with respect to Contractor's personal property whether insured or not insured. Any deductible or self-insured retention is the sole responsibility of Contractor.
- F. Notwithstanding the notification requirements of the Insurer, Contractor hereby agrees to notify County's Risk Manager at 500 N. Main Street # 130, Monroe, NC 28112, within two (2) days of the cancellation or substantive change of any insurance policy set out herein. Union, in its sole discretion, may deem failure to provide such notice as a breach of this Agreement.
- G. The Certificate of Insurance should note in the Description of Operations the following:

Department: \_\_\_\_\_  
Contract #: \_\_\_\_\_

- H. Insurance procured by Contractor shall not reduce nor limit Contractor's contractual obligation to indemnify, save harmless and defend Union County for claims made or suits brought which result from or are in connection with the performance of this Agreement.
- I. Certificate Holder shall be listed as follows:  
  
Union County  
Attention: Keith A. Richards, Risk Manager  
500 N. Main Street, Suite #130  
Monroe, NC 28112
- J. If Contractor is authorized to assign or subcontract any of its rights or duties hereunder and in fact does so, Contractor shall ensure that the assignee or subcontractor satisfies all requirements of this Agreement, including, but not



limited to, maintenance of the required insurances coverage and provision of certificate(s) of insurance and additional insured endorsement(s), in proper form prior to commencement of services.

### **7.13 INDEMNIFICATION**

Contractor agrees to protect, defend, indemnify and hold Union County, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind in connection with or arising out of this agreement and/or the performance hereof that are due, in whole or in part, to the negligence of the Contractor, its officers, employees, subcontractors or agents. Contractor further agrees to investigate, handle, respond to, provide defense for, and defend the same at its sole expense and agrees to bear all other costs and expenses related thereto.

*--Intentionally Left Blank--*

## 8 APPENDIX A – COST PROPOSAL

### RFP 2021-035 Print and Mail Services

#### SUBMIT WITH PROPOSAL

Companies shall provide a cost proposal based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services not addressed below, please add to this chart. Your Cost Proposal must reflect all costs for which the County will be responsible.**

For the purposes of this RFP, the contract will have an initial term of three (3) years with two (2) one-year renewal options at the County's discretion, pending annual budget appropriations. Provide cost for the initial term of 3 years. To be considered, all costs must be completed.

Service Type: Utility Bills	Cost Each
Processed Document - 1 processed Utility bill and remittance envelope per outgoing envelope	
Inserts - Preprinted form, provided by Union County, in envelope.	
Printed Insert - An additional 8-1/2" X 3-2/3" insert printed by Vendor and inserted in envelope.	
Additional #10 Outgoing Envelopes	
Additional #9 Remittance Envelopes	
Blank Utility Bills	
Paper File Copies - Electronic Files are No Charge	
Hosting Fee - eBill PDF Presentation	
Full Page Printing (Special Notices not included with bill - mailed separately)	

Service Type: Tax Bills Payment Coupon	Cost Each
Processed Document – 1 processed Tax Bill with tear off coupons and remittance envelope per outgoing envelope.	
Printed Insert - An additional 8-1/2" X 3-2/3" insert printed by Vendor and inserted in envelope.	
Additional #10 Outgoing Envelopes	
Additional #9 Remittance Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	
Bundling Tax Bills by same Address	

<b>Service Type: Annual Tax Bills Escrowed</b>	<b>Cost Each</b>
Processed Document – 1 processed Tax Bill per outgoing envelope.	
Printed Insert - An additional 8-1/2" X 3-2/3" insert printed by Vendor and inserted in envelope.	
Additional #10 Outgoing Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	
Bundling Tax Bills by same Address	

<b>Service Type: Tax Bills Final Notice</b>	<b>Cost Each</b>
Processed Document – 1 processed Tax Bill with tear off coupon and remittance envelope per outgoing envelope.	
Additional #10 Outgoing Envelopes	
Additional #9 Remittance Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	
Bundling Tax Bills by same Address	

<b>Service Type: Tax Bills Annual Change of Assessment Notices</b>	<b>Cost Each</b>
Processed Document – 1 processed Change of Assessment Notice per outgoing envelope.	
Printed Insert - An additional 8-1/2" X 3-2/3" insert printed by Vendor and inserted in envelope.	
Additional #10 Outgoing Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	

<b>Service Type: Tax Bills Annual Business Personal Property Listing Forms</b>	<b>Cost Each</b>
Processed Document – 1 Business Personal Property Listing Form per outgoing envelope.	
Inserts - Preprinted form, provided by Union County, in envelope.	
Printed Insert - An additional 8-1/2" X 3-2/3" insert printed by Vendor and inserted in envelope.	
Additional #10 Outgoing Envelopes	
Additional #9 Remittance Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	
Bundling Tax Bills by same Address	



<b>Service Type: Tax Bills Annual Individual Personal Property Listing Forms</b>	<b>Cost Each</b>
Processed Document – 1 Individual Personal Property Listing Form per outgoing envelope.	
Inserts - Preprinted form, provided by Union County, in envelope.	
Printed Insert - An additional 8-1/2" X 3-2/3" insert printed by Vendor and inserted in envelope.	
Additional #10 Outgoing Envelopes	
Additional #9 Remittance Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	
Bundling Tax Bills by same Address	

<b>Service Type: Tax Bills Annual Business Personal Property Listing Notice, Non-Lister</b>	<b>Cost Each</b>
Processed Document – 1 Business Personal Property Listing Notice per outgoing envelope.	
Additional #10 Outgoing Envelopes	
Additional #9 Remittance Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	
Bundling Tax Bills by same Address	

<b>Service Type: Tax Bills Annual Individual Personal Property Listing Notice, Non-Lister</b>	<b>Cost Each</b>
Processed Document – 1 Business Personal Property Listing Notice per outgoing envelope.	
Additional #10 Outgoing Envelopes	
Additional #9 Remittance Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	
Bundling Tax Bills by same Address	

<b>Service Type: Tax Property Data Verification Questionnaire</b>	<b>Cost Each</b>
Processed Document – 1 Property Data Verification Questionnaire per outgoing envelope.	
Additional #10 Outgoing Envelopes	
Additional #9 Remittance Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	





<b>Service Type: Tax Reappraisal Notice</b>	<b>Cost Each</b>
Processed Document – 1 Reappraisal Notice per outgoing envelope.	
Additional #10 Outgoing Envelopes	
Paper File Copies - Electronic Files are No Charge.	
Archiving Fee (Historical Files)	
Hosting Fee - eBill PDF Presentation	

<b>Service Type: Other</b>	<b>Hourly Rate</b>
Design Services, hourly	
Set-up Charges	
Explain:	
Explain:	
Explain:	
Explain:	

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

*End of Cost Proposal*



## 9 APPENDIX B – PROPOSAL SUBMISSION

### RFP 2021-035 Print and Mail Services

**SUBMIT WITH PROPOSAL**

***This Proposal is submitted by:***

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

Representative Name: \_\_\_\_\_

Representative Signature: \_\_\_\_\_

Representative Title: \_\_\_\_\_

Address: \_\_\_\_\_

County/State/Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Website Address: \_\_\_\_\_

**It is understood that Union County reserves the right to reject any and all proposals, to make awards according to the best interest of the County, to waive formalities, technicalities, to recover and re-advertise this project. Proposal is valid for 120 days. Proposal is submitted by an executive of the company that has authority to contract with Union County, NC.**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

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



## 10 APPENDIX C – ADDENDUM AND ANTI-COLLUSION

### RFP 2021-035 Print and Mail Services

**SUBMIT WITH PROPOSAL**

Please acknowledge receipt of all addenda by including this form with your Proposal. Any questions or changes received will be posted as an addendum on [www.co.union.nc.us](http://www.co.union.nc.us) and/or [www.ips.state.nc.us](http://www.ips.state.nc.us). It is your responsibility to check for this information.

Addendum No.	Date Downloaded
_____	_____
_____	_____
_____	_____
_____	_____

**I certify that this proposal is made in good faith and without collusion with any other offeror or officer or employee of Union County.**

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

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_

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



## 11 APPENDIX D – TEMPLATE CONTRACT

RFP 2021-035 Print and Mail Services

**Informational Purposes Only - Do not submit with proposal.**

STATE OF NORTH CAROLINA

TEMPLATE AGREEMENT  
Do not submit with proposal.

COUNTY OF UNION

THIS AGREEMENT is made and entered into as of \_\_\_\_\_, by and between UNION COUNTY, a political subdivision of the State of North Carolina, whose address is 500 N. Main Street, Monroe, NC 28112, hereinafter "Union," and [Contractor's full legal name], a [type of business (corporation, limited liability company, etc.) and state where incorporated], whose address is \_\_\_\_\_, hereinafter "Contractor."

W I T N E S S E T H

WHEREAS, Union desires that Contractor perform certain [briefly describe services here] services; and

WHEREAS, Contractor is willing to perform such services as described in this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth, the parties hereto do each contract and agree with the other as follows:

1. **SERVICES PERFORMED.** Contractor agrees to perform the services as set forth in the attached Scope of Work [or, if the full RFP is to be attached as the scope of work, state the RFP number and full RFP title], which is incorporated herein by reference (hereinafter the "Services"), in accordance with the terms of this Agreement.

2. **FEE AND PAYMENT SCHEDULE.** Union shall pay Contractor [insert payment amount or rate] for performance of the Services. Contractor shall invoice Union on a monthly basis for Services performed, or upon such other schedule as may be agreed upon by the parties. Payment is due within thirty (30) days of receipt of an accurate invoice by Union's Finance Division. All payments shall be conditioned upon appropriation by the Union County Board of Commissioners of sufficient funds for each request for services.

3. **TERM AND TERMINATION.** The Effective Date is the date of mutual execution of this Agreement. This Agreement shall have a term of [insert agreement time length] (the "Initial Term"). [The following sentence to be used only if renewals might be needed or desired, and then only if the RFP lists the possible number of renewals. If the contract is just for a single term, this sentence may be deleted.] Upon completion of the Initial Term, Union may, in its sole discretion, elect to renew this Agreement for up to \_\_\_[number of possible additional terms, as stated in the RFP] additional \_\_\_[number of years in each renewal term]-year terms, each a "Renewal Term," upon written notice to the Contractor. Union may terminate this Agreement at any time, without cause, upon provision of ten (10) days' written notice to Contractor. In the event of termination without cause, Contractor shall be paid for services performed to the date of notification of termination by Union.

4. **OWNERSHIP OF DOCUMENTS.** All deliverables and any other contract documents prepared by Contractor, or any subcontractors or subconsultants under the terms of this Agreement ("the Documents"), shall be the property of Union. Contractor further acknowledges that Union is subject to Chapter 132 of the North Carolina General Statutes, the Public Records Act (the

“Act”), and that this Agreement, as well as any of the Documents as defined herein, shall be a public record as defined in such Act, and as such, will be open to public disclosure and copying.

5. INSURANCE. The attached Exhibit A, Insurance Requirements, is incorporated herein by reference.

6. INDEMNIFICATION. Contractor agrees to protect, defend, indemnify and hold Union, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind in connection with or arising out of this Agreement and/or the performance hereof that are due, in whole or in part, to the negligence of Contractor, its officers, employees, subcontractors or agents. Contractor further agrees to investigate, handle, respond to, provide defense for, and defend the same at its sole expense and agrees to bear all other costs and expenses related thereto.

7. DECLARATION BY CONTRACTOR. Contractor declares that Contractor has complied with all federal, state and local laws regarding business permits, certificates, and licenses that may be required to carry out the work to be performed under this Agreement.

8. FEDERAL, STATE, AND LOCAL TAXES. Neither federal, nor state, nor local income tax nor payroll tax of any kind shall be withheld or paid by Union on behalf of Contractor or the employees of Contractor. Contractor shall not be treated as an employee with respect to the services performed hereunder for federal or state tax purposes.

9. NOTICE TO CONTRACTOR REGARDING ITS TAX DUTIES AND LIABILITIES. Contractor understands that Contractor is responsible to pay, according to law, Contractor’s income tax. If Contractor is not a corporation, Contractor further understands that Contractor may be liable for self-employment (social security) tax, to be paid by Contractor according to law.

10. FRINGE BENEFITS. Because Contractor is engaged in Contractor’s own independently established business, Contractor is not eligible for, and shall not participate in, any employee pension, health or other fringe benefit plan of Union.

11. UNION NOT RESPONSIBLE FOR WORKERS’ COMPENSATION. No workers’ compensation insurance shall be obtained by Union concerning Contractor or the employees of Contractor. Contractor shall comply with the workers’ compensation law concerning Contractor and the employees of Contractor.

12. NO AUTHORITY TO BIND UNION. Contractor has no authority to enter into contracts or agreements on behalf of Union. This Agreement does not create a partnership or any form of agency between the parties.

13. ASSIGNMENT. Neither Union nor Contractor shall assign, sublet or transfer any rights under or interest in this Agreement (including, but without limitation, monies that may become due or monies that are due) without the written consent of the other, except to the extent that any assignment, subletting or transfer is mandated by law or the effect of this limitation may be restricted by law. Unless specifically stated to the contrary in any written consent to assignment, no assignment shall release or discharge the assignor from any duty or responsibility under this Agreement.

14. NON-WAIVER. The failure of either party to exercise any of its rights under this agreement for a breach thereof shall not be deemed to be a waiver of such rights or a waiver of any subsequent breach.

15. HOW NOTICES SHALL BE GIVEN. Any notice given in connection with this agreement shall be given in writing and shall be delivered either by hand to the party or by certified mail, return receipt requested, to the party at the party's address stated herein. Any party may change its address stated herein by giving notice of the change in accordance with this paragraph.

16. APPLICABLE LAW AND JURISDICTION. This Agreement shall be construed and enforced in accordance with the laws of the State of North Carolina. The parties to this Agreement confer exclusive jurisdiction of all disputes arising hereunder upon the General Courts of Justice of Union County, North Carolina.

17. COMPLETE AGREEMENT. This Agreement contains the complete agreement of the parties regarding the terms and conditions of the Agreement, and there are no oral or written conditions, terms, warranties, understandings or other agreements pertaining thereto which have not been incorporated herein. This Agreement may be modified only by written instrument duly executed by both parties, or their respective successors in interest.

18. SEVERABILITY. The provisions hereof are severable, and should any provision be determined to be invalid, unlawful or otherwise null and void by any court of competent jurisdiction, the other provisions shall remain in full force and effect and shall not thereby be affected unless such ruling shall make further performance hereunder impossible or impose an unconscionable burden upon one of the parties.

19. AUTHORITY. Each party warrants that it has the corporate or other organizational power and authority to execute, deliver and perform this Agreement. Each party further warrants that the execution, delivery and performance by it of the Agreement has been duly authorized and approved by all requisite action of the party's management and appropriate governing body.

20. E-VERIFY. E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program, used to verify the work authorization of newly hired employees pursuant to federal law. Contractor shall ensure that Contractor and any subcontractor performing work under this Agreement: (i) uses E-Verify if required to do so by North Carolina law; and (ii) otherwise complies with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. A breach of this provision by Contractor will be considered a breach of this Agreement, which entitles Union to terminate this Agreement, without penalty, upon notice to Contractor.

*[Signatures follow on the next page.]*

IN WITNESS WHEREOF, the parties hereto, acting under authority of their respective governing bodies, have hereunto set their hands and seals, and have caused this Agreement to be duly executed, this the day and year first above written.

UNION COUNTY

BY: \_\_\_\_\_(SEAL)  
William M. Watson, County Manager

[Contractor's Full Legal Name]

BY: \_\_\_\_\_(SEAL)

Approved as to Legal Form \_\_\_\_\_

This instrument has been preaudited in the manner required by The Local Government Budget and Fiscal Control Act.

\_\_\_\_\_  
Deputy Finance Officer



**Exhibit A**  
**Insurance Requirements**

**I. BASIC INSURANCE REQUIREMENTS.** At Contractor's sole expense, Contractor shall procure and maintain the following minimum insurances with insurers authorized to do business in North Carolina and rated A-VII or better by A.M. Best, or as otherwise authorized by the Union County Risk Manager.

**A. WORKERS' COMPENSATION**

Statutory (coverage for three or more employees) limits covering all employees, including Employer's Liability with limits of:

\$500,000	Each Accident
\$500,000	Disease - Each Employee
\$500,000	Disease - Policy Limit

**B. COMMERCIAL GENERAL LIABILITY**

Covering all operations involved in this Agreement.

\$2,000,000	General Aggregate
\$2,000,000	Products/Completed Operations Aggregate
\$1,000,000	Each Occurrence
\$1,000,000	Personal and Advertising Injury Limit

**C. COMMERCIAL AUTOMOBILE LIABILITY**

\$1,000,000	Combined Single Limit - Any Auto
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**D. PROFESSIONAL LIABILITY**

\$1,000,000	Claims Made
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Contractor shall provide evidence of continuation or renewal of Professional Liability Insurance for a period of two (2) years following termination of the Agreement.

**E. POLLUTION LIABILITY INSURANCE**

\$1,000,000	Claims Made
-------------	-------------

Contractor shall provide evidence of continuation or renewal of Pollution Liability Insurance for a period of two (2) years following termination of the Agreement.

F. NETWORK SECURITY & PRIVACY LIABILITY (CYBER)

\$1,000,000 Claims Made  
\$3,000,000 Aggregate Limit

Contractor shall provide evidence of continuation or renewal of Network Security & Privacy Liability Insurance for a period of two (2) years following termination of the Agreement.

**II. ADDITIONAL INSURANCE REQUIREMENTS.**

A. The Contractor's General Liability policy shall be endorsed, specifically or generally, to include the following as Additional Insured:

**UNION COUNTY, ITS OFFICERS, AGENTS AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSURED WITH RESPECT TO THE GENERAL LIABILITY INSURANCE POLICY.**

B. Before commencement of any work or event, Contractor shall provide a Certificate of Insurance in satisfactory form as evidence of the insurances required above.

C. Contractor shall have no right of recovery or subrogation against Union County (including its officers, agents and employees).

D. It is the intention of the parties that the insurance policies afforded by Contractor shall protect both parties and be primary and non-contributory coverage for any and all losses covered by the above-described insurance.

E. Union County shall have no liability with respect to Contractor's personal property whether insured or not insured. Any deductible or self-insured retention is the sole responsibility of Contractor.

F. Notwithstanding the notification requirements of the Insurer, Contractor hereby agrees to notify County's Risk Manager at 500 N. Main Street, Suite #130, Monroe, NC 28112, within two (2) days of the cancellation or substantive change of any insurance policy set out herein. Union, in its sole discretion, may deem failure to provide such notice as a breach of this Agreement.

G. The Certificate of Insurance should note in the Description of Operations the following:

Department: \_\_\_\_\_  
Contract #: \_\_\_\_\_

H. Insurance procured by Contractor shall not reduce nor limit Contractor's contractual obligation to indemnify, save harmless and defend Union County for claims made or suits brought which result from or are in connection with the performance of this Agreement.

I. Certificate Holder shall be listed as follows:

Union County  
Attention: Keith A. Richards, Risk Manager  
500 N. Main Street, Suite #130  
Monroe, NC 28112

J. If Contractor is authorized to assign or subcontract any of its rights or duties hereunder and in fact does so, Contractor shall ensure that the assignee or subcontractor satisfies all requirements of this Agreement, including, but not limited to, maintenance of the required insurances coverage and provision of certificate(s) of insurance and additional insured endorsement(s), in proper form prior to commencement of services.