

REQUEST FOR PROPOSAL

PRINTING AND MAILING OF UTILITY BILLS

For

CITY OF CONROE



RFP# 2018-215

DUE DATE: 3/15/18 @ 2:00 p.m. CST

CITY OF CONROE, TEXAS

300 W. Davis

P.O. Box 3066

Conroe, TX 77305

936-522-3000

General Terms and Conditions

Introduction:

The City of Conroe is soliciting Proposal(s) for Printing and Mailing of Utility Bills.

Preparation of RFPs:

Unless otherwise directed in the Notice to Bidders, submit proposals *in quadruplicate* on the prescribed forms or copies thereof, along with bid bond if required, in a sealed envelope marked "**RFP 2018-215 - Printing and Mailing of Utility Bills for City of Conroe**". Prepare proposals in accordance with the requirements of the Notice to Bidders, and any instructions on the Proposal or Bid Sheet.

Questions and Inquires:

Proposers desiring further information or interpretation must request such information or interpretation regarding the specification from:

Karl Brosch, Utility Billing Manager for the City of Conroe kbrosch@cityofconroe.org

Proposers desiring further information regarding the bidding process must request such information from:

Kristina Colville, Purchasing Manager for the City of Conroe kcolville@cityofconroe.org

Submission of RFPs:

Four (4) copies of each proposal shall be submitted to the address below by the time and date set forth. All hard-copy submissions should include one electronic version of the proposal (CD or Flash drive) Proposals will be opened and the names read aloud in the City Secretary's office.

Note: Facsimile and / or email transmittals shall not be accepted as valid Proposals.

Due Date:	Thursday March 15, 2018 @ 2:00 PM
Mail: City of Conroe	Physical: City of Conroe
Soco Gorjon, City Secretary	Soco Gorjon, City Secretary
P.O. Box 3066	300 W. Davis
Conroe, TX. 77305	Conroe, TX. 77301

Late Proposals:

Responses received later than the due date will not be accepted, and will be returned unopened. City of Conroe is not responsible for lateness or non-delivery of mail, carrier, etc. The date/time stamp in the City Secretary's office shall be the official time of receipt.

Altering Proposals:

Proposals cannot be altered or amended after submission deadline. Any alterations or erasures made before opening time must be initialed by the signer of the Proposal, guaranteeing authenticity.

Withdrawal of Proposals:

Any proposal may be withdrawn prior to the scheduling time for opening. Offerors may request withdrawal of a sealed proposal prior to the scheduled proposal opening time provided the request for withdrawal is submitted to the Purchasing Manager in writing. A proposal may be withdrawn in person by an Offeror or its authorized representative if, before the exact time set for proposal opening, the identity of the person requesting withdrawal is established and the person signs a receipt for the proposal.

No proposals may be withdrawn for a period of sixty (60) calendar days after the opening of proposals.

Costs Incurred by Offeror:

The City of Conroe will not be responsible, under any circumstances, for any submittal preparation costs nor other costs incurred by any Offeror before the execution of a contract between the City and the successful Offeror.

Owner:

It is the intention of the City of Conroe to contract for the services of a qualified Contractor to perform Printing and Mailing of Utility Bills, including delinquent notices, for the City of Conroe. The City reserves the right to reject any and all proposals, to waive any informalities or minor irregularities in proposals, and to accept the proposal deemed, in the opinion of the City, to be in the best interest of the City. By submitting a proposal, the Offeror acknowledges and will adhere to all specifications as stated within this request for proposal document.

Best Value Selection Criteria:

- A.** City staff will evaluate all proposals by reviewing and rating each proposal based on the following criteria, which are ranked in order of importance:
 1. The extent to which the Offeror's services meet the City's needs and specifications and service needs, as stated in the RFP
 2. Experience, qualifications and quality of the Offeror's services
 3. Completion time per cycle
 4. Reputation of Offeror
 5. Any relevant criteria specifically listed in the RFP

6. Cost to the City
 7. Best value for the City. The City may use a “best value” selection process, which is based on a combination of cost and qualitative considerations. The qualitative considerations may include, but are not limited to: experience, qualifications and quality of the Offeror’s services; reputation of Offeror; financial resources; and any relevant criteria specifically listed in the RFP.
- B. Offeror may be required to make an oral presentation to the City to further present their qualifications. These presentations shall provide the Offeror the opportunity to clarify their response and ensure a mutual understanding of the work to be performed.
 - C. The City reserves the right, where it may serve the City’s best interest, to request additional information or clarifications from Offerors. The City reserves the right to negotiate any and all elements of any Offeror’s proposal.
 - D. Direct contact with City elected officials or city staff, other than the listed agent, regarding the RFP during the proposal review process may disqualify the Offeror from further consideration at the discretion of the City.

All submittals will follow bid procedures as set forth with the City of Conroe, Texas and bid standards as set forth with the State of Texas

Interviews:

After written proposals are received and initially evaluated, the Owner may require one or more of the Candidates to provide an oral presentation as a supplement to their statements. Any Candidate required to interview should be prepared to discuss and substantiate any area of their proposal. The Owner is under no obligation to grant interviews to any Candidate receiving a copy of this RFP and/or submitting a written proposal in response to this RFP.

Bidders:

Should a Bidder discover a discrepancy or an omission in the plans or specifications, he should at once notify the Purchasing Manager so that an addendum can be issued. No explanation or interpretation other than an addendum issued by the City will be considered official or binding. ***NO PERSON*** has the authority to verbally alter these specifications. Any changes to specifications will be in addendum form and will be placed on the City of Conroe website, www.cityofconroe.org and on our bid site Vendor Registry.

Type of Contract:

The City contemplates award of a firm-fixed price contract resulting from this solicitation. It is a non-exclusive contract; the City may award additional contracts to additional Contractors at its discretion.

Term of the Contract:

Contract term shall be three (3) years from date of award. Upon completion of the term of the original contract, and upon the mutual agreement of both parties, the original contract may be renewed for two

(2) additional one (1) year periods. The unit prices of all items purchased under this contract will remain firm for the first annual period of this contract. Any price increase request upon renewal will be at the sole discretion of the City of Conroe.

Documentation:

Offeror shall provide with this Proposal response all documentation required herein; failure to provide this information may result in rejection of Proposal.

References:

City of Conroe requests Offeror to supply, with this Proposal, a list of five (5) references where your firm has supplied like products or services.

Pricing:

Offerors are instructed to propose the total unit price on the item(s) specified. In case of errors in extension, UNIT prices shall govern. Prices for all goods and/or services shall be firm for a minimum of 90 days beyond the opening date to allow ample time for City Council approval of the purchase. Prices shall be all inclusive. No price changes, additions or subsequent qualifications will be honored after the proposal opening. Additional charges not shown on the proposal will not be honored. All prices must be in ink.

Terms and Conditions:

PROPOSALS MUST COMPLY with all state, county and local laws concerning this type of good or service.

Funding:

Funds for payment have been provided through the City of Conroe budget approved by the City Council for this fiscal year only. State of Texas statutes prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that may arise past the end of the current City of Conroe's fiscal year shall be subject to budget approval.

By doing business or seeking to do business with the City of Conroe, including submitting a response to this Request for Proposal, you acknowledge that you have been notified of the requirements of Chapter 176 of the Texas Local Government Code and you are representing that you are in compliance with them.

Equal Employment Opportunity:

Attention is called to the requirements for ensuring that employees and applicants for employment are not discriminated against because of their age, race, color, creed, sex or national origin.

Conditions of Conduct:

At all times any agent, officer, or employee of Proposer shall be present upon property owned by the City of Conroe, the terms and conditions of the Drug and Alcohol Policy currently adopted by the City of Conroe, shall be deemed applicable to such persons. Violations of terms and conditions while present on the premises owned by the City of Conroe shall be grounds for termination of any contract between the City and Proposer. A copy of this policy is available for public inspection in the office of the City Secretary and copies may be obtained at a nominal charge.

Ethics:

The Offeror shall not offer or accept gifts or anything of value or enter into any business arrangement with any employee, official or agent of City of Conroe. More than one Proposal on any one contract from a firm or individual under different names shall be grounds for rejection of all Proposals in which the firm or individual has an interest. One or all Proposals will be rejected if there is any reason to believe that collusion exists between Offerors.

Communications:

The City of Conroe shall not be responsible for any verbal communication between any representative of the City and any potential firm. All modifications to this solicitation must be made in writing. A proposer's failure to examine relevant documents or specifications will not relieve proposer from any obligation with regard to their response to this invitation.

Severability:

If any section, subsection, paragraph, sentence, clause, phrase or word of these requirements or specifications shall be held invalid, such holding shall not affect the remaining portions of these requirements and the specifications and it is hereby declared that such remaining portions would have been included in these requirements and the specifications as though the invalid portion had been omitted.

Purchase Order:

City of Conroe shall generate a purchase order to the successful Offeror. The purchase order number must appear on all invoices, packing lists and all related correspondence. City of Conroe will not be responsible for any orders placed and/or delivered without a valid Purchase order number.

Invoices:

On or before the 10th day of each month, the successful Offeror shall submit an invoice for the work done for each location as indicated on the Line Item sheet. The City shall then pay in accordance with the Prompt Payment Act in the total amount of the monthly statement. Offerors shall submit an original invoice indicating the purchase order number. Any invoice, which cannot be verified by the contract price and/or is otherwise incorrect, will be returned to the Offeror for correction.

Invoices must be mailed to the following address for payment:

City of Conroe

Utility Billing Department

Attn: Utility Billing Manager

P.O. Box 3066

Conroe, TX 77305

Sales Tax:

This Contract is issued by an organization, which qualifies for exemption pursuant to the provisions of Article 20.04 (F) of the Texas Limited Sales, Excise and Use Tax Act.

Materials and Services /Warranty:

Successful Offeror shall warrant that all items or services shall conform to the proposed specifications and all warranties as stated in the Uniform Commercial Code and be free from all defects in material, workmanship and title. Bidder shall furnish all data pertinent to specifications which apply to items in this RFP.

Indemnification:

The Proposer shall, defend, indemnify, and hold harmless the City of Conroe, their officers, and agents from and against any and all claims, demands, causes of action, orders, decrees, or judgments for injury, death, damage to person or property, loss, damage, or liability of any kind (including without limitation liability under any federal, state, or local environmental law, Compensation and Liability Act; fees and costs (including all costs or settlements and reasonable attorney's fees incurred in defending any claim, demand, or cause of action) occasioned by, growing out of, or arising from (a) the performance of any product or service to be supplied by the Proposer, or (b) by any act, error or omission on the part of the Proposer, its agents, employees, or subcontractors, and or (c) any failure to fully comply with all applicable laws and regulations by the Proposer, its agents, employees, or subcontractors.

Law Governing and Venue:

The law of the State of Texas shall govern this contract and no lawsuit shall be prosecuted on this Contract except in a court of competent jurisdiction located in Montgomery County, Texas.

Questions and Inquiries / Addendums:

Offerors desiring an explanation or interpretation relative to this solicitation must request it in writing by 5:00 p.m., CST, Friday March 9, 2018. Oral explanations or instructions will not be binding. Any information given to an Offeror, which in the opinion of the City Purchasing Office affects all Offerors or would be prejudicial to other Offerors if not communicated, shall be furnished to all other Offerors as an addendum to the solicitation.

Default/Termination of the Contract:

The City reserves the right to terminate the contract immediately for failure to meet delivery or completion schedules, or otherwise perform in accordance with the general conditions of this proposal.

Assignment:

The successful Offeror shall not sell, assign, transfer or convey this contract, in whole or in part.

Corrections:

Erasures or other corrections in the proposal must be noted over with the proposer's initials.

1295 certificate of Interested Parties:

The notarized 1295 with the certificate number must be included with your RFP. Failure to include this form may result in your bid being considered unresponsive and therefor disqualified. The web address to the Texas Ethics Commission website with instructions is listed below:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Conflict of Interest:

No public official shall have interest in this contract accept in accordance with Vernon's Texas Codes Annotated, Local Government Code Title 5, Subtitle C, Chapter 171. Offerors must make every effort to comply Chapter 176 of the Texas Local Government Code. Chapter 176 mandates the public disclosure of certain information concerning persons doing business or seeking to do business with the City of Conroe, including affiliations and business and financial relationships such persons may have with City of Conroe officers. Please complete the attached Conflict of Interest Questionnaire, Form CIQ.

House Bill 89 Verification Form:

Subtitle F, Title 10 of Local Government Code Chapter 2270 requires all vendors doing business with the City of Conroe to complete the HB 89 Verification Form and have it notarized. This form verifies that your company does not boycott Israel currently and that your company will not boycott Israel during the terms of this contract. The HB 89 Verification Form is included in this RFP packet.

Senate Bill 252 Certification:

Senate Bill 252, pursuant to Chapter 2252, Section 2252.152 of the Texas Government Code requires the City of Conroe to verify through the Texas State Comptroller's office that your company does not do business with Iran, Sudan or any Foreign Terrorist Organization. On the attached form SB 252 Certification, please list your company name. The City of Conroe will verify your company name against the Known Terrorist List.

Insurance Requirements:

The Proposer shall procure and maintain, at its expense, during the term of this proposal, at least the following insurance, covering work performed.

	COVERAGE	LIMITS
A.	Worker’s Compensation	- As required by Texas Law
B.	Employer’s Liability	- \$ 500,000 each occurrence
C.	Public Liability (Bodily injury)	- \$1,000,000 combined single limit
D.	Public Liability (Property damage)	- \$1,000,000 combined single limit
E.	Automobile Liability (Bodily injury)	- \$ 200,000 each person
F.	Automobile Liability (Property damage)	- \$ 50,000 each occurrence

The Proposer agrees to furnish insurance certificates, showing the Proposer’s compliance with this section.

Independent Contractor Relationship:

The Proposer is and shall perform these services as an independent contractor, and as such, shall have and maintain complete control over all of its employees, agents, and operations. Neither the Proposer nor anyone employed by it shall be, represent, act, purport to act or be deemed to be the agent, representative, employee or servant of the City of Conroe.

The Proposer selected by this Request for Proposal will be working as an independent contractor and will be required to take out and keep in force all permits, licenses, certifications, other approvals, and or insurance that may be required by the City of Conroe, any local or regional governmental agency, the State of Texas, or the federal government. Failure to comply with any of these items would be grounds for immediate cancellation of the contract.

Proposal Agreements and Certification:

The Undersigned Agrees That:

- A. No Federal, State, County or Municipal taxes have been included in the quoted prices and none will be added.
- B. Prices in this proposal have not knowingly been disclosed with any other provider and will not be prior to award.
- C. Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- D. No attempt has been made nor will be to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- E. The individual signing this proposal certifies that he/she is a legal agent of the proposer, authorized to represent the proposer and is legally responsible for the offer with regard to supporting documentation and prices provided.

(Company Name)

(Name of Authorized Agent – Printed)

(Street Address / P.O. Box)

(Authorized Agent Signature)

(City / State / Zip Code)

(Date)

(Phone)

(E-Mail Address)

1.0 Intention of Specifications:

It is the intention of the City of Conroe to contract with a qualified Contractor to provide all labor, equipment and materials for the printing and mailing of monthly bills and delinquent notices.

It is the intent of the City to award the contract to one Contractor; however, the City of Conroe reserves the right to accept or reject any and all proposals, to accept any proposal deemed the best value and to waive irregularity in the proposals. By submitting a proposal, the Offeror acknowledges and will adhere to all specifications as stated within this request for proposal document.

NO PERSON has the authority to verbally alter these specifications. Any changes to specifications will be done in the addendum process as explained in the General Terms and Conditions Sections; Bidders.

SECTION II – TECHNICAL SPECIFICATIONS

1.0 General Specifications:

1.1 The City of Conroe (City) seeks proposals for the printing and mailing of utility bills and delinquent notices for the City's Utility Billing department. Service must include print file manipulation, material, laser printing, payment of all required postage, and mailing utilizing digit automation for postal discount rates. The City may also require special mailings to customers outside of the routine utility billing cycle. The purpose of these specifications is to describe the minimum requirements of the City.

1.2 As a quality control measure, the City of Conroe will provide the totals and counts with each file sent for production. Successful Offeror will implement a program to ensure output matches the totals supplied by City staff. Note: The City of Conroe is a fast growing community located in Montgomery County, and is experiencing many new utility accounts per year. Quantities listed are estimates based on production.

1.3 Successful Offeror must conduct an audit four (4) times per year of all utility bills mailed via USPS and received at the designated customer address to ensure that City of Conroe customers receive their bills. The audit information must be reviewed with the City of Conroe Utility Billing Manager quarterly.

1.4 The City's Utility Billing department seeks to outsource the file manipulation, all materials, laser printing, payment of postage, mailing of the City's utility bills, and delinquent notices.

1.4.1 Successful Offeror shall provide all material and labor to produce utility bills and delinquent notices in the form of an 8.5" X 11" 24lb. sheet.

1.4.2 The utility bills are perforated so the customer's section of the bill can be torn off, and retained by the customer. The utility bills and delinquent notices have information printed on the back of the statements. Refer to pages 26-29 for a sample of the City's currently used utility bill and delinquent notice as an example of the minimum requirements.

1.4.3 Successful Offeror shall utilize the full-size utility bill, supply a No. 9 preprinted return envelope and inserted in a No. 10W envelope (see page 30 for example) and mailed 1st class automated rate for full or best postage discounts.

1.5 Successful Offeror shall provide their own comparable weight stock for best postal rate and utilize both sides of the paper. The utility bill shall be perforated to allow for a return stub. All billing information currently printed on the sample utility bill, from the print file, must be included. Offeror shall include in the proposal packet a sample layout of the front and back of the utility bill, utilizing Offeror's experience in lay out design. Note: Offeror must include a sample utility bill and delinquent notice that contains information that is interfaced from the XML data. You must use sample data from the Billing Test File (see page 31-33) for billing data. The utility and delinquent bill shall include the same information and layout as the City's current bill design, including;

- Customer's name
- Customer's service address
- Customer's mailing address
- City's return address
- Customer's account number
- Due Date (shall include date and dollar amount)
- After Due Date Pay (shall include date and dollar amount) – Past Due
- Billing information breakdown (i.e., previous balance, water, sewer, City garbage, sales tax, miscellaneous charges)
- Printed "Please Return This Coupon With Your Payment" on front side of customer stub area on utility bill
- Printed "Change of Mailing Address" on back of payment coupon
- Room for messages on one side (messages may vary with different customers) bar-coding for discounts

1.6 Successful Offeror shall **not** sub-contract any part of this contract to any other vendor without express written permission from the City of Conroe. Prior written authorization from the City is required. If this requirement is violated, this contract may be terminated immediately by the City of Conroe.

1.7 Successful Offeror must be located within 300 miles from the City of Conroe.

2.0 Quantities:

2.1 The quantities listed are estimates based on current usage. These estimates are for acquainting the Offeror with probable quantities to be expected during the contract period. These estimates are not intended to set forth minimum or maximum quantities of this contract and shall not be construed as such.

2.2 The Utility Billing Department bills customers in three (3) cycles **per month**.

Cycle 1	Cycle 2	Cycle 3	Total
Approx. # of Bills	Approx. # of Bills	Approx. # of Bills	Approx. Monthly Bills
6559	4867	7003	18,429
Approx. # of Delinquent Notices	Approx. # of Delinquent Notices	Approx. # of Delinquent Notices	Approx. Delinquent Notices
1591	1055	890	3536

2.3 Quantities are based on 21,965 mailings per month, which will be used as the estimated total for evaluation purposes. The City is a fast growing city and reserves the right to increase or decrease quantities during the term of this contract at the same pricing as specified by Offeror.

3.0 Modifications:

After award, successful Offeror must have written approval from the Utility Billing Manager for any modifications to utility bills and/or delinquent notices, including but not limited to, printing, set up, quality of service, etc.

4.0 Set-up/ Software Capability:

4.1 Successful Offeror shall have the technology and ability to transfer City's customer files, perform file manipulation, and print out all pertinent information required. Currently, the City uses Incode X software from Tyler Technologies.

4.2 Successful Offeror shall provide a secure File Transfer Protocol (FTP) site. Offeror shall be responsible for retrieving the billing file from the site upon notification from City staff that the file is ready. Upon successful retrieval of the billing file from the FTP site, the Offeror will be responsible for securing the data and maintaining data integrity.

4.3 Successful Offeror shall provide the City with an electronic PDF file of each billing cycle that includes all utility bills and delinquent notices processed, indexed by customer account and location ID.

4.4 Successful Offeror shall transfer the PDF files to the City using a secure File Transfer Protocol (FTP) site. The City shall be responsible for retrieving the PDF files from the site upon notification via email or telephonic means.

4.5 Utility bills and delinquent notices are the same DSM file type.

4.6 Successful Offeror shall insert flyers when needed in each utility bill at no extra charge. Additionally, the City has customers who receive their utility bills via e-mail. The Offeror shall be responsible for mailing inserts and letters to these customers as requested by the City.

4.7 Successful Offeror must operate a functioning DMU (Detached Mail Unit) site in the Facility that processes City of Conroe utility bills and delinquent notices. The Detached Mail Unit must be staffed and operated by USPS personnel. The USPS personnel must inspect the mail to ensure that it meets all USPS presort mailing requirements. After the mail is inspected, it must be cleared by USPS and directed into the USPS system.

4.8 If modifications to utility bills and/or delinquent notices are requested by the City, Successful Offeror shall provide additions and adjustments to all portions of the utility bill at no charge to the City.

5.0 Change of Address Notification:

5.1 Successful Offeror shall utilize the National Change of Address (NCOA) to comply with the United States Postal Service (USPS) “move” update requirement program every 95 days (starting at the beginning of the contract) and notify the City when any change of addresses is needed.

5.2 Offeror shall electronically notify the City of all change of address requests through the usage of NCOA.

5.3 Offeror shall include the charge per usage of NCOA in the proposal.

5.4 Offeror shall indicate any breakdown for charges incurred to utilize the NCOA program (cost i.e., per 100, per 1,000 addresses, etc.).

6.0 Postage and Mailing:

6.1 Offeror shall perform all postage, handling, and mailing of customer utility bills, delinquent notices, and occasional bulk mailings on a routine basis.

6.2 Each utility bill, delinquent notice, and occasional bulk mailing shall be mailed 1st class and receive the best-automated discounts available.

6.3 All postage calculations are to be estimated on 95% of the 21,965 mailings being qualified for auto 5-digit discounts, and the remaining 5% estimated next best automated 3-digit discounts. The City of Conroe desires the best automated first class USPS mail rates for all mailings.

6.4 Errors attributed to the Offeror that results in extra USPS fees or penalties will be the responsibility of the Offeror.

7.0 Cycle Dates:

7.1 The City will provide billing dates for each calendar month.

7.2 Cycles are based on the due dates. The print file will be electronically submitted by the Utility Billing Department to the successful Offeror the day prior to the mail/bill date.

7.3 The Offeror must mail all utility bills and delinquent notices no later than 24 hours after the data file has been sent by the City of Conroe.

8.0 Alternative Processing/Disaster Contingency Plan:

In the event that the service is interrupted due to equipment malfunctions, personnel problems, Acts of God, etc., the Offeror shall have in place a contingency plan that shall guarantee all mailing schedules are met. Offeror must provide a detailed contingency plan with the proposal to ensure mailing schedules are maintained.

9.0 Invoicing and Reporting:

Successful Offeror shall provide itemized invoices to the City on a monthly basis that reflect the number of statements mailed and the postage rates used. Postage shall be billed on a reimbursement basis. The City understands that an initial postage deposit to account may be required.

10.0 Capability Survey:

The City may, at the City's discretion, schedule a site visit with Offerors to tour and inspect the facility, equipment, and staff prior to making an award.

11.0 Acceptance and Nonconforming Standards:

All service shall be accepted subject to inspection, count and/or testing. A waiver on one occasion does not constitute a waiver on future occasions.

12.0 Approval of Resultant Contract:

The contract, which may result from this solicitation, is subject to approval by the City of Conroe Council, and may be neither executed nor binding until so approved.

13.0 Audit:

Successful Offeror shall provide the City a line item report of quantities and expenditures on a monthly basis or at any time during the term of this contract for materials, commodities, or services rendered as requested by the Purchasing Department or Utility Billing Department.

14.0 Privacy of Information:

Successful Offeror shall be allowed to utilize customer & account statement data solely for the purpose of providing the services specified in the contract. The Successful Offeror shall be prohibited from publishing, selling or disclosing any information provided by the City for any other purpose. Successful Offeror shall be legally responsible for safeguarding the data and shall be liable for any damages caused by the disclosure or use of said information.

15.0 Proposal Requirement:

RESPONSE FORMAT

The items listed below shall be submitted with each proposal and should be submitted in the order shown. Each section should be clearly labeled, with pages numbered and separated by tabs. Failure by a Proposer to include all listed items will result in their proposal being rejected.

❖ Tab I – Cover Letter

Provide a cover letter indicating your firm’s understanding of the requirements relating to this proposal. The letter must be brief and formal from the proposer that provides information regarding the firm’s interest in and ability to perform the requirements of this RFP. A person who is authorized by the organization to enter into an agreement with the City of Conroe will sign the letter.

Please include all contact information.

❖ Tab 2 – Acceptance of Conditions (Your Proposal)

Indicate acceptance to the specifications, terms and conditions of this RFP, including the Scope of Services.

❖ Tab 3 – Proposed Schedule and Sequence of Work

Include a proposed schedule and sequence of work to be performed under this contract for completion within each monthly cycle, and include responses to specification requests (i.e. sample utility bill and delinquent notice, completion time per cycle, exceptions to specifications, etc.). In this section include all deliverables listed in Section II.

❖ Tab 4 - Company Background

1. Years in business under present name
2. Name and address of each office location
3. Ownership structure (Corporation / Partnership)
4. Names and titles of officers in the company
5. Company trade organizations / associations / affiliations

❖ Tab 5 – Qualifications

1. Describe firm qualifications, experience and project understanding
2. Demonstrate the firm’s qualifications and experience on similar projects
3. Describe the firms’ disaster contingency plan as requested in Section 8.0

❖ Tab 6 – Project Manager

Identify the Project Manager, including experience and qualifications related to this project.

❖ **Tab 7 – References**

Provide five (5) references of similar entities for which your company has provided services.

❖ **Tab 8 – Customer Support**

1. Describe the firm's availability to the City of Conroe for communication, meetings.
2. How will distance between the project site and the City of Conroe affect the response time to critical matters pertaining to the project?
3. What is the typical mail float time between the project site and the City of Conroe?

❖ **Tab 9 - Pricing**

1. Include the pricing page

❖ **Tab 10 – 1295 Form, Form CIQ, HB 89 Verification and SB 252 Certification, Insurance**

Include all of the forms listed above.

The City of Conroe shall own all rights, title and interest, including all copyrights and intellectual property rights to all documents that are created in connection with the consulting relationship with the City.



Financial Pricing Proposal

Instructions: Please disclose complete service and fulfillment pricing for each of the following Bill Print and Mail items on a per unit basis expressed in \$USD to five decimal places. Where applicable please add additional pricing items and note for evaluation how the charge incurred.

ITEM	DESCRIPTION	UNIT OF MEASURE	UNIT PRICE	ESTIMATED ANNUAL VOLUME	TOTAL
	Task/Recurring Fees				
1	Electronic Transfer of Data	Each		216,000	
2	Duplex Printing (Front & Back of Utility Bill)	Per Double Sided Sheet		216,000	
3	White 24lb 8 ½ x 11 Paper With Preforation	Per Sheet		216,000	
4	White 24lb 8 ½ x 11 Paper (expected at cost)	Per Sheet		216,000	
5	White #10 24 lb Window Mailing Envelope with City of Conroe Address, Mail Permit, and logo (expected at cost)	Per Envelope		216,000	
6	White #9 Return 4 x 9 Envelope with City of Conroe Return Address,Mail Permit and Logo (expected at cost).	Per Envelope		216,000	
7	Utility Bill Prep – (Fold,Insert,Seal & Meter)	Per piece		216,000	
8	Document Hosting and Archive	Total Price			Explain hosting /archive
	Other Recurring Fees (please itemize)	Per Piece			Other fees below- Item 8
	Postal Fees				
9	NCOA Services	Per piece		216,000	
10	Intelligent Mail Bar Coding	Per piece		216,000	
11	Document Output Center	Per piece		216,000	
12	Postage Cost (explain in detail)	Per Finished Mail Piece		216,000	
13	Postage Deposit	One time cost			Explain the postage deposit process below – Item 13
14	Postal Sorting and Standardization	Per Piece		216,000	
	Other Recurring Fees (please itemize)	Per Piece			Itemize below – Item 14
	Non-Recurring/Optional Services Miscellaneous Fees				
15	Special Projects Color Printing 1/3 Page / Single Side	Per piece			
16	Special Projects Color Printing 1/3 Page / Double Side	Per piece			
17	Special Projects Color Printing Full Page / Single Side	Per piece			
18	Special Projects Color Printing Full Page / Double Side	Per piece			



Financial Pricing Proposal

ITEM	DESCRIPTION	UNIT OF MEASURE	UNIT PRICE	ESTIMATED ANNUAL VOLUME	TOTAL
19	Special Projects Black & White Printing 1/3 Page / Single Side	Per piece			
20	Special Projects Black & White Printing 1/3 Page / Double Side	Per piece			
21	Special Projects Black & White Printing Full Page / Single Side	Per piece			
22	Special Projects Black & White Printing Full Page / Double Side	Per piece			
23	Cost for Insert Options	Per piece			
24	Billing Adjustments, Redesign or Additional information (expect no charge).	As Needed			
25	Setup Charges for Layout and Design	One Time			
26	Additional Inserts (exceeding 3)	Per piece			
	Other Recurring Fees (please itemize)	Per Piece		Itemize below – Item 26	
	Initial Setup and Test Fees				
27	Complete Programming Service for Initial Utility Bill and Design Templates	Firm Fixed Fee			
28	Complete Automated Test Environment	Firm Fixed Fee			
29	Load and Transfer City of Conroe Provided Historical PDF Templates Into Offerors Archived Document System.	Firm Fixed Fee			
30	Develop and Obtain City of Conroe Approval for Test Plan	Firm Fixed Fee			
31	Complete All Other Task Required to Setup and Test Environment and Transition. Approved Environment/Processes into Production	Firm Fixed Fee			
	Other Recurring Fees (please itemize)	Per Piece		Itemize Below – Item 30	
	Client Credits (Amounts credited as discounts or incentives to City of Conroe)				
32	Discount on Recurring Fees (Itemize)	List Discount		Explain discount below- Item 32	
33	Discount on One-Time or Setup Fees (Itemize)	List Discount		Explain discount below- Item 33	
34	Other Client Credits / Discounts (Itemize)	List Discount		Explain discount below- Item 34	



Financial Pricing Proposal Additional Information:

Item #8: Document Hosting and Archive and Other Recurring Fees, Please Itemize:

Item #13: Postage Deposit – Please Explain the Postage Deposit Process:

Item #14: Postal Sorting and Standardization and Other Recurring Fees, Please Itemize:

Item #26: Additional Inserts (exceeding 3) and Other Recurring Fees, Please Itemize:

Item #31: Complete All Other Task Required to Setup and Test Environment and Transition. Approved Environment/Processes into Production and Other Recurring Fees, Please Itemize:

Item #32: Discount on Recurring Fees, Please Itemize:



Financial Pricing Proposal Additional Information: Continued

Item #33: Discount on One-Time or Setup Fees, Please Itemize:

Item #34: Other Client Credits / Discounts, Please Itemize:

Company Name _____

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

Complete Nos. 1 - 4 and 6 if there are interested parties.
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the goods or services to be provided under the contract.

4 Name of Interested Party	City, State, Country (place of business)	Nature of Interest (check applicable)	
		Controlling	Intermediary

5 Check only if there is NO Interested Party.

6 AFFIDAVIT I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

 Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said _____, this the _____ day of _____, 20_____, to certify which, witness my hand and seal of office.

 Signature of officer administering oath Printed name of officer administering oath Title of officer administering oath

ADD ADDITIONAL PAGES AS NECESSARY

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

2 **Check this box if you are filing an update to a previously filed questionnaire.** (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

Signature of vendor doing business with the governmental entity

Date

22

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed;
- or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

**Organization Name
House Bill 89 Verification**

I, _____ (Person name), the undersigned
representative of _____ (Company or Business name)

_____ (hereafter referred to as company) being
an adult over the age of eighteen (18) years of age, after being duly sworn by the
undersigned notary, do hereby depose and verify under oath that the company named-
above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract.

Pursuant to Section 2270.001, Texas Government Code:

1. *“Boycott Israel” means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and*
2. *“Company” means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.*

DATE

SIGNATURE OF COMPANY REPRESENTATIVE

On this the _____ day of _____, 20____, personally appeared
_____, the above-named person, who after
by me being duly sworn, did swear and confirm that the above is true and correct.

NOTARY SEAL

NOTARY SIGNATURE

Date

CITY OF CONROE
PURCHASING DEPARTMENT
SENATE BILL 252 CERTIFICATION

On this day, I, _____, the Purchasing Representative for the City of Conroe, Texas, pursuant to Chapter 2252, Section 2252.152 of the Texas Government Code, certify that I did review the website list prepared, maintained, and made available to the City of Conroe by the Comptroller of the State of Texas of companies known to have contracts with or provide supplies or services to Iran, Sudan or any foreign terrorist organization. I have ascertained that the below-named company is not contained on said list of companies that do business with Iran, Sudan or any Foreign Terrorist Organization

Company Name

RFP or Vendor number

CERTIFICATION CHECK PERFORMED BY:

Purchasing Representative

Date



CITY OF CONROE
 PO Box 3066
 Conroe, TX 77305-3066
 Telephone (936) 522-3170
 www.cityofconroe.org



12345678000000000007456000000081801

CUSTOMER NAME
 MAILING ADDRESS
 CITY, STATE ZIP CODE

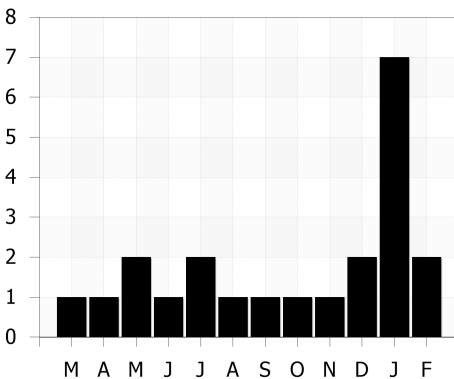
Account Number	AMOUNT DUE
1234-5678-000	\$74.56
Due Date	After Due Date Pay
3/26/2018	\$81.80
Account Name	
CUSTOMER NAME	
Service Address	
SERVICE ADDRESS	
Amount Enclosed	

Please Return This Coupon With Your Payment

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name			Service Address			Account Number
CUSTOMER NAME			SERVICE ADDRESS			1234-5678-000
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	1/26/2018	2/26/2018	31	2/28/2018	3/27/2018	3/26/2018

Usage



CURRENT READING 30
 PREVIOUS READING 28
 USAGE 2

PREVIOUS BALANCE	\$204.09
PAYMENTS	(\$204.09)
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00
COMM INSIDE 5/8	\$12.00
LSGWCD	\$0.12
SJRA FEE	\$6.30
SEWER	\$28.14
GARBAGE	\$25.87
SALES TAX	\$2.13
CURRENT BILL	\$74.56
AMOUNT DUE	\$74.56
AMOUNT DUE AFTER 3/26/18	\$81.80

*****DUE DATE APPLIES TO THE CURRENT BILL ONLY*****

*LSGWCD FEE - Mandated Lone Star Groundwater Conservation District (LSGWCD) Passthrough Fee

*SJRA FEE - Mandated San Jacinto River Authority (SJRA) Passthrough Fee

*For the latest monthly billing inserts/collection information, please visit us at www.cityofconroe.org

ANY UNPAID BALANCE SHOWN ON THIS STATEMENT MUST BE PAID IMMEDIATELY TO AVOID DISCONNECTION OF SERVICE

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

MAKE CHECKS PAYABLE TO: CITY OF CONROE

300 W. DAVIS PO Box 3066 CONROE, TEXAS 77305-3066 TELEPHONE: (936) 522-3170

COMMENT OR QUESTION

NAME: _____ PHONE NUMBER: _____

COMMENT/QUESTION: _____

CHANGE OF MAILING ADDRESS: _____

NOTE: DOES NOT INDICATE A CHANGE OF SERVICE.

REMOTE PAYMENT LOCATIONS

- HEB @ 2108 N Frazier St (936-756-1430) and 3875 W Davis St (936-760-6800) 7 days a week
- Fiesta @ 210 E Davis St (936-760-0340) 7 days a week
- Kroger @ 2222 I-45 N (936-441-7333), 220 S Loop 336 W (936-756-5533) and 3830 W Davis St (936-756-7220)
- Wal-Mart @ 1407 North Loop 336 W (936-788-5400)

Remote payment locations have a 3-5 business day processing time frame

Do not pay late notices at remote locations - all late notices must be paid at 300 W. Davis in the Utility Billing Office.

WHEN PAYING BY MAIL

- Enclose the top portion of your bill
- Enclose a check or money order made out to the City of Conroe. (NO CASH PLEASE)
- Write your utility account number on your check

WHEN PAYING AT KIOSK

- Kiosk located at the East entrance (N. Thompson St.) of City Hall at the Conroe Tower, 300 W. Davis
- Kiosk accepts cash, checks, and credit cards. Credit Card transactions will be assessed a convenience fee
- Kiosk does not give back coin change. Coin change will be credited to your account
- Kiosk will post payments in real time

WHEN PAYING IN PERSON OR ONLINE

- Office hours are from 7:30 a.m. to 5:30 p.m. Monday - Thursday, 8:00 a.m. to 5:00 p.m. Friday
- Cashier is located on the first floor of City Hall at the Conroe Tower, 300 W. Davis, Conroe, TX 77301
- Visa, Mastercard and Discover are accepted online only at www.cityofconroe.org
- All Credit Card transactions will be assessed a convenience fee

The "Service From" and "Service To" dates shown on the reverse side are the dates your meter was read. The water used during that time is shown under "Usage". "Usage" is per 1,000 gallons used.

IMPORTANT PHONE

NUMBERS Billing Inquiries (Select Option 1)	(936) 522-3170
Garbage Inquiries (Select Option 2)	(936) 522-3170
To report a water/sewer emergency (working hours)	(936) 522-3885
To report a water/sewer emergency (non-working hours)	(936) 522-3828

Please pay the full amount by the date shown. After that date, your account will be considered delinquent. It may be assessed a penalty and is subject to disconnection.

Don't wait IN line....
 Pay ONLINE!!
 More information regarding your utility bill can be found at:
www.cityofconroe.org




CITY OF CONROE
 PO Box 3066
 Conroe, TX 77305-3066
 Telephone (936) 522-3170
 www.cityofconroe.org



123456788000000000004340000000047745

CUSTOMER NAME
 MAILING ADDRESS
 CITY, STATE ZIP CODE

Account Number	
1234-5678-000	
Due Date	Amount Due
10/26/2017	\$47.74

**PLEASE
 SHOW AMOUNT
 OF PAYMENT** \$ _____

Please Return This Coupon With Your Payment

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name	Service Address	Account Number
CUSTOMER NAME	SERVICE ADDRESS	1234-5678-000
	Due Date	Cut Off Date
	10/26/2017	11/6/2017
		Amount Due
		\$47.74

*****CUT OFF NOTICE*****

OUR RECORDS INDICATE THAT WE HAVE NOT RECEIVED YOUR UTILITY BILL PAYMENT. PLEASE CHECK YOUR RECORDS AND IF THIS NOTICE WAS SENT IN ERROR PLEASE ACCEPT OUR APOLOGY.

IF PAYMENT HAS NOT BEEN MADE PLEASE DO SO AT THIS TIME.

IF PAYMENT IS NOT RECEIVED IN OUR OFFICE BY CUT OFF DATE YOUR SERVICE WILL BE DISCONNECTED. A RECONNECTION FEE OF \$35.00 WILL BE REQUIRED TO GET SERVICE RESTORED.

PLEASE CALL US AT (936) 522-3170 IF YOU HAVE ANY QUESTIONS.

City of Conroe
 Utility Billing Office - **PO Box 3066**
 - **Conroe, TX 77305-3066**
 - **(936) 522-3170**
 - **Hours of Operation - 7:30 am to 5:30 pm Monday - Thursday**
 - **8:00 am to 5:00 pm Friday**

COMMENT OR QUESTION

NAME: _____ PHONE NUMBER: _____

COMMENT/QUESTION: _____

CHANGE OF MAILING ADDRESS: _____

NOTE: DOES NOT INDICATE A CHANGE OF SERVICE.

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- Wal-Mart @ 1407 North Loop 336 W (936-788-5400)

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Do not pay late notices at remote locations - all late notices must be paid at 300 W. Davis in the Utility Billing Office.

WHEN PAYING BY MAIL

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Garbage Inquiries (Select Option 2)	(936) 522-3170
To report a water/sewer emergency (working hours)	(936) 522-3885
To report a water/sewer emergency (non-working hours)	(936) 522-3828

Please pay the full amount by the date shown. After that date your account will be considered delinquent and may be assessed a penalty and is subject to disconnection.

#1 Mailing Envelope

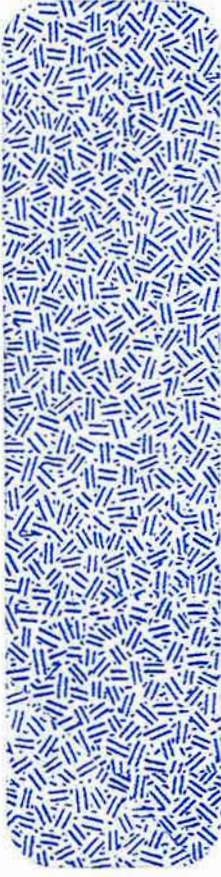


CITY OF CONROE

Est. 1904

300 W. Davis | P.O. Box 3066 | Conroe, TX 77305

Pre-Sorted
FIRST CLASS
U.S. Postage Paid
Conroe, Texas
Permit 35



TURN IT OFF



Practice Water Conservation

#2 Return Envelope

FROM _____



PLACE
STAMP
HERE

City of Conroe
P.O. Box 3066
Conroe, TX 77305-3066



Utility Billing Test File
Utility Billing Statement
XML Data

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Utility Billing Test File
Utility Billing Statement
XML Data

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<Transaction date="01/02/2018" ref="Protected By Payment(s): 6828.25" receipt="" amt="0.00" type="CEXC" />
<Transaction date="01/02/2018" ref="RemitPlus Payments" receipt="R00222172" amt="-4940.20" type="PMNT" />
<Transaction date="01/11/2018" ref="Protected By Payment(s): 6828.25" receipt="" amt="0.00" type="REIN" />
<Transaction date="01/11/2018" ref="Disconnect Posted" receipt="" amt="0.00" type="MEMO" />
```

Utility Billing Test File
Delinquent Notice Statement
XML Data

```
<?xml version="1.0" ?>
_ <Accounts>
_ <Account No="1234-5678-901" Name="Customer Name">
  <Penalty Pen_amt="000000.06" Exempt="false" Count="3" />
  <Acct_det Zone="1" Cust_class="C" Email="custname@gmail.com" Email_Notices="N" Last_pmt_amt="0000038.00" Last_pmt_dt="10/02/2017"
    Acct_bal="000000.63" Tot_acct_bal="000000.69" Landlord_copy="N" AdditionalContact_copy="N" Past_due="000000.00"
    Age_curr="000000.63" Age_1="000000.00" Age_2="000000.00" Age_3="000000.00" Age_4="000000.00" />
  <Notice_det Notice_bal="000000.63" Tot_notice_bal="000000.69" Due_dt="12/26/2017" Notice_dt="12/27/2017" DueDate_dt="00/00/0000"
    Cutoff_dt="01/05/2018" />
  <Late_det Late_bal="000000.63" Tot_late_bal="000000.69" />
  <Service_addr Addr="123 N 100 TH ST" St_no="821" St_name="N 100 TH ST" St_unit="" City="CONROE" State="TX" Zip="77301" />
  <Mailing_addr Attn="" Addr1="300 INAIL" Addr2="" City="HOUSTON" State="TX" Zip="77074" />
```