



ONESOURCE

**Proposal Response
for: Jackson County,
Missouri Bid # 24-
053**

**Proposal for Printing and Mailing
Declarations, Assessment Notices and
Envelopes**

8/1/2024



ONESOURCE

August 1, 2024

Jackson County
Purchasing Department
415 E 12th St g1
Kansas City, MO 64106

Dear Purchasing Team

On behalf of our entire company, I thank you for the opportunity to respond to your Request for Proposal Printing and Mailing Declarations, Assessment Notices and Envelopes.

Established in 2002, OneSource is a leading provider of outsourced billing and critical documents via print, mail and e-billing services. With over 20 years of mission critical billing and critical document experience, the OneSource team manages document design, composition, print and electronic delivery capabilities by serving the most demanding critical service and transaction-oriented markets.

All client partners have a dedicated team of OneSource resources during various stages of the project from kickoff to post-implementation including: a dedicated Account Manager, project manager, dedicated and back up programming resources, and an executive sponsor. Additionally, OneSource employs a dedicated production staff which not only includes typical production type positions, but also Quality Control, and various levels of operational management.

Customers find us easy to do business with and stay for many contract renewals for the following reasons:

- No nickel and diming. CSRs are able to waive charges when it makes sense.
- Big fish/small pond mentality. All levels of our organization are available all the time.
- Responsive to requests and changes.

Based upon our experience, we are confident we can minimize your resource time needed and successfully convert your statement production to our platform in 30-60 days once the project scope is agreed to and test data/layout elements are provided. We are ready to begin immediately or whenever convenient for you.

We understand the difficulty of moving away from a current vendor. As an added incentive in hopes of winning your business, we additionally offer the following for Jackson County.

- Free conversion. We will waive any setup costs normally charged to a customer.
- Two (2) hours of free programming per month to assist with any changes.
- Rebrand programming free. If the County decides to rebrand their notices within the first three years, we will undertake our portion completely free of charge.

Please see our Executive Summary following this cover letter along with several attachments.



Please feel free contact any of our listed references and if you cannot reach one, please let us know and we can try and arrange an introduction. We have included other utilities including the Boston Water and Sewer as well as some other businesses of varying size.

Feel free to ask them anything - especially about their service experience with us. We hope that after speaking with them, you will find that all sizes and types of customers will have positive things to say about our service.

Should you have any questions about our response, please feel free to contact me anytime at mike.martinez@onlyonesource.com or 630-364-5963.

Thank you again for the opportunity to respond to your **RFP!**

Very Best Regards,

A handwritten signature in black ink that reads "Miguel Martinez".

Miguel Martinez, CEO
OneSource



Executive Summary

OneSource is a leading provider of outsourced billing and critical documents via print, mail and e-billing services. With over 22 years of mission critical billing and critical document experience, the OneSource team manages document design, composition, print and electronic delivery capabilities by serving the most demanding critical service and transaction-oriented markets including utility, cable, telephone, insurance, and financial industries.

Companies choose OneSource but stay for a variety of reasons, including:

- Highly responsive to customer needs including fast turnaround on requests.
- Easy to do business.
- We eliminate red tape whenever possible. Being flexible and saying yes.
- Accessibility to staff at all levels.
- Quality of service. Critical documents process and mail on time.

How we differentiate between our competitors:

- Management is personally committed to service. Our Executive team is hands on and accessible to customers as any time.
- Dedicated Account Manager.
- Dedicated programmer and IT resource.
- No nickel and diming. Account Managers are empowered to reduce or waive charges when value doesn't exist or has not been provided.

Experience and Services:

- Programming and Application Development:
 - In house IT personnel have extensive experience in building and maintaining highly complex customer applications, and **can support virtually any input file format and outputs** including XML, CSV, DBF, MDB, XLS, PDF and Postscript, as well as various print streams such as AFP, DJDE, etc.
 - Ability to manage **custom or multiple data files**, including the combination of separate data feeds into a single output for hierarchical statements, or for householding purposes.
 - Dynamic / custom messaging
 - Defined Change Management procedures
- DocView: Document archival, storage and real time access
 - 24/7 secure access via API or GUI
 - Reliable 99.9% uptime via dual mirrored systems
 - Robust -- currently storing over 100MM document images for many customers
- Security:
 - Conform to SOC 2 standard
 - Disaster recovery plan in place, tested and audited under SOC 2 yearly including;



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- Multiple redundant equipment onsite
- Secure data processing environment in Tier 3 and 4 data centers with real-time back up and synchronization via Zerto to geographically separate data center
- Backup locations in Peoria, IL and Portland, OR
- Comprehensive data security and integrity
 - Camera monitored secure facilities with keycard access
 - Input data is stored offsite and only required employees can access data
 - Encrypted backups
 - Regular employee security training
- Production:
 - 9 Intelligent inserters with 2D and output scanning via JetVision including piece tracking
 - DMU (Detached Mail Unit) – USPS is onsite.
 - Mail meets all USPS requirements including CASS certification and IMB barcoding
 - Mail enters USPS mail stream directly at facility
 - Full color high speed imaging using white paper resulting in minimal waste and eliminating storage requirements for pre-printed forms
 - Full piece tracking
 - Full quality control processes for all manufacturing steps including real-time auditing
- Support
 - Dedicated Account Manager, Programmer and Executive sponsor
 - 24/7 support for technical support
 - Online access for various information including document images, job information/status, piece tracking
 - 24/7 Application testing environment, if required
- Other
 - Materials
 - Envelopes are sourced in bulk and finished in house reducing cost and waste and allowing for frequent custom message if desired
 - Full color processing utilizes white paper reducing waste
 - Inserts, Newsletters, Flyers, etc. can be provided
 - Reporting
 - Invoicing and production reconciliation reports can be customized
 - Standard reports include: File receipts, job details and status, CASS and address error reports
 - Custom reporting available

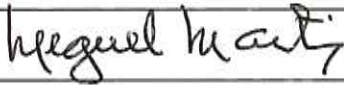
- 6.3 Respondents and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must follow this procedure. Respondent or their agents MAY NOT contact any other County employees regarding the matters covered by this Invitation to Bid during the solicitation and evaluation process. Inappropriate contact are grounds for REJECTION of the Respondent's submission.
- 6.4 System Support for Bidders/Respondents: Click on "Technical Support" in the Procurement Portal.

County Jackson County, Missouri
415 East 12th Street, Room 105
Kansas City, MO 64106

Respondent One2One Communications, LLC
900 Asbury Dr
Buffalo Grove, IL 60089

9.0 POST AWARD INFORMATION

- 9.1 Award information, when available, will be publicly posted in the Bonfire Portal.

Company:	One2One Communications, LLC d/b/a OneSource
Name:	Miguel Martinez
Title:	CEO
Signature:	
Phone Number:	630-364-5963
Email:	Mike.martinez@onlyonesource.com



REFERENCES

Our Service Approach is to foster better partner experience by focusing on greater human involvement in addition to providing competitive technology.”

Elements of our service culture include:

- Executive level sponsor for all clients
- Commitment to quality – “perfect piece every time”
- Be easy to do business with
- Be responsive to customer needs including fast turnaround on request
- Eliminate red tape whenever possible – being flexible and saying yes
- Accessibility at all levels
- Everyone companywide focuses on delivering the highest level of quality to our customer partners

How we differentiate between our competitors:

- Management is personally committed to service. Every executive at OneSource interacts with our customers and our customers have our direct phone numbers for anything they may need.
- Golden rule. We treat every customer as we would want to be treated ourselves.
- Dedicated Account Manager
- Dedicated programmer or IT resource
- No nickel and diming. Our Account Managers are empowered to reduce or waive charges when value doesn’t exist or has not been provided.
- All customers can be a reference. Providing high quality services to everyone, including being responsive, flexible, and maintaining open communications allows us to use every customer as a reference.

REFERENCE 1	
Customer/Client	Denver Water
Contact Person’s Name and Title	Matt Larson
Contact Person’s Phone Number	303-628-6073
Contact Person’s E-Mail Address	matt.larson@denverwater.org
Project Name & Year Completed	Conversion – Statements, Letters – 2013. 200,000 monthly
Staff Members Involved	7
Description of Project	Statement and letter conversion.



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REFERENCE 2	
Customer/Client	City of Longmont, CO
Contact Person's Name and Title	Ian Rowlands, Utility Billing Manager
Contact Person's Phone Number	303-651-8656
Contact Person's E-Mail Address	ian.rowlands@longmontcolorado.gov
Project Name & Year Completed	2015
Staff Members Involved	5
Description of Project	Conversion of approximately 40,000 monthly customer service letters and invoices.

REFERENCE 3	
Customer/Client	Boston Water and Sewer
Contact Person's Name and Title	Michael Conway
Contact Person's Phone Number	617-989-7485
Contact Person's E-Mail Address	conwaymw@bwsc.org
Project Name & Year Completed	Billing statements: January 2023
Staff Members Involved	3
Description of Project	Onboarding and setup of approximately 80,000 monthly water bills

REFERENCE 4	
Customer/Client	Bradford Exchange
Contact Person's Name and Title	Steve Gustafson
Contact Person's Phone Number	847-581-8131
Contact Person's E-Mail Address	steve.gustafson@bgeltd.com
Project Name & Year Completed	Billing statements, shipping notices, dunnings : 2010
Staff Members Involved	3
Description of Project	Print and mail of ~900,000 first class mail documents monthly

REFERENCE 5	
Customer/Client	WOW! Internet and Cable
Contact Person's Name and Title	Michael Robert, Director
Contact Person's Phone Number	719-313-6951
Contact Person's E-Mail Address	Michael.robert@wowinc.com
Project Name & Year Completed	Billing statements, required customer service notices, collection notices, ACP notices, previews: 2012, 2015, 2020, 2022, 2023
Staff Members Involved	3
Description of Project	Producing ~650,000 electronic, and mail packages monthly including real time notices (via email) and real time archival and access.



REFERENCE 6	
Customer/Client	Blue Ridge Cable
Contact Person's Name and Title	Lisa Leshner
Contact Person's Phone Number	610-826-9315
Contact Person's E-Mail Address	llesher@pencor.com
Project Name & Year Completed	Billing statements: January 2023
Staff Members Involved	3-4
Description of Project	Provider since 2002. Producing approximately 160,000 billing statements monthly and hosting real time online document access/retrieval

REFERENCE 7	
Customer/Client	Douglas County, Nebraska
Contact Person's Name and Title	Amy Wyman
Contact Person's Phone Number	404-444-4986
Contact Person's E-Mail Address	Amy.wyman@douglascounty-ne.gov
Project Name & Year Completed	2022: Tax Statements
Staff Members Involved	2
Description of Project	Print and mail of ~220,000 property/real tax bills. Implemented 2022.

REFERENCE 8	
Customer/Client	Consolidated Mutual Water Company
Contact Person's Name and Title	Sudan I. Muhammad, Business Services Manager
Contact Person's Phone Number	303-462-6373
Contact Person's E-Mail Address	smuhammad@cmwc.net
Project Name & Year Completed	2018: Billing statements. 20,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production, return mail processing, real time document access/retrieval



REFERENCE 9	
Customer/Client	City of Covington
Contact Person's Name and Title	Litisca Taylor-Weber, Utility Billing Director
Contact Person's Phone Number	985-898-4730
Contact Person's E-Mail Address	lweber@covla.com
Project Name & Year Completed	2022, 2023: Billing statements and letters: 7,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production

REFERENCE 10	
Customer/Client	Fairhope Public Utilities
Contact Person's Name and Title	Jason Jarvis, Utility Billing Supervisor
Contact Person's Phone Number	251-990-0121
Contact Person's E-Mail Address	jason.jarvis@fairhopeal.gov
Project Name & Year Completed	2022: Billing statements: 30,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production

REFERENCE 11	
Customer/Client	County of Wayne, Michigan
Contact Person's Name and Title	Hing Wong, Accountant IV
Contact Person's Phone Number	(313) 224-2205
Contact Person's E-Mail Address	hwong@wcpc.us
Project Name & Year Completed	2021: Billing statements: 6,000 monthly
Staff Members Involved	3
Description of Project	Weekly official court notices

AFFIDAVIT

STATE OF Illinois _____)
) SS.
COUNTY OF Lake _____)

Miguel Martinez _____ of the city of Buffalo Grove, _____
County of Lake _____ State of Illinois _____ being duly sworn on her or his oath, deposes and says,

1. That _____ I _____ am _____ the CEO _____ (Title of Affiant) of One2One Communications, LLC _____ (Name of Bidder) and have been authorized by said Bidder to make this Affidavit upon my best information and belief, after reasonable inquiry as to the representations herein.
2. No Officer, Agent or Employee of Jackson County, Missouri is financially interested directly or indirectly what Bidder is offering to sell to the County pursuant to this Invitation (though no representation is made regarding potential ownership of publicly traded stock of bidder).
3. If Bidder were awarded any contract, job, work or service for Jackson County, Missouri, no Officer, Agent or Employee of the County would be interested in or receive any benefit from the profit or emolument of such.
4. Either Bidder is duly listed and assessed on the tax rolls of Jackson County, Missouri and is not delinquent in the payment of any taxes due to the County or Bidder did not have on December 31, 2021, any property subject to taxation by the County and if bidder is duly listed and assessed on the tax rolls of Jackson County, Missouri, bidder agrees to permit an audit of its records, if requested by the Jackson County Director of Assessment, as they relate to the assessment of Business Personal Property.
5. Bidder has not participated in collusion or committed any act in restraint of trade, directly or indirectly, which bears upon anyone's response or lack of response to the Invitation.
6. Bidder certifies and warrants that Bidder or Bidder's firm/organization is not listed on the General Services Administration's Report of Debarred and/or Suspended Parties, or the State of Missouri and City of Kansas City, Missouri Debarment List.
7. Bidder certifies and affirms its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services.
8. Bidder certifies and affirms that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

One2One Communications, LLC _____ (Name of Bidder)

By: Miguel Martinez _____ (Signature of Affiant)

CEO _____ (Title of Affiant)

Subscribed and sworn to before me this _____ 1 day of August, 2024

[Signature]

NOTARY PUBLIC in and for the County of Lake _____ (SEAL)

State of Illinois _____

My Commission Expires: September 7, 2026



ACKNOWLEDGMENT

Respondent acknowledges that it is responsible for considering the effect that any change order and/or amendments changing the total contract amount may have on its ability to meet or exceed the subcontractor participation goals.

Good Faith Effort:

Respondent further acknowledges that it is responsible for submitting a **Good Faith Effort Form** if it will be unable to meet the participation goals. A **Good Faith Effort Form** documents the efforts a respondent puts forth to achieve the MBE and/or WBE and/or VBE goals on a project. **Simply stating that goals cannot be met is not considered sufficient.**

Contractor Modification Form:

If, at any point during the life of the awarded contract, the contractor needs to substitute an approved subcontractor a **Contractor Modification Form** must be submitted to the Compliance Review Office.

Any Good Faith Effort or Contractor Modification Form must be approved by the Compliance Review Office.

*****Contact the Compliance Review Office for assistance or to request forms.*****

I hereby certify that I am authorized to make this Affidavit on behalf of the Respondent named below and who shall abide by the terms set forth herein. I acknowledge that the assigned values determined by this CUP shall be enforceable under the contract terms and conditions.

Respondent Primary Contact: Miguel Martinez _____

Title: CEO _____ **Email:** mike.martinez@onlyonesource.com _____

Date: 8/1/2024 _____ **Phone:** 630-364-5963 _____

Subscribed and sworn to before me this 1 day of August, 2024.

My Commission Expires: September 7, 2026



Notary Public
(Attach corporate seal if applicable)



For questions on this form please contact:

**Compliance Review Office
816-881-3302
CRO@jacksongov.org**

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA

The undersigned acknowledges receipt of Addenda through and including numbers _____ and that this Bid is submitted in accordance with information, instructions, and stipulations set forth therein.

Meguel Lopez

Signature of Respondent

8/1/24

Date

One2One Communications, LLC

Company Name

900 Asbury Dr

Address

Buffalo Grove, IL 60089

City, State, and Zip

630-364-5950

Phone



OFFICE OF THE COUNTY AUDITOR
COMPLIANCE REVIEW OFFICE
 415 E 12TH STREET, 2ND FLOOR
 KANSAS CITY, MISSOURI 64106

(816) 881-3302
 FAX (816) 881-3340
 CRO@JACKSONGOV.ORG
 WWW.JACKSONGOV.ORG/AUDITOR

JACKSON COUNTY, MISSOURI
CONTRACTOR UTILIZATION PLAN

Bid/RFP/RFQ Number: 24-053
Bid/RFP/RFQ Title: Printing and Mailing Declarations, Assessment Notices, and Envelopes
Contracting Department: Assesment Department
Respondent: _____

I, Miguel Martinez _____, of lawful age and upon my oath state as follows:

1. This Affidavit is made for the purpose of complying with the provisions of the MBE/WBE/VBE submittal requirements on the above Bid/RFP/RFQ and the MBE/WBE/VBE Program and is given on behalf of the Respondent listed above. It sets out the Respondent's plan to utilize MBE and/or WBE and/or VBE prime and subcontractors on the awarded contract.

The goals set by Jackson County, Missouri are:

11.7 % MBE % WBE % VBE

2. Bidder stipulates that it will utilize a minimum of the following percentages of MBE/WBE/VBE participation in the above bid:

 % MBE % WBE % VBE

3. The following are the MBE/WBE/VBE Contractors to be utilized on the above-named solicitation. **Respondent maintains that it either has a formal contract or a conditional contract contingent upon award.**

Please note:

- a. If Bidder is a certified MBE, WBE, or VBE firm, it may list itself in the appropriate area below.
- b. No contractor may be listed under multiple categories below regardless of certifications.

INTERNAL USE ONLY	
CUP RECEIVED: _____	CUP APPROVED: _____
GFE RECEIVED: _____	GFE APPROVED: _____
CUP REVISED: _____	REVISION APROVED: _____
APPROVED GOALS: <u> </u> MBE <u> </u> WBE <u> </u> VBE	
RES/ORD: _____	AMT AWARDED: _____
NOTES:	

MBE SUBCONTRACTORS

Description		Bidder Response
A.	MBE Firm:	
	Address line 1:	
	Address line 2-include County:	
	Telephone Number:	
	President/Owner:	
	Email Address:	
	Certifying Agency	
	Expiration Date of Certification:	
	Scopes of Work Utilized:	
	Percentage of Contract Awarded:	
		INTERNAL USE ONLY
		ONLY
		Certifying Agency: _____ KCMO _____ State of MO
		Approved: Y N
		Sub A Contract Value:
		\$
B.	MBE Firm:	
	Address line 1:	
	Address line 2-include County:	
	Telephone Number:	
	President/Owner:	
	Email Address:	
	Certifying Agency	
	Expiration Date of Certification:	
	Scopes of Work Utilized:	
	Percentage of Contract Awarded:	
		INTERNAL USE ONLY
		ONLY
		Certifying Agency: _____ KCMO _____ State of MO
		Approved: Y N
		Sub B Contract Value:
		\$
C.	MBE Firm:	
	Address line 1:	
	Address line 2-include County:	
	Telephone Number:	
	President/Owner:	
	Email Address:	
	Certifying Agency	
	Expiration Date of Certification:	
	Scopes of Work Utilized:	
	Percentage of Contract Awarded:	
		INTERNAL USE ONLY
		ONLY
		Certifying Agency: _____ KCMO _____ State of MO
		Approved: Y N
		Sub C Contract Value:
		\$
		\$
		TOTAL MBE VALUE
		\$

Add Additional Pages as Necessary

WBE SUBCONTRACTORS

Description		Bidder Response
A.	WBE Firm:	INTERNAL USE ONLY Certifying Agency: _____ KCMO _____ State of MO Approved: Y N Sub A Contract Value: \$
	Address line 1:	
	Address line 2-include County:	
	Telephone Number:	
	President/Owner:	
	Email Address:	
	Certifying Agency	
	Expiration Date of Certification:	
	Scopes of Work Utilized:	
	Percentage of Contract Awarded:	
B.	WBE Firm:	INTERNAL USE ONLY Certifying Agency: _____ KCMO _____ State of MO Approved: Y N Sub B Contract Value: \$
	Address line 1:	
	Address line 2-include County:	
	Telephone Number:	
	President/Owner:	
	Email Address:	
	Certifying Agency	
	Expiration Date of Certification:	
	Scopes of Work Utilized:	
	Percentage of Contract Awarded:	
C.	WBE Firm:	INTERNAL USE ONLY Certifying Agency: _____ KCMO _____ State of MO Approved: Y N Sub C Contract Value: \$
	Address line 1:	
	Address line 2-include County:	
	Telephone Number:	
	President/Owner:	
	Email Address:	
	Certifying Agency	
	Expiration Date of Certification:	
	Scopes of Work Utilized:	
	Percentage of Contract Awarded:	
		TOTAL WBE VALUE
		\$

Add Additional Pages as Necessary

VBE SUBCONTRACTORS

	Description	Bidder Response	
A.	VBE Firm:		INTERNAL USE ONLY Certifying Agency: _____ KCMO _____ State of MO Approved: Y N Sub A Contract Value: \$
	Address line 1:		
	Address line 2-include County:		
	Telephone Number:		
	President/Owner:		
	Email Address:		
	Certifying Agency		
	Expiration Date of Certification:		
	Scopes of Work Utilized:		
	Percentage of Contract Awarded:		
B.	VBE Firm:		INTERNAL USE ONLY Certifying Agency: _____ KCMO _____ State of MO Approved: Y N Sub B Contract Value: \$
	Address line 1:		
	Address line 2-include County:		
	Telephone Number:		
	President/Owner:		
	Email Address:		
	Certifying Agency		
	Expiration Date of Certification:		
	Scopes of Work Utilized:		
	Percentage of Contract Awarded:		
C.	VBE Firm:		INTERNAL USE ONLY Certifying Agency: _____ KCMO _____ State of MO Approved: Y N Sub B Contract Value: \$
	Address line 1:		
	Address line 2-include County:		
	Telephone Number:		
	President/Owner:		
	Email Address:		
	Certifying Agency		
	Expiration Date of Certification:		
	Scopes of Work Utilized:		
	Percentage of Contract Awarded:		
	TOTAL VBE VALUE		

Add Additional Pages as Necessary

EXHIBIT F

**BIDDER'S EXCEPTIONS
TO
SPECIFICATIONS
OF
JACKSON COUNTY, MISSOURI Invitation to Bid NO. 24-053**

Respondent's attention is directed to Paragraph 4 of the General Conditions of this Invitation to Bid. **READ THIS PARAGRAPH CAREFULLY.**

The following exceptions to the Specifications of Invitation to Bid No. 24-053 are requested by the undersigned Respondent: (Use additional pages as necessary.)

REFERENCE PARA # & PAGE #	EXCEPTION REQUESTED

Name of Firm: One2One Communications, LLC _____

Signature of Bidder: Miguel A. Mantz J _____

- 4.4.4 The Successful Bidder must use a Post Office that is capable of processing bulk mail. If not in the Greater Kansas City Area, the bidder must demonstrate how all mailing will be accomplished successfully and that the selected Post Office will be capable of processing all mail in an appropriate and timely manner. The following post offices are known to be capable of processing bulk mail in the Greater Kansas City Area:
Pershing Road, 300 West Pershing Road, Kansas City, MO 64105
Distribution Center, 1700 Cleveland Avenue, Kansas City, MO 64121 We are a detached mail unit (DMU). We have UPS staff on site that inspect/verifies our mailings. All documents leave our facility on a USPS vehicle and go directly to the Palatine, IL USPS processing facility. We mail over 5 million pieces monthly and Palatine facility has ability to process bulk mailings.

