

Henry P. Roybal
Commissioner, District 1



Kathleen Holian
Commissioner, District 4

Miguel M. Chavez
Commissioner, District 2

Liz Stefanics
Commissioner, District 5

Robert A. Anaya
Commissioner, District 3

Katherine Miller
County Manager

November 23, 2016

SANTA FE COUNTY
IFB#2017-0146-UT/KO
PRINTING, INSERTION, AND
MAILING SERVICES FOR MONTHLY
BILLING STATEMENTS

ADDENDUM #3

Dear Proponents,

This addendum is issued to reflect the following immediately. It shall be the responsibility of interested bidders to adhere to any changes or revisions to the IFB as identified in this Addendum No. 3. This documentation shall become permanent and made part of the departmental files.

ATTACHMENT A: CURRENT CONTRACT INCLUDING PRICE SCHEDULE

Listed below are clarifications of the IFB and questions received via email concerning the above referenced IFB.

Question# 1- Who is current service provider? What is the current pricing?

Answer# 1- *Questmark Information Management Inc. is our current service provider. Please see attachment A of this addendum.*

Question#2- How many colors are required for printing of statements and inserts?

Answer #2- *Please refer to Specification on page 12 section #11 Format, statements and envelopes are printed in black ink.*

Question #3- Are In-State Resident Preference applications required to be submitted with bid?

Answer#3- *No, a copy of a valid and current in-state resident business certificate must be submitted with bid. Please refer to General Terms & Conditions page 8 section 33 paragraph A.2.*

This concludes the period of questions, no additional questions will be answered in reference to this IFB. Please ensure you have read, understand and follow terms and conditions, the instructions to bidder as required by this IFB.

Please add this Addendum #3 to the original bid documents and refer to bid documents, hereto as such. This and all subsequent addenda will become part of any resulting contract documents and have effects as if original issued. All other unaffected sections will have their original interpretation and remain in full force and effect.

Responders are reminded that any questions or need for clarification must be addressed to Kenneth Quintana, Procurement Specialist at kquintana@santafecountynm.gov.

**SANTA FE COUNTY
SERVICE AGREEMENT
WITH QUESTMARK INFORMATION MANAGEMENT, INC.
TO PROVIDE MAILING AND MAIL INSERT SERVICES**

THIS AGREEMENT is made and entered into on this 12 day of December, 2012, by and between **SANTA FE COUNTY** (hereinafter referred to as the "County"), an New Mexico political subdivision, and **QUESTMARK INFORMATION MANAGEMENT, INC.**, located 9440 Kirby Drive, Houston, TX 77054 hereinafter referred to as the "Contractor").

WHEREAS, the Santa Fe County Utilities Division requires mass mailing and mailing insert services for the billing statements of County residents and water customers;

WHEREAS, in accordance with the Santa Fe County Procurement Manual, the County issued a Invitation for Bids (IFB) No. 2013-0116-UT/SS for these services;

WHEREAS, the County requires the services of the Contractor, and the Contractor is willing to provide these services and both parties wish to enter into this Agreement.

NOW THEREFORE, in consideration of the premises and mutual obligations herein, the parties hereto do mutually agree as follows:

1. SCOPE OF WORK

Contractor shall provide monthly billing statement printing of variable data and the related inserting and mailing services for 1,825 – 5,000 billing statements as further defined below.

- a. Addresses to be processed for CASS certification, move update status and postal optimization. Addresses are to be encoded as the billing statements are imaged and then grouped into whatever presort combination generates the lowest postal rate.
- b. Contractor will laser image billing statements in black ink on 8-1/2" x 11", 24# white perforated stock. Billing statements image with variable data on face, static form on back.
- c. Contractor will provide newsletters and any additional inserts to be included with billing statements as needed.
- d. The printed billing statements will be folded and inserted with remittance envelope and newsletter into #10 window envelopes, along with up to four (4) additional inserts.

- e. Contractor will sort, bundle, tray, prepare all required postal documentation and deliver to the post office in Albuquerque.
- f. "Unmailable" statements and notices will be returned to Santa Fe County Water Utilities.

Every effort will be made to assure that processing, laser printing and mailing of utility statements will be accomplished within two business days of receipt of data.

2. COMPENSATION, INVOICING, AND SET-OFF

A. In consideration of its obligations under this Agreement the Contractor shall be compensated as follows:

- 1) County shall pay to the Contractor in full payment for services satisfactorily performed.
- 2) The total amount payable to the Contractor under this Agreement, exclusive of gross receipts tax shall not exceed **FOURTY FOUR THOUSAND DOLLARS & NO CENTS (\$44,000.00)**. Any New Mexico gross receipts tax levied on the amounts payable under this Agreement shall be paid by the County to the Contractor.
- 3) This amount is a maximum and not a guarantee that the work assigned to be performed by Contractor under this Agreement shall equal the amount stated herein. The parties do not intend for the Contractor to continue to provide services without compensation when the total compensation amount is reached. The County shall notify the Contractor when the services provided under this Agreement reach the total compensation amount. In no event will the Contractor be paid for services provided in excess of the total compensation amount without this Agreement being amended in writing.

B. The Contractor shall submit a written request for payment to the County when payment is due under this Agreement. Upon the County's receipt of the written request, the County shall issue a written certification of complete or partial acceptance or rejection of the contractual items or services for which payment is sought. The Contractor acknowledges and agrees that the County may not make any payment hereunder unless and until it has issued a written certification accepting the contractual items or services. Within thirty (30) days of the issuance of a written certification accepting the contractual items or services, the County shall tender payment for the accepted items or services. In the event the County fails to tender payment within thirty (30) days of the written certification accepting the items or services, the County shall pay late payment charges of one and one-half percent (1.5%) per month, until the amount due is paid in full.

C. In the event the Contractor breaches this Agreement, the County may, without penalty, withhold any payments due the Contractor for the purpose of set-off until such time as

the County determines the exact amount of damages it suffered as a result of the breach. Time is of the essence in the Contractor's performance of the services under this Agreement and Contractor's late performance, late delivery of services or providing services that do not conform to the Scope of Work in Section 1 above, shall constitute a breach of this Agreement.

D. Payment under this Agreement shall not foreclose the right of the County to recover excessive or illegal payment.

3. EFFECTIVE DATE AND TERM

This Agreement shall, upon due execution by all parties, become effective as of the date first written above and shall terminate four (4) years later, unless earlier terminated pursuant to Section 5 (Termination) or Section 6 (Appropriations and Authorizations).

4. ADDITIONAL SERVICES

A. The parties agree that all tasks set forth in Paragraph 1, SCOPE OF WORK of this Agreement, shall be completed in full, to the satisfaction of the County, for the amount set forth in Section 2, COMPENSATION, INVOICING, AND SET-OFF, of this Agreement, and for no other cost, amount, fee, or expense.

B. The County may from time-to-time request changes in the Scope of Work to be performed hereunder. Such changes, including any increase or decrease in the amount of the Contractor's compensation, which are mutually agreed upon by and between the County and the Contractor, shall be incorporated in written amendments to this Agreement.

5. TERMINATION

A. Termination of Agreement for Cause. Either party may terminate the Agreement based upon any material breach of this Agreement by the other party. The non-breaching party shall give the breaching party written notice of termination specifying the grounds for the termination. The termination shall be effective thirty (30) days from the breaching party's receipt of the notice of termination, during which time the breaching party shall have the right to cure the breach. If, however, the breach cannot with due diligence be cured within thirty (30) days, the breaching party shall have a reasonable time to cure the breach, provided that, within thirty (30) days of its receipt of the written notice of termination, the breaching party began to cure the breach and advised the non-breaching party in writing that it intended to cure.

B. Termination for Convenience of the County. The County may, in its discretion, terminate this Agreement at any time for any reason by giving the Contractor written notice of termination. The notice shall specify the effective date of termination, which shall not be less than fifteen (15) days from the Contractor's receipt of the notice. The County shall pay the Contractor for acceptable work, determined in accordance with the specifications and standards set forth in this Agreement, performed before the effective date of termination but shall not be liable for any work performed after the effective date of termination.

6. APPROPRIATIONS AND AUTHORIZATIONS

This Agreement is contingent upon sufficient appropriations and authorizations being made for performance of this Agreement by the Board of County Commissioners of the County and/or, if state funds are involved, the Legislature of the State of New Mexico. If sufficient appropriations and authorizations are not made in this or future fiscal years, this Agreement shall terminate upon written notice by the County to the Contractor. Such termination shall be without penalty to the County, and the County shall have no duty to reimburse the Contractor for expenditures made in the performance of this Agreement. The County is expressly not committed to expenditure of any funds until such time as they are programmed, budgeted, encumbered and approved for expenditure by the County. The County's decision as to whether sufficient appropriations and authorizations have been made for the fulfillment of this Agreement shall be final and not subject to challenge by the Contractor in any way or forum, including a lawsuit.

7. INDEPENDENT CONTRACTOR

The Contractor and its agents and employees are independent contractors and are not employees or agents of the County. Accordingly, the Contractor and its agents and employees shall not accrue leave, participate in retirement plans, insurance plans, or liability bonding, use County vehicles, or participate in any other benefits afforded to employees of the County. Except as may be expressly authorized elsewhere in this Agreement, the Contractor has no authority to bind, represent, or otherwise act on behalf of the County and agrees not to purport to do so.

8. ASSIGNMENT

The Contractor shall not assign or transfer any interest in this Agreement or assign any claims for money due or to become due under this Agreement without the advance written approval of the County. Any attempted assignment or transfer without the County's advance written approval shall be null and void and without any legal effect.

9. SUBCONTRACTING

The Contractor shall not subcontract or delegate any portion of the services to be performed under this Agreement without the advance written approval of the County. Any attempted subcontracting or delegating without the County's advance written approval shall be null and void and without any legal effect.

10. PERSONNEL

A. All work performed under this Agreement shall be performed by the Contractor or under its supervision.

B. The Contractor represents that it has, or will secure at its own expense, all personnel required to discharge its obligations under this Agreement. Such personnel (i) shall

not be employees of or have any contractual relationships with the County and (ii) shall be fully qualified and licensed or otherwise authorized or permitted under federal, state, and local law to perform such work.

11. RELEASE

Upon its receipt of all payments due under this Agreement, the Contractor releases the County, its elected officials, officers, agents and employees from all liabilities, claims, and obligations whatsoever arising from or under or relating to this Agreement.

12. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the County.

13. PUBLICATION, REPRODUCTION, AND USE OF MATERIAL; COPYRIGHT

A. The County has the unrestricted right to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other material prepared under or pursuant to this Agreement.

B. The Contractor acknowledges and agrees that any material produced in whole or in part under or pursuant to this Agreement is a work made for hire. Accordingly, to the extent that any such material is copyrightable in the United States or in any other country, the County shall own any such copyright.

14. CONFLICT OF INTEREST

The Contractor represents that it has no and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of its obligations under this Agreement.

15. NO ORAL MODIFICATIONS; WRITTEN AMENDMENTS REQUIRED

This Agreement may not be modified, altered, changed, or amended orally but, rather, only by an instrument in writing executed by the parties hereto. The Contractor specifically acknowledges and agrees that the County shall not be responsible for any changes to Section 1, "SCOPE OF WORK", of this Agreement unless such changes are set forth in a duly executed written amendment to this Agreement.

16. ENTIRE AGREEMENT; INTEGRATION

This Agreement incorporates all the agreements, covenants, and understandings between the parties hereto concerning the subject matter hereof, and all such agreements, covenants and understandings have been merged into this written Agreement. No prior or contemporaneous

agreement, covenant or understandings, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

17. NOTICE OF PENALTIES

The Procurement Code, NMSA 1978, Sections 13-1-28 through 13-1-199, imposes civil and criminal penalties for its violation. In addition, New Mexico criminal statutes impose felony penalties for bribes, gratuities, and kickbacks.

18. EQUAL EMPLOYMENT OPPORTUNITY COMPLIANCE

A. The Contractor agrees to abide by all federal, state, and local laws, ordinances, and rules and regulations pertaining to equal employment opportunity and unlawful discrimination. Without in any way limiting the foregoing general obligation, the Contractor specifically agrees not to discriminate against any person with regard to employment with the Contractor or participation in any program or activity offered pursuant to this Agreement on the grounds of race, age, religion, color, national origin, ancestry, sex, physical or mental handicap, serious medical condition, spousal affiliation, sexual orientation, or gender identity.

B. The Contractor acknowledges and agrees that failure to comply with this Section shall constitute a material breach of this Agreement.

19. COMPLIANCE WITH APPLICABLE LAW; CHOICE OF LAW

A. In performing its obligations hereunder, the Contractor shall comply with all applicable laws, ordinances, and regulations.

B. This Agreement shall be construed in accordance with the substantive laws of the State of New Mexico, without regard to its choice of law rules. Contractor and the County agree that the exclusive forum for any litigation between them arising out of or related to this Agreement shall be federal and state district courts of New Mexico, located in Santa Fe County.

20. RECORDS AND INSPECTIONS

A. To the extent its books and records relate to (i) its performance of this Agreement or any subcontract entered into pursuant to it or (ii) cost or pricing data (if any) set forth in this Agreement or that was required to be submitted to the County as part of the procurement process, the Contractor agrees to (i) maintain such books and records during the term of this Agreement and for a period of six (6) years from the date of final payment under this Agreement; (ii) allow the County or its designee to audit such books and records at reasonable times and upon reasonable notice; and (iii) to keep such books and records in accordance with generally accepted accounting principles (GAAP).

B. To the extent its books and records relate to (i) its performance of this Agreement or any subcontract entered into pursuant to it or (ii) cost or pricing data (if any) set forth in this Agreement or that was required to be submitted to County as part of the procurement process,

the Contractor also agrees to require any subcontractor it may hire to perform its obligations under this Agreement to (i) maintain such books and records during the term of this Agreement and for a period of six (6) years from the date of final payment under the subcontract; (ii) to allow the County or its designee to audit such books and records at reasonable times and upon reasonable notice; and (iii) to keep such books and records in accordance with GAAP.

21. INDEMNIFICATION

A. The Contractor shall defend, indemnify, and hold harmless the County and its elected officials, agents, and employees from any losses, liabilities, damages, demands, suits, causes of action, judgments, costs or expenses (including but not limited to court costs and attorneys' fees) resulting from or directly or indirectly arising out of the Contractor's performance or non-performance of its obligations under this Agreement, including but not limited to the Contractor's breach of any representation or warranty made herein.

B. The Contractor agrees that the County shall have the right to control and participate in the defense of any such demand, suit, or cause of action concerning matters that relate to the County and that such suit will not be settled without the County's consent, such consent not to be unreasonably withheld. If a conflict exists between the interests of the County and the Contractor in such demand, suit, or cause of action, the County may retain its own counsel to represent the County's interest.

C. The Contractor's obligations under this section shall not be limited by the provisions of any insurance policy the Contractor is required to maintain under this Agreement.

22. SEVERABILITY

If any term or condition of this Agreement shall be held invalid or non-enforceable by any court of competent jurisdiction, the remainder of this Agreement shall not be affected and shall be valid and enforceable to the fullest extent of the law.

23. NOTICES

Any notice required to be given to either party by this Agreement shall be in writing and shall be delivered in person, by courier service or by U.S. mail, either first class or certified, return receipt requested, postage prepaid, as follows:

To the County: Santa Fe County
 Office of the County Attorney
 102 Grant Avenue
 Santa Fe, New Mexico 87501

To the Contractor: QuestMark Information Management, Inc.
9440 Kirby Drive
Houston, TX 77254
713-662-9022

24. CONTRACTOR'S REPRESENTATIONS AND WARRANTIES

The Contractor hereby represents and warrants that:

A. This Agreement has been duly authorized by the Contractor, the person executing this Agreement has authority to do so, and, once executed by the Contractor, this Agreement shall constitute a binding obligation of the Contractor.

B. This Agreement and Contractor's obligations hereunder do not conflict with Contractor's corporate agreement or any statement filed with the Public Regulation Commission on Contractor's behalf.

C. Contractor is legally registered and licensed to operate as a business in New Mexico and is qualified to provide the services anticipated by this Agreement shall maintain such registration in good standing throughout the duration of the Agreement.

25. FACSIMILE SIGNATURES

The parties hereto agree that a facsimile signature has the same force and effect as an original for all purposes.

26. LIMITATION OF LIABILITY

The County's liability to the Contractor for any breach of this Agreement by the County shall be limited to direct damages and shall not exceed the maximum amount of potential compensation specified in Section 2, "COMPENSATION AND INVOICING," of this Agreement. In no event shall the County be liable to the Contractor for special or consequential damages, even if the County was advised of the possibility of such damages prior to entering into this Agreement.

27. NO THIRD-PARTY BENEFICIARIES

This Agreement was not intended to and does not create any rights in any persons not a party hereto.

28. INSURANCE

A. General Conditions. The Contractor shall submit evidence of insurance as is required herein. Policies of insurance shall be written by companies authorized to write such insurance in New Mexico.

B. General Liability Insurance, Including Automobile. The Contractor shall procure and maintain during the life of this Agreement a comprehensive general liability and automobile insurance policy with liability limits in amounts not less than \$1,050,000.00 combined single limits of liability for bodily injury, including death, and property damage for any one occurrence. Said policies of insurance shall include coverage for all operations performed for the County by the Contractor; coverage for the use of all owned, non-owned, hired automobiles, vehicles and other equipment, both on and off work; and contractual liability coverage under which this Agreement is an insured contract. The County of Santa Fe shall be a named additional insured on the policy.

C. Workers' Compensation Insurance. The Contractor shall comply with the provisions of the Workers' Compensation Act.

D. Increased Limits. If, during the life of this Agreement, the Legislature of the State of New Mexico increases the maximum limits of liability under the Tort Claims Act (NMSA 1978, Sections 41-4-1 through 41-4-29, as amended), the Contractor shall increase the maximum limits of any insurance required herein.

29. PERMITS, FEES, AND LICENSES

Contractor shall procure all permits and licenses, pay all charges, fees, and royalties, and give all notices necessary and incidental to the due and lawful performance of its obligations hereunder.

30. NEW MEXICO TORT CLAIMS ACT

No provision of this Agreement modifies or waives any sovereign immunity or limitation of liability enjoyed by County or its "public employees" at common law or under the New Mexico Tort Claims Act, NMSA 1978, Section 41-4-1, et seq.

31. CAMPAIGN CONTRIBUTION DISCLOSURE FORM

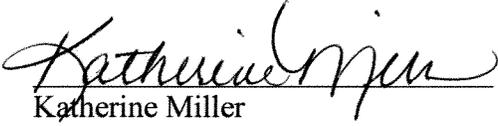
The Contractor agrees to compute and submit simultaneous with execution of this Agreement a Campaign Contribution Disclosure Form approved by the County.

32. SURVIVAL

The provisions of following paragraphs shall survive termination of this Contract; INDEMNIFICATION; RECORDS AND INSPECTION; RELEASE, CONFIDENTIALITY, PUBLICATION, REPRODUCTION, AND USE OF MATERIAL; COPYRIGHT; COMPLIANCE WITH APPLICABLE LAW; CHOICE OF LAW; NO THIRD-PARTY BENEFICIARIES; SURVIVAL.

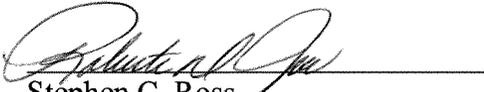
IN WITNESS WHEREOF, the parties have duly executed this Amendment to the Agreement as of the date first written above.

SANTA FE COUNTY:


Katherine Miller
Santa Fe County Manager

12.10.12
Date

Approved as to Form


Stephen C. Ross
Santa Fe County Attorney

12/3/12
Date

Finance Department


Teresa C. Martinez, Director
Santa Fe County Finance Director

12/11/12
Date

CONTRACTOR:
QUESTMARK INFORMATION MANAGEMENT, INC.

Beth Ludeke
Signature

12/12/12
Date

By: BETH LUDEKE
(Print Name)

Its: CEO
(Print Title)

FEDERAL TAX I.D. NUMBER:

76-0408235

BID SHEET**PRINTING, INSERTION, AND MAILING SERVICES
FOR MONTHLY BILLING STATEMENTS**

All blanks have been filled in; Bid Sheet is attached to the completed Invitation to Bid (IFB) #2013-0116-UT/SS and is returned herewith.

NAME OF COMPANY: QuestMark Information Management, Inc.

Please provide the rates your firm will charge the County for Printing, Insertion, and Mailing Services for Monthly Billing Statements:

Printing, Insertion**, and Mailing Services for Monthly Billing Statement

Billing Statement in black ink on 8 ½" x 11", 24# white perforated stock. Billing statement image with County design variable data on face, static form on back includes #10 Window envelopes and #9 remittance envelopes.

Printing, custom envelope, stuffing, distribution, and imaging

**Insertions approximately 4 times per year

1. Printing, stuffing, and distribution of Monthly Billing Statement

- \$.10 each statement Approximately 1,825-2,500 per month
- \$.10 each statement Approximately 2,500-5,000 per month

2. Print, stuffing, and distribution of Billing Statement with 8 ½" x 11" one-page insert

- \$.11 each statement Approximately 1,825-2,500 per month
- \$.11 each statement Approximately 2,500-5,000 per month

3. Print, stuffing, and distribution of Billing Statement with 8 ½" x 11" two-page insert

- \$.115 each statement Approximately 1,825-2,500 per month
- \$.115 each statement Approximately 2,500-5,000 per month

4. Print, stuffing, and distribution of Billing Statement with 8 ½" x 11" three-page insert

- \$.12 each statement Approximately 1,825-2,500 per month
- \$.12 each statement Approximately 2,500-5,000 per month

5. Print, stuffing, and distribution of Billing Statement with 8 ½" x 14" four-page insert

- \$.125 each statement Approximately 1,825-2,500 per month
- \$.125 each statement Approximately 2,500-5,000 per month

6. Postage

- \$.374 per mailing Approximately 1,825-2,500 per month
- \$.374 per mailing Approximately 2,500-5,000 per month

7. Setup Charge (one-time)

- \$ N/C per hour

Mails from the Houston, Tx. Post Office
USPS delivery standard 2 business days

Contractor's rate shall include all labor costs, tools, equipment, materials, overhead, profit, insurance and any fees necessary to perform the work called for in the scope of work. The County reserves the right to acquire printing, insertion, and mailing services for monthly billing statements services from the awarded Contractor(s) for other County meetings not stated below.

APPENDIX A

**PRINTING, INSERTION, AND MAILING SERVICES
FOR MONTHLY BILLING STATEMENTS**

All blanks have been filled in; Bid Sheet is attached to the completed Invitation to Bid (IFB) #2013-0116-UT/SS and is returned herewith.

NAME OF COMPANY: _____

Please provide the rates your firm will charge the County for Printing, Insertion, and Mailing Services for Monthly Billing Statements:

Printing, Insertion**, and Mailing Services for Monthly Billing Statement

Billing Statement in black ink on 8 ½” x 11”, 24# white perforated stock. Billing statement image with County design variable data on face, static form on back includes #10 Window envelopes and #9 remittance envelopes.

Printing, custom envelope, stuffing, distribution, and imaging

**Insertions approximately 4 times per year

1. Printing, stuffing, and distribution of Monthly Billing Statement

- \$ _____ each statement Approximately 1,825-2,500 per month
- \$ _____ each statement Approximately 2,500-5,000 per month

2. Print, stuffing, and distribution of Billing Statement with 8 ½” x 11” one-page insert

- \$ _____ each statement Approximately 1,825-2,500 per month
- \$ _____ each statement Approximately 2,500-5,000 per month

3. Print, stuffing, and distribution of Billing Statement with 8 ½” x 11” two-page insert

- \$ _____ each statement Approximately 1,825-2,500 per month
- \$ _____ each statement Approximately 2,500-5,000 per month

4. Print, stuffing, and distribution of Billing Statement with 8 ½” x 11” three-page insert

- \$ _____ each statement Approximately 1,825-2,500 per month
- \$ _____ each statement Approximately 2,500-5,000 per month

5. Print, stuffing, and distribution of Billing Statement with 8 ½” x 14” four-page insert

- \$ _____ each statement Approximately 1,825-2,500 per month
- \$ _____ each statement Approximately 2,500-5,000 per month

6. Postage

- \$ _____ per mailing Approximately 1,825-2,500 per month
- \$ _____ per mailing Approximately 2,500-5,000 per month

7. Setup Charge (one-time)

- \$ _____ per hour

Contractor’s rate shall include all labor costs, tools, equipment, materials, overhead, profit, insurance and any fees necessary to perform the work called for in the scope of work. The County reserves the right to acquire printing, insertion, and mailing services for monthly billing statements services from the awarded Contractor(s) for other County meetings not stated below.

