ONESOURCE

August 19, 2025

Ms. Kim Hopkins
Purchasing Manager
Christian County Purchasing
202 West Elm Street
Ozark, MO 65721

Dear Ms. Hopkins

On behalf of our entire company, I thank you for the opportunity to respond to your RFP 2025-10 Process, Print and Mail Tax Bills and SB190 Statements for The Collector's Office.

Established in 2002, OneSource is a leading provider of outsourced billing and critical documents via print, mail and e-billing services. With over 20 years of mission critical billing and critical document experience, the OneSource team manages document design, composition, print and electronic delivery capabilities by serving the most demanding critical service and transaction-oriented markets.

All client partners have a dedicated team of OneSource resources during various stages of the project from kickoff to post-implementation including: a dedicated Account Manager, project manager, dedicated and back up programming resources, and an executive sponsor. Additionally, OneSource employs a dedicated production staff which not only includes typical production type positions, but also Quality Control, and various levels of operational management.

Customers find us easy to do business with and stay for many contract renewals for the following reasons:

- No nickel and diming. CSRs are able to waive charges when it makes sense.
- Big fish/small pond mentality. All levels of our organization are available all the time.
- Responsive to requests and changes.

Based upon our experience, we are confident we can minimize your resource time needed and successfully convert your statement production to our platform in 30-60 days once the project scope is agreed to and test data/layout elements are provided. We are ready to begin immediately or whenever convenient for you.

We understand the difficulty of moving away from a current vendor. As an added incentive in hopes of winning your business, we additionally offer the following for Christian County.

- Free conversion. We will waive any setup costs normally charged to a customer.
- Two (2) hours of free programming per month to assist with any changes.
- Rebrand programming free. If the City decides to rebrand their notices within the first three years, we will undertake our portion completely free of charge.

Please see our Executive Summary following this cover letter along with several attachments.

ONESOURCE

Please feel free contact any of our listed references and if you cannot reach one, please let us know and we can try and arrange an introduction. We have included other utilities including the Boston Water and Sewer as well as some other businesses of varying size.

Feel free to ask them anything - especially about their service experience with us. We hope that after speaking with them, you will find that all sizes and types of customers will have positive things to say about our service.

Should you have any questions about our response, please feel free to contact me anytime at mike.martinez@onlyonesource.com or 630-364-5963.

Thank you again for the opportunity to respond to your **RFP!**

Very Best Regards,

Miguel Martinez

Miguel Martinez, CEO
OneSource

CC Insurance Requirements rev 042125.pdf View Online

Christian County Insurance Requirements

E-Verify Affidavit of Compliance for Christian County form.pdf View Online

E-Verify Affidavit of Compliance

Sample - E-Verify Affidavit and MOU Example for Christian County.docx View Online

E-Verify Affidavit and MOU Example

Requested Attachments

DECLARATION PAGE MUST BE UPLOADED HERE

(Attachment required)

Upload your signed declaration page here. You will print the page from the **ATTACHMENTS TAB**.

SAMPLE FORMS

(Attachment required)

Samples of your work from previous projects, in the last three years, must be included with your bid Failure to do so may result in a disqualification.

BUSINESS PROPERTY TAX RECEIPT

(Attachment required)

Contractor must provide a copy of their company's paid personal property tax receipt.

E-VERIFY AFFIDAVIT OF COMPLIANCE AND MOU FORM

Upload your affidavit with the MOU.

Bid Attributes

1	**Christian County Terms and Conditions** Please download and thoroughly review the Christian County Bidder Requirements Terms and Conditions and acknowledge your acceptance below. ☑ Yes *(Required: Check if applicable)*
2	**No Deviations or Exceptions** I agree with the attached Christian County Terms and Conditions and will not deviate from them. By indicating Yes in this box, no exceptions are taken to our terms and conditions. By indicating No in this box, you are taking exception to the Christian County Terms and Conditions. ☑ Yes, I have read and agree to the T&C's. ☐ No, I do not agree to the T&C's. *(Required: Check only one)*

3	**Exceptions to Christian County Bidder Requirements Terms and Conditions** If the respondent indicated in #2 above as a NO and you ARE taking exceptions to #2 above, CHRISTIAN COUNTY BIDDER RESPONSIBILITIES & TERMS AND CONDITIONS REV. 0423, (by clicking NO above). **Please provide details below of your exceptions.** If no exceptions, please enter N/A. Please note that exceptions to our terms and conditions may result in non-award. NO EXCEPTIONS *(Required: Maximum 4000 characters allowed)*
4	**BIDDER REQUIREMENTS** **BIDDER REQUIREMENTS** The successful bidder must demonstrate to the satisfaction of the Collector their company's knowledge regarding form printing, data file conversion, bar code imaging, and mail processing conforming to U.S. Postal Service specifications for automated mailings. The company must have been in business for four years, doing similar scope and size jobs. Please include the qualifications you have that are relevant to fulfilling this project. Samples of your work from previous projects similar to this scope and size of work **must** be included in this bid. Attach under **RESPONSE TAB.** Please provide three references of similar scope and size for this bid that you have completed in the past three years.

5	**Company Information/History/Firm Qualifications** Please provide company information: Company Name: ONE2ONE COMMUNICATIONS LLC d/b/a ONESOURCE Address 900 ASBURY City, State, Zip BUFFALO GROVE IL 60089 # of Years in Business: 22 YEARS # of Employees: 23 Brief history of your company. Provide the project manager's name and contact information. CHERYL OWENS 630-364-4991 CHERYL.OWENS@ONLYONESOURCE.COM **List projects** you have completed in the past three years, **of similar scope and size**, that make you qualified for this project. This includes projects of mass mailings with the US Postal Service. Include what **qualifications**, **technical competence**, and **experience your company** (staff) has gained in the last three years that prove you can take on this project. Include the company's knowledge regarding form printing, data file conversion, bar code imaging, and mail processing conforming to U.S. Postal Service specifications for automated mailings. WOONSOCKET- TAX NOTICES BOSTON WATER - MONTHLY UTILITIES SEE ATTACHED REFERENCE LIST *(Required: Maximum 4000 characters allowed)*
6	**BIDDER SPECIFICATIONS** **BIDDER SPECIFICATIONS** Please note that exceptions to our specifications may result in a nonaward.
7	**Form Printing Specifications** **Personal and Personal Property Tax Lists and Senate Bill 190 Forms:** Size: 8.5" x 11 Paper: 20# OCR Bright White. Must be compatible with U.S. Postal Service reading and sorting equipment. Inks: Face Color: Black **Envelopes:** • Outgoing #10 Custom Double Window Envelope with clear poly window patch. • Custom Reply #9 Return Window Envelope.
8	**Quality** **No material received by the Collector pursuant to the contract shall be deemed accepted until the Collector has had a reasonable opportunity to inspect said material.** All material that is discovered to be defective or that does not conform to the warranty of the seller upon inspection or at any later time, if the defects contained in the material were not reasonably ascertainable upon the initial inspection, may be returned at the seller's expense for full credit or replacement. Such right-to-return offer to the Collector arising from the Collector's receipt of defective goods shall not exclude any other legal, equitable, or contractual remedies the Collector or the County may have therefore.

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Executive Summary

About OneSource:

OneSource is a leading provider of outsourced billing and critical documents via print, mail and e-billing services. With nearly 25 years of mission critical billing and document production experience, the OneSource team manages document design, composition, print and electronic delivery capabilities by serving the most demanding critical service and transaction-oriented markets including utility, cable, telephone, insurance, and financial industries.

Companies choose OneSource for our experience, but stay for a variety of reasons, including:

- Highly responsive to customer needs including fast turnaround on requests.
- Easy to do business.
- We eliminate red tape whenever possible. Being flexible and saying yes.
- Accessibility to staff at all levels.
- Quality of service. Critical documents process and mail on time.

How we differentiate between our competitors:

- Management is personally committed to service. Our Executive team is hands on an accessible to customers as any time.
- Dedicated Account Manager.
- Dedicated programmer and IT resource.
- No nickel and diming. Account Managers are empowered to reduce or waive charges when value doesn't exist or has not been provided.

Experience and Services:

- Programming and Application Development:
    - In house IT personnel have extensive experience in building and maintaining highly complex customer applications, and **can support virtually any input file format and outputs** including XML, CSV, DBF, MDB, XLS, PDF and Postscript, as well as various print streams such as AFP, DJDE, etc.
    - Ability to manage **custom or multiple data files**, including the combination of separate data feeds into a single output for hierarchical statements, or for householding purposes.
    - Dynamic / custom messaging
    - Defined Change Management procedures

- Onboarding in less than 60 days

- DocView: Document archival, storage and real time access.
  - 24/7 secure access via API or GUI.
  - Reliable. 99.9% uptime via dual mirrored systems.
  - Robust -- currently storing over 100MM document images for many customers.

- Security and Compliance:
  - Conform and audited to SOC 2 standard.
  - Disaster recovery plan in place, tested and audited under SOC 2 yearly, including:
    - Multiple redundant equipment onsite.
    - Secure data processing environment in Tier 3 and 4 data centers with real-time back up and synchronization via Zerto to geographically separate data center.
    - Backup location in Peoria (print), and Elk Grove Village (inserting).
  - Comprehensive data security and integrity
    - Camera monitored secure facilities with keycard access.
    - Data is stored offsite in secure cloud environments and only required employees can access data.
    - Encrypted backups.
    - Regular employee security training.
  - HIPAA Compliant.

- Production:
  - 9 Intelligent inserters with 2D and output scanning via JetVision including piece level tracking.
  - DMU (Detached Mail Unit) – USPS is onsite.
    - Mail meets all USPS requirements including CASS, DPV, IMB barcoding and NCOA.
    - Mail enters USPS mail stream directly at facility.
  - Full color high speed imaging using white paper resulting in minimal waste and eliminating storage requirements for pre-printed forms.
  - Full piece tracking.
  - Full quality control processes for all manufacturing steps including real-time auditing.
  - Online proofing / job approval.

- Support:
  - Dedicated Account Manager, Programmer and Executive sponsor.

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- 24/7 support for technical support.
- Online access for various information including document images, job information/status, piece tracking.
- 24/7 Application testing environment, if required.

- Other:
  - Materials Management
    - Envelopes are sourced in bulk and finished in house reducing cost and waste and allowing for frequent custom message, if desired.
    - Full color processing utilizes white paper reducing waste.
    - Inserts, Newsletters, Flyers, etc. can be provided.

  - Reporting
    - Invoicing and production reconciliation reports can be customized.
    - Standard reports include File receipts, job details and status, CASS and other address error reports.
    - Custom reporting available.

In closing, OneSource understands this industry and its requirements well. We specialize solely in critical document production and distribution for many types of companies who have important time-sensitive needs.

With over 20 years of experience, our application and programming team is familiar with multiple data formats and complicated data structures with complex business requirements.

Though we are a medium player, in terms of size and versus our competition, we provide a very high levels of customer service and support to both small and large clients. We respond quickly and can turnaround changes fast. Management is accessible and involved in the company's day to day operations.

Thank you for the opportunity to earn your business! Please feel free to reach out directly with any questions to Mike Martinez, mike.martinez@onlyonesource.com or 630-364-5963.

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Proposed Project Resources

OneSource Resource	Title	Bio	Years
Cheryl Owens	Account Manager (Dedicated role)	Cheryl has been with OneSource 14 years and has held positions in Operations as a Production Supervisor before moving to Client Services in 2015. Prior to OneSource, Cheryl worked as a trainer for Bell and Howell for nearly 30 years.	14
Yolanda De La Torre	Billing Supervisor	Yolanda currently oversees billing and accounting for all OneSource customers. She has been with OneSource for over 10 years and previously served as Production Coordinator.	10
Viktor Partyka	Analyst/Programmer (Dedicated role)	Viktor would be responsible for the development and any changes to your application(s).	6
Neal Gray	Senior Programmer	Neal has been with OneSource as a programmer/analyst for over 14 years and has worked exclusively in the critical mail industry for over 25 years. He would be the backup programmer supporting your application(s).	18
Leroy Clother	Production Manager	Leroy currently oversees daily print and mail jobs for all customers. During his tenure, Leroy has performed all print and mail functions and currently serves as Production Manager where he is responsible for the day-to-day production and delivery of millions of monthly critical mail packages.	12
Jessica Martinez	Quality Control	Jessica oversees quality control in the Buffalo Grove facility. Her job is to audit live jobs and monitor the quality controls making operators follow outlined standards. In addition, she oversees the hand stuffing operation and USPS job submissions.	7

Executive Team Sponsors

OneSource's Executive Leadership Team works hand on daily in the business and has more than fifty years directly owning, producing, and fulfilling high quality billing statements and critical documents for a variety of industry verticals.

The Executive Team Sponsors bring experience in several disciplines including general management, financial services, print production, information technology, customer service, and sales and marketing. Sponsors: Tom Mason, COO and Miguel Martinez, CEO

9	**Artwork** Composition costs, including costs for multiple revisions, will be included.

10	**Design Consultation/Time Line/Proofs** **DESIGN CONSULTATION:** Your bid will include a minimum of 4 hours on-site consultation with the Collector and/or his representative(s) to work out details of your proposed design for the Collector's List. You will guarantee that your design conforms to all state legislation in effect prior to final proof date, and that the design meets all requirements of the Missouri State Tax Commission. **TIMELINE/PROOFS:** Copies of the forms, Real and Personal forms, will be submitted to the Collector for approval no later than twenty days after notification of awarding the bid. The statements must be ready to mail by the last of October, first of November timeframe.

11	**Documentation** Items below are preferred, but not required. U.S. Postal Service statements substantiating that the mailings were submitted and processed on the required dates will be provided to the Collector within 5 working days after the mailing date. **Imaging of Variable Information (Addressing, etc.):** The Collector will provide successful Contractor with data files containing taxpayer names, addresses, taxpayer ID numbers and other information to be printed on the Lists. **Data File Integrity:** Supplier will guarantee the integrity of all taxpayer records and assume responsibility for printing all related data. Supplier will demonstrate to the satisfaction of the Collector what steps will be taken to avoid file corruption. **Placement of Data & Processing Equipment**: Variable information must be accurately lined up with headings, and addresses must be situated to meet specifications for Postal automation discounts. The new design will accommodate all 6 required variable information including bar codes, and it will be guaranteed to work with printing equipment, scanning equipment, and any other processing equipment used by the Collector. **Bar Coding of Taxpayer ID Number:** Print Quality: All bar codes must scan at ANSI grade "A" and comply with ISO 15416 (formerly ANSI X3.182) standards for bar code print quality. A Successful Contractor will demonstrate the statistical sampling method used during the verification process in the production of bar codes. The Bar Code must be permanent, and continue to be readable for a period of 5 years after initial imaging. **Ability to Scan:** Supplier must guarantee bar code decoding with all types of hand scanners and document imaging systems in use by the Collector. **Postal Processing:** Design: The design of the pieces must allow for efficient processing through postal reading and sorting equipment with minimal damage to the piece. **Print Quality:** All printed information must be legible and provide an adequate print contrast ratio to meet postal equipment scanning requirements. Intelligent Mail Barcodes are required on all outgoing and return mail pieces. **Mailing List Maintenance:** National Change Of Address (NCOA) list processing services will be provided by successful Contractor. The

Collector requires that NCOA reports contain records with the original address, the new address, and the taxpayer's account number. Costs for this service, including handling of reports, will be itemized on your bid.

Ancillary Postal Endorsements: A cost analysis for the use of Ancillary Postal Endorsements will be provided to the Collector with your bid. Suggestions for reducing handling and postage costs for undeliverable pieces and for pieces that are forwarded will be evaluated by the Assessor.

Postage Costs:
Reducing postage costs is important to the Collector.
The successful Contractor will guarantee postage discounts based on the automation rates, plus additional discounts for 5-digit sorts, Carrier Route Sorts, DSCF sorts, and any additional presorts that apply. To allow for maximum Postal discounts the physical characteristics of the mail piece and the addressing format must comply with all postal specifications for automated mailings. Contractor will provide exact postage costs based on CASS Certification, and Pre-Sorting of the mailing lists as indicated above and will guarantee these postage costs at time of mailing. Contractor will be responsible for all transactions with the U.S. Postal Service including remitting payment for postage and purchasing all permits required for mailings. Contractor will be reimbursed for postage within sixty days after mailing. If at the time of the mailing it is found that the pieces cannot be mailed at the rate proposed on your original bid you will be responsible for paying the difference in postage costs.

Shipping:
Shipping Costs: All shipping costs will be included in your bid.

12 Declaration page

Print out and fill out (with wet signature) the Declaration Page located under the **ATTACHMENTS** tab. Upload the Declaration Page under the **RESPONSE ATTACHMENTS** tab.

☑ I've attached Declaration page to RESPONSE TAB.
(Required: Check if applicable)

13 Submission Responses

All submittal responses must be submitted online via our electronic e-bidding (IonWave) system. No hand delivered, fax, or email submissions will be accepted.

14 Samples of Forms

Bidders **MUST** provide a sample of forms from previous projects, similar in scope and size, from the last three years, and must be attached to the **RESPONSE ATTACHMENTS** tab. The County Collector will have the final say whether the forms each bidder provides are acceptable.

☐ I've attached my Samples to the RESPONSE TAB.
(Required: Check if applicable)

15 Communications Statement

Contact between vendors and Christian County personnel during the proposal process or evaluation process is prohibited. Any attempt by vendors during the proposal process to contact Christian County personnel may result in disqualification. All communication shall go through the Purchasing question portal during this competitive process. All questions received and the corresponding answers will be distributed to all bidders. No verbal responses will be provided. The deadline for questions about this proposal is stated in the Bid Activities and the County will not respond to questions after this time and date. Response to questions will be posted in the form of an addendum to this proposal. The vendors will be responsible for checking the website for any posted addenda.

16 Business Compliance

The vendor must be financially sound and must not be operating under the protection of the United States Bankruptcy Code. The vendor must be in compliance with the laws regarding conducting business in the State of Missouri. The vendor certifies by signing the declaration page and acknowledging any amendment submitted that the vendor and any proposed subcontractors either are presently in compliance with such laws or shall be in compliance with such laws prior to any resulting contract award. The vendor shall provide documentation of compliance upon request by Christian County.

DECLARATION PAGE

The vendor hereby declares understanding, agreement, and certification of compliance to provide the items and/or services at the prices quoted in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. By signing this document, you certify that the company you represent is not disbarred by the U.S. government under the SAM.gov website and/or any entity in the state of Missouri. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County. **An authorized Company representative's signature is required below to confirm understanding of this statement.**

Doing Business as (DBA) Name ONESOURCE	Legal Name of Entity/Individual Filed with IRS for this Tax ID No. ONE2ONE COMMUNICATIONS LLC
Mailing Address 900 ASBURY	IRS Form 1099 Mailing Address 900 ASBURY
City, State, Zip Code BUFFALO GROVE IL 60089	City, State, Zip Code BUFFALO GROVE IL 60089

Contact Person MIGUEL MARTINEZ	Email Address: MIKE.MARTINEZ@onlyonesource.com
Phone Number 630 364 5963	Fax Number: 847-243 8086
Authorized Signature Miguel Martinez	**Date** 8/19/25

17 **Subcontractors**

Contractors will identify the name and locality of any and all subcontractors with whom they will be coordinating the performance of this project. The location of the subcontractors in proximity to the county will also be a determining factor in contract award.

Please provide the following for subcontractors:

Name of Subcontractor:
Address:
City, State:

NO SUBCONTRACTORS

Note: If you are not working with subcontractors, then please enter **N/A.**

(Required: Maximum 4000 characters allowed)

18 **REQUIRED AFFIDAVIT FOR CONTRACTS OVER $5000 DOLLARS (US) - REQUIRED ONCE AWARD IS MADE**

Company shall comply with the provisions of Section 285.525 through 285.550 R.S.Mo. from the commencement until the termination of this Agreement. For any contract over $5,000.00 and for any public works project contract the Contractor shall provide County an acceptable notarized affidavit stating:

1. That Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and

2. That Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

A copy of the affidavit is attached to this RFP.

Additionally, Company must provide documentation evidencing current enrollment in a federal work authorization program (e.g. electronic signature page from E-Verification program's Memo of Understanding (MOU).

Attached is the E-Verify form.

19 **Paid Company's Personal Property Tax Receipt**

Bidder **MUST** provide a copy of their company's paid personal property tax receipt. Attach this receipt under the **RESPONSE ATTACHMENTS** tab.

☑ I've attached this response to the RESPONSE TAB.
(Required: Check if applicable)

NO TAX in Illinois

20 **Terms and Conditions**

View under ATTACHMENTS TAB.

21 **Insurance Requirements**

View under ATTACHMENTS TAB.

22 **Invoices**

Invoices will be submitted to the **Christian County Collector's Office, 100 W. Church Street, Room 101, Ozark, MO 65721**. You may also email an invoice to: **invoices@christiancountymo.gov.** It is estimated there are 25 various offices and departments requiring separate billing (if applicable to bid products offered). Vendor shall provide the department with invoices and statements of accounts monthly noting any amounts and invoices past due. Invoices should be delivered with the materials and packing slip. Payment will be made within 30 days from receipt of an accurate invoice. Referencing the bid, please provide a detailed itemization of your costs on the invoice.

Services or goods must be received before payment can be made. The vendor shall submit all reports required herein and a copy of each invoice as supporting documentation with the monthly statement. Other than the payments and reimbursements specified above, no other payments or reimbursements shall be made to the vendor for any reason whatsoever including, but not limited to taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.
Notwithstanding any other payment provision of the contract, if the vendor fails to perform required work or services, fails to submit reports when due, or is indebted to the United States, Christian County may withhold payment or reject invoices under the contract.

Final invoices are due no later than thirty (30) calendar days after the expiration of the contract. Christian County shall have no obligation to pay any invoice submitted after such date. If a request by the vendor for payment or reimbursement is denied, Christian County shall provide the vendor with written notice of the reason(s) for denial.

If the vendor is overpaid by Christian County, upon official notification by Christian County, the vendor shall provide Christian County with a check payable as instructed by Christian County in the amount of such overpayment. The vendor shall submit the overpayment to Christian County at the address specified. The vendor shall agree and understand that Christian County shall be solely responsible for payment for only those services requested by Christian County.

23 **Determination for Award**

Criteria to be considered in evaluating bids will include (1) Primary contractor and proposed subcontractor's responsibility, references, past experience, and technical competence, (2) quality and performance of materials and services for this project, (3) ability to meet deadline dates and to work with Collector on any required rescheduling, (4) price and other factors relevant to the success of the project, and (5) thoroughness of bid in addressing all issues and satisfying all requirements contained in this bid.

Contractors will identify the names and localities of all subcontractors with whom they will be coordinating the performance of this project. The location of the subcontractors in proximity to the county will also be a determining factor in contract award.

The successful Contractor must demonstrate to the satisfaction of the Collector their company's knowledge regarding form printing, data file conversion, bar code imaging, and mail processing conforming to U.S. Postal Service specifications for automated mailings.

The award shall be made to the lowest-priced and best value vendor. Christian County reserves the right to reject any bid which is determined unacceptable for reasons which may include but are not necessarily limited to: 1) failure of the vendor to meet mandatory general performance specifications; and/or 2) failure of the vendor to meet mandatory technical specifications; and/or, 3) receipt of any information, from any source, regarding delivery of unsatisfactory product or service by the vendor within the past three years. As deemed in its best interests, Christian County reserves the right to clarify any and all portions of any vendor's offer.

Note: All contracts entered into by the county are non-exclusive contracts.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

24	**Conflict of Interest Questionnaire** Does this vendor have conflict of interest with Christian County? ☒ No ☐ Yes *(Required: Check only one)*
25	**Conflict of Interest pt. 2** If responder stated there is a conflict of interest with the Christian County, please list the name and details below. If no conflict exists, enter N/A. *(Required: Maximum 4000 characters allowed)*
26	**Felony Conviction Details** I affirm your firm is owned or operated by anyone who has been convicted of a felony, please list their name and the details of the conviction. If not applicable, please enter N/A (not applicable). N/A NOT APPLICABLE *(Required: Maximum 4000 characters allowed)*
27	**Three References Required** Please enter three references below that you have worked for in the **past three years** on projects of a similar scope (government assessment mailings) and size. If you have worked for Christian County or another County government for this service, please reference them. Note: Christian County reserves the right to request additional references.

28	**Reference #1** Company Name: Contact Name: Address City State Zip: Business Phone Business: Email: Name of Project: SEE ATTACHED LIST *(Required: Maximum 4000 characters allowed)*
29	**Reference #2** Company Name: Contact Name: Address City State Zip: Business Phone Business: Email: Name of Project: *(Required: Maximum 4000 characters allowed)*

30 **Reference #3**

Company Name:

Contact Name:

Address City State Zip:

Business Phone Business:

Email:

Name of Project:

(Required: Maximum 4000 characters allowed)

31 **Renewals**

This contract shall be valid until the project is completed for the Collectors Printing, Processing & Mailing for year one of the contract. Christian County will have the **sole option** to extend the agreement for an additional three (3) one (1) year terms. If exercised, the option shall be executed at the same prices quoted herein, subject to a maximum percentage of increase, if any, quoted by the bidder below for each applicable option period. Written justification will be requested for any increase.

All percentages of the increase stated shall be computed against the previous year's agreement prices. The Christian County Commission must vote on all renewals, and the renewal must pass by a majority vote of the Commission.

Note: The renewal percentage excludes postage. Postage will be paid at the actual prices in effect at the time of mailings.

32 **Renewal #1 Enter Maximum Increase Not to Exceed Percentage**

First Renewal Period: Maximum Increase Not-to-Exceed 3.0 %.

Note: The renewal percentage excludes postage. Postage will be paid at the actual prices in effect at the time of mailings or less, if the vendor receives discount pricing.

Justification will be requested for any increase.

%

(Required)

33 **Renewal #2 Enter Maximum Increase Not to Exceed Percentage**

Second Renewal Period: Maximum Increase Not-to-Exceed 3.0 %.

Note: The renewal percentage excludes postage. Postage will be paid at the actual prices in effect at the time of mailings or less, if the vendor receives discount pricing.

Justification will be requested for any increase.

%

(Required)

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REFERENCES

*Our Service Approach is **to foster better partner experience by focusing on greater human involvement in addition to providing competitive technology."***

Elements of our service culture include:

- Executive level sponsor for all clients
- Commitment to quality – "perfect piece every time"
- Be easy to do business with
- Be responsive to customer needs including fast turnaround on request
- Eliminate red tape whenever possible – being flexible and saying yes
- Accessibility at all levels
- Everyone companywide focuses on delivering the highest level of quality to our customer partners

How we differentiate between our competitors:

- Management is personally committed to service. Every executive at OneSource interacts with our customers and our customers have our direct phone numbers for anything they may need.
- Golden rule. We treat every customer as we would want to be treated ourselves.
- Dedicated Account Manager
- Dedicated programmer or IT resource
- No nickel and diming. Our Account Managers are empowered to reduce or waive charges when value doesn't exist or has not been provided.
- All customers can be a reference. Providing high quality services to everyone, including being responsive, flexible, and maintaining open communications allows us to use every customer as a reference.

REFERENCE 1	
Customer/Client	Denver Water
Contact Person's Name and Title	Matt Larson
Contact Person's Phone Number	303-628-6073
Contact Person's E-Mail Address	matt.larson@denverwater.org
Project Name & Year Completed	Conversion – Statements, Letters – 2013. 200,000 monthly
Staff Members Involved	7
Description of Project	Statement and letter conversion.

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REFERENCE 2	
Customer/Client	City of Longmont, CO
Contact Person's Name and Title	Ian Rowlands, Utility Billing Manager
Contact Person's Phone Number	303-651-8656
Contact Person's E-Mail Address	Ian.rowlands@longmontcolorado.gov
Project Name & Year Completed	2015
Staff Members Involved	5
Description of Project	Conversion of approximately 40,000 monthly customer service letters and invoices.

REFERENCE 3	
Customer/Client	Boston Water and Sewer
Contact Person's Name and Title	Michael Conway
Contact Person's Phone Number	617-989-7485
Contact Person's E-Mail Address	conwaymw@bwsc.org
Project Name & Year Completed	Billing statements: January 2023
Staff Members Involved	3
Description of Project	Onboarding and setup of approximately 80,000 monthly water bills

REFERENCE 4	
Customer/Client	Bradford Exchange
Contact Person's Name and Title	Steve Gustafson
Contact Person's Phone Number	847-581-8131
Contact Person's E-Mail Address	steve.gustafson@bgeltd.com
Project Name & Year Completed	Billing statements, shipping notices, dunnings : 2010
Staff Members Involved	3
Description of Project	Print and mail of ~900,000 first class mail documents monthly

REFERENCE 5	
Customer/Client	WOW! Internet and Cable
Contact Person's Name and Title	Michael Robert, Director
Contact Person's Phone Number	719-313-6951
Contact Person's E-Mail Address	Michael.robert@wowinc.com
Project Name & Year Completed	Billing statements, required customer service notices, collection notices, ACP notices, previews: 2012, 2015, 2020, 2022, 2023
Staff Members Involved	3
Description of Project	Producing ~650,000 electronic, and mail packages monthly including real time notices (via email) and real time archival and access.

ONESOURCE

REFERENCE 6	
Customer/Client	Blue Ridge Cable
Contact Person's Name and Title	Lisa Lesher
Contact Person's Phone Number	610-826-9315
Contact Person's E-Mail Address	llesher@pencor.com
Project Name & Year Completed	Billing statements: January 2023
Staff Members Involved	3-4
Description of Project	Provider since 2002. Producing approximately 160,000 billing statements monthly and hosting real time online document access/retrieval

REFERENCE 7	
Customer/Client	Douglas County, Nebraska
Contact Person's Name and Title	Amy Wyman
Contact Person's Phone Number	404-444-4986
Contact Person's E-Mail Address	Amy.wyman@douglascounty-ne.gov
Project Name & Year Completed	2022: Tax Statements
Staff Members Involved	2
Description of Project	Print and mail of ~220,000 property/real tax bills. Implemented 2022.

REFERENCE 8	
Customer/Client	Consolidated Mutual Water Company
Contact Person's Name and Title	Sudan I. Muhammad, Business Services Manager
Contact Person's Phone Number	303-462-6373
Contact Person's E-Mail Address	smuhammad@cmwc.net
Project Name & Year Completed	2018: Billing statements. 20,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production, return mail processing, real time document access/retrieval

ONESOURCE

REFERENCE 9	
Customer/Client	City of Covington
Contact Person's Name and Title	Litisca Taylor-Weber, Utility Billing Director
Contact Person's Phone Number	985-898-4730
Contact Person's E-Mail Address	lweber@covla.com
Project Name & Year Completed	2022, 2023: Billing statements and letters: 7,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production

REFERENCE 10	
Customer/Client	Fairhope Public Utilities
Contact Person's Name and Title	Jason Jarvis, Utility Billing Supervisor
Contact Person's Phone Number	251-990-0121
Contact Person's E-Mail Address	jason.jarvis@fairhopeal.gov
Project Name & Year Completed	2022: Billing statements: 30,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production

REFERENCE 11	
Customer/Client	County of Wayne, Michigan
Contact Person's Name and Title	Hing Wong, Accountant IV
Contact Person's Phone Number	(313) 224-2205
Contact Person's E-Mail Address	hwong@wcpc.us
Project Name & Year Completed	2021: Billing statements: 6,000 monthly
Staff Members Involved	3
Description of Project	Weekly official court notices

34	**Renewal #3 Enter Maximum Increase Not to Exceed Percentage** Third Renewal Period: Maximum Increase Not-to-Exceed 3.0 %. Note: The renewal percentage excludes postage. Postage will be paid at the actual prices in effect at the time of mailings or less, if the vendor receives discount pricing. Justification will be requested for any increase. [ ] % *(Required)*

35	**Cooperative Procurement** The vendor should indicate by checking "yes" or "No" in the indicated space below if the vendor will honor the submitted prices and terms for purchase by other entities that participate in cooperative purchasing with Christian County, Missouri. Note: Indicating no will not affect the evaluation of your bid. Yes X No ______ ☒ Yes ☐ No *(Required: Check only one)*

Bid Lines

1	**COLLECTOR'S OFFICE PROCESS, PRINT, & MAILING OF TAX BILLS AND SB190 STATEMENTS.**

2	**TAX BILLS STATEMENT**

3	#9 Special Window Envelopes - Reply *(Response required)* Quantity: 46000 UOM: EA Price: $ 0.019 Total: $ 874.00 Item Notes: Tax Bills ☐ No bid

4	#10 Special Double Window Envelopes - Outgoing - First Class *(Response required)* Quantity: 46000 UOM: EA Price: $ .025 Total: $ 1,150.00 Item Notes: Tax Bills ☐ No bid

5	**Printing Real and Personal Property Tax Form estimates** : *(Response required)* Quantity: 46000 UOM: EA Price: $ 0.125 Total: $ 5,750.00 ☐ No bid Item Notes: In mid to late October, the vendor will receive the information from our software vendor, Ulrich Software Incorporated. The tax bills will be printed on 8 1/2" X 11" paper with a designated perforation. The bills will need to have a minimum 5-digit for greatest depth of sort, Intelligent Mail Bar Code, NCOA, and One Code ACS compliance. We will require a report of all address changes that are made to both Real Estate and Personal Property Accounts so we can update our files. Real Estate and Personal Property Tax bills will be inserted into #10 window envelopes along with a #9 return envelope and mailed. Quoted prices should include all forms, mailing envelopes, return envelopes, and services required to process the mailing of the completed tax bills. Service provider must be able to electronically match **like** names/addresses across separate files to facilitate collation and mailing of multiple bills (Real Estate and Personal Property) in a single outgoing mail piece to reduce postage expenditures. Service provider must be able to insert additional sheets on a conditional basis, such as an informational brochure.
6	Design and Typesetting *(Response required)* Quantity: 1 UOM: EA Price: $ ∅ Total: $ ∅ ☐ No bid
7	Processing and Mailing - **Real and Personal Property Tax Form** *(Response required)* Quantity: 46000 UOM: EA Price: $ ∅ Total: $ ∅ Item Notes: Includes: Processing Services: Image, Fold, Presort & Mail. Again, we are estimating the number. ☐ No bid
8	Shipping: (From Printing Plant to Mailing Center - All lists and envelopes). *(Response required)* Quantity: 46000 UOM: EA Price: $ ∅ Total: $ ∅ ☐ No bid

9 SENATE BILL 190 STATEMENT

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10 #9 Special Window Envelopes - Reply

(Response required)

Quantity: 7000 UOM: EA Price: $ 0.019 Total: $ 133.00

Item Notes: SB 190

☐ No bid

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11 #10 Special Window Envelopes - Outgoing - First Class

(Response required)

Quantity: 7000 UOM: EA Price: $ .025 Total: $ 175.00

Item Notes: SB 190

☐ No bid

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12 Printing SB 190 Form estimates :

(Response required)

Quantity: 7000 UOM: EA Price: $0.125 Total: $ 875.00

☐ No bid

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13 Processing and Mailing - SB 190 Forms

(Response required)

Quantity: 7000 UOM: EA Price: $ Ø Total: $ Ø

Item Notes: Includes: Processing Services: Image, Fold, Presort & Mail.
Again, we are estimating the number.

☐ No bid

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14 Shipping:

(From Printing Plant to Mailing Center - All lists and envelopes).

(Response required)

Quantity: 7000 UOM: EA Price: $ Ø Total: $ Ø

Item Notes: SB 190

☐ No bid

Supplier Information

Company Name: ONEZONE COMMUNICATIONS LLC d/b/a ONESOURCE

Contact Name: MIGUEL MARTINEZ

Address: 900 ASBURY

BUFFALO GROVE IL 60089

Phone: 630-364-5963

Fax: 847-243-8086

Email: MIKE.MARTINEZ@ONLYONESOURCE.COM

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

MIGUEL MARTINEZ

Print Name

Signature

CHRISTIAN COUNTY MISSOURI

Affidavit of Compliance with Section 285.500 R.S.Mo., Et Seq.
For all Agreements in excess of $5,000.00.
Effective January 1, 2009

STATE OF Illinois)
) ss.
COUNTY OF LAKE)

Before me, the undersigned Notary Public, in and for the County of LAKE, State of Illinois, personally appeared MIGUEL MARTINEZ *(Name)* who is CEO *(Title)* of ONEZONE COMMUNICATIONS LLC *(Name of company)* (a corporation), (a partnership), (a sole proprietorship), (a limited liability company), and is authorized to make this affidavit, and being duly sworn upon oath deposes and says as follows:

(1) that said company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and

(2) that said company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

The terms used in this affidavit shall have the meaning set forth in Section 285.500 R.S.Mo., et seq.

Documentation of participation in a federal work authorization program is attached to this affidavit.

Miguel Martinez
Signature

Name: MIGUEL MARTINEZ

Subscribed and sworn to before me this 19 day of August, 2025.

Yolanda Delatorre
Notary Public

My commission expires: September 7, 2026

YOLANDA DELATORRE
Official Seal
Notary Public - State of Illinois
My Commission Expires Sep 7, 2026

Company ID Number: 19959

Client Company ID Number: 2713065

THE E-VERIFY MEMORANDUM OF UNDERSTANDING FOR EMPLOYERS USING A WEB SERVICES E-VERIFY EMPLOYER AGENT

ARTICLE I
PURPOSE AND AUTHORITY

The parties to this agreement are the Department of Homeland Security (DHS), the One2one Communications (Employer), and the Web Services E-Verify Employer Agent. The purpose of this agreement is to set forth terms and conditions which the Employer and the Web Services E-Verify Employer Agent will follow while participating in E-Verify.

E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of Form I-9, Employment Eligibility Verification (Form I-9). This Memorandum of Understanding (MOU) explains certain features of the E-Verify program and describes specific responsibilities of the Employer, the E-Verify Employer Agent, the Social Security Administration (SSA), and DHS.

References in this MOU to the Employer include the Web Services E-Verify Employer Agent when acting on behalf of the Employer.

For purposes of this MOU, the E-Verify browser refers to the website that provides direct access to the E-Verify system: https://E-Verify.uscis.gov/emp/. You may access E-Verify directly free of charge via the E-Verify browser.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note). The Federal Acquisition Regulation (FAR) Subpart 22.18, "Employment Eligibility Verification" and Executive Order 12989, as amended, provide authority for Federal contractors and subcontractors (Federal contractor) to use E-Verify to verify the employment eligibility of certain employees working on Federal contracts.

ARTICLE II
RESPONSIBILITIES

A. RESPONSIBILITIES OF THE EMPLOYER

For purposes of this MOU, references to the Employer include the Web Services E-Verify Employer Agent when acting on behalf of the Employer.

1. By enrolling in E-Verify and signing the applicable MOU, the Employer asserts that it is a legitimate company which intends to use E-Verify for legitimate purposes only and in accordance with the laws, regulations and DHS policies and procedures relating to the use of E-Verify.

Company ID Number: 19959

Client Company ID Number: 2713065

G. The foregoing constitutes the full agreement on this subject between DHS, the Employer, and the E-Verify Employer Agent. One2one Communications (Employer) hereby designates and appoint Equifax Workforce Solutions LLC (E-Verify Employer Agent) including its officers and employees, as the E-Verify Employer Agent for the purpose of carrying out (Employer) responsibilities under the MOU between the Employer, the E-Verify Employer Agent, and DHS.
If you have any questions, contact E-Verify at 1-888-464-4218.

Company ID Number: 19959

Client Company ID Number: 2713065

Approved by:

Employer	
One2one Communications	
Name (Please Type or Print) YOLANDA DE LA TORRE	Title
Signature Electronically Signed	Date 06-30-2025
E-Verify Employer Agent	
Equifax Workforce Solutions LLC	
Name (Please Type or Print) Transform X Transform	Title
Signature Electronically Signed	Date 06-30-2025
Department of Homeland Security – Verification Division	
Name (Please Type or Print) USCIS Verification Division	Title
Signature Electronically Signed	Date 06-30-2025

Company ID Number: 19959

Client Company ID Number: 2713065

Information Required for the E-Verify Program

Information relating to your Company:

Company Name	One2one Communications
Company Facility Address	900 Asbury Dr Buffalo Grove, IL 60089
Company Alternate Address	
County or Parish	ADAMS
Employer Identification Number	510491466
North American Industry Classification Systems Code	611
Parent Company	
Number of Employees	100 to 499
Number of Sites Verified for	1 site(s)

Company ID Number: 19959 **Client Company ID Number:** 2713065

Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State:

IL	1

Company ID Number: 19959 Client Company ID Number: 2713065

Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:

Name	YOLANDA DE LA TORRE
Phone Number	6303645961
Fax	
Email	yolanda.delatorre@onlyonesource.com

This list represents the first 20 Program Administrators listed for this company.