



TO: Pinal County Board of Supervisors

FROM: Lorina Gillette, CPPB  
Senior Procurement Officer  
Pinal County Finance Department

DATE: June 3, 2015

RE: Award of RFP-141420– Printing Services

Proposals were opened and read on Tuesday, May 5, 2015 at 2:15 PM.

Proposers:

AlphaGraphics Commercial Printing Services  
Arizona Correctional Industries (ACI)  
Can Do Printing  
S & L Printing and Mailing  
West Press

It is recommended that the Board of Supervisors approve the award of RFP-141420 Printing Services to West Press. The submitted proposal was deemed responsive, and the Supplier associated with the proposal was deemed responsible. The cost of standard envelopes, standard business cards and NCR forms will be approximately \$90,000 annual. This cost could decrease by 50 – 70% by having departments place larger orders. Pricing on this contract is based on a quantity discount structure. The estimated spend above does not represent all printing done by the County, only the most commonly purchased items.

The term of the proposed contract is from June 3, 2015 through June 2, 2016, with 4 one-year optional renewals.

Respectfully submitted,

Lorina Gillette, CPPB  
Senior Procurement Officer

Attachments:

Evaluation and Award Determination Tab Sheet for RFP-141420  
Offer and Acceptance Form from West Press



June 3, 2015

## RFP-141420 Printing Services

### Evaluation and Award Determination

In accordance with the Pinal County Procurement Code, the Pinal County Purchasing Division has determined the following to be most advantageous to the County based on the evaluation criteria set forth in the solicitation.

	Capacity of Offeror	Method of Approach	Cost*	Conformance to Terms, Conditions & Instructions	Total
Points	300	400	200	100	1000
AlphaGraphics Commercial Printing Services	195	270	95	100	660
Arizona Correctional Industries (ACI)	110	145	200	63	518
Can Do Printing	165	255	114	100	634
S & L Printing and Mailing	162.5	290	114	63	629.5
West Press	225	310	136	100	771

Details on the scores of awarded and non-awarded offerors are provided in the pages that follow. West Press had the highest overall score. Any questions regarding the outcome of this Solicitation or resultant contracts may be directed to Procurement Officer Lorina Gillette.

Lorina Gillette, CPPB  
Senior Procurement Officer  
Pinal County Finance Department  
Purchasing Division  
520-866-6639  
[Lorina.gillette@pinalcountyaz.gov](mailto:Lorina.gillette@pinalcountyaz.gov)



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## **Awarded Offeror – Notes**

### **West Press – Awarded**

#### *Strengths:*

- Very capable staff and extensive list of equipment at their disposal
- Have experience working with other governments and large organizations
- Excellent comments from current clients
- Account rep has extensive order tracking ability
- No minimum orders.
- Very detailed customer service plan
- Offer password protected online ordering capability
- Award winning graphic design team
- Very fast turnaround time on quotes and staff inquiries. Quotes are returned within 4-6 hours.

#### *Weaknesses:*

- Prefer to ship multiple orders at a time. Not necessarily a weakness as we typically have more than one order out at a time.

## **Unsuccessful Offeror - Notes**

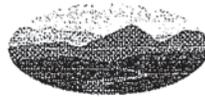
### **AlphaGraphics Commercial Printing Services – Not Awarded**

#### *Strengths:*

- Concise explanation of expertise
- Good feedback from the references that were provided
- Financially stable company
- Orders are tracked throughout the day and reported on by request
- No minimum order quantities and several file types are acceptable
- Offered a online custom ordering site
- Fast turnaround time on estimates

#### *Weaknesses:*

- Somewhat vague on past experience. Listed other customers, but not the extent of the work they do for them.
- Didn't explain their customer service plan. Just said they use a Quality Program.



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**Arizona Correctional Industries (ACI) – Not Awarded**

*Strengths:*

- Good feedback from the references that were provided

*Weaknesses:*

- No detail on who will work with us and what their past experience is.
- Financial information was requested, but not submitted.
- No detail on how orders will be tracked. Just stated they use multiple software programs
- Minimum order of \$15
- Very little detail on customer service plan.
- No electronic ordering capability. Email orders only.
- Said they have graphic design capabilities, but no description of what those capabilities are.
- Very long turnaround time on quotes and staff inquiries.

**Can Do Printing – Not Awarded**

*Strengths:*

- Capable of providing for the County's needs
- Included equipment list
- Has experience with larger organizations, but didn't elaborate on what they do for them.
- No minimum orders.
- Will accept a wide variety of file types.
- Offer a great deal of personal contact with the sales rep
- Online ordering available.
- Fast turnaround time on quotes and other staff inquiries.

*Weaknesses:*

- Financial information could have been stronger.
- Not a great deal of information provided on order tracking. Stated they hold daily internal meetings.
- Smaller graphic design department. This could potentially be an issue.

**S & L Printing and Mailing – Not Awarded**

*Strengths:*

- Have experience working with large companies and government entities
- Online order tracking system
- No minimum orders and can accommodate many different file types.
- Offer great personal service



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- Full service graphic design department with extended hours.
- Quick turnaround time on quotes and other staff inquires.

*Weaknesses:*

- Financial information could have been stronger. Was missing documentation.
- Staff turnover a concern



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## Offer and Acceptance

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### OFFER AND ACCEPTANCE FORM

#### TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

Kristy Scharf President  
Authorized Signature Title

KRISTY SCHARF 5-5-2015  
Printed Name Date

West Press 520 624 4939  
Company Name Telephone

1663 W Grant Rd, Tucson, AZ 85745  
Address City, State, Zip

#### For clarification of this offer, contact:

Name: Kathy Simonson Phone: 520 624 4939 Fax: 520 624 2715

Email: ksimonson@westpress.com

#### ACCEPTANCE OF OFFER (For Pinal County Use Only)

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

The contract is for: Printing Services

This contract shall henceforth be referenced to as Contract No. RFP-141420. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this 3rd day of June 2015.

Cheryl Chase Chairwoman  
Name (Print) Title Signature

Approved as to form:

[Signature]  
Pinal County Attorney's Office



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## Offer and Acceptance

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Offer and Acceptance Form, Responder certifies:

- A. The submission of the bid did not involve collusion or other anti-competitive practices.
- B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
- D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7)
- E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

*Wast Press*

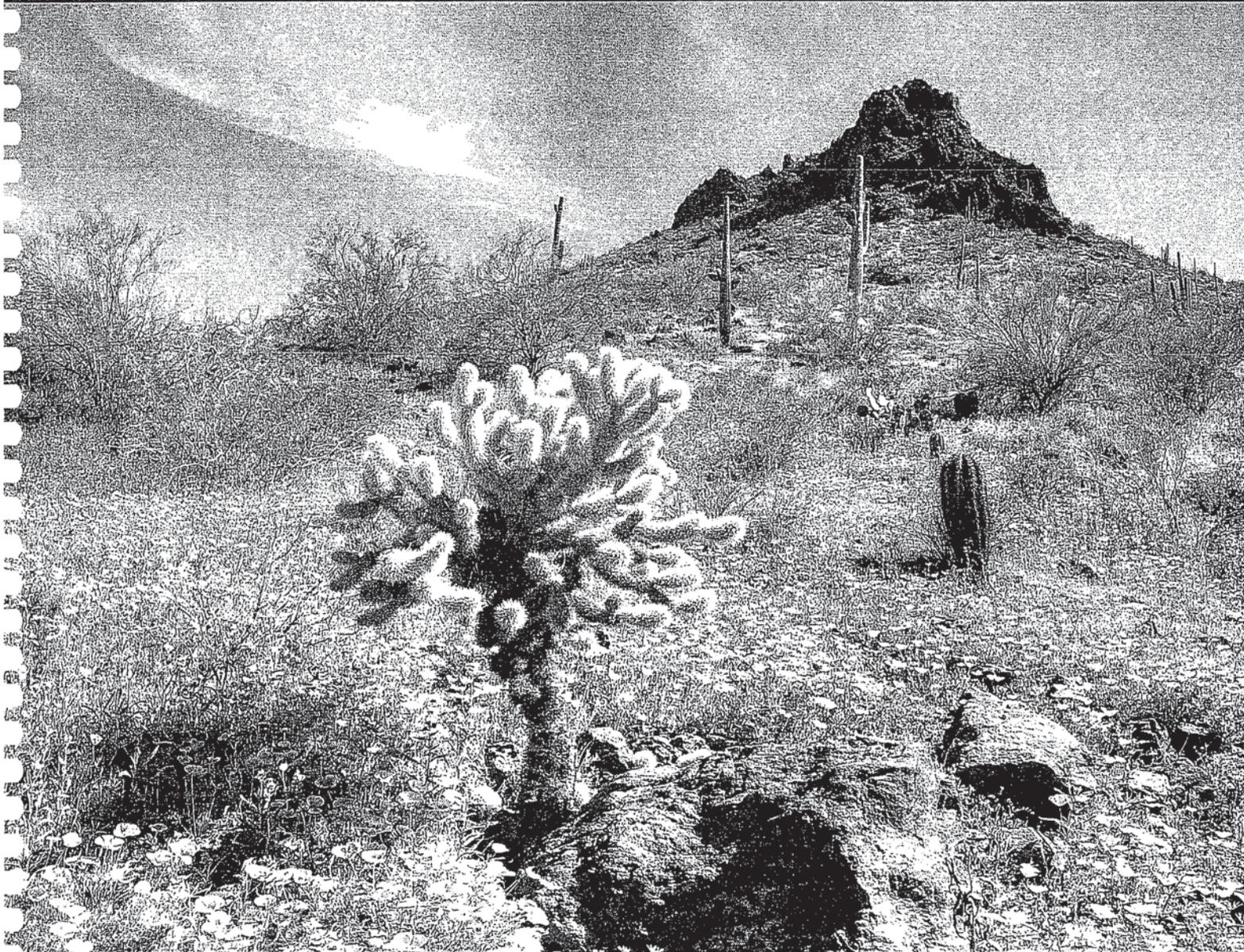
Firm

*Anthony Bohan*

Authorized Signature

RFP-141420  
Printing Services

Pinal County





More than ink on paper.

May 1, 2015

Lorina Gillette  
Pinal County  
Finance Department  
31 N Pinal St.  
Building A  
Florence, AZ 85132

**Re: RFP-141420 Printing Services**

Dear Ms. Gillette,

Thank you for the opportunity to provide this proposal to Pinal County for printing services. West Press has built its success on trust and reliability. We stand behind our work 100%, always guaranteeing your complete satisfaction.

West Press has been employee-owned since 2004. Everyone in our organization truly understands the lifetime value of a client.

Please contact us if you have questions regarding this proposal or anything else with respect to our company and the services we provide our clients.

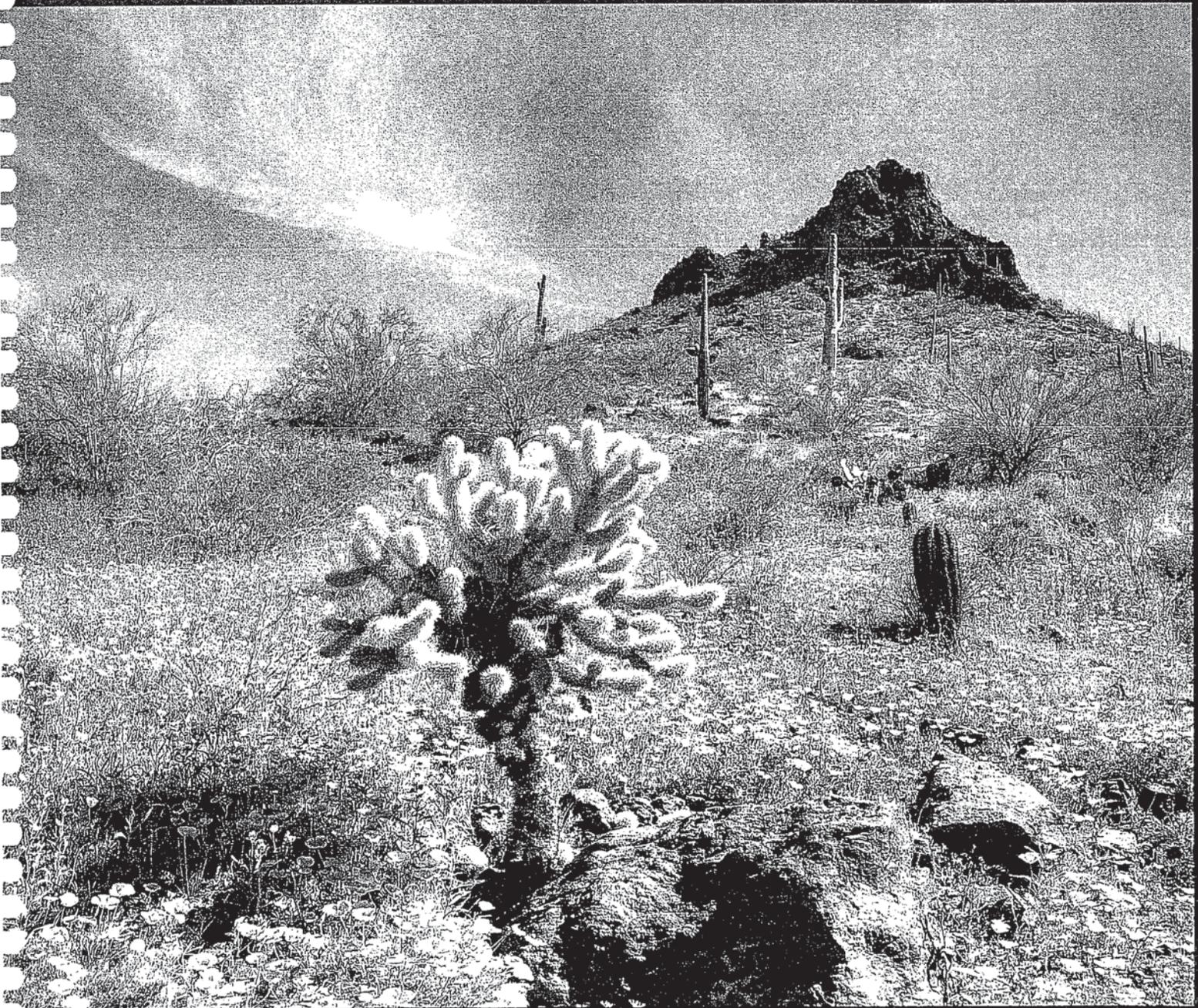
Respectfully,

Kathy Simonson  
Account Executive



WEST·PRESS

# Section One





WEST-PRESS

More than ink on paper.

## RFP-141420 Printing Services

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**Responder Name**

Kathy Simonson  
Account Executive

West Press  
1663 W. Grant Road  
Tucson, AZ 85745

Phone: (520) 624.4939  
Fax: (520) 624.2715

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**Solicitation Contact Person**

Lorina Gillette  
CPPS

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Phone: (520) 866.6639  
Fax: (520) 866.2903



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# Addendum Acknowledgement Form

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## ADDENDUM ACKNOWLEDGEMENT FORM

Solicitation Addendums are posted on the Pinal County website at the following address:  
<http://pinalcountyaz.gov/Departments/Finance/Pages/BidsProposals.aspx> . It is the responsibility of the Responder to periodically check this website for any Solicitation Addendum.

This page is used to acknowledge any and all addendums that might be issued. Any addendum issued within five days of the solicitation due date, will include a new due date to allow for addressing the addendum issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date:

ADDENDUM NO. 1 Acknowledgement \_\_\_\_\_

*Shety Schray*  
Signature

*5-5-15*  
Date

ADDENDUM NO. 2 Acknowledgement \_\_\_\_\_

Signature

Date

ADDENDUM NO. 3 Acknowledgement \_\_\_\_\_

Signature

Date

*If no addendums were issued*, indicate below, sign the form and return with your response.

Firm

*West Press*

Authorized Signature

*Shety Schray*

## Request for Taxpayer Identification Number and Certification

Give Form to the  
 requester. Do not  
 send to the IRS.

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) <b>JOELCORP, INC.</b>	
	Business name/disregarded entity name, if different from above <b>West Press</b>	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <input type="checkbox"/> Other (see instructions) ▶ _____	
	Exemptions (see instructions): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____	
Address (number, street, and apt. or suite no.) <b>1663 W GRANT RD</b>		Requester's name and address (optional)
City, state, and ZIP code <b>TUCSON AZ 85745-1433</b>		
List account number(s) here (optional)		

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number								
Employer identification number								
8	6	-	0	7	3	5	3	8 4

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below), and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶ <i>Kristy Scharf</i>	Kristy Scharf, President	Date ▶ <i>7-14-14</i>
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** The IRS has created a page on [IRS.gov](http://IRS.gov) for information about Form W-9, at [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.



**Arizona Department of Revenue**  
**Transaction Privilege Tax Exemption Certificate**

**ARIZONA FORM**  
**5000**

This form replaces earlier forms: 5000, 5001, 5002.

This exemption Certificate is prescribed by the Department of Revenue pursuant to ARS § 42-5009. The purpose of the certificate is to document tax-exempt sales to qualified purchasers. It is to be filled out completely by the purchaser and furnished to the vendor. The vendor shall retain this Certificate for single purchases or for specified periods as indicated below. Incomplete Certificates are not considered to be accepted in good faith. Only one form of exemption can be claimed on a certificate.

Purchaser's Name and Address <u>JOEL CORP. INC.</u> <u>d/b/a WEST PRESS</u> <u>1663 WEST GRANT ROAD, TUCSON AZ</u> <u>85745-1433</u> Seller's Name _____	Check Applicable Box: <input type="checkbox"/> Single Purchase Certificate <input checked="" type="checkbox"/> Period From: <u>8/15/2014</u> Through: <u>8/15/2019</u>
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Choose one transaction type per Certificate

<input checked="" type="checkbox"/> <b>Sales to a Business</b> (Please check appropriate item from numbers 1 - 19) Arizona Transaction Privilege Tax License Number <u>10-152494-V</u> TIN <u>86-0735384</u> Other Tax License Number <u>Tucson 128316</u> Other State/Country _____ If no license number, provide reason: _____ Precise Nature of Purchaser's Business <u>printing, copying, bindery, grafics and web design</u>	<input type="checkbox"/> <b>Sales to Native Americans</b> (Please check item number 23) Tribal Members _____ Tribal ID# _____ Name of Tribe _____ <input type="checkbox"/> <b>Sales to a Government entity</b> (Please check appropriate item from numbers 1 - 22)	<input type="checkbox"/> <b>Sales to nonresidents</b> (Please check appropriate item from numbers 24 - 26) State of residence _____ Driver's License# _____ Driver's License State _____ SSN/ID _____ 30 day Drive out # _____
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General Exemption - check as applicable

- 1. Tangible personal property to be resold in the ordinary course of business.
- 2. Tangible personal property to be leased or rented in the ordinary course of business.
- 3. Tangible personal property to be incorporated into a taxable contracting project.
- 4. Food, drink, or condiments purchased by a restaurant business.
- 5. Motor vehicle fuel and use fuel subject to tax under ARS § 28-5606 or 5708.
- 6. Use fuel to a holder of a valid single trip use fuel tax permit issued under ARS § 28-5739.
- 7. Aviation fuel subject to the tax imposed under ARS § 28-8344.
- 8. Pipes or valves four inches in diameter or greater to be used for transportation of oil, natural gas, artificial gas, water or coal slurry.
- 9. Neat animals, horses, asses, sheep, raitles, swine or goats used as breeding or production stock (including ownership shares in such animals).
- 10. Aircraft, navigational and communication instruments and related accessories sold to:
  - Airlines holding a federal certificate of public convenience and necessity; or  Airlines holding a foreign air carrier permit for air transportation; or
  - Any foreign government or nonresidents of Arizona who will not use such property in Arizona other than in removing such property from this state.
- 11. Railroad rolling stock, rails, ties and signal control equipment used directly to transport persons or property for hire.
- 12. Buses or urban mass transit vehicles used directly to transport persons or property for hire or pursuant to a government mass transit program.
- 13. Central office switching equipment, switchboards, private branch exchange equipment, microwave radio equipment and carrier. Equipment including optical fiber, coaxial cable and other transmission media which are components of carrier systems sold to persons engaged in the telecommunications business.
- 14. New machinery and equipment, used for commercial production of agricultural, horticultural, viticultural and floricultural crops and products in this state, consisting of tractors, tractor-drawn implements, self-powered implements, drip irrigation lines, and machinery and equipment necessary for extracting milk and for cooling milk and livestock.

(OVER)

- 15. Machinery, equipment or transmission lines used directly in producing or transmitting electrical power, but not including distribution.
- 16. Groundwater measuring devices required under ARS § 45-604.
- 17. Machinery or equipment used directly in the following processes:
  - Manufacturing, processing or fabricating.  Job printing.  Refining or metallurgical operations.
  - Extraction of ores or minerals from the earth for commercial purposes.  Extraction of, or drilling for, oil or gas from the earth for commercial purposes.
- 18. Printed, photographic, electronic media or digital media materials purchased by or for publicly funded libraries including school district libraries, charter school libraries, community college libraries, state university libraries or federal, state, county or municipal libraries for use by the public.
- 19. Other: Cite specific statutory authority for the exemption of the tangible personal property. \_\_\_\_\_

Exemptions based on the purchaser being a government entity or a public school.

- 20. Food, drink or condiments for consumption within the premises of any prison, jail or other institution under the jurisdiction of the state department of corrections, the department of public safety, the department of juvenile corrections or a county sheriff. Food, drink, condiments or accessories purchased by a school district for consumption at a public school within the district during school hours.
- 21. Tangible personal property sold or leased directly to the United States Government or its departments or agencies by a manufacturer, modifier, assembler or repairer.
- 22. Fifty percent of the gross proceeds or gross income from the sale of tangible personal property directly to the United States Government or its departments or agencies, which is not deducted under number 21 above. This exemption does not apply to leases.

Sales to Native Americans

- 23. Sales of a Motor Vehicle to an enrolled member of a tribe who resides on the reservation established for that tribe.

Sales to nonresidents

- 24. Sales of tangible personal property to nonresidents of Arizona who are temporarily within Arizona, for their use outside of Arizona, when the vendor ships the property out of Arizona by common carrier or United States mail or delivers such property out of Arizona via the vendor's own conveyance.  
NOTE: The vendor shall retain adequate documentation substantiating the shipment of the property out of Arizona.
- 25. Sale of a motor vehicle (vehicle must be self-propelled) to a nonresident of Arizona whose state of residence does not allow a use tax exemption for transaction privilege taxes paid to Arizona and who has secured a special 30-day nonresident registration for the vehicle.
- 26. Sale of airplanes, navigational and communication instruments, and other accessories and related equipment to a nonresident who will not use such property in Arizona other than in removing such property from Arizona.

Describe the tangible personal property or service purchased and its use below. (Use additional pages if needed)

PRINTING, COPYING AND MAILING MATERIALS AND PRODUCTS; MACHINERY AND EQUIPMENT USED DIRECTLY IN THE JOB PRINTING PROCESS, BINDERY AND ALL OTHER PRINTING SUPPORT SERVICES INCLUDING GRAPHICS SUPPLIES FOR RESALE.

Certification

A seller that has reason to believe that the certificate is not accurate or complete will not be relieved of the burden of proving entitlement to the exemption. A seller that accepts a certificate in good faith will be relieved of the burden of proof and the purchaser may be required to establish the accuracy of the claimed exemption. If the purchaser cannot establish the accuracy and completeness of the information provided in the certificate, the purchaser is liable for an amount equal to the transaction privilege tax, penalty and interest which the seller would have been required to pay if the seller had not accepted the certificate. Misuse of this Certificate will subject the purchaser to payment of the ARS § 42-5009 amount equal to any tax, penalty or interest. Willful misuse of this Certificate will subject the purchaser to criminal penalties of a felony pursuant to ARS § 42-1127.B.2.

I, (print full name) Kristy Scharf, hereby certify that these purchases are exempt from Arizona transaction privilege tax and that the information on this Certificate is true, accurate and complete. Further, if purchasing as an agent or officer, I certify that I am authorized to execute this Certificate on behalf of the purchaser named above.

Signature of purchaser \_\_\_\_\_

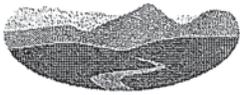


Date 8/15/2014

Title President

Section Two





PINAL COUNTY  
*wide open opportunity*

RFP-141420  
Printing & Mailing Service  
Response Form 1

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**Responder Name:** *West Press*

Responders shall complete the following Response Form, indicating their responses in the spaces provided. Additional pages may be added so long as they are clearly referenced in the spaces provided.

**Please note:** Any exception and the total number of exceptions taken will negatively affect your evaluation score. Compliance to Terms and Conditions has been identified as an evaluation criterion for this solicitation.

Any exception not contained within this section of the solicitation will be deemed invalid and will not be considered.

### Acceptability of Responses

Offers that do not include this completed Response Form or that do include an incomplete Response Form or that include a completed Response Form with unacceptable responses may cause the entire offer to be deemed unacceptable and therefore non-responsive.

#### 1 Capacity of Responder

- 1.1 Responder shall describe their company history including company name and location. Also include areas of expertise and resources available to deliver the requested service.  
*See proposal*
- 1.2 Responder will describe their experience providing these services to public entities or corporate entities of similar size to Pinal County.  
*See proposal*
- 1.3 Responder will describe the experience and qualifications of the staff that will be assigned to the County's contract. Specifically the person(s) assigned as the sales representative for Pinal County.  
*See proposal*
- 1.4 Responder shall provide a minimum of three (3) references who can comment on the firm's professional work. References from public entities are preferred. Responder must include phone, fax, email and physical address of each reference.  
*See proposal*
- 1.5 Responder shall submit the following financial information: (1) A description of the type of material/jobs that may be outsourced or sub-contracted and a list of all current subcontractors. (2) A current audited financial statement, report or a copy of a current federal income tax return.  
*See proposal*

#### 2 Method of Approach

- 2.1 Responder shall describe their order tracking system.  
*See proposal*
- 2.2 Responder shall list any minimum order requirements.  
*See proposal*
- 2.3 Responder shall describe their proposed method for maintaining high levels of customer service.  
*See proposal*



PINAL COUNTY  
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RFP-141420  
Printing & Mailing Service  
Response Form 1

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- 2.4 Responder shall list their file type requirements and/or preferences.  
*See proposal*
- 2.5 Responder shall outline their electronic order processing capabilities.  
*See proposal*
- 2.6 Responder shall describe their graphic design capabilities.  
*See proposal*
- 2.7 Responder shall state what the turnaround time is for quote requests, staff inquiries and proofs.  
*See proposal*

**3 Cost**

Responder shall complete Response Form 2 Pricing Sheet RFP-141420 Printing & Mailing Services. Any response that does not include these forms or includes incomplete forms may cause the entire offer to be deemed unacceptable and therefore non-responsive.

**4 Conformance to Terms and Conditions and Scope of Services**

**Response Form Responses**

West Press have read, understand, and shall comply with all Terms and Conditions. Responders that accept the County's Terms and Conditions and Instructions shall check **YES** to clearly indicate their acceptance. Responders who take exception to the County's Terms and Conditions and Instructions shall check **NO** and clearly indicate their exception(s) and provide Responder's suggested language.

**YES**, I acknowledge that I have read and understand all Terms and Conditions and will comply in any resultant contract.

**NO**, I acknowledge that I have read, understand all Terms and Conditions and will comply in any resultant contract with the exceptions listed below.

**Exceptions (If checked NO)**

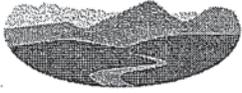
Responders that take exception to any Terms and Conditions shall justify their exception as well as proposing any changes to the County's language with the Responder's suggested changes clearly indicated. Additional pages may be added so long as they are clearly referenced in the spaces provided. **Please note that taking exception to any Terms and Conditions may affect your evaluation score.** Both the number of exceptions and the severity of the exceptions can affect your score and may have you deemed non-responsive for this solicitation.

Cite the specific Term and Condition for which an exception is taken: *Responder Response*

Responder's justification for the exception: *Responder Response*

Responder's suggested changes: *Responder Response*

West Press have read, understand, and shall comply with the Scope of Services. Responders that accept the County's Terms and Conditions and Instructions shall check **YES** to clearly indicate their acceptance. Responders who take exception to any item in the Scope of Services shall likewise check **NO** and clearly indicate their exception and provide Responder's suggested language.



PINAL • COUNTY  
*wide open opportunity*

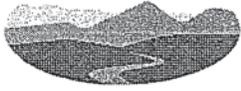
RFP-141420  
Printing & Mailing Service  
Response Form 1

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**YES**, I acknowledge that I have read and understand the Scope of Services and will comply in any resultant contract.

**NO**, I acknowledge that I have read, understand the Scope of Services and will comply in any resultant contract with the exceptions listed below.

**End of Response Form 1 for RFP-141420 Printing & Mailing Services**



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RFP-141420  
Printing & Mailing Services  
Response Form 2 – Pricing  
Sheet

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**PRICING SHEET**

**Schedule A – Standard Commercial Printing**

Envelopes	Description	Color	Price per box of 500			
			1	5	10	20
#10 Regular, Uncoated 24# Text, 100% PC White, Smooth, Gummed Flap, 2 color <i>Lynx</i>	White	165.40	331.10	532.50	905.70	
#10 Regular, 24# Wove Stock, One Color, Flat Ink, Gummed Flap	White	104.10	271.30	471.90	852.90	
#10 Regular, 24# Wove Stock, 2 Color, Flat Ink, Gummed Flap	White	147.70	256.60	382.60	608.70	
#10 Window, Uncoated 24# Text, 100% PC White, Smooth, Gummed Flap, 2 color	White	89.30	191.50	310.10	525.70	
#10 Window, 24# Wove Stock, One Color, Flat Ink, Gummed Flap	White	92.10	205.50	338.10	581.70	
#10 Window, 24# Wove Stock, 2 Color, Flat Ink, Gummed Flap	White	151.10	271.20	411.10	665.30	
#10 Window, 24# Wove Stock, One Color, Flat Ink, Gummed Reverse Flap *	White	89.30	191.50	310.10	525.70	

\* upside-down #10 window

Letterhead	Description	Color	Price per box of 500			
			1	5	10	20
Flat ink, 2 Color, 80# Text, Uncoated, Smooth <i>Lynx</i>	White	166.50	226.70	298.90	460.10	
Flat ink, 2 Color, 60# Text, Uncoated	White	164.80	220.50	286.00	432.90	
Flat ink, 1 Color, 60# Text, Uncoated	White	106.60	160.30	221.50	362.15	

Business Cards	Description	Color	Price per box of 500			
			1	5	10	20
Flat ink, 2 Color, 100# Cover, Uncoated, Smooth *	White	52.90	86.50	128.10	233.30	
Flat ink, 1 Color, 100# Cover, Uncoated, Smooth * <i>Not black</i>	White	52.90	86.50	128.10	233.30	
Raised ink, 2 Color, 100# Cover	White	n/a				

\* As many colors as you like for the same price. Black would be less expensive.

Copying & Finishing	Description	Cost Per Click – White		Cost Per Click – Color	
		1-sided	2-sided	1-sided	2-sided
8.5 x 11, 20#		.03	.05	.35	.50
8.5 x 14, 20#		.035	.06	.40	.60
11 x 17, 20#		.04	.07	.40	.60
12 x 18, 20#		.04	.07	.40	.60
8.5 x 11, 65# cover		.10	.13	.43	.63



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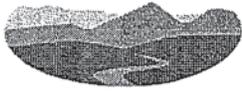
RFP-141420  
Printing & Mailing Services  
Response Form 2 – Pricing  
Sheet

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**Schedule B – Forms and Other Material**

NCR Forms	Description	Color	Price per Form			
			500	1,000	5,000	10,000
20#	2-part, 8.5 x 11, Black ink, 1 sided	White, Canary	128.00	178.00	576.00	1050.00
20#	2-part, 8.5 x 11, Black ink, last page double sided	White, Canary	192.00	275.00	905.00	1680.00
20#	2-part, 8.5 x 5.5, Black ink, 1 sided	White, Canary	109.00	128.00	340.00	600.00
20#	2-part, 8.5 x 11, Black ink, 1 sided	White, White	166.00	223.00	769.00	1390.00
20#	3-part, 8.5 x 11, Black ink, 1 sided	White, Canary, Pink	164.00	240.00	826.00	1530.00
20#	3-part, 8.5 x 11, Black ink, last page double sided	White, Canary, Pink	268.00	404.00	1284.00	2430
20#	4-part, 8.5 x 11, Black ink, 1 sided	White, Canary, Pink, Goldenrod	204.00	350.00	790.00	1240.00
20#	5-part, 8.5 x 11, Black ink, 1 sided	White, Green, Canary, Pink, Goldenrod	345.00	450.00	937.00	1530.00
20#	5-part, 8.5 x 11, Black ink, 2 sided, crash numbered, snap out at top	White, Green, Canary, Pink, Goldenrod	443.00	730.00	1019.00	1599.00

Other	Description	Color	Price per Form			
			500	1,000	5,000	10,000
20#	2-part, 4 x 11, 2 Color ink, 1 sided, door tag	White, White	136.00	181.00	505.00	900.00
	Certificate of Recording 20#, 8.5 x 11, Center Perforation, top half with two removable stickers	White	No bid			
	Receipt books, 3.5 x 7.5, 2-part, Black ink, 1 sided, perforated, coil bound, 100# cover divider and book cover	White Canary	1660.00	3200.00	8100.00	14500.00



PINAL COUNTY  
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RFP-141420  
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**Additional Pricing Information**

Description	Cost
Index Tabs (bank of 5, black, 1 side)	\$110/100 sets
Lamination (3 mil)	\$1.10/8.5 x 11
Mounting	Print on foamcore - \$3.50/sq ft
Drilling	0.60/500 sheets
Numbering	\$75/1000 sheets
Collating (machine)	\$15/1000 sheets
Strip Binding	n/a
Padding	0.50/pad (\$5 min)
Saddle Stitch	0.10/booklet
Comb Binding (depends on thickness)	\$1.00-\$3.00
Coil Binding (depends on thickness)	\$1.00-\$3.00
Stapling	Hand - .05/ea Machine – n/c
Folding (machine)	\$15/1000 (\$20 min)
Cutting	0.60/500 sheets
Set-up Fee	n/c
Graphic Design Fee, hourly rate (please indicate if there is no charge for this service)	\$65/hr
Rush Delivery	n/c

*West Press*

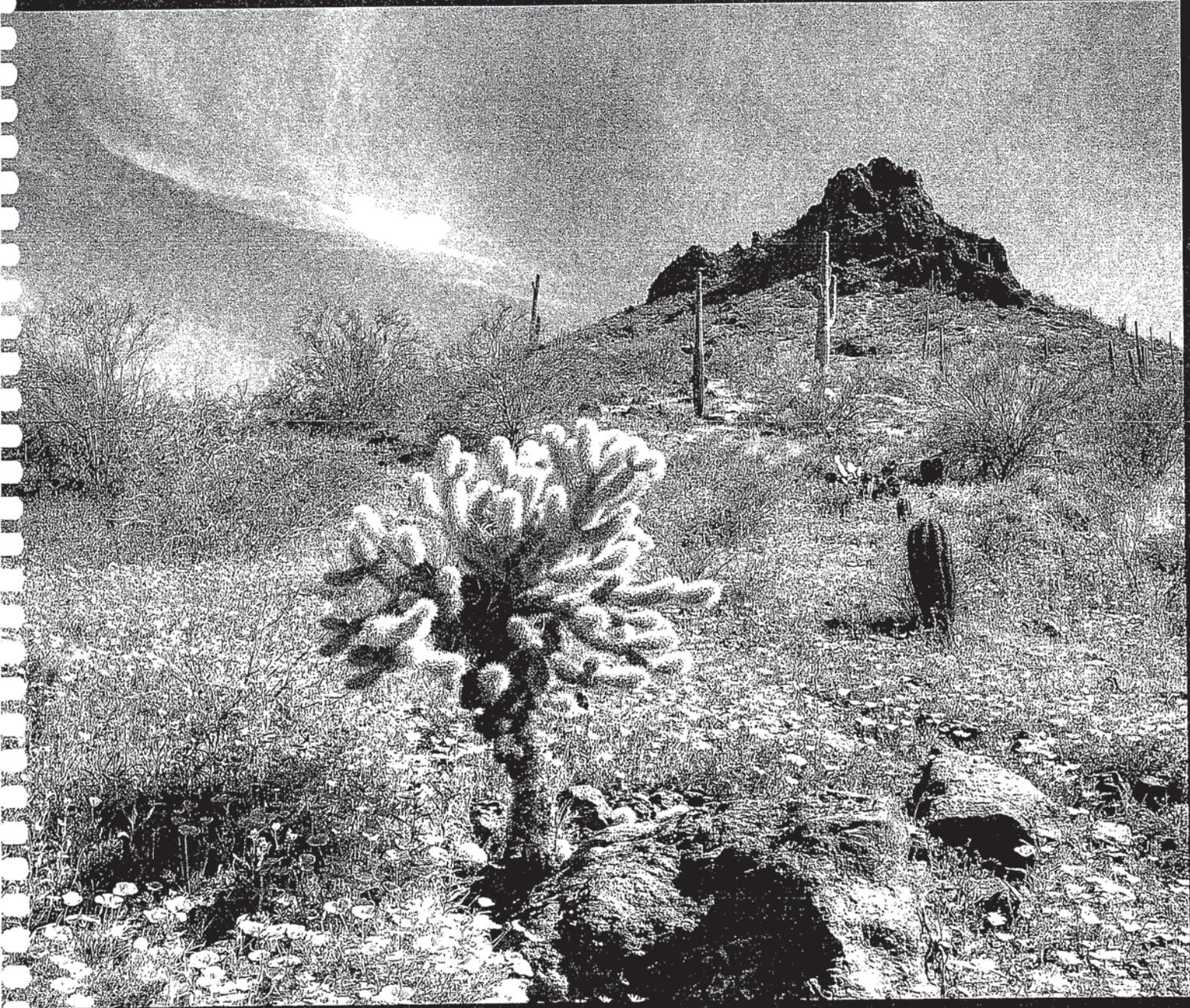
Firm/Individual

*Kathy Simonson*

Authorized Signature and Date

**END OF PRICING SHEET**

# Capacity of Responder



## Capacity of Responder

- 1.1 West Press has one location in Tucson, Arizona. Our address is 1663 W. Grant Rd., Tucson, AZ 85745. Our doors are open from 8 a.m. to 5 p.m., Monday through Friday. Since we do business with customers throughout the United States, our phones are manned from 6 a.m. to 6 p.m. Monday through Friday MST. We can be reached at 520-624-4939, or via fax 520-624-2715.

Established in 1991, West Press is a state-of-the-art marketing services provider known for helping customers grow their businesses. As an employee-owned company, we put the most knowledgeable and experienced professionals to work for you. Our employees pride themselves on the exceptional service they provide and their passion for the printing, graphic arts and marketing industry. West Press serves customers nationwide and is pleased to have won industry awards for our quality printing and design for the past 11 years. In 24 years, West Press has grown from seven employees to one of Southern Arizona's largest commercial printing and marketing companies.

West Press is proud of its financial stability. All accounts payable are paid on time and every quick pay discount is taken when available. The company has remained healthy due to its diverse capabilities – West Press has financial “freedom” because we are not dependent on the success of any one product line or one customer.

West Press believes in giving back to our community. Over the years, we have contributed to the betterment of the Tucson community in a variety of ways. By serving on print association and chamber boards, walking to cure cancer, painting houses and weeding yards for military families and the elderly, West Press has remained involved in our industry and our community and will continue to do so.

Not only does West Press support our community, we also support graphic arts/print production education programs and the students taking these courses. West Press does this by giving college and high school students an opportunity to do their apprenticeship in a “real” print and marketing environment before graduating; serving on the Tucson Unified School District Joint Technical Education District's (JTED) board of advisors; judging high school graphic design competitions and providing feedback to the students; and assisting high schools and graduate schools with field trips through the West Press facility. West Press also supports continuing education for its employees.

Our motto, “more than ink on paper,” says it all. We are a printer, it's in our name, but we really are so much more. In addition to printing, we provide many other in-house print-related and marketing services, including:

- Graphic design, typesetting and layout
- Web design and development
- Social media development and training
- Marketing project planning through implementation

## Services continued

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- Mailing services – list management, database prep, database clean-up, postage advice, and target/personalized mailing
- Newsletter design, production and distribution
- A resource for clients to learn more about print, design, marketing and direct mail
- Digital printing – B&W, color and variable data
- Offset printing – up to 6 colors (small and large run)
- Four-color printing on converted envelope stock
- Bindery services – folding, scoring, perforating, saddle-stitch, numbering, drilling and padding
- Bookbinding – coil, comb and perfect binding
- Wide format printing with mounting and laminating options
- Pocket folder production
- Die cutting
- CD/DVD duplication and printing
- Mail piece analysis
- Fulfillment and inventory management
- Document scanning
- Pickup and delivery

Providing all of these services in one location allows us to communicate projects thoroughly to staff and ensure production and quality standards are being met.

## EQUIPMENT LIST

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### Offset Printing

Manufacturer and Model	Equipment Detail	Age
Heidelberg Speedmaster	6-color plus coater & perfecter up to 20" x 29"	10 yrs
Heidelberg Speedmaster	4-color plus coater & perfecter up to 20" x 29"	13 yrs
Heidelberg Quickmaster (3)	2-color up to 12" x 18"	7 yrs
Heidelberg SBG	Die cutting	

### Digital Printing

Manufacturer and Model	Equipment Detail	Age
Xerox iGen 4	4-color up to 14.3" x 23.5"	7 mos
Ricoh Pro C751	4-color up to 13" x 19", Fiery output	3 yrs

## Equipment List continued

### Digital Printing (continued)

Manufacturer and Model	Equipment Detail	Age
Ricoh 6000	B/W up to 11" x 17"	6 mos
Xerox Nuvera 120 EA	B/W up to 12" x 18"	2 yrs
Xerox Nuvera 288 EA	B/W up to 12" x 18"	1 yr
Xerox 550	4-color up to 13" x 19" + envelope printing	3 yrs
Formax Colormax Envelope Printer	Full-color, 4 Bar up to 9" x 12", w/ bleed	1 yr
Reflex Auto Disc Maker Burner (2)	High capacity disc burner	1-4 yrs
Epson Disc Maker (3)	Burn content and inkjet on disk	2-3 yrs
Xante Impressia	Full color, 4 Bar up to 10 x 13 - higher quality	2 mos

### Bindery

Manufacturer and Model	Equipment Detail	Age
Heidelberg Polar 115X Cutter	28" x 40" cutter	9 yrs
Heidelberg Polar 78ED Cutter	23" x 29" cutter	9 yrs
Duplo 4000 Booklet Maker	Saddle stitching and Inserting	3 yrs
MBO Folder	Incl right angle attachment	9 yrs
MBO Folder	Incl right angle attachment & knife	6 yrs
MBM Folder (2)		1-6 yrs
PPS Shrink wrapper		7 yrs
Challenge MS-10A Paper Drill	Various diameters available	14 yrs
Rolleim	Score, perf, and number	20 yrs
Morgana 50 Auto creaser	Crease/score	5 yrs
Banta-1 Paper Counter		5 yrs
Paper Scales (3)		4-12 yrs
Standard Perfect Binder	Paperback books	4 yrs
James Burn Punch and Coil Inserter	Book binding	New
Secap Collator	Nest and fold multiple sheets	2 yrs
FMA UV Coater	Flood UV coating	4 yrs
Horizon Stitchliner	Saddle stitching	3 yrs
GBC Laminator	Various laminate finishes and thicknesses	6 yrs
Scott Tab Cutter	Die cut tab dividers	13 yrs

## Equipment List continued

### Bindery (continued)

Manufacturer and Model	Equipment Detail	Age
Scott Tab Laminator	Laminate tab dividers	10 yrs
Moll Gluer Folder	Glue and fold folders and jackets	10 yrs
Muller Minuteman Saddle Stitcher	Saddle stitching	15 yrs

### Mailing

Manufacturer and Model	Equipment Detail	Age
Bell & Howell Inserter with Inkjet Printer	Envelope insertion and addressing	15 yrs
RENA Tabbers (3)	Apply mailing tabs and stamps	3-8 yrs
RENA Inkjet Printers (2)	Address mail pieces	1-5 yrs
Neopost Postage Meters (2)	Seal and meter mail	3 mos
Glue Dot Applicator	Apply fugitive glue dots	3 yrs
BCC Mail Manager 2000	Mail list preparation software	Current
Flex Mail (5)	Mail piece design software	Current
Accufast Tabber	Apply removable notes (Post-it)	8 yrs
Bell & Howell Mail Manager	Mailing and database software	Current

### Prepress & Wide Format

Manufacturer and Model	Equipment Detail	Age
Heidelberg Suprasetter	Computer-to-Plate	1 yr
Heidelberg Signa and Meta Software	Imposition and plate making software	Current
HP Designjet Z6200	Large format color printer up to 54" width	2 yrs
HP Designjet Z2100	Calibrated color proofer	New
Roland SolJet Pro III	Large format color printer up to 54" width	5 yrs
Roland LEJ 640	Large format color printer up to 64" width	New
GBC Cold Press	Mounting and laminating large format	5 yrs

West Press believes in redundancy in all critical equipment, personnel and expertise. There is cross training within a department as well as between similar departments. Everyone on our staff has a minimum of 15 years in the industry, several with more than 30 years.

## SIMILAR CONTRACTS / CLIENTS

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- 1.2 For more than 8 years, West Press has had the stationery contract with the University of Arizona, as well as being a provider of other printed products. We have the utilities contract with the Town of Marana; and have been providing a variety of printing services for Cochise County for several years. The City of Sierra Vista has been working with West Press since 2006.

Each one of these clients has unique requirements such as permissions, purchase orders, and invoicing procedures. These requirements have included in our process as we produce with each client's project.

## KEY PERSONNEL

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- 1.3 **Kristy Scharf** is the president and is responsible for all business and production operations. Kristy has over 30 years of experience in printing and related fields. She has been a manager for 22 years, 15 at West Press. Kristy attends the annual Graph Expo in Chicago and takes advantage of national education programs taught by industry leaders. Kristy belongs to the Printers Executive Network, a group of printers across the U.S who meet several times a year as a board of directors to discuss industry trends. She also sits on the board for the Western States Print Alliance.

**Kathy Simonson** has worked in the graphic arts and printing industry for over 29 years. Prior to joining West Press, Kathy co-owned a graphic design service bureau in Los Angeles, California. She also worked as an art director for a company which produced and distributed educational materials. Kathy feels she has found her niche as an account executive because she loves to work with people. As a print buyer for the majority of her career, Kathy strives to give her customers the service she looked for as a buyer. Kathy thinks of herself as a customer advocate rather than a sales representative. Kathy has been with West Press for eight years.

**Kevin Stroh** grew up in his family's printing business in Southern California. His background is in the long-lost art of stripping and plate making. These skills helped him transition into estimating and production management. He brings 28 years of experience into his role as a production manager. Kevin joined West Press two years ago after relocating to Tucson with his wife, Lezli.

**Marlon Ungersma** began his printing career in 1987 in Seattle, Washington operating Chief 15 duplicators. The primary business at the time was providing full-color, short-run real estate flyers. He eventually went on to become an operator on 4- and 5-color GTO's, KORS, KORD, SORM-Z and Komori presses. After over a decade in production, Marlon transitioned into administration roles and has spent the last 12+ years as an estimator, planner, job engineer and account manager. Marlon's current position is customer service representative.

## REFERENCES

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- 1.4 The references listed below have trusted their printing and marketing services to West Press for many years. Whether it's forms and stationery or complex die cutting, the companies have confidence in our quality, reliability and integrity.

## References continued

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Karen Campasano  
University of Arizona –  
printing services  
PO Box 210458  
Tucson, AZ 85721  
520-621-6478  
Ksc1@email.arizona.edu

Debbie Lassich  
City of Sierra Vista  
1011 N Coronado Dr  
Sierra Vista, AZ 85635  
520-458-3315 ext. 339  
520-458-0584 (fax)  
dlassich@ci.sierra-vista.az.us

Sara Lovelace  
Mister Car Wash  
222 E. 5th St.  
Tucson, AZ 85705  
520-615-4000 ext. 139  
slovelace@mistercarwash.com

## SUB-CONTRACTORS

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- 1.5 For this contract, the only product West Press will be outsourcing is the snap-apart form. This will be sent to Modern Age. Other sub-contractors we use are Olde School for foil and embossing work; and Arizona Envelope for envelope converting for large/complex envelope orders.

West Press's current financials are enclosed. **Please do not allow this information to be made available to the public.**



WEST·PRESS

# Method of Approach



## Method of Approach

- 2.1 PrintSmith is the print MIS application West Press uses for job estimating, ticketing, scheduling and tracking. Customer service reps are able to track a job through the shop at all times, alerting the account executive if there will be any delays.

When a job has been completed, the order is either delivered locally with a courier, shipped with a national company, or delivered by the account representative, all of which can be tracked. The account representative is also responsible for updating their clients with the status of all work still in production.

- 2.2 West Press does not have a minimum order. Since we are in Tucson, it would be appreciated if we could ship/deliver several orders together to reduce cost.
- 2.3 West Press is known for its quality and outstanding customer service. This is achieved by everyone within the company following internal procedures and systems implemented so that a quality product can be created and delivered on time. Examples of some of these procedures include:

- No matter how a job is received at West Press, all jobs are handled by a customer service representative (CSR)
- All raw material products are checked and verified before accepting
- Customer provided files are pre-flighted immediately to make sure they are print ready
- Customer to sign off on PDF, bindery, and/or color proofs before printing can start
- CSR and account executive to review orders one more time before released for printing
- Every person handling the job must sign-off on it before advancing it to the next step
- Pre-production meetings are held for critical, difficult or large jobs
- Daily production meetings are held to discuss production and concerns with current or upcoming orders
- Redundancy in equipment, personnel and skills to ensure on time delivery
- All products are double-checked, counted and labeled before delivery to client

- 2.4 West Press works with both Mac and PC platforms. We can accept files in almost any program but prefer the following electronic formats:

- Adobe InDesign is the preferred format
- If providing a PDF file, please try to include the native file whenever possible
- West Press prefers to receive logos as an Adobe Illustrator (vector) file, but can accept other formats too
- Microsoft products are not a problem
- Databases should be provided in Excel, CSV or delimited formats
- We discourage files created in outdated programs such as Pagemaker and CorelDraw

2.5 West Press uses PTI Marketing Technologies for its web-to-print services. PTI is one of the most popular online service providers among printers in the United States. Through our web-to-print service, clients are provided access to a password-protected online catalog. The catalog integrates online ordering, personalization, production and fulfillment – automating job submission and tracking. This service works exceptionally well for products such as business cards and stationery items where multiple users and/or locations are able to place orders on their own.

WeTransfer is another popular method for sending large files. A link to WeTransfer can be found on the West Press homepage.

Files can also be emailed directly to the account executive.

2.6 West Press has three full-time designers on staff and two additional staff members who handle typesetting and layout orders. The design team has won industry awards for their design work for the past 12 years. The West Press creative department also supports web design and cross media marketing.

2.7 Most estimates are returned to the requester within 4-6 business hours. Once an order is placed, proofs are delivered within 2 business days depending on the complexity of the project. Staff inquiries should be immediate. Delivery times listed in the RFP are acceptable as long as proofs are turned in a timely manner to allow for production, dry time and delivery.



**WEST·PRESS**  
Employee Owned Since 2004