Christian County
ITB - Print and Mail Tax Bills and SB190 Statements for the Collector's Office
Due Date: 08/25/2025 9:00 AM (CT)

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WOLVERINE
SOLUTIONS GROUP

Wolverine Solutions Group – Executive Introduction for RFP Response
ITB - Print and Mail Tax Bills and SB190 Statements for the Collector's Office

Dear Evaluation Committee,

On behalf of Wolverine Solutions Group, it is my privilege to present our formal response to your Request for Proposal. We appreciate the opportunity to be considered as your strategic partner for the secure, accurate, and timely printing and mailing of Tax Bills and SB190 Statements. These critical communications are the foundation of public trust and operational effectiveness within any municipality or tax district, and they demand a level of precision, reliability, and compliance that only a select group of vendors can consistently deliver.

With over 47 years of experience in serving government agencies, municipalities, and regulated industries, Wolverine Solutions Group has become one of the most trusted and capable transactional print and mail providers in the country. Headquartered in Detroit, Michigan, we specialize in high-volume production of time-sensitive documents that must reach citizens and customers on schedule and in full compliance with all applicable regulations. From tax bills and notices to delinquency notices, our infrastructure, team, and workflow are designed to ensure accurate outputs every single time.

We recognize the high stakes involved in producing and delivering tax statements. A single misprint, data mismatch, or delayed delivery can not only cause confusion but also lead to compliance penalties and financial loss. Our approach is built to mitigate those risks entirely. Every document we produce is subjected to multiple layers of data validation, job-level tracking, and visual quality inspection before it enters the mail stream. Our clients count on us to get it right the first time, and we take that responsibility seriously.

Wolverine Solutions Group is more than a print vendor—we are a long-term partner dedicated to your operational success. Our executive team is actively involved in client relationships, and our customer service personnel are empowered to make decisions quickly. We collaborate proactively to plan billing cycles, troubleshoot data anomalies, and ensure that your communications meet the evolving expectations of your constituents. In every interaction, we seek to deliver the type of partnership that makes your team stronger, more agile, and more effective in serving the public.

Unmatched Experience in Transactional Communications

Since our founding in 1978, Wolverine Solutions Group has remained focused on a singular mission: delivering compliant, timely, and high-integrity print and mail communications for clients with mission-critical requirements. We've worked with cities, counties, state agencies, healthcare providers, financial institutions, and utility companies to streamline document production and eliminate risk from the communication chain. We are intimately familiar with the unique operational, legal, and technical challenges associated with property tax bills, water and sewer statements, gas and electric invoices, and government notices.

Our decades of experience have taught us that every client has different needs—and every file has different complexities. That's why we maintain a highly adaptable workflow capable of handling virtually any data format, variable logic rule set, or billing structure. Whether you're using a legacy billing platform, a modern ERP system, or a third-party billing integrator, our team knows how to accept your files, interpret the data, and return a finished product that reflects the professionalism and accuracy your organization stands for. We understand how to configure document layouts that meet both regulatory and aesthetic requirements, ensuring accessibility and clarity for every recipient.

Wolverine has developed deep expertise in managing multi-format output—allowing clients to serve both print-preferred recipients and those who are transitioning to digital delivery. In our print operations, we use intelligent inserting systems, barcode tracking, and camera matching to ensure that every envelope contains the exact contents it should, down to the account level. This level of fidelity is critical in municipal and tax communications, where errors are not just embarrassing, they can lead to payment delays, public complaints, and exposure to legal liability.

Because of the trust we've built over time, many of our clients rely on us for more than just print and mail services. They consult with us on document redesigns, postal optimization strategies, legislative compliance updates, and communication best practices. Our team becomes an extension of their team, contributing operational insight and technology resources that elevate their output and improve their engagement with the public. That is the true value of experience, and it's what we bring to every partnership.

Scalable Infrastructure with High-Volume Output

Wolverine Solutions Group operates a secure, high-capacity production facility in Detroit with the infrastructure to produce between 1.5 million and 2.5 million critical documents per day. This output is made possible by a fleet of high-speed digital printers, intelligent inserters, quality control systems, and automated material handling solutions. Every component of our facility is designed for speed, redundancy, and traceability—ensuring that we can meet even the most aggressive service level agreements (SLAs) without sacrificing accuracy.

The scale of our operation is a competitive differentiator. While many vendors must outsource overflow volume or limit clients based on production schedules, we own the entire workflow end-to-end. That means we control the quality, the timing, and the final delivery of every job. Our ability to accommodate surges—such as tax season, quarterly utility bill cycles, or last-minute special mailings—is unmatched among peers in our size class. We never ask our clients to choose between speed and precision, because we offer both.

Wolverine Solutions Group drops all outbound mail at the **United States Postal Service (USPS) Metroplex** facility in Pontiac, Michigan. The Metroplex is one of the largest USPS mail processing and distribution centers in the Midwest, capable of handling millions of mail pieces daily. It serves as a regional hub for both incoming and outgoing First-Class and Marketing Mail across the state and beyond. Because of its size and strategic location, the Metroplex offers superior processing speed, highly efficient barcode sorting, and expedited routing to destination delivery units (DDUs) across the country.

Our direct injection into the Metroplex ensures that all mail enters the USPS network at a high-performance facility known for its consistency and reliability. This translates to faster in-home delivery windows, stronger predictability for billing cycles, and enhanced visibility through USPS Intelligent Mail tracking systems. Combined with our presort optimization and logistics planning, this mail entry strategy allows us to reduce client postage expenses while meeting or exceeding delivery SLAs. Whether you’re sending daily transactional batches or large monthly statement runs, our partnership with the Metroplex ensures optimal delivery performance for your constituents.

Our commitment to scalability also extends to technology. We have automated job ticketing, built-in redundancy across print and inserter lines, and a dedicated in-house IT team capable of managing system integrations, data normalization, and reporting tools. Our clients can trust us to manage the entire lifecycle of their communications with the confidence that capacity will never be a constraint—and that quality will never be compromised.

Technology-Driven Transparency Through Wolverine Connect™

At Wolverine Solutions Group, we believe that transparency builds trust—and trust drives strong partnerships. To provide our clients with greater visibility into every stage of the print and mail process, we developed **Wolverine Connect**, our proprietary, client-facing production dashboard. This secure, web-based platform gives authorized users real-time access to project status, job proofs, production logs, and mail tracking data, empowering clients to monitor, manage, and make decisions with confidence.

Wolverine Connect is more than just a tracking tool—it's a strategic operations interface. Clients can log into their personalized portal to view the current status of any job in production, including timestamps for file receipt, print start, insertion, and USPS induction. This level of insight dramatically reduces the need for back-and-forth communication, eliminates uncertainty, and gives internal stakeholders immediate answers about job progress. For organizations that manage multiple billing cycles or departments, **Wolverine Connect** provides a centralized, intuitive view across all active jobs.

One of the platform's most valued features is **online proofing and approval**. Clients can securely review and approve print-ready files directly through the dashboard before they are released to production. This includes visual previews of tax bills, utility statements, notices, or inserts, along with version history and change logs for audit purposes. Wolverine Connect also stores historical job data, allowing users to reference past communications, analyze trends, and respond to inquiries with detailed records.

Another key advantage is **piece level mail tracking**. Through USPS integration, Wolverine Connect allows clients to monitor the delivery of mail pieces at the recipient level, using Intelligent Mail barcode (IMb) technology. This feature is especially useful during tax seasons or billing cycles when constituents may inquire about delivery status. The ability to confirm whether a specific document has entered the mail stream or reached a ZIP code destination adds an invaluable layer of operational assurance and responsiveness.

Ultimately, Wolverine Connect reflects our philosophy of open communication, proactive service, and client empowerment. It reduces operational blind spots, shortens turnaround times for approvals, and puts critical production data at your fingertips. For government agencies and utilities that must meet service level expectations and respond quickly to constituent concerns, this transparency is not just a convenience, it's a necessity. We developed **Wolverine Connect** to meet that need, and we continue to enhance its functionality based on direct client feedback and evolving technology standards.

View our introductory video to Wolverine Connect at: https://youtu.be/1VjaTD_-j5I

Compliance and Quality That Go Beyond the Basics

In today's regulatory environment, compliance and quality assurance are not optional; they are foundational to everything we do. At Wolverine Solutions Group, we have built our business on a framework of rigorous standards designed to safeguard data, eliminate production errors, and meet all state, federal, and industry-specific regulations. We maintain a **SOC 2 Type II** certification, and our controls extend across physical security, logical access, data handling, and operational process integrity.

Each document we produce is subjected to multiple validation steps, beginning with file intake and continuing through formatting, printing, inserting, and mailing. Our quality control team uses barcode matching, visual inspection protocols, and automated reporting systems to ensure 100% accuracy across all job stages. In transactional mail, one error is too many—so we've engineered our systems to identify and resolve discrepancies before they ever leave the production floor.

For clients in the public sector, we understand the added burden of audits, transparency requirements, and constituent accountability. We offer fully documented chain-of-custody reports, production logs, and retention policies that align with government record-keeping standards. Our data transfer protocols include encrypted file exchange, multifactor authentication, and role-based access controls. We also implement custom business rules for each client, which are enforced through our print management system to ensure that no document is produced outside of pre-approved parameters.

Our compliance focus is not just about meeting standards; it's about delivering peace of mind. When you partner with Wolverine Solutions Group, you gain a team that proactively monitors industry changes, anticipates client needs, and enforces a culture of continuous improvement. Our commitment to quality and security is not an add-on—it's built into the very DNA of our company and is reflected in every job we deliver.

A Strategic Partner for Long-Term Success

Wolverine Solutions Group believes in building partnerships that grow over time. We are proud of the fact that many of our clients have been with us for 10, 15, and even 40+ years, not because of long-term contracts, but because of the trust we've earned. We approach every new relationship with the intention of making your operations smoother, your communications more effective, and your internal team more empowered. That's what it means to be a strategic partner—not just a vendor.

Our onboarding process is thorough yet efficient. We assign a dedicated project manager, technical analyst, and client success representative to every new client, ensuring that your transition is smooth and that your preferences are documented and respected. We conduct file testing, format reviews, envelope mockups, and proof approvals well in advance of your first live job. Once your program is live, we hold regular account review meetings to evaluate service levels, identify improvement areas, and ensure alignment with your organizational goals.

We also invest heavily in client communication. With **Wolverine Connect**, our proprietary online dashboard, clients can track production jobs in real time, view or approve proofs, and monitor mail delivery status through USPS tracking integrations. This level of transparency transforms what is often a “black box” process into a collaborative, visible workflow that reduces stress and improves confidence.

In closing, we want to express our appreciation for the opportunity to be considered as your printing and mailing partner. We are confident that our 47 years of experience, our scalable infrastructure, and our commitment to compliance, quality, and service will make Wolverine Solutions Group a valuable and trusted asset to your organization. We look forward to the possibility of working together and delivering the operational excellence your community deserves.

Sincerely,

Stacey Blue

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Pushing the Envelope (WSG Podcast)

Organizational Information

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Organizational Overview:
Wolverine Solutions Group is a nationally respected leader in high-volume, business-critical communications, with over 47 years of experience serving the complex needs of municipal governments, utilities, healthcare systems, insurance providers, financial institutions, and other regulated industries. Headquartered in Detroit, Michigan, we operate two secure production facilities encompassing more than 200,000 square feet and maintain the capacity to process and mail between 1.5 and 2.5 million pieces daily. This scale of operation allows us to support enterprise-level communications with exceptional speed, reliability, and accuracy.

Wolverine has extensive experience producing tax statements and related notices for municipalities. We are deeply familiar with the operational and regulatory nuances of tax statements—including statement formatting, late notice handling, dynamic insert management, and USPS mailing requirements—and our infrastructure is optimized to support these services at scale. Because of our size and experience, Wolverine is proficient with virtually every billing intake method used today. We can accept and process a wide variety of data formats, including CSV files, flat files, Excel spreadsheets, XML, and pre-composed PDFs.

Our expertise extends well beyond the public sector. Wolverine Solutions Group is a trusted communications partner to leading healthcare networks, Medicare and Medicaid payers, and national insurance carriers, for whom we produce HIPAA-compliant communications such as EOBs, ID cards, welcome kits, compliance notices, and claims correspondence. In the financial services sector, we manage transactional mail for banks, credit unions, and investment firms, delivering accurate, timely communications that meet strict regulatory standards. Across all industries we serve, Wolverine brings a focused understanding of compliance, document integrity, and service-level performance expectations.

Technology is at the heart of our operations. We utilize secure file intake protocols, high-speed variable data printing, dynamic document composition tools, and an in-house proofing and tracking portal known as Wolverine Connect. This client-facing platform offers real-time production tracking, on-screen PDF proofing, delivery status, and reporting—ensuring complete transparency from file receipt through final mailing.

Wolverine is also deeply committed to data security and regulatory compliance. We maintain SOC 2 Type II certification and comply with HIPAA, FERPA, and other industry-specific mandates. Our print production is FSC-certified for sustainable materials sourcing, and all processes are executed in-house under secure access controls, with no reliance on third-party subcontractors. Our facilities run across three full shifts, enabling consistent throughput and rapid turnaround even under peak volume conditions.

Wolverine Solutions Group has built its reputation on the ability to execute mission-critical communications with precision, accountability, and unmatched reliability. Whether supporting tax statement for a municipality or delivering time-sensitive documents across highly regulated industries, we combine scale, security, and technical expertise to ensure our clients' communications reach their audience—accurately, securely, and on time.

Experience and Staff Qualifications

At Wolverine Solutions Group, we take great care in assembling highly qualified project teams to support each client's unique requirements. While we do not formally assign project-specific personnel until a contract or program is awarded, we maintain robust and experienced staff with deep expertise in managing transactional documents, including complex and highly sensitive tax statements.

Our organization is comprised of professionals who have built their careers in the print and mail industry, with many of our team members bringing decades of experience specifically in the processing, production, and mailing of mission-critical communications. This includes expertise in handling sensitive data files, performing variable data composition, managing detailed quality assurance procedures, and overseeing secure, high-volume production workflows. Our teams are extensively trained in confidentiality protocols, chain-of-custody procedures, and regulatory compliance, all of which are essential when working with highly classified, time-sensitive documents.

We have subject matter experts in key areas including data processing, variable data print production, document integrity management, high-speed mail insertion, postal logistics, and client program management. Our leadership team and senior operations managers are highly experienced in guiding complex transactional programs from inception through delivery, ensuring that all client specifications, security requirements, and delivery timelines are met with precision.

Upon contract award, we will formally designate the project manager and supporting team members best suited to the specific scope of the engagement. At that time, we will provide detailed resumes and credentials of the assigned personnel, ensuring that the client has full visibility into the qualifications and experience of each key staff member.

Wolverine Solutions Group has the internal depth, operational expertise, and seasoned professionals necessary to manage this program with a high degree of confidence. Our team's experience with tax statements and transactional mail for municipal, financial, and regulatory clients positions us to provide seamless execution and superior service throughout the life of the project.

References

Wolverine Solutions Group is pleased to provide client references as part of this proposal. These references include organizations we have successfully partnered with on high-volume transactional print and mail projects similar in scope and complexity to the County's requirements. Each reference can speak to our proven reliability, accuracy, customer service, and ability to meet strict deadlines while delivering cost-effective solutions. We encourage the County to reach out to these contacts to gain first-hand insight into Wolverine's capabilities, professionalism, and long-standing reputation as a trusted service provider.

City of Detroit, MI	(313) 224-1526
2 Woodward Avenue, Suite #130	Ebony Whitelow, Associate Deputy Treasurer
Detroit, MI 48226	ebony.whitelow@detroitmi.gov

- Client Duration: 20+ Years
- Services Provided: Tax Statements, Fire Permits, Delinquent Notices, PP & AR Notices
- Annual Volume: 500,000 Statements
- Adherence to SLA: 100%
- Adherence to Budget: 100%

Oakland County, MI	(248) 858-0625
1200 Telegraph Road, Bldg #12E	Jody DeFoe, Chief Deputy Treasurer
Pontiac, MI 48341	defoej@oakgov.com

- Client Duration: 20+ Years
- Services Provided: Tax Statements, Fire Permits, Delinquent Notices, PP & AR Notices
- Annual Volume: 200,000 Statements
- Adherence to SLA: 100%
- Adherence to Budget: 100%

Redford Township, MI	(313) 387-2665
12200 Beech Daly Road	Lily Cavanagh, Redford Township Treasurer
Redford Township, MI 48239	lcavanagh@redfordtwp.gov

- Client Duration: 1+ Years
- Services Provided: Tax Statements, and Utility Bills
- Annual Volume: 125,000 Statements
- Adherence to SLA: 100%
- Adherence to Budget: 100%

Work Plan and Approach

Wolverine Solutions Group has developed a structured work plan and approach to ensure the successful transition and ongoing management of Christian County’s utility bill printing and mailing services. Our plan emphasizes accuracy, efficiency, and transparency while minimizing risk and disruption. The work plan is organized into five key phases, each designed to build upon the previous stage and ensure a seamless progression from project initiation to live production and ongoing program management.

Index of Phases:

1. Due Diligence
2. Automation Build
3. User Acceptance Testing
4. Go Live
5. Business Reviews

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1. Due Diligence

The first step in Wolverine Solutions Group’s project plan for Christian County is a thorough due diligence phase. This stage is designed to establish a comprehensive understanding of the County’s specific requirements before any production or automation begins. During this process, our team will collaborate directly with County personnel to gather and review all critical information needed for successful implementation. This includes collecting file types, data structures, and naming conventions to ensure seamless integration with our systems. Additionally, we will review current invoice templates, statement layouts, and any associated inserts or supplemental documents that need to be incorporated into the mail stream.

Our team will also evaluate production schedules, delivery timelines, and communication preferences to ensure all stakeholders are aligned. By building this foundation early, we create a transparent process that allows both parties to confirm accuracy before moving forward. The due diligence phase serves as the blueprint for the project, giving us the ability to anticipate potential challenges, identify areas for efficiency improvements, and create a customized production workflow tailored specifically to the County’s needs. Wolverine Solutions Group’s proven experience in conducting due diligence with municipalities ensures that this phase will be both comprehensive and efficient, setting the stage for a smooth transition into automation.

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2. Automation Build

Once all requirements and assets have been collected and documented, Wolverine Solutions Group will move into the automation build phase. The purpose of this stage is to configure our systems so that incoming files from Christian County are automatically ingested, standardized, and prepared for print production with minimal manual intervention. Our IT and data processing experts will create business rules within our workflow to ensure accuracy in variable data printing, barcoding, and intelligent inserting, while also integrating USPS-certified address verification and postal optimization tools to maximize efficiency and postage savings.

Automation is at the heart of our ability to deliver speed and precision. With these systems in place, files transmitted by the County are automatically routed into production workflows, reducing turnaround times and minimizing the potential for human error. This ensures that utility bills are processed quickly and consistently, regardless of volume. By investing time into properly building automation, Wolverine Solutions Group guarantees that every subsequent step, testing, approvals, and live production, will run smoothly and predictably, giving the County confidence in both the process and the results.

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3. User Acceptance Testing

The third step in the project plan is user acceptance testing (UAT). This phase provides Christian County with the opportunity to confirm that the solution meets all operational, technical, and design expectations before moving into live production. During UAT, Wolverine Solutions Group will generate test files that simulate the County's data, producing sample bills, envelopes, and inserts for review. These samples will be carefully inspected to verify proper formatting, accurate data mapping, and compliance with the County's branding and design requirements.

In addition to visual inspection, our team will test the accuracy of barcoding, postal optimization, and file processing logic to ensure that every element is functioning as intended. The County will be asked to provide feedback on these samples, and we will incorporate any requested revisions until full satisfaction is achieved. This stage builds trust and transparency by ensuring that both parties are aligned on expectations prior to go live. Wolverine Solutions Group has decades of experience guiding clients through UAT, and our structured process provides assurance that the final product will meet or exceed expectations once live production begins.

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4. Go Live

The final step of the project plan is go live. At this stage, Wolverine Solutions Group will move Christian County's utility bill production into full-scale operation. Upon receiving final approval from the County, our production teams will process the first official live data files through the automated workflows established during earlier phases. Bills will be printed on our high-speed inkjet presses, inserted using intelligent inserting technology, and prepared for delivery through our USPS-certified mail preparation process.

During the initial live runs, our operations and client service teams will closely monitor every aspect of the process to ensure accuracy and timeliness. The County will receive real-time visibility into job status through Wolverine Connect, our secure client portal, which provides access to production updates, proofing tools, and mail tracking data. Should any issues arise, our dedicated client service representatives will provide immediate communication and resolution, ensuring uninterrupted service. By combining automation, quality assurance, and open communication, Wolverine Solutions Group guarantees a seamless transition from testing to production, giving the County full confidence in the reliability and security of its utility bill mailing program.

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5. Business Reviews

Following the successful implementation and go live phase, Wolverine Solutions Group believes strongly in maintaining an ongoing cycle of evaluation and improvement through regular business reviews. These reviews, which may be held quarterly or annually depending on the County's preference, provide a structured opportunity to assess performance, review metrics, and discuss potential enhancements to the utility bill production program.

During these sessions, Wolverine Solutions Group will present reporting on key areas such as production timeliness, accuracy rates, postage optimization, and service-level performance. We will also review any customer feedback received by the County, as well as changes in postal regulations, industry best practices, or technology that may impact the billing program. These discussions will serve as a forum for both parties to identify cost savings, process efficiencies, or opportunities to enhance the customer experience through updated bill designs, insert strategies, or communication improvements.

In addition, business reviews will allow Wolverine Solutions Group to confirm that the County's objectives are being met consistently and that our team is delivering measurable value as your long-term partner. By maintaining this proactive and transparent communication cycle, we ensure that the County has complete visibility into program performance and confidence in the sustainability of the partnership.

Summary

Together, these five phases, due diligence, automation build, user acceptance testing, go live, and business reviews, provide a clear and dependable roadmap for Christian County's transition to Wolverine Solutions Group. Each phase builds upon the last, ensuring that all requirements are thoroughly documented, automated workflows are optimized for speed and accuracy, testing provides confidence in output, and live production is executed seamlessly. The addition of recurring business reviews ensures that the program continues to evolve, adapt, and deliver long-term value for the County. This structured approach minimizes risk, maximizes efficiency, and provides the County with full transparency throughout the process. By leveraging our 47 years of experience, advanced technology, and dedicated client service, Wolverine Solutions Group is uniquely positioned to deliver a utility bill printing and mailing solution that is accurate, secure, and reliable from the very first file and throughout the life of the contract.

Certifications and Compliance Standards

Wolverine Solutions Group maintains a comprehensive suite of certifications that reflect our commitment to data security, regulatory compliance, operational excellence, and supplier diversity. These standards form the foundation of our trusted partnerships with clients in highly regulated industries such as government, healthcare, education, insurance, and nonprofit organizations. Each certification reinforces our ability to deliver secure, accurate, and efficient communications at scale—backed by transparency, accountability, and a proven track record of performance.

SOC 2 Type II Certification

Wolverine Solutions Group is SOC 2 Type II certified, an independent third-party attestation that confirms the effectiveness of our internal controls governing security, availability, processing integrity, confidentiality, and privacy. This certification is especially critical when managing sensitive customer or constituent information. Updated annually, our SOC 2 Type II report is available to clients under mutual non-disclosure agreement and demonstrates our robust framework for safeguarding data throughout the production lifecycle.

FSC® Certification (Forest Stewardship Council®)

As a certified FSC® print provider, Wolverine offers sustainable material sourcing to clients seeking to align their communications with environmentally responsible practices. We are authorized to apply the FSC logo to printed materials upon request, and our FSC certification ensures that paper stocks originate from responsibly managed forests. This reinforces our clients' sustainability goals while supporting long-term environmental stewardship.

Small Business Certifications

Wolverine Solutions Group holds multiple small business certifications that position us as a qualified and capable supplier for public sector clients and supplier diversity programs. These include:

- Certified Small Business Enterprise (SBE)

These designations support our clients in meeting diversity targets while still benefiting from enterprise-grade service levels, advanced technology, and large-scale capacity.

Regulatory Readiness: HIPAA Compliance

Wolverine maintains strict compliance with the Health Insurance Portability and Accountability Act (HIPAA), ensuring the protection of personally identifiable and protected health information throughout all processes. Our internal policies, employee training, access controls, and secure infrastructure are designed to meet HIPAA requirements at every touchpoint—from file intake through final delivery. While this is especially relevant to our work with healthcare and insurance clients, these protections benefit all clients by ensuring a high standard of privacy, confidentiality, and system integrity.

USPS Certifications: Full-Service Intelligent Mail + Seamless Acceptance

Wolverine Solutions Group is a certified Full-Service Intelligent Mail provider and is also approved by the United States Postal Service for **Seamless Acceptance**—a distinction awarded only to mailers who demonstrate exceptional accuracy, compliance, and operational integrity.

Seamless Acceptance allows Wolverine to enter mail directly into the USPS network without traditional manual verifications, resulting in:

- Faster mail induction and delivery
- Fewer disruptions due to reduced inspections
- Real-time performance monitoring via USPS systems
- Postal discounts where applicable

This certification reflects the USPS's trust in Wolverine's data quality, barcode integrity, and process control. It also ensures our clients receive faster, more efficient service, with full traceability through Intelligent Mail Barcode (IMb) tracking from entry to delivery.

Municipal & State Business Licensing

Wolverine Solutions Group is committed to full legal and regulatory compliance in every jurisdiction where we operate. If there are any County- or state-specific licenses, permits, or registrations required to conduct business with the municipality, Wolverine will take immediate steps to secure those authorizations upon award of contract. Our legal and compliance teams proactively manage onboarding requirements to ensure uninterrupted performance and adherence to all applicable local regulations.

Diversity Business Enterprise (DBE) Program

Small Business Certifications

Wolverine Solutions Group holds multiple small business certifications that position us as a qualified and capable supplier for public sector clients and supplier diversity programs. These include:

- Certified Small Business Enterprise (SBE)

These designations support our clients in meeting diversity targets while still benefiting from enterprise-grade service levels, advanced technology, and large-scale capacity.

At Wolverine Solutions Group, we are deeply committed to fostering a culture of diversity across all facets of our organization. Headquartered in Detroit, Michigan—a city rich in cultural heritage and resilience—we proudly employ a workforce of over 200 individuals who reflect a wide range of backgrounds, experiences, and perspectives.

We believe that embracing diversity not only strengthens our company culture but also enhances the quality and creativity of the solutions we provide to our clients. Our hiring practices, employee development programs, and workplace policies are designed to ensure fairness, opportunity, and respect for all individuals, regardless of race, ethnicity, gender identity, age, religion, disability, or socioeconomic background.

Wolverine Solutions Group is proud to contribute to the economic growth and vitality of the Detroit community by providing stable, meaningful employment opportunities that promote inclusion and upward mobility. Our leadership team is actively engaged in fostering an environment where every voice is heard and valued, and where collaboration across differences drives innovation and success. We recognize that our diversity is one of our greatest strengths—and we are committed to continuing our efforts to build an inclusive workplace that mirrors the communities we serve.

Postage and Savings

Wolverine Solutions Group recognizes that postage represents one of the largest cost components in any utility billing program, and we are committed to helping the County minimize this expense without compromising timeliness or accuracy. Our approach to postage savings is both technology-driven and operationally strategic, combining advanced software solutions with proven logistical planning to deliver the most economical and efficient mailing options available.

From a software perspective, Wolverine Solutions Group employs a full suite of USPS-certified address verification and presort tools designed to maximize postage discounts. All files received from the County will be processed through CASS (Coding Accuracy Support System) and NCOALink (National Change of Address) to ensure that addresses are current and properly formatted. This reduces the likelihood of undeliverable mail, which in turn lowers wasted postage and ensures faster delivery. In addition, our presort software organizes mailings to qualify for the deepest available postal discounts, including five-digit, three-digit, and mixed automated rates. By optimizing how each piece is sorted and presented to the USPS, we ensure that the County's mail consistently achieves the lowest possible postage rates.

Wolverine Solutions Group also leverages logistical planning to further reduce postage costs and improve delivery efficiency. We maintain established partnerships with the USPS that allow us to take advantage of destination entry discounts through Sectional Center Facility (SCF) and Network Distribution Center (NDC) drop shipping. This means that, where volume and geography make it cost-effective, we will transport mail directly into USPS facilities closer to its final delivery point, bypassing intermediate handling and reducing both time in transit and postage expense. Our experience with high-volume mailings allows us to balance the economics of drop shipping with the efficiencies of centralized production, ensuring the most advantageous outcome for each mailing cycle.

In addition, Wolverine Solutions Group supports householding, which consolidates multiple statements going to the same customer and address into a single envelope when permitted by the County. This not only improves the customer experience but also reduces the number of mail pieces processed and mailed, directly lowering postage costs. We also provide ongoing recommendations to identify opportunities for savings through mail piece design, paper selection, and insert strategies that qualify for postal efficiencies while maintaining the County's brand standards.

By combining USPS-certified software, experienced postal logistics, and a focus on continuous improvement, Wolverine Solutions Group will ensure that the County receives the best possible value for its postage expenditures. Over the life of the contract, these savings will accumulate to produce a measurable reduction in overall program costs, while maintaining on-time delivery and the highest standards of accuracy and reliability.

To ensure seamless and uninterrupted mailing operations, Wolverine Solutions Group requires all clients to pre-fund a dedicated postage escrow account. The initial deposit will reflect the anticipated monthly postage cost, calculated by multiplying the average number of mail pieces by the prevailing USPS postage rate. This account will be used exclusively for the County's mailings. Following each mailing cycle, Wolverine Solutions Group will invoice the County for the exact postage amount expended, based on USPS documentation and mail tracking records. Payment of this invoice will be due prior to the commencement of the subsequent mailing cycle. This structure provides cost transparency, maintains postal compliance, and ensures that production and delivery timelines remain uninterrupted.

Kim Hopkins
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Dear Kim,

Thank you for the opportunity to submit our response to your ITB - Print and Mail Tax Bills and SB190 Statements for the Collector's Office. Wolverine Solutions Group brings more than 47 years of experience delivering secure, high-volume print and mail solutions to municipal and government clients nationwide. We have a deep understanding of the operational and regulatory requirements associated with tax statements, and we recognize the importance of timeliness, accuracy, data security, and customer service in maintaining public trust and financial continuity.

Our production processes are built for precision, scalability, and compliance, and are supported by a culture of proactive quality control. Beyond our operational capabilities, we take pride in offering unmatched transparency to our clients through Wolverine Connect, our proprietary online client experience platform. This tool empowers the County with real-time visibility into every stage of the production cycle—from file receipt and proofing to printing, inserting, and mail induction. It also provides secure access to archived jobs, postage usage, and detailed production reporting, allowing for full oversight and control.

We welcome the opportunity to become a trusted partner to the County of and are confident that our experience, infrastructure, and commitment to transparency position us to exceed expectations. Should you have any additional questions or require further clarification, our team remains available and fully engaged throughout the evaluation process.

Sincerely,

Stacey Blue

Senior Sale Executive
Wolverine Solutions Group
313.817.3547 Direct
313.399.7772 Mobile
sblue@wolverinemail.com

wolverinemail.com

Pushing the Envelope (WSG Podcast)

2025-10

PROCESS, PRINT AND MAIL TAX BILLS AND SB190 STATEMENTS FOR THE COLLECTOR'S OFFICE

Issue Date: 8/11/2025
Questions Deadline: 8/20/2025 09:00 AM (CT)
Response Deadline: 8/25/2025 09:00 AM (CT)

Contact Information

Contact: Kim Hopkins Purchasing Manager
Address: Christian County Purchasing
202 West Elm Street
Ozark, MO 65721
Phone: 417 (582) 4309
Email: khopkins@christiancountymo.gov

Event Information

Number:	2025-10
Title:	PROCESS, PRINT AND MAIL TAX BILLS AND SB190 STATEMENTS FOR THE COLLECTOR'S OFFICE
Type:	Invitation to Bid
Issue Date:	8/11/2025
Question Deadline:	8/20/2025 09:00 AM (CT)
Response Deadline:	8/25/2025 09:00 AM (CT)
Notes:	

Christian County invites qualified vendors to submit responses for the ITB #2025-10 Process, Print and Mail Tax Bills 2025 in accordance with the requirements stated herein.

BACKGROUND:
This bid is for the Collector's Office. This is to process, print and mail out tax bills (real and personal property tax bills) on behalf of Christian County. Please keep in mind that the following volumes are estimates at this time. More specific numbers will not be available prior to the bidding of this job.

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.

In mid to late October, the vendor will receive the information from our software vendor. You will need to process this information to re-format for laser printed tax bills.

QUESTIONS:
Questions should be submitted online through the Christian County Electronic Bidding portal before **9:00 a.m. August 20, 2025.**

SUBMITTAL:
Christian County proposal submittals must be made by the Christian County online ebidding portal. No hand delivered bids, faxes or emails will be accepted.

Bids are due before **9:00 a.m. August 25, 2025.**. Register as a vendor at: https://www.christiancountymo.gov/bidding-opportunities/. Contact purchasing at 417-582-4309 for help with registering.

PRICING:
You will enter your pricing under the **LINE ITEMS TAB**.
Note: Quantities are best estimates. Please note that the awarded bidder will bill Christian County Collector's Office on the "actual" quantities.

Quoted prices shall include all costs required to successfully perform the project as described in the bid. Any additional charges not individually noted in the bid document shall be assumed to be included in quoted cost. **The prices given will be firm fixed**.

Note: 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.

The Christian County Commission reserves the right to refuse or reject any and all bids and waive any formality or irregularity in any bid received. The Commission reserves the right to make awards to other than the low bidder, or multiple bidders, if such award(s) is deemed to be in the county's best interest.

SAMPLES:
Attach a sample of the forms from previous projects to the **RESPONSE TAB. This is the only way the Collector can review your work. Failure to do so may result in disqualification.**

Note: The County Collector will have the final say whether the forms each bidder provides are acceptable.

DECLARATION PAGE:
View under ATTACHMENTS TAB. Print, review, sign and upload the Declaration Page under the **RESPONSE TAB**.
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 to confirm understanding of this statement.

HISTORY:
Christian County is a first-class county without a charter form of government. The governing body of Christian County is the County Commission. The Commission consists of a Presiding Commissioner, a Western Commissioner, and an Eastern Commissioner. Its county seat is Ozark, Missouri. The County was organized in 1959 and continues to be one of the fastest-growing counties in the state. Cities in Christian County include Billings, Clever, Fremont Hills, Highlandville, Nixa, Ozark, Sparta and Village of Saddlebrooke.

Bid Attachments

DECLARATION PAGE Rev. 1.pdf View Online

DECLARATION PAGE

2025 CC BIDDERS RESPONSIBILITIES & TERMS AND CONDITIONS.pdf View Online

2025 Christian County Bidders Responsibilities & Terms and Conditions.

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:
Address
City, State, Zip
# of Years in Business:
# of Employees:
Brief history of your company.
Provide the project manager's name and contact information.

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 compan**y (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.

Please see proposal.

(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.

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.

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

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

(Required: Maximum 4000 characters allowed)

27 **Three References Required**

Please enter three references below that you have worked for in the **past three year**s 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:

Please see proposal.

(Required: Maximum 4000 characters allowed)

29 **Reference #2**

Company Name:

Contact Name:

Address City State Zip:

Business Phone Business:

Email:

Name of Project:

Please see proposal.

(Required: Maximum 4000 characters allowed)

30 **Reference #3**

Company Name:

Contact Name:

Address City State Zip:

Business Phone Business:

Email:

Name of Project:

Please see proposal.

(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 2 %.

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.

2 %

(Required)

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

Second Renewal Period: Maximum Increase Not-to-Exceed 2 %.

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.

2 %

(Required)

34	**Renewal #3 Enter Maximum Increase Not to Exceed Percentage** Third Renewal Period: Maximum Increase Not-to-Exceed 2 %. 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. 2 % *(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: $ 0.024 Total: $ 1,104.00 Item Notes: Tax Bills ☐ No bid
4	#10 Special Double Window Envelopes - Outgoing - First Class *(Response required)* Quantity: 46000 UOM: EA Price: $ 0.028 Total: $ 1,288.00 Item Notes: Tax Bills ☐ No bid

5 **Printing Real and Personal Property Tax Form estimates** :
(Response required)

Quantity: 46000 UOM: EA Price: $ 0.037 Total: $ 1,702.00

☐ 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: $ 175.00 Total: $ 175.00

☐ No bid

7 Processing and Mailing - **Real and Personal Property Tax Form**
(Response required)

Quantity: 46000 UOM: EA Price: $ 0.028 Total: $ 1,288.00

☐ No bid

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

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

(Response required)

Quantity: 46000 UOM: EA Price: $ 0.00 Total: $ 0.00

☐ No bid

9 **SENATE BILL 190 STATEMENT**

10 #9 Special Window Envelopes - Reply
(Response required)
Quantity: 7000 UOM: EA Price: $ 0.024 Total: $ 168.00
Item Notes: SB 190
☐ No bid

11 #10 Special Window Envelopes - Outgoing - First Class
(Response required)
Quantity: 7000 UOM: EA Price: $ 0.028 Total: $ 196.00
Item Notes: SB 190
☐ No bid

12 Printing SB 190 Form estimates :

(Response required)
Quantity: 7000 UOM: EA Price: $ 0.037 Total: $ 259.00
☐ No bid

13 Processing and Mailing - SB 190 Forms
(Response required)
Quantity: 7000 UOM: EA Price: $ 0.028 Total: $ 196.00
Item Notes: Includes: Processing Services: Image, Fold, Presort & Mail.
Again, we are estimating the number.
☐ No bid

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

(Response required)
Quantity: 7000 UOM: EA Price: $ 0.00 Total: $ 0.00
Item Notes: SB 190
☐ No bid

Supplier Information

Company Name: Wolverine Solutions Group

Contact Name: Stacey Blue

Address: 1601 Clay Street

Detroit, MI 48211-1902

Phone: (313) 871-3547

Fax: (313) 871-2695

Email: sblue@wolverinemail.com

Supplier Notes

Postage Notes-Wolverine Solutions Group will invoice all USPS postage as a direct pass-through cost to the County with no additional markup. Postage will always be applied at the lowest possible USPS qualification rate, achieved through our advanced presort and data management processes, and based on the data supplied by the County. This ensures full transparency and cost efficiency, while guaranteeing that the County benefits from the maximum available postal discounts. A postage escrow account will be established prior to the first mail drop.

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

Darryl English

Print Name

Darryl English

Signature