



ADDENDUM #1

February 7, 2020

TO: ALL POTENTIAL BIDDERS

FROM: RON VENTURELLA, BUNCOMBE COUNTY PROCUREMENT MANAGER

SUBJECT: ADDENDUM #1 FOR RFP 2-21-20 Bill Printing, Insertion, & Mailing Services for Buncombe County Tax Collections

The following changes, revisions, additions, and/or clarifications to the plans and/or specifications are hereby made a part of the original documents.

Addendum # 1

The following questions were asked by potential bidders (listed in no particular order):

Are we able to see a hard copy or electronic copy of what we are to print?

- a. #10 envelopes – 1 window
Overall measurement - 9.5" x 4.125"
To: Window measurement – 1.625" x 4.5"
To: Window placement – Left - .875"
Bottom - .5"
- b. #9 envelopes
Overall size 8.875" x 3.875"
Window measurement – 1.125" x 3.625"
Window placement – Left – 4.625"
Bottom - .75"
- c. Inserts - Two examples provided
- d. Invoices – Annual property tax notice example provided

Do you know the preferred paper weight on the inserts, and color?

24#, various colors

Will the outgoing #10 envelopes have just black and white print? Outgoing envelopes, 2 types- 1) two windowed with the return address displaying through window, 2) single window with return address printed in upper, left corner. All print is black and white on envelopes.

Will the #9 envelopes have just black and white print?

Yes

Can you send more details on paper stock – gloss, uncoated, etc.?

24# bond is used for all routine mailings and inserts

Who is the current incumbent or contract holder?

Southdata

How much weight does DBE or HUB certification carry on a project like this?

Participation by DBE and HUB's are encouraged and will be considered as part of a bidder's background along with the other items of evaluation listed in section 3.2 of the RFP.

What color paper is used for the inserts?

Most recently we have used a yellow and light green. We have also used blue and orange.

Is a #9 remittance envelope inserted into all tax bills?

Yes

Does your software vendor provide any incentives when selecting one of their "preferred partners"?

No

Do you prefer a local vendor?

The County reserves the right to accept or reject all or any part of any proposal, waive informalities and award the contract to best serve the interest of the County.

Please provide sample file, mapping documents and file layout.

See attachments. Example Billing File, Property Tax Notice, and Annual Billing File Format

We are a private company and are not subject to auditing. Will the lack of audited financials disqualify us from this opportunity?

Financial statements may be requested to provide evidence the vendor has the financial capacity to perform and to continue perform its obligations under the contract.

Do extra copies need to be printed and sent to any third parties?

Extra copies are not printed and mailed. Notices are sent to property owners. Mortgage companies and agents pull information they need from our site or from AutoAgent.

Can you advise on the Remit Plus program?

RemitPlus is a mass payment application software. A document scanner reads a scanline on the remittance portion of the tax notice and a check sent by the taxpayer. All payments processed within RemitPlus create a payment file uploaded to the Tax Collection software.

Can you provide the OCR specifications?

See attachment

We work with the Assessor's office – will the data be coming out of those same systems?

Data will be generated from NCPTS

Can you advise on what 'e-certified' mailings references?

Electronic tracking of mailings sent certified.

The bid mentions ePDF storing – can you elaborate on what this infers?

eBill PDF – currently taxpayers have the ability to sign up to receive their bill electronically in PDF format. When notices are available they would receive an email with a link to their notice.

**Attached: Example billing file (1 page), insert example (2 pages), second insert example (2 pages),
property tax notice sample (2 pages), OCR specifications (3 pages)**

END OF ADDENDUM #1

RFP 2-21-20 Bill Printing, Insertion, & Mailing Services for Buncombe County Tax Collections

REI0000733390201920190000-00000000REUBIN CALDWELL (ETAL) BEVERLY CALDWELL (ETAL)
 167 KEYSTONE DR ASHEVILLE NC 28806-9745
 10/15/20192019202009/01/201901/07/2020159 MOUNT CARMEL RD LAND ONLY 972001654200000
 159 MOUNT CARMEL RD UNINCORPORATED

1.76				117,700	0	117,700	0	209,338	
1400.47	1,400.47	0000140047220192019000000007333900	4	1389/0220		209,338			
3000	159 MOUNT CARMEL RD - 1984 14 X 70 SHERWOOD			18008	159 MOUNT CARMEL RD - 2007 14 X 48 GILES				
4850	159 MOUNT CARMEL RD - 1989 14 X 70 REDMAN			117700	159 MOUNT CARMEL RD LAND ONLY				
346	1989 8X20 DECK 34618			436	2007 8X14 DECK 34617		130	2007	
10X12 CAN 34617		140	2007 6X6 DECK 34617			216	2002 10X10 DECK		
34616		64260	159 MOUNT CARMEL RD 2015 27X70 CLAYTON			126	2014 4X4 DECK		
93318		126	2014 4X4 DECK 93318						
209338	209338	2157983							
0	0	117,700	91,638	BUNCOMBE COUNTY		BUNCOMBE COUNTY TAX		0.5290	
1,107.40WEST BUNCOMBE TAX		0.1400	293.07						
TOTAL		1,400.47							

1.76
 REUBIN CALDWELL (ETAL) BEVERLY CALDWELL (ETAL) 167 KEYSTONE DR
 ASHEVILLE NC 28806-9745
 1536945
 01/06/2020 0.00 BUNCOMBE COUNTY TAX 0.5290 1,107.40 1,107.40WEST BUNCOMBE TAX
 0.1400 293.07 293.07
 TOTAL 1400.47 1,400.47

REI0000651165201920190000-00000000LAWTER, ROBERT B LAWTER, RITA R
 40 LAWTER CT LEICESTER NC 28748-9467
 10/15/20192019202009/01/201901/07/202040 LAWTER CT LAND & STRUCTURES 879164656900000 40
 LAWTER CT UNINCORPORATED
 8.34 457,100 0 457,100 0 463,451
 3100.49 3,100.49 0000310049220192019000000006511651 1 1051/0457 463,451
 3000 53 LAWTER CT - 1973 12 X 40 457100 40 LAWTER CT Land & Structures 2746
 MH ADDITION - 1973 12 X 36 C F - 001 LOT: 8 104 DECK - 1985 4 X 12 C F - 001 LOT: 8 /01 501



Do you qualify for a tax reduction?

Senior citizens or disabled persons may qualify for an exclusion of \$25,000 or up to 50% of the assessed value of their permanent residence in Buncombe County. To qualify you must be **65 or older, or 100% permanently and totally disabled** on January 1, 2019, and had an annual gross income of **\$30,200 or less** for the preceding year. This amount includes all monies received such as social security, pensions, spouse's income, investment income, etc.

Applications can be submitted beginning January 1 through June 1 each year. Late applications can be submitted after June 1 and may be accepted upon showing of good cause for the late application.

To request an application, request assistance with completing an application, or for any general questions about this exclusion call **(828) 250-4915**. You

may also visit our website at: **buncombecounty.org/tax** to print an application, review a tutorial on completing an application, or review answers to our frequently asked questions.

If you are receiving the exclusion it is the responsibility of the property owner to notify the tax office if the recipient(s) no longer qualifies due to change of income, change of residence, change of ownership, or death of a qualifying owner.

Disabled Veterans: If you are a veteran with a **100%, permanent, service-connected disability**, you may qualify for an exemption up to \$45,000 off the assessed value of your permanent residence in Buncombe County. The benefit is also available to a surviving spouse (who has never remarried) of either a disabled veteran as defined above, or a veteran who died as result of a service-connected condition. Please call (828) 250-4915 or email *exemptions@buncombecounty.org*.

The **Circuit Breaker Program** defers taxes based on your income. You must meet the age or disability requirements above and have owned and occupied the property for the past 5 years. **For the tax year 2019 the income limit is \$45,300. For the tax year 2020 the income limit is \$46,500.** Please call (828) 250-4910 or visit **buncombecounty.org/tax** for an application or more information.

If a property currently has a tax exemption and a property owner is now deceased, please contact the Exemption Division at (828) 250-4915.

CONNECT WITH BUNCOMBE.



DISCOVER A PARK.

buncombecounty.org/parks



FIND A LIBRARY.

buncombecounty.org/library



JOIN A BOARD.

buncombecounty.org/commissioners



WATCH OUR CHANNEL.

buncombecounty.org/bctv



STAY UP TO DATE.

facebook.com/buncombegov

twitter.com/buncombegov

buncombecounty.org/youtube

instagram.com/buncombecounty



buncombecounty.org

ATTENTION

**HOMEOWNERS & RENTAL
PROPERTY OWNERS:**

**EVERY SECOND COUNTS IN
AN EMERGENCY.**

*Take a second to verify your 911
address to help first responders
find your home faster.*



Follow these instructions to verify
your 911 address:

- Visit **discover.buncombecounty.org**, click the 911 verification tab and follow the instructions.
- If you don't have internet access, have Buncombe County Planning check your 911 address by calling **(828) 250-4845**.



buncombecounty.org

7871299-1-1-1*

BUNCOMBE COUNTY TAX COLLECTIONS
PO BOX 3140
ASHEVILLE NC 28802-3140

ELECTRONIC SERVICE REQUESTED



Buncombe County Tax Department

2019 Property Tax Notice

7871299-1-1 1 1 1 1 AV 0.383 1



70 CHARLOTTE STREET LLC
67 SPRINGHEAD CT
ARDEN NC 28704-8833

To receive future statements electronically, visit
<https://buncombe.estmt.net>

Your Registration ID:

3291-463R-K9PL

BILL NUMBER		PARCEL NUMBER	TAX YEAR	BILL DATE	ACRES
0000760663-2019-2019-0000-00		964952883300000	2019	08/07/2019	0.13
LOCATION			DESCRIPTION		
70 CHARLOTTE ST ASHEVILLE NC			70 CHARLOTTE ST LAND & STRUCTURES		
REAL VALUE	PERSONAL VALUE	EXCLUSION/EXEMPTION	DEFERMENT	TAXABLE VALUE	
619,800	0	0	0	619,800	
IMPORTANT INFORMATION		TAX DISTRICTS		TAX RATE	AMOUNT
<p>If your taxes are escrowed as part of your mortgage, your tax bill information will be made available to your mortgage provider. This copy is for your records.</p>		BUNCOMBE COUNTY TAX		0.5290	3,278.74
		ASHEVILLE TAX		0.4289	2,658.32
		ASHEVILLE SCHOOL TAX		0.1200	743.76
CONTACT INFORMATION		ONLINE PAYMENT OPTIONS			
<p>Office Hours: 8 a.m.-5 p.m., Monday-Friday Collections: (828) 250-4910 Personal Property: (828) 250-4920 Business Personal Property: (828) 250-4930 Real Estate: (828) 250-4940 Land Records: (828) 250-4970 Exemptions & Exclusions: (828) 250-4915</p>		<p>Paying your tax bill with credit or debit just got easier. Visit buncombecounty.org/paytaxes to begin.</p> <p>Pay by phone: Call 1-877-690-3729, enter code 4301. Have your bill number and card information handy.</p> <p><i>(A convenience fee will be charged for credit/debit transactions.)</i></p>		<p>2019 ORIGINAL DUE →</p>	6,680.82
				<p>2019 AMOUNT DUE →</p>	6,680.82

Return this portion with your payment. Please write the bill number on your check or correspondence.

YEAR	2019
PARCEL NUMBER	964952883300000
BILL NUMBER	0000760663-2019-2019-0000-00

 Check for Address Changes on Back

JAN 6, 2020
LAST DAY TO PAY BEFORE
INTEREST BEGINS

6,680.82

MAKE CHECK PAYABLE AND REMIT TO:



70 CHARLOTTE STREET LLC
67 SPRINGHEAD CT
ARDEN NC 28704-8833



BUNCOMBE COUNTY TAX COLLECTIONS
PO BOX 3140
ASHEVILLE NC 28802-3140

0000668082120192019000000007606634

9158PPTN 8/9/19 PMS 286.348 3"



Breaking Down the FY20 Budget

Local, state, and federal revenues fund valuable resources and services in Buncombe County. The dollar bill graphic shows a breakdown of how one dollar is spent. The list on the right features some of the departments, services, and programs included in the budget categories.



Education
A-B Tech
Buncombe County Schools
Asheville City Schools

Health & Human Services
Public Health
Social Services
Animal Services
Veteran Services

Public Safety
Sheriff's Office
EMS & 911
Detention Center

Government Operations
County Administration
Budget/Finance
Elections
Technology Solutions

Debt Services
Facility Renovation
Fleet Replacement
Other Capital Projects

Cultural Resources
County Parks & Programs
Library System
Arts & Museum Support

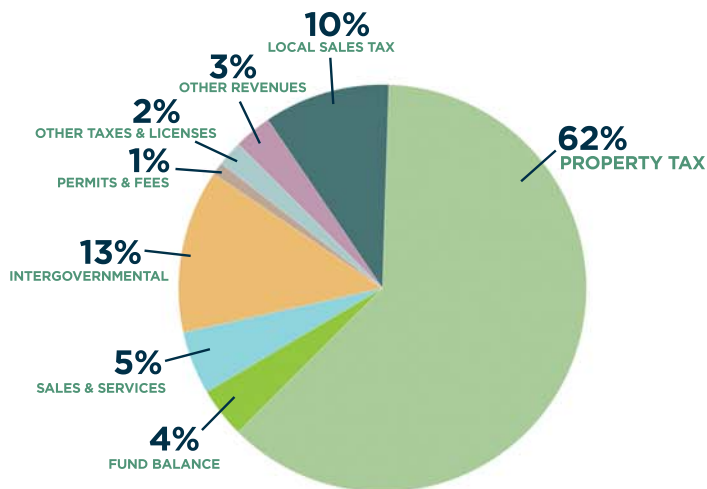
Economic Development
Planning
Permits & Inspections
Soil Conservation
Cooperative Extension

Transfers to Other Funds
Transportation Fund
Affordable Housing Support
Greenway Development

Revenue Sources

Buncombe County receives revenue from many sources. Property taxes generate 62% of all revenue received.

*Property tax revenue only includes the Buncombe County Tax District.



Learn more about the Buncombe County budget at: buncombecounty.org/transparency

(NOTE: Do not complete if you changed your address with the Post Office.)

ADDRESS CHANGE: _____

EMAIL: _____

PHONE: _____

ADDITIONAL PAYMENT OPTIONS

By mail: Detach and enclose the payment coupon in the envelope provided. Be sure to include the bill number on your check and any additional correspondence.

In person: Buncombe County Tax Collections
94 Coxe Avenue, Asheville, NC

Drop-box: 35 Woodfin Street, Asheville, on the driver's side as you exit the driveway. Walk-up drop-box at the entrance of our office at 94 Coxe Avenue, Asheville. Both drop-boxes are available after hours.



Payment services through your bank: Be sure to reference your current bill number for accurate credit.

Payment plans: Call and talk with one of our representatives to set up monthly payment drafts from your banking account.

If you are currently in bankruptcy, please contact our office, (828) 250-4910.

Coupon Specifications (ALL)

For the RemitPlus system, there are three ways to format your documents, with pluses and minuses for each. Below is a list of those three ways in order of best to worst.

RECOGNITION TYPE	CONDITION	EXAMPLE
<p>OCR A or B</p> <ul style="list-style-type: none"> + These are read by the scanner as coupons are being scanned + Adding a check digit improves readability 	<p>Best</p>	<p>OCRA 1234567890 ABCDEF</p> <p>OCRB 1234567890 ABCDEF</p>
<p>Barcode (2of5, 3of9, Code128, etc.)</p> <ul style="list-style-type: none"> + These are read by the scanner as coupons are being scanned. + Adding a check digit improves readability + some barcodes like 3of9 have builtin check digits + support for up to 22 barcode types - barcodes must be printed bigger than normal to be read properly - The barcode is not human readable so the numbers have to be printed under them as well - Requires additional cost in barcode software 	<p>Good</p>	
<p>Field Reading (FormXtra)</p> <ul style="list-style-type: none"> + Used to read fields off of coupons either hand written or machine printed - Not all hand writing is readable - If skewed while scanning throws off read rates - Requires additional software cost 	<p>Acceptable</p>	

Coupon Configuration

For coupons to work effectively in RemitPlus, two basic fields within the scanline need to be present for the system to read:

- **Account Number** or **Customer Number**
- **Amount Due**

Many coupons have an additional field called a **Check Digit** which helps in the verification of the data contained in the scanline of a coupon. The check digit is normally used to validate either the whole scanline or portions of the scanline, such as the account number. Check Digits are usually placed at the end of the scanline but can be placed anywhere within the scanline for RemitPlus.

The picture below is that of a typical coupon with an Account Number, Amount Due, and Check Digit.

MAKE CHECKS PAYABLE TO: DEMO ELECTRIC COOPERATIVE
3022 AVENUE B
DALLAS, TX 75287

NAME: HIGINBOTHAM CORPORATION
SERVICE ADDRESS: 6417 ANDERSON AVE
ACCOUNT # 43358009-1025303

PREVIOUS BALANCE	CURRENT CHARGES	TOTAL DUE
\$0.00	\$247.95	\$247.95

CURRENT CHARGES ARE DUE UPON RECEIPT

ADDRESS: HIGINBOTHAM CORPORATION
6417 ANDERSON AVE
DALLAS, TX 75287

REMIT TO: DEMO ELECTRIC COOPERATIVE
3022 AVENUE B
DALLAS, TX 75287

PLEASE RETURN THIS PORTION WITH PAYMENT TO D.W.D.
REMEMBER TO SIGN YOUR CHECK AND INCLUDE YOUR ACCOUNT #

PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Account Number: 433560091025303
Amount Due: 00247998
Check Digit: 8

Other fields commonly used in remittance processing may include, but are not limited to, the following examples:

- Due Date or Stop Date
- Billing Date
- Late Due
- Coop ID
- Premise ID
- Donor ID

If an OCR A, OCR B, or Barcode font is used on the coupon, the information contained in this font is called the scanline. All scanlines read by RemitPlus need to be Fixed-Length, meaning that the scanline length on every coupon will be the exact same length per project or coupon type. For instance, the scanline length of the above coupon is 23 characters and this will be the same for every coupon.

If you have a variable field like the Amount Due where a customer can pay \$1.00 up to \$100,000.00, the scanline can be zero-filled to the maximum number of digits expected. For example, \$1.00 would look like 000000100 and \$200.00 would look like 000020000.

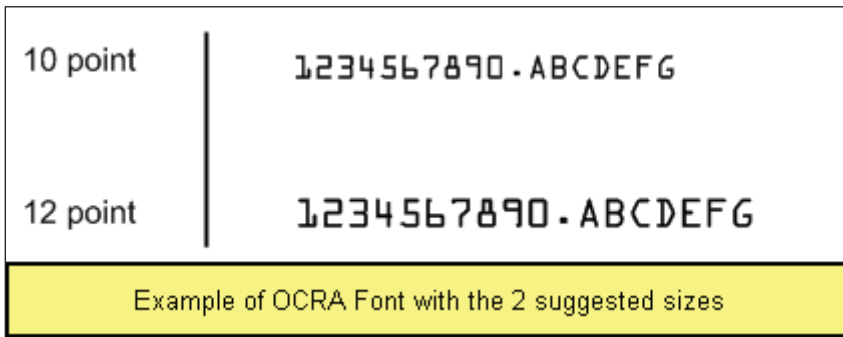
These adjustments can greatly improve the software's ability to read the information properly, increase validity, and reduce the overall amount of keying that operators must perform.

OCR A and B

The OCR A and OCR B fonts are the method of choice for the RemitPlus System. OCR stands for Optical Character Recognition. All of the scanners used with RemitPlus have either a built-in functionality to read OCR A or OCR B fonts or through a firmware upgrade.

If given the choice between the two fonts, OCR A provides the better read because the numbers and letters are more distinct. The OCR B font has more rounded characters, which leaves more room for misreads and can increase the number of coupons which will have to be keyed manually.

OCR A Font (10-point font size or higher is recommended). Below is an example of the OCR A Font in different sizes:



OCR B Font (10-point font size or higher is recommended). Below is an example of the OCR B Font in different sizes:

