

Section 6

Required Forms

REQUIRED FORM 7 – COMPANY’S BACKGROUND AND QUESTIONNAIRE RESPONSE **RFP #FY23-RFP-24**

Charlotte Water Bill Inserts Printing Services

Companies shall complete and submit the form below as part of their response to this RFP. Additional pages may be attached as needed to present the information requested.

1. Company’s legal name.
2. Company Location (indicate corporate headquarters and location that will be providing the Services).
3. How many years has your Company been in business? How long has your Company been providing the Services as described in Section 3?
4. How many public sector (cities or counties) clients does your Company have? How many are using the Services? Identify by name some of the clients similar to City (e.g., similar in size, complexity, location, type of organization).
5. List any projects or services terminated by a government entity. Please disclose the government entity that terminated and explain the reason for the termination.
6. List any litigation that your Company has been involved with during the past two (2) years for Services similar to those in this RFP.
7. Explain your Company’s financial ability and capacity to meet the Services required in this RFP.
8. Provide an overview and history of your Company.
9. Describe the ownership structure of your Company, including any significant or controlling equity holders.
10. Describe the key individuals along with their qualifications, professional certifications, and experience that would comprise your Company’s team for providing the Services.
11. If the Proposal will be from a team composed of more than one company or if any subcontractor will provide more than fifteen percent (15%) of the Services, please describe the relationship, to include the form of partnership, each team member’s role, and the experience each company will bring to the relationship that qualifies it to fulfill its role. Provide descriptions and references for the projects on which team members have previously collaborated.
12. How will your Company ensure proper, timely, and effective communication with the City, and what communication methods will be utilized?
13. Explain how your organization ensures that personnel performing the Services are qualified and proficient.
14. Provide information regarding the level of staffing at your organization’s facilities that will be providing the Services, and each staff person’s role, as well as the level of staffing for each subcontractor if applicable.
15. What are the risks you’ve identified with performing these Services, and how will your Company mitigate those risks?
16. Provide a detailed description on the following: Stock, size, ink, bleeds, resolution type, proofs
17. Describe your security procedures to include physical facility, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process. Describe the results of any third-party security audits in the last five (5) years.

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18. Does your Company use any digital tools for file submissions, proof review, and project status tracking? Is that tool openly accessible to the customer? Please describe.
19. Describe your relationship, if any, with the shipping company (-ies) that you would utilize to provide the Services.
20. Has your Company ever worked with KUBRA, the Mail House Facility, in the past? If so, please describe your working relationship.
21. Can your Company provide firm and fixed pricing for an initial two-year term of an awarded Contract?
22. If unit price adjustment requests were allowed to be submitted for consideration each calendar year from the Contract's effective date, how might that affect your proposed pricing? Please be specific.
23. If a percentage cap was placed on annual price adjustment requests (for example: Company's unit prices shall not increase greater than X% of the prior year unit price), what percentage would you propose?
24. If your Company was to submit a price adjustment request to the City, what is your current procedure for justifying any change to contract pricing with your current customers? What justification evidence do you provide? At what frequency are you currently requesting price adjustments, if any, from your current contracted customers?