



Request for Proposals 2023-044

Printing Services

ADDENDUM No. 1

ISSUE DATE: July 19, 2023

Responding offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

A. Add/Delete/Replace

1. **Add to 4.2 Online store; page 7 the following:**

“Report monthly initially. We may later determine quarterly reports will suffice”.

2. **Delete in its entirety in Section 4.9 Requirement/ Online store; page 9, bullet 5 the**

following: “(Example: must have an email address ending with @unioncountync.gov to register an account and place an order)”

Replace with: “We can give a range of IP addresses, which is one option. Another option may be user account with a @unioncountync.gov email addresses”.

B. Question/Answer Section

1. **Question:** Envelopes – Regular or Window?

Answer: We may have a need for both, but for the purpose of providing a quote, please quote a regular envelope.

2. **Question:** Metal Nametag – what is the size?

Answer: 3x2 silver aluminum, 1/8 rounded corners, 1/32 acrylic backer piece for reinforcement, magnetic mount

3. **Question:** Brochures – What is the flat and final size?

Answer: Typically, 8.5x11 flat with either a tri-fold or bi-fold design.

4. **Question:** is the pocket folders going to be single sided or double sided?

Answer: Double sided.

5. **Question:** Section 3 INTRODUCTION / 4. SCOPE OF WORK, Page 6

The RFP states On occasion, additional services may be requested, such as:

- Bindery services such as scoring, folding, cutting, perforating, sealing, or inserting.
- Mailing services such as labeling, bulk mail sorting, address database management, and postage estimates
- Delivery services which include packaging and delivering to final destinations

Questions: if Mailing Services as described are requested please answer the following:

1. Will Union County provide its own Indicia for the postage expense of USPS mailing services?

Answer: Union County will not provide indicia for the postage expense. Our expectation is the selected vendor will apply as appropriate and include postage expenses in the total invoice along with the printing, sorting and other expenses as necessary.

2. Will the vendor be required to mail such items from the local (Union County) post office, or will an out-of-state postal mailing location be allowed?

Answer: This would be considered on a case-by-case basis, pending the project. Direct mailing will not be a common need.

4. Will Union County be agreeable to providing advance payment of the proposed expense of labeling, bulk mail sorting, address database management, and postage? Or will the vendor need to expect payment within the RFP's stated payment time window? **Example from 11 APPENDIX E – SAMPLE VENDOR PAYMENT NOTIFICATION, page 30:** Electronic Funds Transfer. (EFT) This means that you will receive payment of invoices due directly into your bank account. With this method, you will get an email confirmation giving you the date, invoice numbers, and total amount paid. Your payment will be available to you on Monday (or the first banking day if Monday is a bank holiday) following receipt of an approved invoice from the County department invoiced.

Answer: Union County does not pay in advance for services. Our expectation is the selected vendor will quote each job request and receive payment following completion of the job.

6. **Question:** Section 3 INTRODUCTION / 4.2 ONLINE STORE, Page 7
The RFP states Vendor must provide Public Communications with regular reporting on usage/sales.

Questions:

1. Please provide the detail reporting expected for the regular reporting on usage/sales with regard to **format, department segregation and product type segregation.**

Answer: We are open to the format, depending on how your system is able to automatically generate a report. Generally speaking, we would like to see a spreadsheet that contains data on orders placed, orders by product and monthly order totals.

2. What is the expected schedule for the regular reporting to occur? Monthly, quarterly, annually?

Answer: Monthly, initially. We may later determine quarterly reports will suffice.

7. **Question:** Section 3 INTRODUCTION / 4.6 VENDOR RESPONSIBILITIES, Page 8
The RFP states The selected vendor agrees to provide... • Arrange for a member of Public Communications to review and approve a proof for all new orders.

Questions:

1. Will a shared Dropbox or Google Drive folder be acceptable for proof sharing and commenting?

Answer: Yes

2. In addition to including a member of Public Communications to review/approve proofs, should the selected vendor expect that multiple personnel shall be included in the review/approval processes?

Answer: Internal review with department stakeholders may be needed for awareness on an order, but Public Communications will help coordinate that. Final approval will come from Public Communications to ensure branding consistency.

8. **Question:** Section 3 INTRODUCTION / 4.7 BILLING AND TERMS, Page 8

The RFP states The online store must have the ability to accept all major credit cards for purchases.

Questions:

1. Will securely emailed invoicing through Intuit Merchant Services (QuickBooks) be permitted upon confirmed and satisfactory delivery of printed product **instead** of within the online store itself and prior to delivery of product orders? Intuit Merchant Services includes encrypted online payment options with automated receipt and payment notifications to both the buyer and the vendor who works with Quickbooks.

Answer: Our preferred payment method for orders under \$5,000 is to use a Visa purchasing card. If we are able to easily pay invoices online through Quickbooks with a purchasing card, then this method is acceptable.

2. **The RFP states** Union County is not sales tax exempt. Therefore, sales tax should be charged on all orders. It is understood that The minimum combined 2023 sales tax rate for Union County, North Carolina is 6.75%. This is the total of state and county sales tax rates. The North Carolina state sales tax rate is currently 4.75%. Are we understanding correctly that Union County is most likely requesting that the awardee (even if the awardee is based outside of North Carolina) collect tax and pay to NCDOR as a courtesy of doing business w/ Union County?

According to Sales Tax Level 3 department at NCDOR (Dept. of Revenue), the economic nexus threshold for NC when a vendor who is located outside of NC is obligated to collect & pay NC sales & use taxes are either: \$100,000.00 in sales or 200+ selling transactions before the vendor is required to register to collect and pay sales tax to NC.

Answer: Yes, the selected vendor, even if based outside of North Carolina, should collect sales tax as outlined in North Carolina General Statutes and pay to NCDOR. The total sales tax rate is 6.75%.

9. **Question:** Section 3 INTRODUCTION / 4.8 SHIPPING, Page 9

The RFP states

- Vendor will make every effort to ship in stock items within two business days of order.

What types of "in stock" items is the county referring to with this bullet point?

Answer: In stock items refer to materials readily available or in the vendor's possession before printing and shipping. If the selected vendor must first order materials or source materials before printing and shipping, we understand more than two business days is needed to fulfill the order.

- Vendor must provide minimum and maximum shipping times for branded items and apparel.
- Vendors must provide a list of quick ship items.

What are the quick ship item expectations of Union County? Should the selected vendor be expected to warehouse pre-produced / printed products to allow for quick ship offerings?

Answer: Quick ship items may be branded notepads, notebooks, and other similar items agreed upon during the initial setup of the online store. However, there is not an expectation to warehouse if it is not feasible for the vendor.

Multiple shipping options should be provided to include ground, express, overnight, etc. from date of receiving order.

Are we understanding correctly that the Union County representative who is actually placing an order be allowed to choose the shipping option of preference?

If yes, will the selected vendor be allowed to move forward with the buyer's chosen shipping option and invoice that shipping expense as is applicable? OR will the selected vendor be required to provide the optional shipping expenses to be selected by the buyer before finalizing their order?

Answer: The first scenario noted – the employee placing the order may choose to expedite shipping. In that case, the store/order would need to clearly communicate additional expenses apply for expedited shipping.

10. **Question:** Section 3 INTRODUCTION / 4.9 REQUIREMENT/ Online Store, Page 9
The RFP states Provide a solution to ensure only Union County employees are able to order from the site. (Example: must have an email address ending with @unioncountync.gov to register an account and place an order).

Question:

Will Union County Communication provide a list of allowed IP addresses that Union County employees will be ordering through with any other (not listed) IP addresses being disallowed access to the online store?

Answer: Yes, we can give a range of IP addresses, which is one option. Another option may be a user account with a @unioncountync.gov email addresses. All technology solutions will be discussed and determined with the selected vendor in partnership with our Information Technology department.

11. **Question** Section 5.2 PROPOSAL FORMAT; 5.2.4 SECTION 4-PROPOSED SOLUTION; Online Store; Products, Page 14

The RFP states Provide minimum order quantity for print items by type of product, if applicable.

Question: Is it acceptable for the vendor to also provide quantity increment requirements in addition to a "ceiling" quantity with an offering to quote higher than ceiling quantities upon request? Example: Brochure print quantity offering may be set in the store as 100, 250, 500, 1000 and 2,500 with quantities above 2,500 being quoted if upon request.

Answer: Yes

12. **Question:** Section 5.2 AWARD PROCEDURE, Page 17

The RFP states This Request for Proposal is not subject to any competitive bidding requirements of North Carolina law.

Question: Are we correct with understanding that the selected vendor will not be obligated to provide applicable E-Procurement Fees to North Carolina for any Union County purchase (1.75% of any purchase) made in conjunction with the resulting contract for this RFP?

Answer: E-procurement does not apply to this project.

13. **Question:** Can you give us an idea of what is spent annually on printing for Union County? Ballpark?

Answer: Unfortunately, we have not done a project similar to this one in which we have a central order system online for numerous county departments to access. Our initial estimate, which is only an estimate, is approximately \$20,000, depending on the products and services the selected vendor is able to provide.

14. **Question:** Can you give us an idea of the annual spending per department? Ballpark?

Answer: Department budgets for printing needs vary, and printing needs vary by department. We are unable to provide an overall estimate.

15. **Question:** How many orders are typically placed per month? By department?

Answer: Printing needs vary by department. Some have many print needs; others rarely have print needs.

16. **Question:** What quantity per item is typically ordered?

Answer: Business Cards- 250 or 500, Brochures- 500-2,000.

17. **Question:** What is the average \$ amount per order?

Answer: Approximately \$265

18. **Question:** Are you looking for stepped pricing for different quantities? or just a flat per piece price?

Answer: We would like to see quantity discounts if applicable.

19. **Question:** How many items do you anticipate being on the website?

Answer: The answer may depend on the products the selected vendor offers or is able to source. Initial products we would like to see on the site include: business Cards, envelopes, letterhead, notepads, presentation/pocket folders, metal nametags, note cards, stickers, car decals, banners, brochures (reorders after initial design finalized), etc. There will also be orders outside of the store after initial designs, such as rack cards, door hangers, brochures, banners, etc.

20. **Question:** How often will these items change?

Answer: After the initial setup of the store, it will be rare to remove an item. We may request the vendor add new items as we receive requests from a department or as needed, or after a brochure is initially designed, it may be added for easy reorders.

21. **Question:** Do you want the items categorized by department or by product line?

Answer: Categorized by product, with department logos offered as a dropdown option within the product.

22. **Question:** Do you want the employees to be able to see all the items or see only items for their department?

Answer: All items.

23. **Question:** Is having an order approval process an acceptable solution to alleviate potential bad orders?

Answer: Yes, this is acceptable. Our goal is to have pre-approved items available for easy ordering; however, with business cards and such, an approval process would be ideal.

24. **Question:** Is processing an employee's p card prior to producing a job an acceptable solution to alleviate bad orders?

Answer: The expectation is that an employee p-card would be charged upon the order being placed for any orders that total less than \$5,000.

25. **Question:** How many user groups could there be?

Answer: I'm not sure if we understand the question. If you are referring to site administrators vs. site users, we will discuss with the selected vendor whether Public Communications team members would need to be site administrators, or if we will request updates directly with the vendor's account representative. The number of site users would be all county employees, approximately 1,500.

26. **Question:** Do you need a Single Sign-On (SSO) integration?

Answer: Single sign-on is not required, however, if you are able to offer SSO, please include in your proposal. All technology solutions will be discussed and determined with the selected vendor in partnership with our Information Technology department.

27. **Question:** How many variable SKUs? (best estimate)

Answer: There are six distinct Union County logos (Library, Parks and Recreation, Water, Emergency Services, Board of Elections, and Union County main logo). For items such as business cards, nametags, envelopes, etc. variable SKUs will be required.

28. **Question:** How many Static SKUs? (best estimate)

Answer: Unsure, but it will grow over time as brochures and more customized items are added to the site for re-orders.

29. **Question:** Will there be any Inventory?

Answer: We do not anticipate inventory stored by the vendor.

30. **Question:** How many total logos besides main Union County logo?

Answer: There are six distinct Union County logos (Library, Parks and Recreation, Water, Emergency Services, Board of Elections, and Union County main logo). Within those logo's there are three orientations of each (Primary/stacked, Horizontal, and Alternate Horizontal). 18 logos.

31. **Question:** What payment types needed for online store?

Answer: The store must accept Visa, for our purchasing cards. Any expenses over \$5,000 would require a purchase order, which would be a process discussed with the selected vendor.

32. **Question:** How many versions of Business cards could there be?

Answer: Six

33. **Question:** Envelope

- Window or no
- Security or no
- Is there any Bleed

Answer: We will need options for both window and security envelopes. We do not utilize bleeds for our standard envelopes. Special order envelopes that utilize bleed may be requested in the future.

34. **Question:** How many versions of Name Tags could there be?

- The Qty 10, do order 10 at a time?

Answer: The nametag is standardized but has a variable logo depending on the department. Six logo variations for the nametag.

35. **Question:** Brochure

- Size?

Answer: Typically, 8.5x11 flat with either tri-fold or bi-fold. 4/4 printing

36. **Question:** What is your yearly volume?

- Overall annual print spend (best estimate)
- Annual volume per product (best estimate)

Answer: We estimate \$20,000 print spend, 20% business cards, 20% postcards, and the remaining 60% is brochures, banners, yard signs, etc.

37. **Question:** I wanted to ask if out-of-state vendors are in consideration for this project?

Answer: Yes, out of state vendors are in consideration

Attachment No.1: Sign-in Sheet - Non-Mandatory Pre-Proposal Virtual Conference
Attachment No.2: Appendix A – Price Form

End of Addendum No. 1

Attachment No.1: Sign-in Sheet - Non-Mandatory Pre-Proposal Virtual Conference



Non-Mandatory Pre-Proposal Virtual Conference
 RFP 2023-044 Printing Services
 Location:Virtual
 Wednesday,July 5th, 2023, 1:00 PM

Proposal Due Date & Time: July 26, 2023 at 2:00 PM EDT
 Electronic Submission

Name	Company	Email	Phone
Patrick DiLeonardo	Zebra Print Solutions	pat@zebraprintsolutions.com	
Kim Barefield	KM Printing LLC	kimb@strategicfactory.com	443-548-3500
Jenny Haller	Business Impact Group	jhaller@impactgroup.us	952-230-6589
Tricia Johnson	Business Impact Group	tjohnson@impactgroup.us	218-259-8590
Bojan Markovic	Yanbo Solutions		877-399-0220

1 APPENDIX A – PRICE FORM

RFP 2023-044 Printing Services

Submit with Proposal

Company Name _____

The Contractor shall furnish all labor, materials, tools, and equipment necessary to provide printing service as described in Section 4, Scope of Work. ** Contractor may be asked to supply other printing, mailing and delivery services for the County as needed.

Item	Applied Logo	Quantity	Details	Price
Business cards	4-Color Union County Logo	250	2"x3.5" 14pt Uncoated Cardstock both sides 4/4 Printing	
Envelopes	4-Color Union County Logo	1,000	#10 (4.125" x9.5") Regular	
Metal nametag	4-Color Union County Logo	10	Brushed aluminum, 3x2 silver aluminum 1/8" rounded, 1/32 Acrylic backer for reinforcement, Magnetic Mounting, Full Color imprint.	
Brochure	4-Color Union County Logo	250	100lb Gloss Stock, 4/4 printing, 8.5x11 flat Trifold or bi-fold	
Pocket folder	4-Color Union County Logo	1,000	Double sided Standard 9x12, 14 pt. high gloss front, uncoated back	
Flat Invitation	4-Color Union County Logo	100	5x7, 14 pt. cardstock matte, 4/4 printing	

Provide a comprehensive cost schedule breakdown and explanation of all fees anticipated to meet the requirements of this RFP and include the following:

- Initial website setup, if any;
- Ongoing website maintenance and hosting;
- Technical support;
- Credit card fee structure;

- Shipping structure;
- Fulfillment cost.

Any work that is expected to be outsourced (for example, if a vendor subcontracts the development of online store) must also be clearly stated in the cost breakdown.

Any cost mark-ups for work that is outsourced must be included.