

**Proposal
for
Shelby County, Tennessee**

presented by





Proposer Information

Proposal Response Sheet

Shelby County Government –RFP 16-003-51 TAX NOTICE MAILING SERVICES

Name of firm: Diversified Companies LLC
Firm's Website: www.divcompanies.com

Mailing Address: 3721 Powers Court, Chattanooga TN 37416
Phone: 1-800-899-2017
Fax: 1-800-932-9669

Remit Address: 3721 Powers Court, Chattanooga TN 37416
Phone: 1-800-899-2017
Fax: 1-800-932-9669
Payment Terms: Net 30

Authorized Representative: [Signature] Print: John Dawson
Signature (Person authorized to negotiate with the County on behalf of the organization/firm.)
Email address: jdawson@divcompanies.com

Authorized Representative: [Signature] Print: Vanessa Tripp
Signature (Person authorized to negotiate with the County on behalf of the organization/firm.)
Email address: vtripp@divcompanies.com

The signature (s) above indicates that certifies that:

- (i) the Proposer's signatory is an agent authorized to submit proposals on behalf of the organization/firm;
(ii) all declarations in the proposal and attachments are true to the best of reasonable knowledge;
(iii) all aspects of the proposal, including cost, have been determined independently, without consultation with any other prospective Proposer or competitor for the purpose of restricting competition;
(iv) the offer made in the proposal is firm and binding for 90 days after receipt of the proposal by the County; and
(v) all aspects of this RFP and the proposal submitted are binding for the duration if this proposal is selected and a contract awarded.

Vendor # A4805 (Required) EOC #: EOC-V-0616-24354 (Required)

If EOC certification was obtained through a Teaming agreement and the EOC number starts with a "T", please complete the next page. If this does not apply, disregard the next page.

Check here if you qualify as a MBE, HBE or WBE (Minority, Hispanics or Woman owned Business Enterprise) If so, please indicate the classification below:
African American Hispanic American Asian American Native American Other

Check here if you are a qualified LOSB (Locally owned Small Business) vendor. Certification for this status is received through the EOC Administration. This is not a self-certifying classification.

Original RFP



Shelby County Tennessee

Mark H. Luttrell, Jr. Mayor

Request for Proposal **Shelby County Government** **Purchasing Department**

160 N. Main, Suite 900
Memphis, TN 38103

Issued: March 11, 2016

Due: April 4, 2016 no later than 3:00 P.M. (Central Standard Time)

RFP #16-003-53 **Tax Notice Mailing Services** **Shelby County Trustee's Office**

Shelby County Government is soliciting written proposals, on a competitive basis, from interested and qualified companies or professionals to provide Tax Notice Mailings Services for the Shelby County Trustee's Office. Information regarding this RFP is located on the County's website at www.shelbycountyttn.gov. At the top of the home page, click on the links "Department", "P" for the Purchasing Department and "Bids" to locate the name of the above-described RFP.

The proposal, as submitted, should include all estimated costs related to the services requested by the RFP specifications. If selected, your proposal will be the basis for negotiating a contract with Shelby County Government. Your proposal must be received in the Shelby County Purchasing Department **no later than 3:00 p.m. on Monday, April 4, 2016.** Proposals should be addressed to:

Robert S. Brenner, Buyer
Shelby County Government
Purchasing Department
160 N. Main St., Suite 900
Memphis, TN 38103

The package containing an original copy (clearly identified as original) and five (5) copies of your proposal must be sealed and marked with the Proposer's name and "CONFIDENTIAL, TAX NOTICE MAILING SERVICES, RFP #16-003-53" noted on the outside.

Sincerely,

Robert S. Brenner, Buyer
Shelby County Government
Purchasing Department

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Note: Please make sure you pay close attention to Sections: I-V, IX & XI. These sections will clearly outline what information is required to properly respond and prepare your RFP response.

Please download all of the additional information and attachments that accompany this RFP.

I. INTRODUCTION

Shelby County Government (the “County”) is seeking proposals from interested and qualified companies or professionals to conduct Tax Notice Mailing Services and various other activities as described in the scope of Work (the “Services. This Request for Proposal (“RFP”) is being released to invite interested and qualified companies to prepare and submit proposals in accordance with instructions provided where the successful candidate will be selected and invited to enter into a contractual relationship with Shelby County for the Services outlined in this RFP. In this RFP, the terms proposer and contractor are used interchangeably unless the context indicates otherwise.

II. MINIMUM PROPOSER REQUIREMENT

All Proposers must:

1. Have a minimum of three (3) years of experience performing similar work of the same scope and size as the described in the RFP
2. Have full capabilities in house, no substitutions allowed.
3. Have sufficient, competent and skilled staff, with experience in performing the Services.
4. Have all appropriate licenses and certification required in the State of Tennessee to perform the Services and procure all permits, pay all charges, taxes and fees.
5. Be able to provide the services in a confidential and professional manner.
6. Independent contractors (sole proprietors) must adhere to State of Tennessee Public Chapter No. 436, know as the “Tennessee Lawful Employment Act” (effective date of 1/01/12). Proof and documentation of employment eligibility must be included with the proposal.
7. **Apply and qualify** for a vendor number and an Equal Opportunity Compliance (EOC) certification number through our EOC Administration (*see the details outlined in Section VII General Requirement / e. Selection Criteria*) **prior to submitting your response.**
8. Adhere to all Title VI requirements and provide proof/documentation if necessary.
9. Provide proof of the minimum insurance requirements (**MANDATORY**, please review closely).

Please Note: *As a part of doing business with Shelby County, each individual, company or organization is required to obtain a vendor number and an “Equal Opportunity Compliance” certification number.*

You can access the online applications to receive the numbers indicated above at www.shelbycountyn.gov. To obtain a vendor number and an EOC number, please follow the instructions below:

Vendor Number (Purchasing Department)

At the top of the home page, click on the links “Department”, “P” for the Purchasing Department and “Conducting Business with Shelby County”. The “Vendor Registration” link is at the

bottom of the drop down box. Please download the application instructions and read thoroughly prior to accessing the application. (*Applications for a vendor number are accepted online only.*)

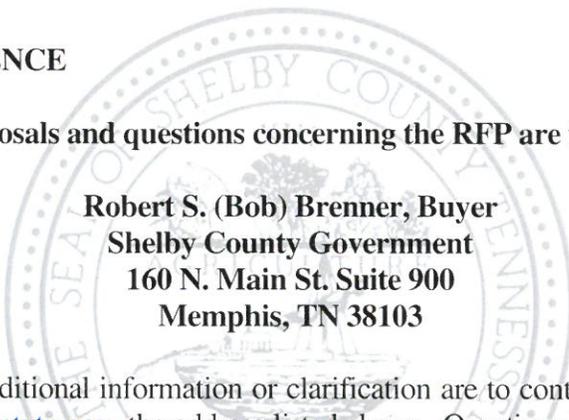
Equal Opportunity Compliance (EOC) Number (EOC Administration Office)

At the top of the home page, click on the links “Department”, “E” for the Equal Opportunity Compliance and “Contract Compliance Program”. The “Contract Compliance Packet” link is in the middle of the page. Please print the packet and mail or fax the completed packet to the EOC office. The mailing address is 160 N. Main Street, Suite 200, Memphis, TN 38103. The fax number is 901-222-1101.

If you have any questions regarding the application, you may contact Purchasing at (901) 222-2250 or the EOC Administration at (901) 222-1100.

III. CORRESPONDENCE

All correspondence, proposals and questions concerning the RFP are to be submitted to:



**Robert S. (Bob) Brenner, Buyer
Shelby County Government
160 N. Main St. Suite 900
Memphis, TN 38103**

Respondents requesting additional information or clarification are to contact Bob Brenner in writing at bob.brenner@shelbycountyttn.gov the address listed above. Questions should reference the section of the RFP to which the question pertains and all contact information for the person submitting the questions. ***IN ORDER TO PREVENT AN UNFAIR ADVANTAGE TO ANY RESPONDENT, VERBAL QUESTIONS WILL NOT BE ANSWERED. The deadline for submitting questions will be March 28, 2016 by 12:00 p.m. (CST).*** These guidelines for communication have been established to ensure a fair and equitable process for all respondents.

Note: All written questions submitted by the deadline indicated above will be answered and posted on the County’s website at www.shelbycountyttn.gov within 48 hours of the above cut-off date.

Please be aware that contact with any other personnel (other than the person clearly identified in this document) within Shelby County regarding this RFP may disqualify your company from further consideration.

IV. PROPOSAL SUBMISSION & DEADLINE

All proposals must be received at the address listed above no later than **April 4, 2016 @ 3:00 p.m. (CST)**. Facsimile or e-mailed proposals will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late or incomplete proposals may not be opened and considered. Under no circumstances, regardless of weather conditions, transportation delays, or any other circumstance, will this deadline be extended.

V. PROPOSAL TIMELINE

Shelby County reserves the right to modify this timeline at any time. If the due date for proposals is changed, all prospective proposers shall be notified.

Request for Proposals Released	Friday, March 11, 2016
Proposal Due Date	Monday, April 4, 2016 by 3:00 pm (CST)
Notification of Award	April, 2016
Services to Commence	July 1, 2016 or immediately upon execution of the contract

The County may reproduce any of the proposer's proposal and supporting documents for internal use or for any other purpose required by law.

VI. PROPOSAL CONDITIONS

a. Contingencies

This RFP does not commit the County to award a contract. The County reserves the right to accept or reject any or all proposals if the County determines it is in the best interest of the County to do so. The County will notify all proposers, in writing, if the County rejects all proposals.

b. Modifications

The County reserves the right to issue addenda or amendments to this RFP.

c. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the proposer's responsibility to ensure that its proposals arrive on or before the specified time.

d. Incurred Costs

This RFP does not commit the County to pay any costs incurred in the preparation of a proposal in response to this RFP and Proposers agree that all costs incurred in developing this RFP are the Proposer's responsibility.

e. Final Authority

The final authority to award a contract rests solely with the Shelby County Purchasing Department.

f. Proposal Validity

Proposals submitted hereunder will be firm for at least ninety (90) calendar days from the due date unless otherwise qualified.

g. Disclosure of Proposal Contents

Proposer understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any reports, data or other information supplied to the County is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee. All proposals and other materials submitted become the property of Shelby County Government.

h. LOSB

The County encourages the utilization of locally-owned small businesses as sources of subcontract work. The County notifies all respondents that all firms and/or individuals shall comply with the regulations relative to nondiscrimination in federally assisted programs of the Title VI of the Civil Rights Act of 1964, as amended.

LOCALLY OWNED SMALL BUSINESS PURCHASING PROGRAM RULES AND REGULATIONS:

- (i) The Administrator of Purchasing in conjunction with the Administrator of EOC shall identify certain goods and services required by the County to be set aside for special purchasing procedures for locally owned small businesses.
- (ii) Only certified locally owned small businesses will be allowed to submit competitive bids on the goods or services identified under paragraph (i) above.
- (iii) The Administrator of Purchasing shall, in conjunction with the Administrator of EOC, annually review the Shelby County Capital Improvement Program to determine those projects with a construction cost of \$250,000 or more. Contracts amounting to at least ten percent (10%) of the construction costs of such project shall be awarded to locally owned small businesses as defined

herein, except as set forth in sub-paragraph (vi) of this section, either as part of the conditions of the solicitation for general contractors bidding on these projects, or as separate bids issued by the County for subcontracts that may be assigned to general contractors.

(iv) After adhering to all other bidding and purchasing requirements of the County, not inconsistent with this part, if no bids are received from locally owned small businesses, then the County may solicit bids for the goods or services from all other sources.

(v) On all purchases and/or contracts entered into by the County, the Purchasing Administrator or his or her designee shall have the right to negotiate with any supplier of goods or services to the County for the inclusion of locally owned small business subcontractors and/or suppliers in the contract award.

(vi) Failure by a supplier or proposer to include locally owned small business sub-contractors or suppliers in its bid or contract may be grounds for rejection of said bid or contract unless the supplier or proposer can show documented evidence of good cause why none were included.

(vii) Any locally owned small business awarded a contract or purchase order under this section shall not sublet, subcontract or assign any work or services awarded to it without the prior written consent of the Mayor or the Purchasing Administrator.

(viii) As to those purchases below the requirement for a formal bid solicitation (currently, under \$15,000) and not included in the locally owned small business set aside, the Administrator of Purchasing shall determine if any locally owned small business offers that product or service. If so, at least one such eligible locally owned small business should be included in the vendors contacted for an opportunity to bid, and the Administrator of Purchasing may, at his discretion, designate in a purchase order the purchase of such goods and services from the identified locally owned small business.

(ix) In those situations where a locally owned small business as defined herein, engages in open competitive bidding for County contracts, the Administrator of Purchasing shall provide for a preference for the locally owned small business where responsibility and quality are equal. Said preferences shall not exceed five percent (5%) of the lowest possible bidder meeting specifications. The preference shall be applied on a sliding scale in the following manner:

- a. A preference of up to five percent (5%) shall be allowed for contracts up to \$500,000.00;
- b. A preference of up to three and one-half percent (3.5%) shall be allowed for contracts up to \$750,000.00;

- c. A preference of two and one-half percent (2.5%) shall be allowed for contracts up to \$1,000,000.00;
 - d. A preference of two percent (2%) shall be allowed for contracts that exceed \$1,000,000.00.
- (x) For construction contracts over \$2,000,000.00, the Administrator of Purchasing shall provide for a preference of two percent (2%) to general contractors meeting the requirements of Section 1, Subparagraph B, if fifty percent (50%) or more of the total work comprising the bid has been or will be awarded to certified locally owned small businesses. The fifty percent (50%) subcontracting threshold must be met prior to contract execution.
- (xi) The Administrator of Purchasing may divide a single bid package for any purchase of goods and services into two or more smaller bid packages in any case that the Administrator of Purchasing reasonably believes that the smaller bid packages will result in a greater number of bids by locally owned small businesses.
- (xii) The Administrator of Purchasing, upon approval of the County Mayor, may establish special insurance and bonding requirements for certified locally owned small businesses so long as they are not in conflict with the laws of the State of Tennessee.
- (xiii) The Administrator of Purchasing, with the approval of the County Mayor, shall adopt and promulgate, and may from time to time, amend rules and regulations not inconsistent with the provisions of this ordinance, governing the purchase of goods and services from locally owned small business concerns to effectuate and implement the Locally Owned Small Business Purchasing Program within the intent of this ordinance.
- (xiv) The Administrator of EOC shall, in conjunction with the Administrator of Purchasing, provide a written quarterly report to the Mayor and Board of Commissioners which shall include a summary of the purchases selected for this program, a listing of the contracts awarded to locally owned small businesses for the period, and the dollar amounts of each such contract, and the percentage which such contracts bear to the total amount of purchases for the period.

VII. GENERAL REQUIREMENTS

- a. Background

The Shelby County Trustee, acting as the billing and collection agent for county and municipal taxes, is seeking to outsource the printing and mailing of tax bills as outlined in this RFP. As of July 1, 2016, the County will be billing and collecting property taxes for citizens located in Shelby County, City of Memphis and six other municipalities located in Shelby County. Taxpayers in Shelby County normally are taxed at the County level AND the municipality level except for a few taxpayers living in an “unincorporated” area of the County.

- Shelby County
- City of Memphis
- City of Millington
- Town of Arlington
- Town of Collierville
- City of Bartlett
- City of Germantown
- City of Lakeland

The consolidation of tax collections will result in almost double the volume of printing tax bills but have a marginal impact on the actual number of envelopes that are mailed. For the most part, taxpayers living in Shelby County can receive one envelope containing two tax bills. The total estimated number of tax bills printed is approximately 900,000-1,000,000.

Additionally, the Shelby County Trustee plans on implementing a new tax system starting July 1, 2016. If all goes as planned, this system will generate all the tax notice files in an .xml format. However, if the decision is made to delay implementation, the Provider must be able to print tax notices for the City of Memphis from an Informix database provided to the Trustee from the City of Memphis and tax notices for Shelby County and the other six municipalities from a Microsoft Access database from the Trustee.

b. Scope of Contract

The County wishes to engage in a contractual relationship with the best-qualified proposer selected through a competitive process that will work well with the County in the performance of the services in a manner that is cost-effective and practical of which price is but one of the selection criteria.

c. Project Time Frame

The initial contract term will begin immediately upon execution of the contract through June 30, 2017 with the option to renew for three (3) additional one (1) year periods beginning July through June with the same terms and conditions and satisfactory performance of all criteria and subject to the availability of funds for each renewal period. The successful Proposer must be prepared to begin immediately upon receipt of a Notice to Proceed

d. Reservation of Rights

The County reserves the right, for any reason to accept or reject any one or more proposals, to negotiate the term and specifications for the services provided, to modify any part of the RFP, or to issue a new RFP.

The County may at any reasonable time, at its expense, make an audit of the proposer's books relative to the Accounts.

e. Selection Criteria

Each response will be evaluated on the criteria outlined in Section XII of this document. Each proposer should set out in its response to this RFP to clearly identify the qualifications of its company and each individual who will work on this project.

As part of the qualification process each vendor will be required to apply for an EOC # and provide workforce utilization information. Please contact the EOC Administration @ 901-222-1100 to obtain the necessary documents and to ask any questions that you may have regarding this information.

f. Additional Information and References

Any additional information that would be helpful to the County in evaluating a proposal, including a list of current and former clients with a similar profile to Shelby County, should be submitted. At least three (3) current, or former clients who have been terminated in the last five (5) years, should be included on this list.

VIII. AWARD OF CONTRACT

Proposers are advised that the lowest cost proposal will not necessarily be awarded the contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor.

IX. PURPOSE

To select the best-qualified proposer (hereinafter referred to as "Contractor") and award a County-approved contract for professional services to perform the Services and to satisfactorily complete all activities associated with the Services.

Services Required

Contractor shall provide Tax Notice Printing and Mailing Services related to the following requirements and timeline:

A. Assumption #1-

Current 'go live' date of July 1, 2016 is maintained, an XML file from one data source will be used to populate Crystal Reports form. The tax bill is created using a parcel number with associated bill numbers. This form is different than the Trustee's current tax notice form. The Provider will be expected to create and maintain this form. See Exhibit J for the form.

The Trustee estimates that approximately 430,000 tax notices would be mailed in July, 2016 for the "annual tax notices" containing:

- 2 tax notices,
- 2 return envelopes
- 1 brochure
- 1 insert

B. Assumption # 2

Implementation date is delayed and Trustee continues printing separate tax notices until a new "go live" date is determined:

1. Trustee will provide a Microsoft Access database which is used to populate a Crystal Report's form that the Provider is expected to create and maintain. The Trustee uses a parcel number to create one tax notice with multiple years. See Exhibit D
2. The City of Memphis will provide a database to the Trustee from which a captured file of the print image contains a file that is in text format and can be opened in a text editor program for review and setup. The Provider is expected to create and maintain this method of printing. The City of Memphis uses a parcel number to create one tax notice that will include multiple years, and various special taxes or assessments. See Exhibit E
3. The City of Memphis tax notice and the Shelby County tax notice may be mailed in one envelope OR in two separate envelopes depending on the timing.

C. Periodically the Trustee may send any one of the data file formats listed below:

1. Microsoft Excel
2. CSV file
3. Pipe Delimited file

D. Printing Requirements:

1. Provider must supply original sample notices to the Trustee for the scan line to be verified as readable by the Trustee's automated remittance processing system.

2. Provider must be able to print multiple years for the same parcel on one sheet of notice paper.
3. Provider must also be able to group notices for parcels that are to be delivered to the same address.
4. Provider must be able to perform in line printing which will allow the Trustee to use a single format for both all City and County tax notices while keeping the notices together. See Exhibit A

E. Address Scrubbing Service:

1. The vendor must be able to run the addresses through NCOA or Postal Service Move Update in order to gain CASS Certification allowing the application of Intelligent Mail Barcoding now required by the USPS for postage discounts.

F Supplies:

1. The winning vendor will provide all supplies necessary to perform the various mailings from July 1, 2016 through June 30, 2017.
2. Examples of the #9 return envelope & #10 window envelopes are provided in Exhibit B.
3. Example of Tax Payer Benefits Brochure is provided in Exhibit C. 2016 Brochure will be changed.
4. Examples of Shelby County and City of Memphis Tax notices as they exist pre-implementation are provided in Exhibit A.
5. Examples of Shelby County and City of Memphis tax notices post-implementation are provided in Exhibit J.

G. Messages:

1. Examples of the different notices with current messages are provided in Exhibit G & H.
2. Vendor must have the capability to modify the messages as required by the Trustee.

H. Quality Control:

1. Provider must within 5 business days of the final post office delivery supply the following audit report after each mailing:
 - Documenting the total number of notices printed for Shelby County and each municipality.
 - Documenting the groupings that were used: Singles, Multi2s, Multi3s, Multi4s, Multi5s and Flats

- Documenting the amount of postage used for each grouping and a total amount used for the Mail out.
2. Provider must have an online searchable Archive system that Trustee can use for verification of printing and posting of each document submitted for same.
 3. Provider must use the criteria Shelby County designates to determine groupings which is currently based on the first 3 characters of Owner's name and 100% match on mailing address.

I. Pricing:

1. The bidder should use the Pricing spreadsheet as inserted below and attached as an Excel Spreadsheet to bid based on per piece and total cost including:
 - Formatting Trustee tax notices using data formats as described
 - Supplies
 - Printing
 - Sorting and Grouping
 - Folding
 - Inserting
 - Postage estimated per piece for all non-certified mail
 - Postage estimated per piece for all certified mail listed in the grid below as "City and County 2014 Realty Certified Hard Letter U BN SUED" using e-Cert return for the Trustee.
 - Delivery to the U.S. Postal Service with lowest and best discounted postage rates.

The Pricing Spreadsheet below provides examples of projected mail out with a brief description and estimated counts. The Provider must indicate in the "estimated time to drop" the amount of days needed from receipt of data until the first drop of mail to United States Post Office

Fiscal 16/17	Est Time to Drop	Mail out Name	Piece Count	Est Postage Rate	Est Total Postage	Print/Handle Rate	Print and Handle Total	Est. Pieces in Envelope
July 2016		Current ONLY 2016 City of Memphis*	206,272		\$0.00		\$0.00	4
July 2016		City and County Quarterly Pay ONLY	400		\$0.00		\$0.00	4
July 2016		City and County Tax Freeze ONLY	1,200		\$0.00		\$0.00	5
July 2016		City and County Tax Freeze and Quarter Pay	244		\$0.00		\$0.00	5
July 2016		City and County Tax Relief and Quarter Pay	10		\$0.00		\$0.00	5
July 2016		City and County TR,TF & QP	200		\$0.00		\$0.00	6
July 2016		Current ONLY 2016 County*	328,789		\$0.00		\$0.00	4
July 2016		City of Memphis Pilots	481		\$0.00		\$0.00	4
August 2016		Delinquent City and County w/2016 Currents	90,000		\$0.00		\$0.00	5
August 2016		Tax Relief for all taxing Authorities	2,700		\$0.00		\$0.00	5
August 2016		City and County 2014 Realty Certified	25,000		\$0.00		\$0.00	4

		Hard Letter U BN SUED**						
September 2016		Delinquent 2016 City You are Now Delinquent	30,000		\$0.00		\$0.00	3
September 2016		Tax Relief and Tax Freeze	6,000		\$0.00		\$0.00	4
September 2016		Delinquent County Tax Sales and other messages	25,000		\$0.00		\$0.00	4
October 2016		County Pilots	853		\$0.00		\$0.00	3
October 2016		COA mailing on Currents	15,000		\$0.00		\$0.00	5
October 2016		Bartlett Credit Vouchers	350		\$0.00		\$0.00	3
November 2016		City and County 2014 Realty Notice of Default Hearing Date	21,603		\$0.00		\$0.00	3
January 2017		SAP Mailing for City and County	1,398		\$0.00		\$0.00	4
February 2017		City and county 2015 Realty Final Notice Before Lawsuit	50,000		\$0.00		\$0.00	3
February 2017		City and County 2014 Realty default Taken	20,500		\$0.00		\$0.00	3

March 2017		County You Are Now delinquent for 2016	45,000		\$0.00		\$0.00	3
April 2017		City and County 2015 realty You Have been Sued soft letter	44,000		\$0.00		\$0.00	4
June 2017		City and County 2015 Realty Summons and Waiver of Service	38,000		\$0.00		\$0.00	5
June 2017		Focused 2016 Delinquent City and County	26,000		\$0.00		\$0.00	3
			979,000		\$0.00		\$0.00	

* Assumption # 2 is utilized in estimating the volumes for the “annual tax billing” for the city and the county. Tax bills would be mailed using the old system with only 3 pieces in each envelope, i.e., eliminating the insert.

**Tax notices are sent as certified mail containing summons to court, one Shelby county tax notice, one City of Memphis tax notice and one #9 return envelope.

J. General Requirements:

1. The Provider must have the capability to vary the number of mail pieces/envelopes dropped per day on any given mailing as requested by the County in order to accommodate the number of staff available to answer phone calls.
2. All information provided to the Provider by the Shelby County Trustee Office remains the property of the Shelby County Trustee. The Provider may not sell or otherwise provide any information resulting from this contract to any other party. Any breach of this portion of the contract shall result in a fee.
3. The Provider will ensure that if corrections are found or deemed necessary by the County, the Provider will provide a corrected notice at no additional cost to the County.

4. Provider must have and maintain multiple facilities in case of emergency to include offsite or cloud backup of data on a daily basis.
5. Provider must have equipment redundancy to ensure no delays in processing of notices in both printing and mail inserting.
6. Provider must have programming and data capabilities within the same facility, i.e., subcontracting not allowed.
7. Provider must have a secure facility with internal and external security cameras.
8. All employees of the provider must also sign a confidentiality agreement with the Provider.

K. Pricing Structure

1. Per Notice cost for printing including all necessary stock, based on projected data formats provided
2. Per Notice Postage cost, based on projected data provided.
3. Per Brochure cost, based on projected data provided
4. Per Insert cost, based on projected data provided
5. Per Summons/Waiver Document cost, based on projected data provided (1 page/printed both sides).
6. Special Programming costs, based on projected data provided

	Estimated Quantity	Cost per unit	Total Cost
Tax Notices	1,000,000		
Brochures	275,000		
Inserts	100,000		
Summons/Waivers	50,000		
Programming Cost	N/A	N/A	

Proposers must respond and comply with all of the above services. The Proposer may not submit a proposal for services not listed in the above request.

X. CONTRACT REQUIREMENTS

The successful Contractor will be expected to enter into a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type.

a. General Requirements

1. Control. All services by the Contractor will be performed in a manner satisfactory to the County, and in accordance with the generally accepted business practices and procedures of the County.

2. Contractor's Personnel. The Contractor certifies that it presently has adequate qualified personnel to perform all services required under this Contract. All work under this Contract will be supervised by the Contractor. The Contractor further certifies that all of its employees assigned to serve the County have such knowledge and experience as required to perform the duties assigned to them. Any employee of the Contractor who, in the opinion of the County, is incompetent, or whose conduct becomes detrimental to the work, shall immediately be removed from association with services under this Contract.

3. Independent Status. (a) Nothing in this Contract shall be deemed to represent that the Contractor, or any of the Contractor's employees or agents, are the agents, representatives, or employees of the County. The Contractor will be an independent Contractor over the details and means for performing its obligations under this Contract. Anything in this Contract which may appear to give County the right to direct the Contractor as to the details of the performance of its obligations under this Contract or to exercise a measure of control over the Contractor is solely for purposes of compliance with local, state and federal regulations and means that the Contractor will follow the desires of the County only as to the intended results of the scope of this Contract.

(b) It is further expressly agreed and understood by Contractor that neither it nor its employees or agents are entitled to any benefits which normally accrue to employees of the County; that the Contractor has been retained by the County to perform the services specified herein (not hired) and that the remuneration specified herein is considered fees for services performed (not wages) and that invoices submitted to the County by the Contractor for services performed shall be on the Contractor's letterhead.

4. Termination Or Abandonment. (a) It shall be cause for the immediate termination of this Contract if, after its execution, the County determines that either:

- (i) The Contractor or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has plead nolo contendere, or has plead or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, or any other collusive and illegal activity pertaining to bidding and governmental contracting.
- (ii) The Contractor has subcontracted, assigned, delegated, or transferred its rights, obligations or interests under this Contract without the County's consent or approval.
- (iii) The Contractor has filed bankruptcy, become insolvent or made an assignment for the benefit of creditors, or a receiver, or similar officer is appointed to take charge of all or part of Contractor's assets.

(b) The County may terminate the Contract upon seven (7) days written notice by the County or its authorized agent to the Contractor for Contractor's failure to provide the services specified under this Contract.

(c) This Contract may be terminated by either party by giving thirty (30) days written notice to the other, before the effective date of termination. In the event of such termination, the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date; however, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned as of the date of termination.

(d) All work accomplished by Contractor prior to the date of such termination shall be recorded and tangible work documents shall be transferred to and become the sole property of the County prior to payment for services rendered.

(e) Notwithstanding the above, the Contractor shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of the Contract by the Contractor and the County may withhold any payments to Contractor for the purpose of setoff until such time as the exact amount of damages due the County from the Contractor is determined.

5. Subcontracting, Assignment Or Transfer. Any subcontracting, assignment, delegation or transfer of all or part of the rights, responsibilities, or interest of either party to this Contract is prohibited unless by written consent of the other party. No subcontracting, assignment, delegation or transfer shall relieve the Contractor from performance of its duties under this contract. The County shall not be responsible for the fulfillment of the Contractor's obligations to its transferors or sub-contractors. Upon the request of the other party, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the assignment.

6. Conflict Of Interest. The Contractor covenants that it has no public or private interest, and will not acquire directly or indirectly any interest which would conflict in any manner with the performance of its services. The Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, sub-contractor to the Contractor in connection with any work contemplated or performed relative to this Contract.

7. Covenant Against Contingent Fees. The Contractor warrants that it has not employed or retained any company or person other than a bona fide employee working solely for the Contractor, to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Contractor any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Contract. For breach or violation of this warranty, the County will have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.

8. Employment Of County Workers.
The Contractor will not engage on a full or part-time or other basis during the period of the Contract, any professional or technical personnel who are in the current employment of the County.

(b) Notwithstanding the foregoing, no prior County official or employee may be employed by or receive compensation, wages or benefits from the Contractor for a period of one year from employment separation from the County if during the period of employment with the County the employee or official had any direct or indirect involvement with the Contractor's services or operations provided to the County.

9. Arbitration. Any dispute concerning a question of fact in connection with the work not disposed of by agreement between the Contractor and the County will be referred to the Shelby County Contract Administrator or his/her duly authorized representative, whose decision regarding same will be final.

10. General Compliance With Laws. (a) If required, the Contractor shall certify that it is qualified and duly licensed to do business in the State of Tennessee and that it will take such action as, from time to time, may be necessary to remain so qualified and it shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

(b) The Contractor is assumed to be familiar with and agrees that at all times it will observe and comply with all federal, state, and local laws, ordinances, and regulations in any manner affecting the conduct of the work. The preceding shall include, but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA) requirements, the Americans with Disabilities Act (ADA).

(c) This Contract will be interpreted in accordance with the laws of the State of Tennessee. By execution of this contract the Contractor agrees that all actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this contract will be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, and in no other. In accordance herewith, the parties to this contract submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

11. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Contractor shall upon request show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.

12. Entire Agreement. This Contract contains the entire Contract of the parties and there are no other promises or conditions in any other Contract whether oral or written. This Contract supersedes any prior written or oral Contracts between the parties.

13. Amendment. This Contract may be modified or amended, only if the amendment is made in writing and is signed by both parties.

14. Severability. If any provision of this Contract is held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Contract shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Contract shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance here from. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added automatically as a part of this Contract a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and be legal, valid and enforceable.

15. No Waiver Of Contractual Right. No waiver of any term, condition, default, or breach of this Contract, or of any document executed pursuant hereto, shall be effective unless in writing and executed by the party making such waiver; and no such waiver shall operate as a waiver of either (a) such term, condition, default, or breach on any other occasion or (b) any other term, condition, default, or breach of this Contract or of such document. No delay or failure to enforce any provision in this Contract or in any document executed pursuant hereto shall operate as a waiver of such provision or any other provision herein or in any document related hereto. The enforcement by any party of any right or remedy it may have under this Contract or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.

16. Matters To Be Disregarded. The titles of the several sections, subsections, and paragraphs set forth in this contract are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this contract.

17. Subject To Funding. This Contract is subject to annual appropriations of funds by the Shelby County Government. In the event sufficient funds for this Contract are not appropriated by Shelby County Government for any of its fiscal period during the term hereof, then this Contract will be terminated. In the event of such termination, the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date.

18. Travel Expenses. All travel expenses payable under this Contract shall be in accordance with the County Travel Policy and Procedures. This includes advance written travel authorization, submission of travel claims, documentation requirements, and reimbursement rates. No travel advances will be made by the County.

19. Incorporation Of Other Documents. (a) Contractor shall provide services pursuant to this Contract in accordance with the terms and conditions set forth within the Shelby County Request for Proposals/Bids as well as the Response of Contractor, thereto, all of which are maintained on file within the Shelby County Purchasing Department and incorporated herein by reference.

(b) It is understood and agreed between the parties that in the event of a variance between the terms and conditions of this Contract and any amendment thereto and the terms and conditions contained either within the Request for Proposals/Bids or the Response thereto, the terms and

conditions of this Contract as well as any amendment shall take precedence and control the relationship and understanding of the parties.

20. Contracting With Locally Owned Small Businesses. The Contractor shall take affirmative action to utilize Locally Owned Small Businesses when possible as sources of supplies, equipment, construction and services.

21. Incorporation Of Whereas Clauses. The foregoing whereas clauses are hereby incorporated into this Contract and made a part hereof.

22. Waiver Of Proprietary Interest. Notwithstanding anything to the contrary contained herein or within any other document supplied to County by the Contractor, Contractor understands and acknowledges that County is a governmental entity subject to the laws of the State of Tennessee and that any reports, data or other information supplied to County by Contractor due to services performed pursuant to this Contract is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee.

23. Organization Status And Authority. (a) Contractor represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the state of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.

(b) The execution, delivery and performance of this Contract by the Contractor has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of the Contractor, any provision of any indenture, agreement or other instrument to which the Contractor is a party, or by which the Contractor's respective properties or assets are bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.

24. Warranty. The Contractor warrants to the County that all Services shall be performed in accordance with acceptable standards in the industry applicable to the Services. The Contractor shall correct, at its sole cost and expense, any work reasonably deemed to be unsatisfactory by the County. The Contractor warrants to the County that all Services shall be in strict compliance with the terms of this Contract, and all applicable governmental laws, rules and regulations.

25. Rights in Data. The County shall become the owner, and the Contractor shall be required to grant to the County, or its successors, a perpetual, non-exclusive, non-transferable, royalty-free right, in the County's name, to use any deliverables provided by the Contractor under this Contract, regardless of whether they are proprietary to the Contractor or to any third parties.

A. INDEMNIFICATION AND INSURANCE REQUIREMENTS

1. Responsibilities For Claims And Liabilities. (a) Contractor shall indemnify, defend, save and hold harmless the County, and its elected officials, officers, employees, agents, assigns, and instrumentalities from and against any and all claims, liability, losses or damages—including but not limited to Title VII and 42 USC 1983 prohibited acts—arising out of or resulting from any conduct; whether actions or omissions; whether intentional, unintentional, or negligent; whether legal or illegal; or otherwise that occur in connection with or in breach of this Contract or in the performance of the duties hereunder, whether performed by the Contractor its sub-contractors, agents, employees or assigns. This indemnification shall survive the termination or conclusion of this Contract.

(b) The Contractor expressly understands and agrees that any insurance protection required by this Contract or otherwise provided by the Contractor shall in no way limit the responsibility to indemnify, defend, save and hold harmless the County or its elected officials, officers, employees, agents, assigns, and instrumentalities as herein provided.

(c) The County has no obligation to provide legal counsel or defense to the Contractor or its sub-contractors in the event that a suit, claim or action of any character is brought by any person not party to this Contract against the Contractor as a result of or relating to obligations under this Contract.

(d) Except as expressly provided herein, the County has no obligation for the payment of any judgment or the settlement of any claims against the Contractor as a result of or relating to obligations under this Contract.

(e) The Contractor shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, Suite 900, Memphis, TN 38103, of any claim or suit made or filed against the Contractor or its sub-contractors regarding any matter resulting from or relating to Contractor's obligations under this Contract and will cooperate, assist and consult with the County in the defense or investigation thereof.

(f) *Contractor shall immediately notify Shelby County Government, Contracts Administration, 160 N. Main Street, Suite 900, Memphis, TN 38103 of cancellation or changes in any of the insurance coverage required.*

2. Insurance Requirements. The Contractor will provide evidence of the following insurance coverage:

PROFESSIONAL SERVICES/CONTRACTOR PROJECTS LESS THAN \$1,000,000

Provider shall maintain coverage with limits of no less than:

- a. *Commercial General Liability Insurance* - \$1,000,000 limit per occurrence bodily injury and property damage/\$1,000,000 personal and advertising injury/\$2,000,000 General Aggregate/\$2,000,000 Products-

Completed Operations Aggregate. Shelby County Government, its elected officials, appointees, employees and members of boards, agencies, and commissions shall be named as additional insureds. The insurance shall include coverage for the following:

- i. Premises/Operations
 - ii. Products/Completed Operations
 - iii. Contractual
 - iv. Independent Contractors
 - v. Broad Form Property Damage
 - vi. Personal Injury and Advertising Liability
- b. *Business Automobile Liability Insurance* - \$1,000,000 each accident for property damage and bodily injury. Coverage is to be provided on all:
- i. Owned/Leased Autos
 - ii. Non-owned Autos
 - iii. Hired Autos
- c. *Workers Compensation and Employers' Liability Insurance* – As required by Tennessee State Statute. Employers Liability is \$500,000.00 per accident. Contractor/provider waives its right of subrogation against Shelby County for any and all workers' compensation claims. Policy will include waiver of subrogation endorsement in favor of Shelby County Government.

All policies will provide for thirty (30) days written notice to Shelby County of cancellation of coverage provided. Ten (10) days of notice is applicable to non-payment of premium. If the insurer is not required by the policy terms and conditions to provide written notice of cancellation to Shelby County, the Provider will send immediate notice to Shelby County and provide evidence of replacement coverage with no lapse.

All insurance policies maintained by the Provider shall be primary and non-contributing as applying to Shelby County, irrespective of such insurance or self-insurance as Shelby County may maintain in its own name and on its own behalf.

Any insurance company of the Provider shall be authorized to do business in the State of Tennessee and shall carry a minimum rating assigned by A.M. Best & Company's Key Rating Guide of "A-" and a Financial Size Category of "VIII".

B. Right to Monitor and Audit

Access To Records. During all phases of the work and services to be provided hereunder the Contractor agrees to permit duly authorized agents and employees of the County, to enter the Contractor's offices for the purpose of inspections, reviews and audits during normal working hours.

Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places. The Contractor will maintain all books, documents, papers, accounting records, and other evidence pertaining to the fee paid under this Contract and make such materials available at their offices at all reasonable times during the period of this Contract and for three (3) years from the date of payment under this Contract for inspection by the County or by any other governmental entity or agency participating in the funding of this Contract, or any authorized agents thereof; copies of said records to be furnished if requested.

XI. PROPOSAL SUBMISSION

A. GENERAL

1. All interested and qualified proposers are invited to submit a proposal for consideration. Submission of a proposal indicates that the Proposer has read and understands this entire RFP, including all attachments, exhibits, schedules, and addenda (as applicable) and all concerns regarding this RFP have been satisfied.
2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc. are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
3. Proposals must be complete in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.
4. **Hard copy proposals must be received by no later than 3:00 pm (CST) on April 4, 2016 at Shelby County Government Purchasing Department, 160 N. Main St., Suite 900, Memphis, TN 38103.**
5. Proposer agrees to provide the County with any additional information it deems necessary to accurately determine ability to perform the services proposed. Furthermore, submission of this proposal constitutes permission by this organization for the County to verify all information contained in the proposal. Failure to comply with any request for additional information may disqualify this organization from further consideration. Such additional information may include evidence of financial ability to perform.

B. PROPOSAL PRESENTATION

1. One (1) original copy (clearly identified as original) and six (6) copies of the proposal are required.

2. The package containing the original and copies must be sealed and marked with the Proposer's name and **"CONFIDENTIAL, TAX NOTICE MAILING SERVICES, RFP #16-003-53"** with due date and time indicated.
3. Proposals must be typed. Erasures and "white-out" are not permitted. Mistakes may be crossed out, corrections typed adjacent and initialed in ink by the person signing the proposal. Please identify all attachments, literature and samples, etc., with your firm name and our RFP number.
4. Proposals must be verified before submission as they cannot be withdrawn or corrected after the due date and time. The County will not be responsible for errors or omissions on the part of the proposers in preparing their proposals.

C. PROPOSAL FORMAT

Response to this RFP must be in the form of a proposal package that must be submitted in the following format: **Please download the attachment to this document.** The Proposal Response Sheet (**required document**) should be the first page of your written response.

1. Cover Page – Submit on letterhead stationary, signed by a duly authorized officer, employee, or agent of the organization/firm.
2. Comprehensive Response (Minimum Requirements and Services Required)
 - a. Address all services and requirements outlined in Section II – Minimum Requirements and Section IX – Services Required/Scope of Work.
 - b. Outline of how respondent can meet or exceed the minimum requirements.
 - c. Detail of how the respondent is qualified to provide the services required.
 - d. A detailed description of the approach for accomplishing the services (include a time schedule for completion of each element).
3. Cost and Fees
 - a. Provide the applicable itemized cost included in the proposal for the Services for each element in the scope of work Explain any assumptions or constraints in a price proposal to perform the services. See Exhibit F
 - c. Explain any additional charges or fees in the proposal.

- d. Adhere to the requirements of the “Living Wage Ordinance #328”, Section VI, Item I.

Note: Also see Section IX Purpose/scope of Work, Pricing Structure

2. Experience of the Respondent.

A sufficient description of the experience and knowledge base of the proposer to show the proposer’s capabilities should be included in the proposal. At a minimum, the description of the experience and knowledge base of the proposer included in the Proposal should include, but not necessarily be limited to, the following:

- a. A brief description of the history and mission of the proposer, including the respondent’s background and mission statement, the length of time the proposer has been in business, a description of the proposer’s organizational structure and a description of the proposer’s customer make-up;
- b. A statement of how long the proposer has provided services similar to the Services requested herein;
- c. A general description of the proposer’s experience and background in providing services similar to the Services requested herein;
- d. Any other relevant information about the experience and knowledge base of the proposer which is deemed to be material.
- e. Resume of each employee engaged in the services, including the role of each and an overview of their previous experience with similar projects.

3. References

References of the proposer, including at least three (3) other clients for whom the Proposer has provided services similar to the Services (with preference given to clients comparable to Shelby County Government) and, for each such reference, the business name, the identification of a contact person, the title of the contact person and a telephone number.

4. Additional Information

- a. A description of any other resources available to the proposer that will be useful in providing the Services;
- b. A description of the methods used by the proposer to measure the satisfaction of its client.

- c. Any other relevant information about the capabilities of the proposer deemed to be material.

XII. PROPOSAL EVALUATION AND SELECTION

A. EVALUATION PROCESS

1. Initial Review – All proposals will be initially evaluated to determine if they meet the following minimum requirements:
 - a. The proposal must be complete, in the required format, and be in compliance with all the requirements of the RFP.
 - b. Proposers must meet the Minimum Proposer Requirements outlined in Section II of this RFP.
2. Technical Review- Proposals meeting the above requirements will be evaluated on the basis of the following criteria:
 - a. Each proposal will be reviewed by a special Ad-Hoc Committee which may elect to schedule a personal presentation and interview with one or more of the bidders.
 - b. All proposals submitted in response to this RFP will be evaluated based on the following criteria:
 - i. Qualifications and experience of specific personnel assigned to this project;
 - ii. Quality and responsiveness of the proposal and the ability to present a clear understanding of the nature and scope of the project;
 - iii. Project methodology;
 - iv. Previous experience in performing similar Services;
 - v. References;
 - vi. Proposed cost to Shelby County Government;
 - vii. Time frame for completion.
3. Oral Presentation.

The Shelby County Government reserves the right to interview, or require an oral presentation from, any respondent for clarification of information set forth in the proposer's response. In this regard, at the discretion of the evaluation committee, some or all proposers who submit a proposal in response to this RFP may be asked to submit to an interview or give an oral presentation of their respective proposals to the evaluation committee. If so, this is not to be a

presentation restating the proposal, but rather an in-depth analysis of certain qualifications of the proposer. The interview or oral presentation, if utilized, is intended to provide an opportunity for the proposer to clarify or elaborate on its qualifications without restating the proposal. The interview or oral presentation is to be a fact finding and explanation session only and is not to be used to negotiate any terms of contract. If required, the time and location of such interview or oral presentation will be scheduled by the Administrator of Purchasing. Interviews and oral presentations are strictly an option of the Shelby County Government or its evaluation committee and, consequently, may or may not be conducted. All travel expenses to and from the interview or oral presentation shall be the responsibility of the Proposer. Selection will be based on determination of which proposal best meets the needs of the County and the requirements of this RFP.

B. CONTRACT AWARD

Contract(s) will be awarded based on a competitive selection of proposals received. Proposers are advised that the lowest cost proposal will not necessarily be awarded the Contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor. The proposals submitted will be evaluated by the County. All decisions are made at the discretion of the County.

The contents of the proposal of the successful proposer will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

The County reserves the right to negotiate any portions of the successful proposer's fees and scope of work or utilize their own resources for such work.

Proposal Response Sheet

Shelby County Government –RFP 16-003-51 TAX NOTICE MAILING SERVICES

Are you currently in an EOC Teaming Agreement? If so please complete the following:

Please name the firm you agreed to team with in order to be qualified to do business with Shelby

County Government: _____

You are aware that part of being approved with a “Teaming Agreement” you agreed to team with the certified LOSB identified on your agreement on “ALL” County projects?_____

Will this company participate in the completion of services for this proposal?_____

If not, why?_____

If you answered no to the above question, is your Teaming LOSB vendor aware that you are bidding on this project for the County?_____

Have you included another firm to participate in the completion of the services:_____

If so, who?_____

(Include the complete business name, address, phone and contact person)

Are they a certified LOSB with Shelby County?_____ Include LOSB#_____

Please note that all of the information contained on this page will be used during the evaluation of the responses

The first page of this document MUST be printed on your company letterhead or stationary.

Definitions for the information listed on the first page

Locally Owned Small Business:

For this purpose, a Locally Owned Small Business is defined as a sole proprietorship, corporation, partnership, joint venture or any other business or professional entity located within Shelby County, Tennessee and at least 51% owned, operated and managed by a Shelby County resident with gross annual sales of \$5 Million dollars or less. The business must be confined within the boundaries of Shelby County, Tennessee

Minority/Hispanic/Woman owned Business Enterprise:

Minority – a Black American having his or her origin in the black racial groups of Africa.

Hispanic – A person of Mexican, Puerto Rican, Cuban, Central or South America or other Spanish culture.

Response Checklist:

Please make sure that basic information listed below is provided in your RFP before you submit your response.

- Cover Sheet/Proposal Response Sheet (**Required**)
- Comprehensive Response to Minimum Requirements & Required Services
- Cost & Fees
- Experience of Respondent
- References
- Additional Information (optional)

(This checklist does not absolve the Respondent of any other required documentation indicated in the document not list above. Please use the information highlighted above as a reference only)

Proposed Cost

John Dawson
3721 Powers Court
Chattanooga.TN.37416

March 23rd 2016

Robert S Brenner, Buyer
Shelby County Government
Purchasing Department
160 N Main St. Suite 900
Memphis TN 38103

Dear Robert Brenner:

We at Diversified Companies, LLC are pleased to submit our solution for RFP # 16-003-53. With over 23 years of experience, we are confident of fulfilling your specifications while offering the highest level of service and dependability at the most competitive price.

Our capabilities include, but are not limited to:

- Full-service, in-house printing facilities; we are not dependent on sub-contractors
- Producing digital on demand items in both monochrome and full color to ease the tensions of tight turn times
- USPS Certified Full-Service mailroom on premises that streamlines the mailing process, entering over 5 million mail pieces into the mail stream last year alone
- Award-winning, full-service Art Department on premises

Our standard company practices include, but are not limited to:

- Built-in quality control check-points in each department
- Confidentiality contracts with every employee to insure client protection
- 24-Hour security camera surveillance
- Secure and password-protected servers with off-site back-up
- Multiple facilities

We look forward to hearing from you in the near future and thank you in advance for your consideration.

Sincerely,

John Dawson, Managing Partner



Firm and Contact Information

Diversified Companies, LLC

Main office Phone: **1-800-899-2017**

Fax: **1-800-932-9669**

- 3721 Powers Court Chattanooga TN 37416
- 4309 Bonny Oaks Chattanooga TN 37416
- PO Box 714 Lafayette GA 30728

John Dawson – *Managing Partner* of Diversified since 1994. Over 28 years of experience in printing and customer service.

Cell phone: (423) 394-8073

Email: jdawson@divcompanies.com

Phil James – *General Manager* with Diversified since 2003. Over 23 years in the printing industry and production management

Email: pjames@divcompanies.com

Vanessa Tripp – *Operations Manager* with Diversified since 2004. Over 18 years of management and customer service experience, 12 years within the printing industry.

Email: vtripp@divcompanies.com

Tom Goddard – *Mailing Services Manager* with Diversified since 2006. Over 20 years in management and 10 years within the mailing industry. Successful manages each assessment and tax bill season producing millions of pieces of variable data into the mail stream. He is certified through the US Postal System through the USPS training system.

Email: tgoddard@divcompanies.com

Michelle Lapihuska – *Account Manager* to all government and utility accounts. Over 4 years of customer service experience.

Email: michelle@divcompanies.com



Private Employer Affidavit Of Compliance Pursuant To O.C.G.A. § 36-60-6(d)

By executing this affidavit, the undersigned private employer verifies its compliance with O.C.G.A. § 36-60-6, stating affirmatively that the individual, firm or corporation employs more than ten employees and has registered with and utilizes the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-90. Furthermore, the undersigned private employer hereby attests that its federal work authorization user identification number and date of authorization are as follows:

4 000 22
Federal Work Authorization User Identification Number

8/29/2011
Date of Authorization

Diversified Companies LLC
Name of Private Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on March, 22, 2016 in Chatt (city), TN (state).

Vanessa Tripp
Signature of Authorized Officer or Agent

Vanessa Tripp
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE 22 DAY OF MARCH, 2016.

[Signature]
NOTARY PUBLIC

My Commission Expires:

JAN. 26, 2019



Fiscal 16/17	Est Time to Drop	Mail out Name	Piece Count	Est Postage Rate	Est Total Postage	Print/Handle Rate	Print and Handle Total	Est. Pieces in Envelope
July 2016		Current ONLY 2016 City of Memphis*	206,272	.30	\$0.00 \$61,881.60	.17 notice, 10, 9 brochure	\$0.00 \$35,066.24	4
July 2016		City and County Quarterly Pay ONLY	400	.47	\$0.00 \$188.00	.17	\$0.00 \$68.00	4
July 2016		City and County Tax Freeze ONLY	1,200	.35	\$0.00 \$420.00	.205	\$0.00 \$246.00	5
July 2016		City and County Tax Freeze and Quarter Pay	244	.47	\$0.00 \$114.68	.205	\$0.00 \$50.00	5
July 2016		City and County Tax Relief and Quarter Pay	10	.47	\$0.00 \$4.70	.205	\$0.00 \$2.05	5
July 2016		City and County TR,TF & QP	200	.47	\$0.00 \$94.00	.24	\$0.00 \$48.00	6
July 2016		Current ONLY 2016 County*	328,789	.30	\$0.00 \$98,636.70	.17	\$0.00 \$55,894.00	4
July 2016		City of Memphis Pilots	481	.47	\$0.00 \$226.07	.17	\$0.00 \$81.77	4
August 2016		Delinquent City and County w/2016 Currents	90,000	.30	\$0.00 \$27,000.00	.205	\$0.00 \$18,450.00	5
August 2016		Tax Relief for all taxing Authorities	2,700	.35	\$0.00 \$945.00	.205	\$0.00 \$553.50	5
August 2016		City and County 2014 Realty Certified	25,000	5.25	\$0.00 \$131,250.00	1.40	\$0.00 \$35,000.00	4

		Hard Letter U BN SUED**						
September 2016		Delinquent 2016 City You are Now Delinquent	30,000	.30	\$0.00 \$9000.00	.16	\$0.00 \$4,800.00	3
September 2016		Tax Relief and Tax Freeze	6,000	.35	\$0.00 \$2,100.00	.17	\$0.00 \$1,020.00	4
September 2016		Delinquent County Tax Sales and other messages	25,000	.30	\$0.00 \$7,500.00	.17	\$0.00 \$4,250.00	4
October 2016		County Pilots	853	.35	\$0.00 \$298.55	.16	\$0.00 \$136.48	3
October 2016		COA mailing on Currents	15,000	.35	\$0.00 \$5,250.00	.205	\$0.00 \$3,075.00	5
October 2016		Bartlett Credit Vouchers	350	.47	\$0.00 \$164.50	.16	\$0.00 \$56.00	3
November 2016		City and County 2014 Realty Notice of Default Hearing Date	21,603	.30	\$0.00 \$6480.90	.16	\$0.00 \$3,456.48	3
January 2017		SAP Mailing for City and County	1,398	.35	\$0.00 \$489.30	.17	\$0.00 \$237.66	4
February 2017		City and county 2015 Realty Final Notice Before Lawsuit	50,000	.30	\$0.00 \$15,000.00	.16	\$0.00 \$8,000.00	3
February 2017		City and County 2014 Realty default Taken	20,500	.30	\$0.00 \$6,150.00	.16	\$0.00 \$3,280.00	3

March 2017	County You Are Now delinquent for 2016	45,000	.30	\$0.00	\$13,500.00	.16	\$0.00	\$7,200.00	3
April 2017	City and County 2015 realty You Have been Sued soft letter	44,000	.30	\$0.00	\$13,200.00	.17	\$0.00	\$7,480.00	4
June 2017	City and County 2015 Realty Summons and Waiver of Service	38,000	.30	\$0.00	\$11,400.00	.205	\$0.00	\$7,790.00	5
June 2017	Focused 2016 Delinquent City and County	26,000	.30	\$0.00	\$7,800.00	.16	\$0.00	\$4,160.00	3
		979,000		\$0.00			\$0.00		

setup fee per file = \$125.00

* Assumption # 2 is utilized in estimating the volumes for the "annual tax billing" for the city and the county. Tax bills would be mailed using the old system with only 3 pieces in each envelope, i.e., eliminating the insert.

**Tax notices are sent as certified mail containing summons to court, one Shelby county tax notice, one City of Memphis tax notice and one #9 return envelope.

J. General Requirements:

1. The Provider must have the capability to vary the number of mail pieces/envelopes dropped per day on any given mailing as requested by the County in order to accommodate the number of staff available to answer phone calls.
2. All information provided to the Provider by the Shelby County Trustee Office remains the property of the Shelby County Trustee. The Provider may not sell or otherwise provide any information resulting from this contract to any other party. Any breach of this portion of the contract shall result in a fee.
3. The Provider will ensure that if corrections are found or deemed necessary by the County, the Provider will provide a corrected notice at no additional cost to the County.

4. Provider must have and maintain multiple facilities in case of emergency to include offsite or cloud backup of data on a daily basis.
5. Provider must have equipment redundancy to ensure no delays in processing of notices in both printing and mail inserting.
6. Provider must have programming and data capabilities within the same facility, i.e., subcontracting not allowed.
7. Provider must have a secure facility with internal and external security cameras.
8. All employees of the provider must also sign a confidentiality agreement with the Provider.

K. Pricing Structure

1. Per Notice cost for printing including all necessary stock, based on projected data formats provided
2. Per Notice Postage cost, based on projected data provided.
3. Per Brochure cost, based on projected data provided
4. Per Insert cost, based on projected data provided.
5. Per Summons/Waiver Document cost, based on projected data provided (1 page/printed both sides).
6. Special Programming costs, based on projected data provided

	Estimated Quantity	Cost per unit	Total Cost
Tax Notices	1,000,000	.14	\$140,000.00
Brochures	275,000	.03	\$8,250.00
Inserts	100,000	.04	\$4,000.00
Summons/Waivers	50,000	.035	\$1,750.00
Programming Cost	N/A	N/A	\$2,500.00

Proposers must respond and comply with all of the above services. The Proposer may not submit a proposal for services not listed in the above request.

X. CONTRACT REQUIREMENTS

The successful Contractor will be expected to enter into a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type.

a. General Requirements

1. Control. All services by the Contractor will be performed in a manner satisfactory to the County, and in accordance with the generally accepted business practices and procedures of the County.

Fiscal 16/17	Detail	Mailout Name	Piece Count	Mail Rate	Total Postage	Print&Handling	P&H Total	Est. Pcs/Env
Jul-16	R	Current ONLY 2016 City of Memphis	206,272	0.3	\$61,881.60	0.17	\$35,066.24	4
Jul-16	R	City and County Quarterly Pay ONLY	400	0.47	\$188.00	0.17	\$68.00	4
Jul-16	R	City and County Tax Freeze ONLY	1,200	0.5	\$420.00	0.205	\$246.00	5
Jul-16	R	City and County Tax Freeze and Quarter Pay	244	0.47	\$114.68	0.205	\$50.00	5
Jul-16	R	City and County Tax Relief and Quarter Pay	10	0.47	\$114.68	0.205	\$2.05	5
Jul-16	R	City&County TR,TF & QP	200	0.47	\$94.00	0.24	\$48.00	6
Jul-16	R	Current ONLY 2016 County	328,789	0.3	\$98,636.70	0.17	\$55,894.00	4
Jul-16	R	City of Memphis Pilots	481	0.47	\$226.07	0.17	\$81.77	4
Aug-16	R	Delinquent City and County w/2016 Currents	90,000	0.3	\$27,000.00	0.205	\$18,450.00	5
Aug-16	R	Tax Relief for all taxing Authorities	2,700	0.35	\$945.00	0.205	\$553.50	5
Aug-16	L	City and County 2014 Realty Certified Hard Letter U BN	25,000	5.25	\$131,250.00	1.4	\$35,000.00	4
Sep-16	R	Delinquent 2016 City You are Now Delinquent	30,000	0.3	\$9,000.00	0.16	\$4,800.00	3
Sep-16	R	Tax Relief and Tax Freeze	6,000	0.35	\$2,100.00	0.17	\$1,020.00	4
Sep-16	R	Delinquent County Tax Sales and other messages	25,000	0.3	\$7,500.00	0.17	\$4,250.00	4
Oct-16	R	County Pilots	853	0.35	\$298.55	0.16	\$136.48	3
Oct-16	R	COA mailing on Currents	15,000	0.35	\$5,250.00	0.205	\$3,075.00	5
Oct-16	R	Bartlett Credit Vouchers	350	0.47	\$164.50	0.16	\$56.00	3
Nov-16	L	City and County 2014 Realty Notice of Default Hearing Date	21,603	0.3	\$6,480.90	0.16	\$3,456.48	3
Jan-17	R	SAP Mailing for City and County	1,398	0.35	\$489.30	0.17	\$237.66	4
Feb-17	L	City and county 2015 Realty Final Notice Before Lawsuit	50,000	0.3	\$15,000.00	0.16	\$8,000.00	3
Feb-17	L	City and County 2014 Realty default Taken	20,500	0.3	\$6,150.00	0.16	\$3,280.00	3
Mar-17	R	County You Are Now delinquent for 2016	45,000	0.3	\$13,500.00	0.16	\$7,200.00	3
Apr-17	L	City and County 2015 realty You Have been Sued soft letter	44,000	0.3	\$13,200.00	0.17	\$7,480.00	4
Jun-17	L	City and County 2015 Realty Summons and Waiver of Service	38,000	0.3	\$11,400.00	0.205	\$7,790.00	5
Jun-17	R	Focused 2016 Delinq City and County	26,000	0.3	\$7,800.00	0.16	\$4,160.00	3
			979,000		\$419,203.98		\$200,401.18	

Narrative/Project Approach

UNDERSTANDING AND APPROACH

DIVERSIFIED COMPANIES, LLC

COST, METHODOLOGY, EQUIPMENT, SOFTWARE, DATA TRANSFER

1. *Provide services to both printing process and mailing service.*

DIVERSIFIED COMPANIES, LLC is an award-winning full-service Printing, Digital and Bill Processing organization, headquartered in Chattanooga, Tennessee, since 1992. Though the excellence of our service extends to every solution that we offer, Diversified Companies, LLC has distinguished itself in the responsible handling of high volume on-demand and variable data projects. We are the largest Variable Data Digital Printing Facility between Atlanta and Nashville. Perhaps best indicative of our capabilities in this regard are the daily (and daily changing) services provided to General Electric Corporation, and the variable data tax billing and notices we do on behalf of a growing number of Georgia, Alabama and Tennessee cities and counties. Millions of bills and notices are processed, printed and mailed each year. These two projects are representative of our established capability in that both involve very large printing volume; they require quick turn time within the context of rigid deadlines; and each comes with substantial financial and legal consequences in the event of our failure to meet our obligations. There is no question about our capability. We are accomplishing this. The fact that these clients continue to trust us, year after year, speaks to our competency. In the realm of high volume county and municipal billing services, Diversified Companies, LLC knows what we are doing, and we get it done.

Understanding the scope of services required by Shelby County is essential for successful processing and completion of printing and mailing of your notices on time. Diversified's many years of success and experience in processing and mailing ensures that we can support Shelby County with excellent service.

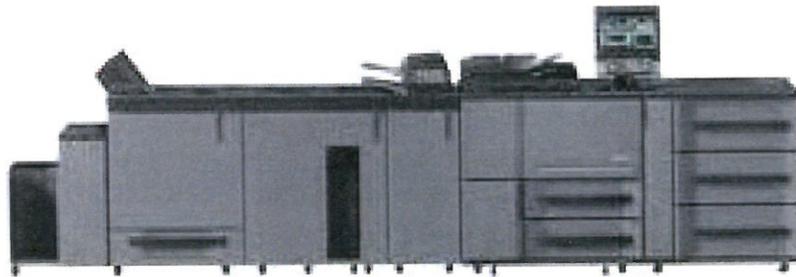
2. *Precise printing of document and accompanying ownership and address information from merging of separate data files.*

Diversified uses state of the art technology to incorporate and merge all information. Our programmers are Microsoft Gold Certified and we use the most advanced software available in merging data and mapping content into forms. Once all forms are proofed and verified via PDF post ripped files, production is then scheduled for the printing and mailing processes. Multiple Quality Control checks are then verified through the production process. Data transfer is done through our managed FTP site for uploading files. Also proofing is normally accomplished through a secure cloud solution or what works best for the counties that we service. The nature of the services we provide dictate that we keep current with changing computer and software technologies. Being on the cutting edge requires us to keep our certifications current and view education as

a necessity. We stay current with superior technological equipment and services in order to meet customer needs.

3. *Digital Production requirements for the volume of documents.*

Multiple pieces of production equipment are utilized in the processing of notices. Our capability exceeds the requirements stated in RFP, also we maintain redundancy in every process that we do. We currently utilize seven (7) Konica Minolta High Speed Digital Black and White Production Units with a combined capability of producing over 48,000 notices per hour. Color is accomplished by two (2) Konica/Minolta 8050's and one (1) Lanier MP-C4503. All of these units are fully capable of producing the Utility Bills and Tax Bills.



4. *Full Service Printing Facility*

Diversified Printing offers full service printing and bindery services. We utilize a direct to plate system for 3 duplicator presses (two color), 1 true two color press, 1 – 20x26 perfecter two color, 1- 20x28” 5 color press with aqueous coating. We have two foil stamping presses, as well as die cutting and wide format printing. A complete bindery facility includes, perforating, scoring, laminating, numbering, booklet making, perfect binding, multiple folders, multiple cutters, drilling, wrapping, and virtually any type of binding. Having a complete printing facility allows us to support every process needed to get bills and notices produced timely and efficiently into the mail stream.

5. *Receive/edit early data sets to achieve lower postage cost.*

Postal processes require that addresses are put through the NCOA process for name and address verification. Data then goes through our postal software which applies barcodes and maximizes postal discounts. The tax notices are printed with a bar-code for accuracy and speed of delivery to the recipient for Shelby County. Randomly selected proof bills are sent to the county for verification and proof sign off prior to production. For security and integrity purposes, no notices

will be processed until we have final authorization or e-mail approval from the client unless other arrangements are made between the client and Diversified. Once printed, information is again verified via visual inspection, and then moved to the inserting machines for inserting and sealing, or will be trayed and delivered to the postal system.

6. *Detail plan to comply with proofing process of large print file.*

After file preparations have taken place, mapping of the dataset into the required forms takes place for the tax notices. Once the data has been mapped, we create a pdf print file and send proofs to the designated person responsible for accuracy of the forms. Our system maintains the print file on our servers which are then retrieved for the production equipment once we have approval from the county. If changes occur or additional mapping is required, the old files are archived and new ones are posted for production. Production only has access to print ready final approved files. Timeline for production is 24-48 hours from file upload and client approval.

7. *Full service mailing facility*

Diversified Mailing and Fulfillment Services is a full service mailing facility processing upwards of 4+ million pcs of mail per month. We currently operate multiple inserting machines with barcode verification, two inkjet addressers (addressing and tabbing up to 60,000 pcs per hour) two stamp affixers, and multiple other pieces of ancillary equipment to process mail for the USPS efficiently. Our goal is to help those clients who need strategic services by processing their message with the utmost speed and cost savings. We also currently inventory and fulfill items for numerous clients with online tracking and verification from anywhere in the world. We can also provide mail piece tracking through the postal system via software called Track and Trace.

8. *Disaster Recovery, Security, and Quality Control*

All Data is backed up at a secure offsite location every night. We have multiple facilities for production; in case of a catastrophic failure in one facility we can utilize our resources with our current vendors and suppliers to ensure deliverability and non-stop production. Facility is under constant surveillance by indoor and outdoor security cameras. Also our servers are firewall protected and secured by multiple software applications that constantly check for breeches in data. There are multiple check points for Quality Control, from data inception to production of bills and mailing services, and all functions that require quality of the product to data integrity are maintained and checked to ensure successful processing and mailing. Once Diversified receives the information from your office and verifies the data, the information is then posted to our internal servers for retrieval and processing. Information is prepared and then addresses are put through the NCOA process for name and address verification. Data then goes

through our postal software which applies barcodes and maximizes postal discounts. At that point, we produce and send the requested number of proofs to the client for verification and proof approval unless proofing is waived by the client. Production starts after we have final authorization is obtained. Once printed, information is again verified via visual inspection and moved to the inserting machines for inserting and sealing or trayed and delivered to the postal system.

Diversified Printing is an integral part of this process, ensuring that any printed materials or any other materials needed for mailing are coordinated and in our mailing department when the tax bills or tax notices are ready to mail.

SPECIFICATIONS FOR MAILING

Diversified Mailing has completed the Full-Service Mailing requirements of the US Postal Service and we are fully online with the PostalOne interface. We achieved our Full-Service status in August 2013.

Diversified has been using the IMBarcode on nearly all bulk mail for well over two years now for full automation discounts on postage.

The software we use to generate the barcode is Mail Manager, produced by Bell & Howell. Version 3.5.19.01 (Oct 2013) The software is USPS Gold PAVE Certified, Level 1 ZAP Certified, USPS CASS Certified, USPS eLot Certified, and MAC Batch Certified. All certification listed is required by the US Postal Service to generate all automated marks on all classes of mail.

We use this software exclusively when mailing for our customers. The software is engineered to accomplish all forms of Pre-sort Data, Zip+4, LACSLink, SuiteLink (which governs the encoding of data for barcode generation), and we can produce any form of automated or non-automated mail governed by the US Postal Service.

For more information on Mail Manager, or to verify Diversified uses this pre-sort software, visit www.bccsoftware.com.

We also offer optional services such as QR codes and Track and Trace service to track your mail pieces through the mail system.

9. *Audit Check process*

Once a file is submitted by the client, a report would be generated and e-mailed back to the contact designated by the client with the totals for approval. After proofing is complete and files are generated for processing, they are placed on our servers and an associated file number is given that will follow the project through the production facility. QC processes dictate that all information associated with the production file is checked and verified at both the digital production area and the mail processing area.

10. *Confidentiality*

Every employee of Diversified Companies must sign a confidentiality agreement as a condition of employment. Diversified will also sign a confidentiality agreement with any client requiring this agreement.

Experience/Qualifications/Credentials
of Provider/References

Experience/Qualifications

- Processing for tax counties since 1999
- Customer Service is top priority
- We are not dependent on sub contractors, all processes completed in our facilities
- Redundancy built in for all processes with staff and equipment
- Full service award winning design and art team on staff
- Data and programming on staff
- 5 full time pressman with over 120 years of combined experience
- Complete bindery facility
- Digital printing in color or black with capabilities of over 48,000 notices per hour
- Inserting capabilities of over ½ million pieces per day
- Full service USPS certified mailing facility that entered over 75 million pieces in the mail stream for 2015
- Barcoding of notices to help speed transactions for offices
- QR codes optional to allow prompt payment from smart devices
- Multiple notices grouped for postage savings
- Optional Track and Trace system for mail pieces



Diversified Companies, LLC REFERENCE LIST

Chatham County, GA

Name of Contact: **Debbie Brannen**

Title: **Chief Deputy Tax Commissioner** Phone: **(912) 652-7115**

Address: **222 W. Oglethorpe Ave** **211**
Street Address *Suite #*

Savannah **GA** **31401**
City *State* *ZIP Code*

Gwinnett County, GA

Name of Contact: **Steve Pruitt**

Title: **Chief Appraiser/Administrator** Phone: **(770) 822-7212**

Address: **75 Langley Drive** **Suite #**
Street Address *Suite #*

Lawrenceville **GA** **30046**
City *State* *ZIP Code*

City of Knoxville, TN

Name of Contact: **Donna Dyer**

Title: **Revenue Administrator** Phone: **(865-) 215-4532**

Address: **PO Box 1028** **Suite #**
Street Address *Suite #*

Knoxville **TN** **37901**
City *State* *ZIP Code*

Cullman County, AL

Name of Contact: **Barry Willingham**

Title: **Revenue Commissioner** Phone: **(256) 775-4862**

Address: **PO Box 2220** **Suite #**
Street Address *Suite #*

Cullman **AL** **35059-2220**
City *State* *ZIP Code*

Morgan County, AL

Name of Contact: **Amanda Scott**

Title: **Revenue Commissioner** Phone: **(256) 351-4690**

Address: **PO Box 696** **Suite #**
Street Address *Suite #*

Decatur **AL** **35602**
City *State* *ZIP Code*

Insurance Checklist

ADDITIONAL COVERAGES

Ref #	Description Printer's Correction of Work	Coverage Code	Form No.	Edition Date	
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description Printer's E&O	Coverage Code	Form No.	Edition Date	
Limit 1 1M/2M	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description Pollution Liability	Coverage Code POLUT	Form No.	Edition Date	
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description Employment Practices Liability	Coverage Code	Form No.	Edition Date	
Limit 1 100,000	Limit 2	Limit 3	Deductible Amount 2,500	Deductible Type	Premium
Ref #	Description Medical payments	Coverage Code MEDPM	Form No.	Edition Date	
Limit 1 5,000	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description Liability	Coverage Code ZALIA	Form No.	Edition Date	
Limit 1 1,000,000	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description Underinsured motorist - CSL	Coverage Code	Form No.	Edition Date	
Limit 1 1,000,000	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description	Coverage Code	Form No.	Edition Date	
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description	Coverage Code	Form No.	Edition Date	
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description	Coverage Code	Form No.	Edition Date	
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
Ref #	Description	Coverage Code	Form No.	Edition Date	
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium



Additional Valuable Information



ADD “TrackNTrace” with Diversified

Tracking Your Mail from PO Acceptance to Delivery!

What is TrackNTrace ?

- ✓ Track N Trace is a web based interactive service that uses United States Postal Service® OneCode Confirm™ service to track automated First-Class®, Standard®, or Periodicals mailings by using Intelligent Mail® barcodes, so you can better measure mailing effectiveness and coordinate your marketing or tracking efforts.
- ✓ After your mailing is dropped at a Postal facility, Track N Trace® collects step-by step delivery information from postal facilities on the pieces' delivery paths and maintains that data on our secure servers. Reports can be generated or downloaded at your convenience. Closely monitoring the progress of your mailings will help you gauge delivery effectiveness and predict future performance.
- ✓ Track N Trace® can help you accurately measure your direct marketing efforts to achieve a number of benefits. By understanding in-home delivery trends for your mailing jobs, you can coordinate more effective timing for mailings as well as follow-up campaigns, telemarketing initiatives and other marketing efforts. You can also use the data to help resolve delivery discrepancies or other delivery issues with the U.S. Postal Service®.
- ✓ Track and Trace is a web based tracking system with an interactive dashboard with multiple reports
- ✓ Utilizes the Intelligent Mail Barcode (IMB) to track each mail piece from acceptance by the Postal System, through the final scan when given to the Mail Delivery Carrier.
- ✓ See which zip-codes are performing better with delivery
- ✓ Search function tied to any part of your data such as property ID, tax bill number, customer ID etc...
- ✓ Reporting system for tracking each mailing that you do.

Why add TrackNTrace to your mailing ?

- ✓ Puts you in more control of your mail for staffing and researching information
- ✓ Predict in-home delivery dates as well predicts delivery to destination
- ✓ Increases efficiency when planning mailings and choosing destinations
- ✓ Improves accountability with the USPS

How much does TrackNTrace cost ?

- ✓ 100,000 plus records = .006 per record
- ✓ 50,000 – 99,999 records = .0065 per record
- ✓ 20,000 - 49,999 records = .007 per record
- ✓ 5000 – 19,999 records = .009 per record
- ✓ Under 5000 = .015 per record.



Logged In: jdawson

Mailings Summary - Past 180 days

Select a Company:

Select a Mail Group:

Filters

Select Report for Quick View:

Select Mailings Summary Report: Destination Origin

MAILINGS				SCAN TOTALS							
Id	Mailing Name	Mail Class	Mailing Date	Service Type	Total Pieces	Total Scanned	% Scanned	% Final Scan	% On Time	Last Scanned	
Catoosa County GA	2015 taxbills singles	FCM	10/09/2015	Destination	22,142	21,932	99.1 %	98.5 %	0.0 %	12/8/2015	
Catoosa County GA	2015 taxbills multi2-5	FCM	10/07/2015	Destination	1,691	1,682	99.5 %	98.2 %	0.0 %	12/5/2015	

www.divcompanies.com

The Track N Trace service uses United States Postal Service® IMB Tracing® service and the Intelligent Mail® barcode to track automated First-Class™, Standard Mail®, or Periodicals mailings, for better mailing effectiveness and coordinated marketing efforts.
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 Track N Trace® is a Registered Trademark of BCC Software, LLC



Logged In: jdawson

Track by Mailpiece

Service Type: --- All ---
Search Mailings:
Mail Group: --- All Mail Groups ---
Mailing: --- All Mailings ---
From Date: 3/23/2015 To: 3/23/2016
First Name: Exact
Last Name: Exact
Address: Exact
User-Defined 1: Exact
User-Defined 2: Exact

Destination IMB Tracing:
Barcode: Exact
Zip Code: Exact
Delivered: All ▾

Origin IMB Tracing:
Barcode: Exact
Expected Return Date
From: **To:**

Expected Return Dollar Value
From: **To:**
Delivered: All ▾

Search Tips:

- Select a Mailing and a Mail Group (). Searching through all mail pieces from all Mailings will be very slow.
- For free text fields, performing exact matches will be much faster.
- Only uncheck Exact for a particular field when it is absolutely necessary (for example: you do not know the exact value).
- Exact search on first name or last name will not search names if the name is uploaded in a non-parsed format.

www.divcompanies.com

The Track N Trace service uses United States Postal Service® IMB Tracing® service and the Intelligent Mail® barcode to track automated First-Class™, Standard Mail®, or Periodicals mailings, for better mailing effectiveness and coordinated marketing efforts.
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 Track N Trace® is a Registered Trademark of BCC Software, LLC



Logged In: jdawson

Track by Mailpiece

Your search resulted in more records than you have selected to return in your User Preferences.
Please edit your search criteria to reduce the number of records returned.

[Edit Search Criteria](#)

MAILING AND ADDRESS INFORMATION							DESTINATION INFORMATION				ORIGIN INFORMATION			
Mailing Name	Mail Date	Mail Group	Name	Address	User 1	User 2	Barcode	Zip Code	Final Scan	Days	Origin Barcode	Expected Return Value	Expected Return Date	
What If 14 CHATT	12/4/2015	Ocoee Marketing	Shemece Smith Mills	4730 Briarwood Cir	SmithMills5674	ShemeceSmith Mills	00271000944021771370	37416311230	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Trecia Smith	9227 Misty Ridge Dr	Smith4873	TreciaSmith	00271000944021771369	37416145927	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Dewuanna Smith	7739 Vista Hills Dr	Smith5319	DewuannaSmith	00271000944021771368	37416261139	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Carol Smith	6414 Misty Ln	Smith3242	CarolSmith	00271000944021771367	37416146114	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Judith Smith	5703 Laurel Ridge Rd	Smith7253	JudithSmith	00271000944021771366	37416105103	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Duran Smith	5503 Fawn Ridge Dr	Smith2179	DuranSmith	00271000944021771365	37416151603	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Hershelen Smith	5113 Mimosa Cir	Smith9611	HershelenSmith	00271000944021771364	37416193213	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Joanne Smith	4920 Lake Haven Dr	Smith1775	JoanneSmith	00271000944021771363	37416172820	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Reva Smith	4709 Rocky River Rd	Smith2211	RevaSmith	00271000944021771362	37416315209	Y	2				Select
What If 14 CHATT	12/4/2015	Ocoee Marketing	Mary Smith	4701 Brentwood Dr	Smith8621	MarySmith	00271000944021771361	37416314301	Y	2				Select

www.divcompanies.com

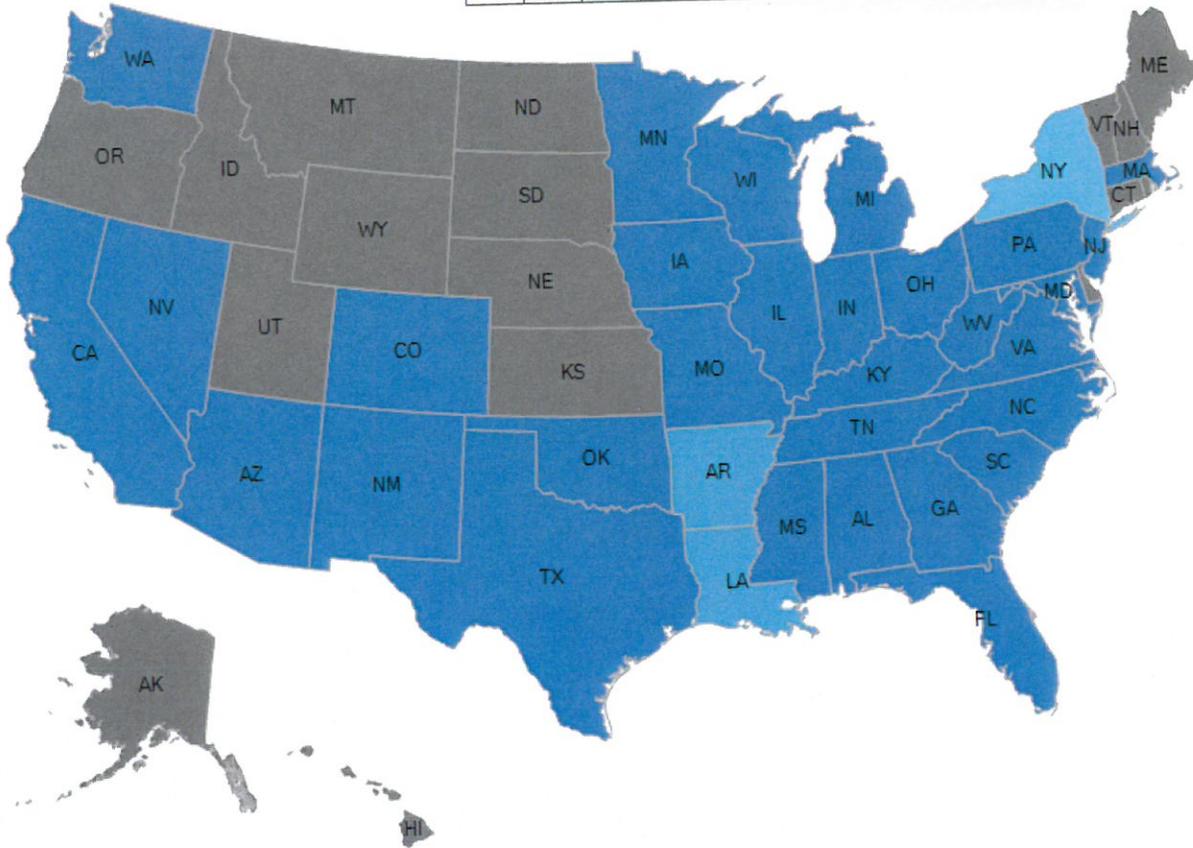
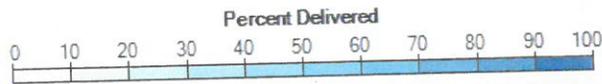
The Track N Trace service uses United States Postal Service® IMB Tracing® service and the Intelligent Mail® barcode to track automated First-Class™, Standard Mail®, or Periodicals mailings, for better mailing effectiveness and coordinated marketing efforts.

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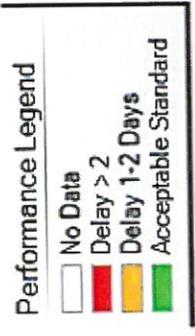
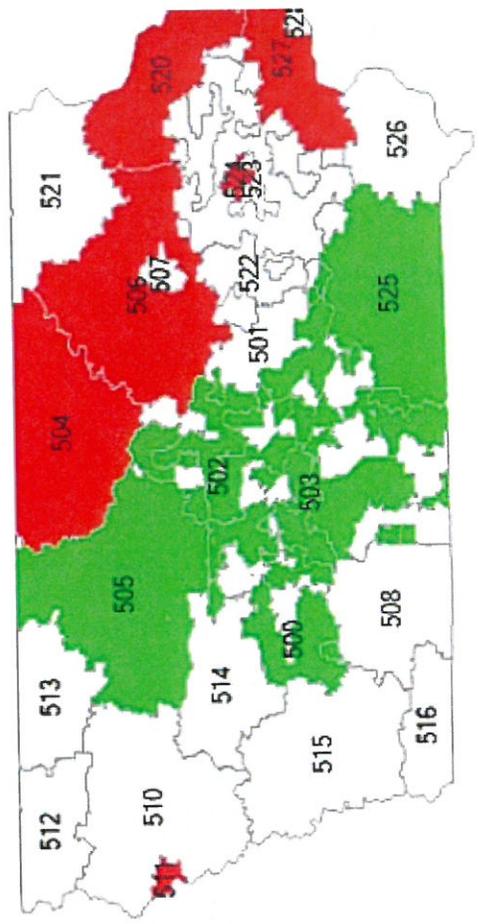
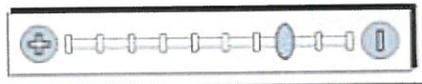
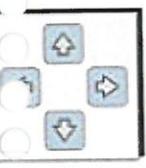
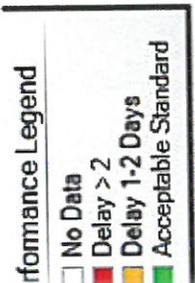
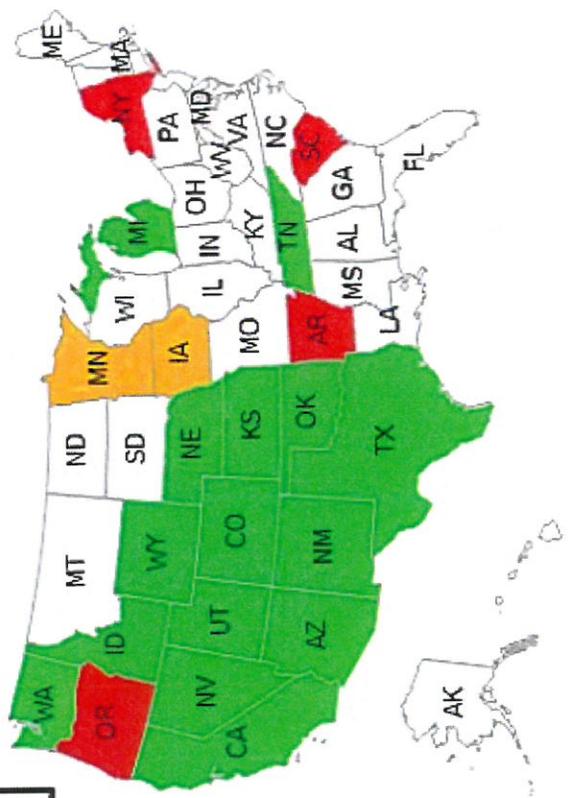
US Map - State Delivery Percentage

Results as of 3/23/2016 1:11 PM

 [Print This Page](#)



Mailing Information
Mailing: Chickasaw
ID: MS
2015
Name: taxbills
Real Dist1
singles
Mail Date: 12/4/2015
Mail Class: First-Class™
Mail Groups:
Chickasaw MS



STATES | **THREE DIGIT ZIPS**

3-Digit Zip	Total Pieces	Total Scanned	Total Delivered	Total Delivered On Time	Percentage Delivered
elect 500	2	2	2	2	100.0 %
elect 502	1	1	1	1	100.0 %
elect 503	6	6	5	5	83.0 %
elect 504	1	1	0	0	0.0 %
elect 505	3	3	3	3	100.0 %
elect 506	2	2	0	0	0.0 %
elect 511	1	1	0	0	0.0 %
elect 520	2	2	0	0	0.0 %
elect 524	3	3	0	0	0.0 %
elect 525	2	2	2	2	100.0 %
elect 527	1	1	0	0	0.0 %

Certified Mail process with the USPS

Our system assigns Tracking Numbers have been generated by our software system, and accepted by the USPS tracking system. At the end of the day when the mail is dropped at the PO, we can begin to track the mail using the unique tracking number through the USPS system.

Diversified will provide you a spreadsheet containing the name and address of each mail piece, and optional information that can contain a unique indicator like an account number, or property number, etc., would be added along with the actual Tracking Number for each piece. If desired or needed a customer can track each number @ www.USPS.com by entering one of the tracking numbers into the field marked 'Add a Tracking Number' on the left hand side of the Home Page.

From this site the customer can see the entire history/journey of the mail piece. This will include the date/time it was accepted, location it was accepted, where it currently is in the process of transit/delivery, and it will provide information all the way to delivery of the mail piece. Once delivered, the USPS will provide a 'Proof of Delivery' or 'Electronic Return Receipt' in PDF form. These 'letters' will contain the recipient's address, date and time it was signed for, and most important, the signature of the individual who signed for it, and the Unique Tracking Number originally assigned to the mail piece.

These 'Signature Files' will be delivered to a web site where they will be stored for 30 days, and starting between 1-3 weeks after the mailing has been initially dropped at the PO (Mail Date). Diversified will provide the customer with this web access to the files, and keep copies of the files in storage for 1 year, in case the customer requests copies after the mailing is completed.

Your team and helpful numbers if you have questions with this process

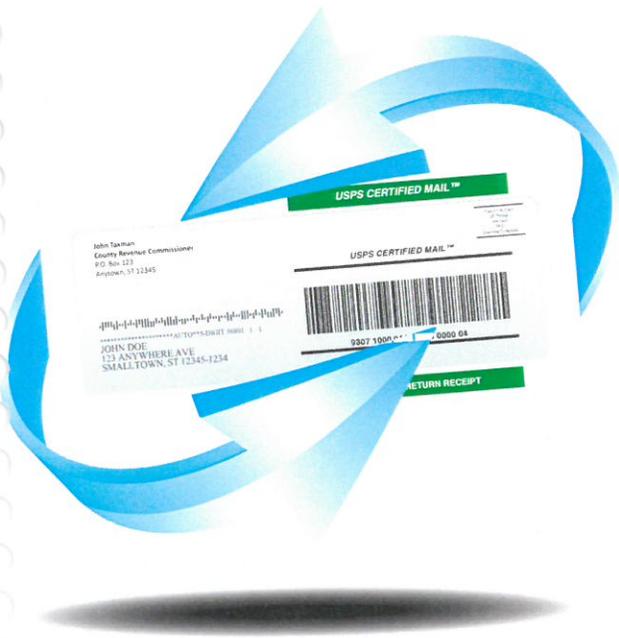
John Dawson *Managing Partner*

jdawson@divcompanies.com (423) 394-8073

Tom Goddard *Mailing Services Manager*

tgoddard@divcompanies.com (423) 505-5146





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Diversified Companies offers an
Easy, Quick, Simple solution to certified mailings.

Our Services Include:

- List Processing
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- Specialized Cover Sheet
- Electronic upload of Tracking Data
- Electronic Return Receipt
- Tracking file containing each tracking number provided at time of mailing
- Return Receipt PDFs delivered via FTP link

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Diversified Companies, LLC

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800.899.2017

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Diversified Companies

Tyler Wilks
DeKalb Co. Revenue Commissioner
206 Grand Ave. SW
Ft. Payne, AL 35967

USPS CERTIFIED MAIL™



9307 1000 9440 0010 0000 04



*****AUTO**5-DIGIT 36801 1 1

JOHN DOE
123 ANYWHERE AVE
SMALLTOWN, ST 12345-1234

ELECTRONIC RETURN RECEIPT



DEKALB COUNTY PROPERTY TAX NOTICE

Tyler Wilks • DeKalb County Revenue Commissioner

LEGAL NOTICE

Remit Payment to:

206 Grand Ave. SW • Ft. Payne, AL 35967 • Phone: 256-845-8515

Locations

DeKalb County Revenue Commissioner
206 Grand Ave. SW
Fort Payne, AL 35967
Phone: (256) 845-8515

DeKalb County Rainsville Annex
42 McCurdy Ave. S.
Rainsville, AL 35986
Phone: (256) 638-9404

**TAXES ARE DUE OCTOBER 1.
TAXES BECOME DELINQUENT JANUARY 1.**

If you have questions please call (256) 845-8515
Email: twilks@dekalbcountyal.us

Taxes become delinquent January 1.



Scan This QR Code
With Your
Smart Device
To Pay Your Tax
Online

Enjoy a convenient and secure online payment experience when you pay or view your property taxes online at www.payyourpropertytax.com/dekalb
Note: checks will not be accepted after March 31, 2016.

DETACH TOP PORTION TO KEEP FOR YOUR RECORDS AND RETURN BOTTOM PORTION WITH PAYMENT. MAKE CHECKS PAYABLE TO TYLER WILKS.

LEGAL NOTICE

The State of Alabama
DeKalb County

PPIN: 012345
PARCEL #: 12-04-19-0-000-020.002
ASSESSED VALUE: \$0.000
TOTAL TAX: \$00.00



PROPERTY LEGAL: 0.90 ACRES, BEG 60 W SE COR SE1/4 SE1/4, TH N 210, W 210, S210, TH E 210 TO POB, LESS ROW

As Revenue Commissioner for DeKalb County, Alabama, I have filed a list of delinquent taxpayers and real estate upon which taxes are due. The taxes for your property are now officially delinquent, and your tax amount, including delinquent fees, is listed below.

This letter is to notify you to appear before the Revenue Commissioner Court of DeKalb County at the next term thereof, commencing on Monday, March 14, 2016, then and there to show cause, if any, why a decree for the sale of property assessed for taxation as belongs to you should not be made for the payment of the taxes thereon and fees and costs. If you have sold the property, please notify the Revenue Commissioners Office.

Best regards,

Tyler Wilks



Tax Year: 2015

Account #: 012345

Total Due: \$00.00

This reminder is prepared as a courtesy. Please check all information. If you NO LONGER OWN this property, notify the Revenue Commissioners Office. If your property taxes are paid by a MORTGAGE COMPANY, use this notice as a reminder of the amount that your mortgage company should pay. Also, any change in ownership or physical improvements to land must be reported to the Revenue Commissioners Office (256) 845-8515.

CHANGE OF ADDRESS

Name: _____

Address: _____

City: _____ State _____ Zip _____



**We accept MasterCard, Visa and Discover.
A 2.5% transaction fee applies.**

Samples



PARCEL #	TAXING AUTHORITY	REASON FOR NOTICE
021-0920-0-00039-0	Shelby County - N	Delinquent Notice



*****AUTO**5-DIGIT 38018 1 4
 CHILDRESS STEVE (ESTATE OF)
 BEULAH C MILLER
 2015 STEEPLEBROOK DR
 CORDOVA, TN 38016-5003

Lot Size: 33 x 165
 Lot No.: 21&22

Acreage: 0.128

Classification: Residential

Location: 0 BELLEVUE

Subdivision: BELLEVUE-JACKSON

PROPERTY TAX NOTICE

Year	Assessed Value	Tax Rate		Int & Pen	Court	Atty	Misc	Balance Due
2007	1,125	4.04	45.45	63.24	42.00	4.55	15.00	220.24
2008	1,125	4.04	45.45	55.08	42.00	4.55	15.00	162.08
2009	1,125	4.02	45.23	46.92	42.00	4.52	20.00	158.67
2010	1,125	4.02	45.23	38.76	42.00	4.52	20.00	150.51
2011	1,125	4.02	45.23	30.60	44.00	4.52	20.00	144.35
2012	1,125	4.02	45.23	22.44	44.00	4.52	20.00	136.19
2013	625	4.38	27.38	8.61	44.00	2.74	20.00	102.73
2014	625	4.37	27.31	3.69	0.00	0.00	0.00	31.00
2015	625	4.37	27.31	0.00	0.00	0.00	0.00	27.31

NOTICE OF DEFAULT HEARING

You are requested to appear on Friday, January 8, 2016 at 9:00 a.m. in Part II of Chancery Court, 140 Adams, Memphis, TN 38103. Failure to appear will result in a Default Judgment for unpaid real estate taxes. Once judgment is obtained, your property will be placed in a **TAX SALE**. Please pay immediately to avoid this action. All notices received prior to November 9, 2015 concerning the tax year(s) and parcel number above should be disregarded. You can now schedule your tax payments monthly through the Trustee's new "Recurring Payments" feature. Visit www.shelbycountytrustee.com, click on the "Payments" Tab and then "Recurring Payments." Enroll in the program and get started TODAY!

IF PAID BY NOVEMBER 30, 2015 TOTAL AMOUNT DUE IS: \$ 1,133.08

Services you can use:
 See website for details
www.shelbycountytrustee.com



Monthly Auto-Pay Options
 One-time Payment
 Applications for Senior Services



18 Payment Kiosks



7 Community Branches



Home Owner Resources
 Project H.O.M.E. Workshops
www.bankonmemphis.org

J21-0920-0-00039-0

CHILDRESS STEVE (ESTATE OF)
 BEULAH C MILLER
 2015 STEEPLEBROOK DR
 CORDOVA, TN 38016

After address change here:

Name: _____

Address: _____

City: _____ State: _____

Zip: _____ Phone: _____

Changes require a signature of all owners

Signature _____

Signature _____

Mail bottom portion with payment

Due Date: 11/30/2015

DIV Nov 8, 2015

Year	Balance Due
2007	220.24
2008	162.08
2009	158.67
2010	150.51
2011	144.35
2012	136.19
2013	102.73
2014	31.00
2015	27.31
Total: \$ 1,133.08	

ENTER AMOUNT PAID

Make check or money order payable to:

**DAVID LENOIR
 SHELBY COUNTY TRUSTEE
 PO Box 2751
 Memphis, TN 38101-2751**

2015

DO NOT WRITE BELOW THIS LINE

DO NOT FOLD, STAPLE OR TAPE

02109200 000390 2007 N 0000000 0000022024 0

PAYMENT LOCATIONS

YEAR-ROUND OFFICES:

MAIN OFFICE

Shelby County Trustee
157 Poplar, 2nd Floor
Monday-Friday
8:00 a.m. - 4:30 p.m.

ARLINGTON

Arlington Town Hall
5854 Airline Rd.
Monday-Thursday
9:00 a.m. - 4:00 p.m.
Friday 9:00 a.m. - 3:00 p.m.

MILLINGTON

Millington City Hall
7930 Nelson St.
Monday-Thursday
8:00 a.m. - 4:00 p.m.
Friday 8:00 a.m. - 3:00 p.m.

SEASONAL OFFICES

GERMANTOWN

Mondays - Dec 1 - Feb 29
Germantown City Hall
1930 S Germantown Rd.
8:00 a.m. - 1:00 p.m.
2:00 p.m. - 4:30 p.m.

WHITEHAVEN

Tuesdays - Oct 1 - Feb 29
Regions Bank
Shelby Dr. at Elvis Presley
1190 E Shelby Dr.
9:00 a.m. - 1:00 p.m.
2:00 p.m. - 4:00 p.m.

BARTLETT

Wednesdays - Oct 1-Feb 29
Fridays - Dec 1 - Feb 29
Bartlett City Hall
6400 Stage Rd.
8:00 a.m. - 1:00 p.m.
2:00 p.m. - 4:30 p.m.

COLLIERVILLE

Thursdays - Dec 1 - Feb 29
Collierville Town Hall
500 Poplar View Parkway
9:00 a.m. - 1:00 p.m.
2:00 p.m. - 4:00 p.m.

PAYMENT KIOSK LOCATIONS

AVAILABLE YEAR-ROUND

TRUSTEE LOCATIONS:

TRUSTEE MAIN OFFICE

157 Poplar, 2nd Floor

ARLINGTON TOWN HALL

BARTLETT CITY HALL

CENTRAL LIBRARY

3030 Poplar Avenue

COLLIERVILLE TOWN HALL

GERMANTOWN CITY HALL

LAKELAND CITY HALL

MEMPHIS CITY HALL

Main Lobby

MILLINGTON CITY HALL

SHELBY COUNTY CLERK'S OFFICE

1075 Mullins Station-West Wing 103

BANK OF AMERICA LOCATIONS:

3945 Park Avenue

6060 Poplar Avenue, Suite 100

4750 Summer Avenue

6725 Winchester Road

BANK OF BARTLETT LOCATION:

3691 Austin Peay Hwy.

REGIONS BANK LOCATIONS:

(Available 10/1/2015)

6231 Stage Road

1190 E Shelby Dr

640 N Germantown Pkwy

MORTGAGE PAYMENTS—Do not pay if a mortgage company pays your taxes! You should send any notice of additional tax due to your Mortgage Company and request immediate payment.

BANKRUPTCY—If you have an active Bankruptcy Case, please call (901) 432-5590.

ASSESSMENT CHANGES—You will receive a notice of any change in your tax amount if the Shelby County Assessor or the Shelby County Board of Equalization adjusts the assessment on your property. The last day to appeal your assessment to the Shelby County Board of Equalization was June 30, 2015. For questions about assessments or the appeals process, contact the Assessor's office at (901) 222-7001.

REFUNDS—Refunds will first be applied to any outstanding county or municipal taxes. If no taxes are owed, a refund check will be mailed.

CHANGE OF OWNERSHIP—If you no longer own this property or operate this business, please notify us in writing at PO Box 2751, Memphis, TN 38101-2751. Include the new owner's name, address, and phone number, if known.

DELINQUENT TAXES & FEES—The Trustee will apply tax payments to the oldest year for which taxes are owed, unless otherwise specified. Interest and Penalty of 1.5% is calculated on the first day of each month and added to the delinquent balance. Other legal fees may be added during the month.

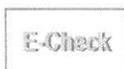
TAX PAYOFFS—Tax balances must be paid in full before a tax lien can be removed. Payoffs will be verified by the Trustee on the date of payment receipt. Taxpayers are responsible for the payment of fees through the date of payment.

RECEIPTS—Receipts are no longer mailed. You may obtain a receipt online at www.shelbycountystatetrustee.com or by calling (901) 432-4829.

PAYMENT & MAILING INSTRUCTIONS

PAYMENTS ARE NOT ACCEPTED BY PHONE.

Pay online at: www.shelbycountystatetrustee.com
Additional fees apply for credit card payments.



*American Express accepted at 18 Kiosk Locations only.

Pay by mail: Make check or money order payable to SHELBY COUNTY TRUSTEE. Enclose the lower portion of the tax statement with your payment in the envelope provided. Do not send cash in the mail.

Mail to:
DAVID LENOIR
SHELBY COUNTY TRUSTEE
PO Box 2751
Memphis, TN 38101-2751

WHEN ARE TAXES DUE?

Shelby County—First Monday of October through last day of February.

Lakeland—October 1 through last day of February.

Millington—October 1 through last day of February.

Arlington—December 1 through last day of February.

Collierville—December 1 through last day of February.

Bartlett—December 1 through last day of February.

Germantown—December 1 through last day of February.

Memphis—July 1 through last day of August.

With the exception of the City of Memphis, unpaid taxes become delinquent on March 1. City of Memphis taxes become delinquent on September 1. Failure to pay the entire amount of the taxes prior to the delinquency date subjects any unpaid taxes to the applicable penalties and interest and subjects the entire property on which there is a lien for taxes to a tax sale or other legal action.

CITY OF MEMPHIS, TENNESSEE

TAX BILL

MARIE KIRK OWENS, TREASURER



Parcel/Account #:	036004 00019	Lot Size:	150 50	Date:	11/12/2015
Location:	1489 SNOWDEN	Lot Number:		Mortgage Co:	
Subdivision:		Acreage:	0.1720		
Classification:	RESIDENTIAL				

TOTAL AMOUNT DUE \$ 1,750.74

Amount due if paid by 12/31/2015 \$ 1,773.92

Amount due if paid by 1/31/2015 \$ 1,797.08

Amount due if paid by 2/29/2016 \$ 1,820.25

NOTICE OF DEFAULT HEARING

You are requested to appear on Friday, January 8, 2016 at 9:00 a.m. in Part II of Chancery Court, 140 Adams, Memphis, TN 38103. Failure to appear will result in a Default Judgment for unpaid real estate taxes. Once judgment is obtained, your property will be placed in a **TAX SALE**. Please pay immediately to avoid this action.

Credit card payments via (901) 576-7200 or 1-866-340-7379 (convenience fee charged)

See back of bill for bankruptcy, refund and tax dispute information.



*****AUTO**5-DIGIT 38107 4 25
 KIRBY-BASS KIMBERLY & JOSEPH
 BASS
 1489 SNOWDEN AVE
 MEMPHIS, TN 38107-4911

Year Type	Assessment	Rate	Bill #	Tax	Court Costs	Attorney Fees	Other Fees	Total Amount Due
2015 Real Estate	22,375	3.4000	0039728	34.23	.00	.00		794.98
							TaxRate	Tax Distribution
							GENERAL FUND	2.3125 517.42
							DEBT SERVICE	1.0842 242.59
							CIP FUND	.0033 .74
							Total 2015 Tax	3.4000 760.75
2014 Real Estate	22,375	3.4000	0039657	760.75	171.17	.00	.00	931.92
2013 Real Estate	22,375	3.4000	0039687	22.82	1.02	.00	.00	23.84

If notices received prior to November 9, 2015 concerning the tax year(s) and parcel number above should be disregarded. You can now schedule your tax payments monthly through the Trustee's new "Recurring Payments" feature. Visit www.shelbycountytrustee.com, click on the "Payments" Tab and then "Recurring Payments." Enroll in the program and get started TODAY!

Detach and mail this portion with your payment.
 Please be sure to write the amount paid in the box below.

TOTAL AMOUNT DUE IF PAID BY 11/30/2015 \$ 1,750.74

If a mortgage company pays your taxes, please forward to them.

Enter address Name: _____
 change here: Address: _____
 City: _____ State: _____
 Zip: _____ Phone: _____

Changes require signature of all Owners
 Signature: _____
 Signature: _____

PARCEL/ACCOUNT#	036004 00019
LOCATION	1489 SNOWDEN

Please enter amount paid:

Return check & bill to:
 Treasurer, City of Memphis
 PO BOX 185
 MEMPHIS, TN 38101-0185

DO NOT WRITE BELOW THIS LINE

00000036004000190 0000175074 4

QUESTIONS? CALL CITY TAX LINE (901) 522-1111
PAY BY CREDIT CARD OR E-CHECK AT (901) 576-7200
OR TOLL FREE AT 1-866-340-7379
OR VIA INTERNET AT www.memphistn.gov
FAX (901) 576-6304 OR (901) 576-6395

Payment Instructions: Make check or money order payable to: Treasurer, City of Memphis
 PO Box 185
 Memphis, TN 38101-0185

Payment Locations: City Treasury Office 125 N Main St, Rm 375
 Monday—Friday, 8:30 a.m.—4:30 p.m. All First Tennessee Bank locations
Bill with check or money order required for bank location

Refund Policy: Refunds less than \$50 will be credited to your next year's tax, unless a refund is requested in writing.

Tax Assessment Under Appeal: If you are appealing your assessment values, you are required to pay taxes based on your undisputed assessed amount, prior to the delinquency date. Treasury requires a copy of your appeal documentation to avoid late fees.

Forced Personal Property Assessment: If a personal property account has 4 or more consecutive forced assessments, all taxes and fees on the first 3 consecutive assessments must be paid in full before a value contest is permitted on the 4th and greater consecutive forced assessments. The taxpayer must complete the 'Acknowledgment Concerning Back Taxes' below.

Change in Address: For a permanent address change, you must contact the Assessor's Office *in writing*. Include your name, address, account number and phone number and mail to:
 Shelby County Assessor's Office
 1075 Mullins Station Rd
 Memphis, TN 38134

Payment Hierarchy: Payment is applied according to the following hierarchy, starting with the tax year with the earliest due date:

- | | | |
|----------------------|------------------------------|--------------------------------------|
| 1. Bad check charges | 5. Interest and penalty fees | 9. In-Lieu-Of taxes |
| 2. Court costs | 6. Real estate taxes | 10. CBID taxes |
| 3. Attorney fees | 7. Personal property tax | 11. Weed, Demo, Anti-Neglect charges |
| 4. Other fees | 8. State Assessed tax | |

DELINQUENT TAX SPECIAL NOTICE—State law requires payment of back taxes on real property before accepting current year taxes unless the owner can provide written confirmation that bankruptcy was filed on the previous years or that a dispute exists concerning liability for the back taxes owed. The acknowledgment form below must accompany your payment in order for us to apply it to current taxes. Failure to complete this form will require us to apply your payment to the oldest unpaid tax year(s).

ACKNOWLEDGMENT CONCERNING BACK TAXES

We can accept current taxes only if your circumstances qualify as described and you return this form with your payment. Your signature indicates that you have been informed of back taxes claimed against the property and you are asking us to accept your payment of the current tax year because either:

Bankruptcy has been filed: Bankruptcy # _____ Tax Years _____ **OR** There is a good faith dispute concerning liability for back taxes, and an appeal or lawsuit contesting the value has been or will be filed within 60 days of payment under protest, and the undisputed tax portion for each year in controversy has been paid or is hereby remitted.

NAME _____ PROPERTY ADDRESS _____ TAX YEAR(S) _____

OWNER'S SIGNATURE _____ DATE _____

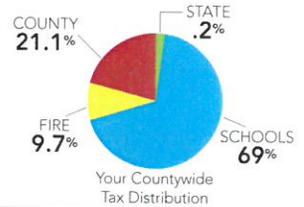
HALL COUNTY Tax Commissioner

SERVICE | EFFICIENCY | ACCOUNTABILITY

2015 Property Tax Statement

Darla EDEN, CPA | TAX COMMISSIONER
PO Box 1579 | Gainesville GA 30503

http://tax.hallcounty.org • propertytax@hallcounty.org
Phone: (770) 531-6950 • Fax: (770) 531-7111



PROPERTY OWNER(S)	MAP CODE		LOCATION		BILL #	DISTRICT	
DETMAN RONALD LEE	15024B000007		3522 SOUTHCHASE DR		2015-17851	001 UNINCORPORATED	
	BUILDING VALUE	LAND VALUE	TOTAL FAIR MARKET VALUE	ACRES	BILLING DATE	PAYMENT GOOD THROUGH	EXEMPTIONS
	50,800	5,100	55,900	0.59	10/01/2015	01/01/2016	S1
PROPERTY DESCRIPTION							
SOUTH CHASE S/D UNIT 1 LOT 7							

The gradual reduction and elimination of the State Property Tax and the reduction in your tax bill this year is the result of property tax relief passed by the Governor and the House of Representatives and the Georgia State Senate.

TAXING ENTITY	TOTAL FAIR MARKET VALUE	40% ASSESSED VALUE	LESS EXEMPTIONS	TAXABLE VALUE	MILLAGE RATE	GROSS TAX	LESS CREDITS	NET TAX	
STATE	55,900	22,360	2,000.00	20,360	.050	1.02		1.02	
GROSS COUNTY	55,900	22,360	2,000.00	20,360	8.879	180.78		116.77	
SALES TAX CREDIT	55,900	22,360	2,000.00	20,360	-3.144		-64.01		
SCHOOL	55,900	22,360	2,000.00	20,360	18.800	382.77		382.77	
GROSS UNINC FIRE	55,900	22,360	2,000.00	20,360	4.187	85.25		53.96	
INSURANCE PREMIUM CREDIT	55,900	22,360	2,000.00	20,360	-1.537		-31.29		
SOLID WASTE FEE						75.00		75.00	
STREET LIGHT FEE						84.25		84.25	
STORMWATER MGMT FEE						35.00		35.00	
TOTAL						27.235	844.07	-95.30	748.77

Please note that your Tax Commissioner is responsible for the billing and collection of tax and is not responsible for the property value or the millage rates which are used to determine the tax amount due.

PAYMENT OPTIONS

Mail: Check payable to Hall County Tax Commissioner. Discover, Mastercard, Visa credit/debit cards accepted.

Online: http://tax.hallcounty.org [e-check, Discover, Mastercard, Visa]

in Person: Office open M-F 8:00 - 5:00 • Hall County Government Center, 2875 Browns Bridge Road, Gainesville, GA 30504

Drop Box: Located at front entrance of Hall County Government Center. Available 24/7

All credit and debit card payments will incur a bank fee of 2.59%

2ND NOTICE



2015 Current Due	756.26
Penalty	0.00
Interest	7.49
Other Fees	0.00
Delinquent Tax	0.00
TOTAL DUE	756.26



2015 Property Tax Statement

Darla EDEN, CPA | TAX COMMISSIONER
PO Box 1579 | Gainesville GA 30503

BILL #	DUE DATE	TOTAL DUE	LOCATION
2015-17851	12/01/2015	756.26	3522 SOUTHCHASE DR
MAP CODE		DESCRIPTION	
15024B000007		SOUTH CHASE S/D UNIT 1 LOT 7	
http://tax.hallcounty.org • propertytax@hallcounty.org			

Make check payable to **Hall County Tax Commissioner** and include bill number on check. Payments by Mastercard/Discover/Visa accepted. Please fill out information below and return by mail, fax or email:

AMOUNT \$ _____ EXPIRATION DATE _____

CREDIT CARD # _____

SECURITY CODE (ON BACK OF CARD) _____

CARDHOLDER PRINTED NAME _____

CARDHOLDER SIGNATURE _____

PHONE NUMBER _____

All credit and debit card payments will incur a bank fee of 2.59%.

Check here if making address change (see back).



*****AUTO**5-DIGIT 30501 5 140 1288 1 AV 0.391

DETMAN RONALD LEE
ROBINSON SHARON MARIE
3522 SOUTHCHASE DRIVE
GAINESVILLE, GA 30507

Thank you for the privilege of serving you as your Tax Commissioner

Dana Eden

UNDERSTANDING MY TAX BILL

MILLAGE RATE

The millage rate (also known as the tax rate) is a figure applied to the taxable value of your property to calculate your property tax liability. One "mill" equals one dollar of tax on every thousand dollars of taxable value. This rate is set by the Board of Commissioners, the Board of Education and the State.

FAIR MARKET VALUE & ASSESSED VALUE

The fair market value of your property is determined by the Tax Assessors office. The assessed value is 40% of the fair market value.

SOLID WASTE FEE

This fee applies to unincorporated county residents only and is for the disposal of household waste into county run trash compactor sites.

STORMWATER FEE

This fee applies to subdivisions that exceed a certain land grade to cover cost associated with stormwater runoff.

STREETLIGHT FEE

This fee applies to subdivisions that have opted in to cover energy cost of operating street lights.

STATE MANDATED PENALTIES AND INTEREST

A 1% interest per month beginning December 2 will be added to any unpaid principal portion of bill. A 10% penalty on unpaid tax will be applied if bill is not paid in full by March 1st.

TAXES ESCROWED THROUGH MORTGAGE COMPANY

Tax amounts are provided electronically to any mortgage company that requests them. In most cases you will not need to forward the bill unless you have a new mortgage.

Una version en Español esta disponible via internet en:
<http://tax.hallcounty.org>

CHECK PAYMENT STATUS ONLINE

Please note that your tax bill has been mailed to the address in our records and is equipped with track and trace to ensure timely and secure delivery. Failure to receive a tax bill does not relieve obligation to pay tax bill by due date. It is the responsibility of the taxpayer to have a current and updated address on file with the Tax Assessors office.

Search the Tax Database

Please choose the method by which you wish to search the database.

Please fill in the info you wish to search for, and which field.

Search for:

Search by:
 Map Code
 Deed Name
 Property Address

Search Method:
 Similar
 Exact (to narrow search results)

Property Type:
 All
 Real Property
 Personal (Business, Boats)
 Mobile Homes

<http://tax.hallcounty.org>

ADDRESS CHANGE

Address: _____

City: _____ State _____ ZIP _____

Print Name: _____ Phone: _____

Signature: _____ Date: _____

ASSESSORS INFORMATION

Exemptions may be applied for year round, but for exemptions to be effective for the current year, an application must be made by April 1. All exemptions are made through the Tax Assessors office. For more information about homestead exemptions and applications, please visit:

www.hallcounty.org/239/Tax-Assessors
or call (770) 531-6720

Common Exemptions

S1	Regular Homestead exemption for Primary Residence
S4	Regular Homestead exemption plus Partial School Tax and State Tax. Must be 65 years of age. Income restrictions also apply.
SC	Regular Homestead exemption plus State Tax. Must be 65 years of age.
LB	Regular Homestead exemption plus State Tax and Total School Tax. Must be 70 years of age.
LC	Regular Homestead exemption plus State Tax, Senior Citizen and Total School Tax. Must be 70 years of age. Income restrictions also apply.
L6	Regular Homestead exemption plus disabled person. Physical or mental disabilities and income restrictions apply.

The taxpayer has the right to file a tax return on the valuation of their property (O.C.G.A. 48-5-18) through the Tax Assessor.

PROPERTY BOUGHT OR SOLD

Georgia Tax Law (O.C.G.A. 48-5) specifies that all taxable property (including real estate, airplanes, business equipment and inventory, boats or other watercraft, etc) which is owned on January 1 of any tax year, shall be assessed for the full amount for that calendar year, regardless of subsequent sale. Property taxes are not pro-rated according to sale date, amount of usage, or current ownership.

BOATS & BUSINESS:

If you owned the property on January 1 of the tax bill year, you must pay the tax in full. In January, you will receive a Personal Property Reporting Form from the Assessors office. Be sure to return this form with a signed Bill of Sale indicating what property was sold, the purchaser's name and address, and the date of sale. If you did not own the property on January 1 of the tax bill year, please contact the Tax Assessors office immediately at (770) 531-6720.

REAL ESTATE:

The property tax statement is sent to the January 1st owner and the current owner if known. If the tax liability is transferred to the new owner, please forward a copy of the closing statements reflecting the transfer along with a copy of the tax statement to the Tax Commissioner's Office.



CITY OF KNOXVILLE
PROPERTY TAX OFFICE
 PO Box 15001
 Knoxville, TN 37901-5001

2015 ANNUAL TAX STATEMENT
 Personal Property Tax

www.knoxvilletn.gov
 (865) 215-2084

Tax ID: 1505930



*****AUTO**5-DIGIT 37909 1 169

MR FIX IT
 SEAN SMITH
 7101 STOCKTON DR
 KNOXVILLE, TN 37909-2535

2015 ANNUAL TAX STATEMENT PERSONAL PROPERTY TAX

- The **2015 taxes** are payable **October 1, 2015** through **February 29, 2016**.
- Penalty and interest of **2% per month** will be assessed beginning **March 1, 2016** on the 2015 tax year.

2015 TAX DETAIL	
Tax ID#	1505930
Business Location	7101 STOCKTON DR
Assessed Value	\$475
Tax Rate	2.7257
2015 Tax Due	\$12.95

DETACH AND RETURN WITH PAYMENT IN ENCLOSED ENVELOPE

MAKE CHECK PAYABLE TO:
 "CITY OF KNOXVILLE"

Amount Paid	
-------------	--

2015

Personal Property Tax

Tax ID	1505930
Address	7101 STOCKTON DR
Total Amount Due	\$12.95

MR FIX IT
 SEAN SMITH
 7101 STOCKTON DR
 KNOXVILLE, TN 37909-2535

City of Knoxville
 Property Tax Office
 PO Box 15001
 Knoxville, TN37901-5001

201500841160000001295000000129500000012957

ADDITIONAL CITY OF KNOXVILLE TAX INFORMATION can be found at:

(865) 215-2084

Monday through Friday
8:00am-4:30pm

On-line search at

www.knoxvilletn.gov

Email questions to:

citytaxoffice@knoxvilletn.gov

Additional Resources:

**For Questions Regarding
Asset Assessment Contact
Knox County Personal Property Assessor**
(865) 215-2362
email: personal.property@knoxcounty.org

**For Questions Regarding
County Taxes Contact
Knox County Trustee**
(865) 215-2305
email: trustee@knoxcounty.org

Pay your taxes in these convenient ways:



Mail your check along with remittance slip in the return envelope provided.



Pay Online at www.knoxvilletn.gov with:

-Electronic Check (No fee applies.)

OR

-Credit Card (Convenience fee applies. This fee is not paid to the City of Knoxville.)



2015 City of Gainesville Property Tax Statement

300 Henry Ward Way, 1st Floor • P.O. Box 2496 • Gainesville, Georgia 30503

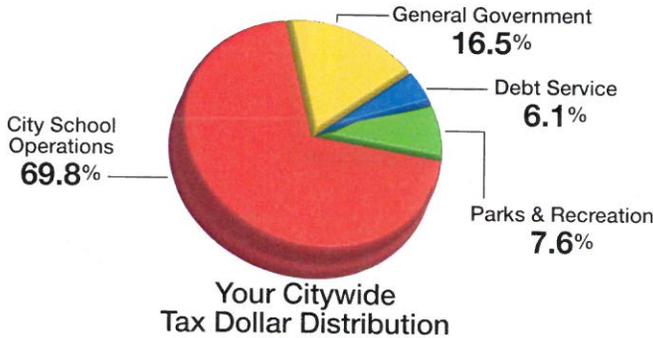
Phone (770) 535-5639 • Fax (770) 535-5636

Pay taxes online at www.gainesvilletax.org

PROPERTY OWNER(S)	MAP CODE		LOCATION		BILL #	DISTRICT	
ADAMS TRANSFER & STG CO INC	90000100010		795 SW GEORGIA AVE		2015-600072	004 GAINESVILLE	
	BUILDING VALUE	LAND VALUE	ACRES	FAIR MARKET VALUE	DUE DATE	BILLING DATE	EXEMPTIONS (Please see explanation on back)
	0	0	0.0000	93,430	12/7/2015	10/7/2015	

	FAIR MARKET VALUE	100% ASSESSED	LESS EXEMPTIONS	TAXABLE VALUE	MILLAGE RATE	TAX
GENERAL GOVERNMENT	93,430.00	93,430.00	0.00	93,430.00	2.800	261.60
SALES TAX ROLLBACK	93,430.00	93,430.00	0.00	93,430.00	-1.170	-109.31
GENERAL GOVERNMENT SUB TOTAL					1.63	152.29
DEBT SERVICE	93,430.00	93,430.00	0.00	93,430.00	.600	56.06
PARKS AND RECREATION	93,430.00	93,430.00	0.00	93,430.00	.750	70.07
SCHOOL	93,430.00	93,430.00	0.00	93,430.00	6.890	643.73
TOTAL					9.870	922.15

State law requires us to bill the owner as of January 1. If you have sold your property, it's your responsibility to forward the bill to the new owner. If the taxes are left unpaid, a lien will be filed on the property in the owner's name as of January 1. Also, if you have an escrow account with your mortgage company, please forward a copy of your bill to your mortgage company. We do not mail bills to the mortgage company.



Scan This Qr Code With Your Smart Device To Pay Your Tax Online



2015 Current Tax	922.15
Penalty	0.00
Interest	0.00
Other Fees	0.00
Previous Payments	0.00
Delinquent Tax*	0.00
Total Due	922.15

* Please note that delinquent tax due reflects total owed at the time of billing and the amount will change monthly due to interest charges. Please read the important information regarding delinquent tax on the back of this bill.

Please see additional information on back regarding delinquent tax and exemption code descriptions

DETACH TOP PORTION TO KEEP FOR YOUR RECORDS AND RETURN BOTTOM PORTION WITH PAYMENT.

2015 City of Gainesville Property Tax Statement

300 Henry Ward Way, 1st Floor • P.O. Box 2496 • Gainesville, Georgia 30503

Phone (770) 535-5639 • Fax (770) 535-5636 • Pay taxes online at www.gainesvilletax.org



BILL #	Map Code	Due Date	Amount Paid
2015-600072	90000100010	12/7/2015	

Make Check Payable to: **City of Gainesville Tax Office** and include bill number on check.

Check here if making address change (see back).

Payment Options:

Online: <http://www.gainesvilletax.org>; credit cards and echecks accepted; convenience fee applies

Mail: Check payable to City of Gainesville Tax Office, PO Box 2496, Gainesville, GA 30503

Drop Box: Located on the Henry Ward Way side of the City Administration Building, Available 24/7

In Person: City Administration Building, 300 Henry Ward Way, Room 103, Gainesville, GA 30501, Open M-F 8:00-5:00



*****AUTO**5-DIGIT 30501 1 42 42 1 AV 0.391
ADAMS TRANSFER & STG CO INC
795 GEORGIA AVE
GAINESVILLE, GA 30501

IMPORTANT INFORMATION REGARDING DELINQUENT TAX

Interest of 1% per month is added to delinquent balances and a 10% penalty is also added 90 days past the due date. If taxes are left unpaid, a lien will be filed on the property in the owner's name as of January 1.

When making payment on a delinquent tax, please obtain your up-to-date balance by referring to the City tax website at www.gainesvilletax.org. In the drop box "tax year" select "all years", on "pay status" select "unpaid", and then choose your search option. Locate your tax information, and click on the "view" button to the far right. Your tax information will display, and you will be given options that include printing your bill or paying your tax bill online. Please note that payments made online are subject to a processing fee. You may also verify a delinquent tax balance by calling (770) 535-5639 during normal business hours. Note that payments are applied to delinquent interest, penalties and principal, before being applied to current tax.

EXEMPTION DESCRIPTIONS

L6	Disabled Exemption
LD	Disabled Veteran-Total School
L5	Disabled Veteran-Total School
SD	Disabled Veteran
S5	Disabled Veteran
GB	Total School Tax
L2	Total School Tax
L3	Total School Tax
L4	Total School Tax
LA	Total School Tax
LB	Total School Tax
LC	Total School Tax
G2	Partial Senior Exemption
GA	Partial Senior Exemption
LS	Partial Senior Exemption
S3	Partial Senior Exemption
S4	Partial Senior Exemption
S1	Regular Homestead With County
SC	Regular Homestead With County
SV	Conservation
SF	Freeport



If you own or occupy your home and are at least 62 years old or if you are a totally disabled veteran, you may qualify for additional exemptions. Any questions regarding exemptions or the assessed value of your property should be addressed to the Hall County Tax Assessor's Office at (770) 531-6720.

CHANGE OF ADDRESS

Please complete to change your mailing address

NAME: _____

ADDRESS: _____

CITY _____ STATE _____ ZIP _____

PHONE #: _____

CHAMBERS COUNTY



Wendy Y. Williams
 Revenue Commissioner
 2 S. LaFayette Street, Ste. A
 LaFayette, AL 36862

TAX YEAR	ACCOUNT #	0000008891
2015	TOTAL TAXES DUE	\$175.94

In compliance with ACT 2010-726, you may make a \$2.00 donation to the Alabama Firefighters Annuity and Benefit Fund. You must write a separate check for \$2.00 that is made payable to Revenue Commissioner and "mark" the box. Your check must be sent with your payment.

Email: _____

Please send a self-addressed, stamped envelope to receive a Manufactured Home decal or receipt. Otherwise, your cancelled check is your receipt.



*****AUTO**5-DIGIT 36853 8 160
 HARRIS JOYCE S.
 111 MINDY LN
 VALLEY, AL 36854-4315

Make Payment Payable To:
 Wendy Y. Williams
 Revenue Commissioner

PLEASE BRING ENTIRE BILL IF PAYING IN PERSON. PLEASE DETACH AND RETURN TOP PORTION IF PAYING BY MAIL.



Wendy Y. Williams
 Revenue Commissioner
 2 S. LaFayette Street, Ste. A
 LaFayette, AL 36862



CHAMBERS COUNTY
Property Tax Notice
 PHONE (334) 864-4396



Scan this code with your Smart Device to pay or search for your taxes on our website.

ACCOUNT #	TAX YEAR	TOTAL TAXES DUE
0000008891	2015	\$175.94

PARCEL #s

Uniform Parcel Number: 18-04-19-4-001-008.003 #0
 Assessed Value: \$4,140
 Homestead: Not Exempt

Property Description: BEG 645'(S) E OF & 1302'(S) N OF SW COR OF SW1/4 OF SE1/4, RUNE345.2', SW'LY502', NW'LY100',NW'LY131.2', N'LY430.4' TO P.O.B., I. . . .

Acres: 3

MAIN OFFICE
 2 S. LaFayette Street, Ste. A, LaFayette
 Hours: Monday-Friday, 8:00-4:30 CT

LANETT ANNEX
 610 S. Gilmer Ave, Lanett
 Hours: Monday-Friday, 8:00-5:00 ET

PAY ONLINE AT
www.chamberscountyrevenue.com

PAY BY PHONE
 (866) 238-2016

HOLIDAY CLOSINGS:
 October 12, 2015 - COLUMBUS DAY
 November 11, 2015 - VETERAN'S DAY
 November 26-27, 2015 - THANKSGIVING
 December 24-25, 2015 - CHRISTMAS

Property owners in the state of Alabama are entitled to certain exemptions that may reduce the amount of taxes owed. There is available a "regular" homestead exemption for taxpayers who own and occupy their home as their primary residence. If you are 65 years of age or older, disabled, or blind, additional exemptions are available. There is also a "current use" application available for agricultural purposes. All exemptions should be applied for during the months of October, November, and December. Please note that all exemptions applied for this year, after approval, will be effective for the next fiscal year and *will not affect this tax bill.*

TAXES ARE DUE OCTOBER 1 OF THIS YEAR

Dear Property Owner: This reminder is prepared as a courtesy. Please check all information. If you NO LONGER OWN this property, notify the Revenue Commissioner's Office. If your property taxes are paid by a MORTGAGE COMPANY, use this notice as a reminder of the amount that your mortgage company should pay.

Any change in ownership or physical improvements to land must be reported to the Revenue Commissioner's Office (334) 864-4389 Assessing - (334) 864-4396 Collection - (334) 864-4379 Appraisal.

TAXES ARE DELINQUENT AFTER DECEMBER 31.

PENALTY WARNING

ACT 99-672 requires as of January 1st all delinquent property owners shall pay a late penalty.

2015 PROPERTY TAX STATEMENT

Chatham County Tax Commissioner
www.chathamtax.org



Bill Number	PT	Due Date	TOTAL DUE
2015-2947457	RE	11/15/2015	\$530.14

Map: 80010C02008
Location: 109 N WALNUT ST

Printed: 08/28/2015

MAKE CHECK OR MONEY ORDER PAYABLE TO:
Chatham County Tax Commissioner
RETURN THIS PORTION WITH PAYMENT

Total Amount Enclosed



*****AUTO**5-DIGIT 31312 5 175
80010C02008
WELLMAKER ROBERT C & OPAL C
109 WALNUT ST
BLOOMINGDALE, GA 31302-8536

CHATHAM CO TAX COMM PYMT LOCKBOX
PO BOX 117037
ATLANTA, GA 30368-7037

Chatham County Tax Commissioner
www.chathamtax.org
222 W. Oglethorpe Ave. Suite 107
Phone: (912) 652-7100 Fax: (912) 652-7101



Tax Payer: WELLMAKER ROBERT C & OPAL C
Map Code: 80010C02008 REAL
Description: N PORTIONS LTS 43 + 44
Location: 109 N WALNUT ST
Bill No: 2015-2947457
District: 080 BLOOMINGDALE

Building Value	Land Value	Acres	Fair Market Value	Due Date	Billing Date		Payment Good Through	Exemptions
129,900	18,900	.4400	148,800	11/15/2015	08/28/2015		11/15/2015	L1 L9 S1
Entity	Adjusted FMV	Net Assessment	Exemptions	Taxable Value	Millage Rate	Gross Tax	Credit	Net Tax
STATE TAX	148,800	59,520	2,000	57,520	.050	2.88		2.88
COUNTY M&O	148,800	59,520	37,120	22,400	12.844	287.71		258.57
COUNTY SALES TAX CREDIT					-1.301		-29.14	
COUNTY SCHOOL M&O	148,800	59,520	13,584	45,936	16.631	763.96		763.96
TOTALS					28.224	1,054.55	-29.14	1,025.41

A gradual reduction and elimination of the state tax millage rate is the result of property tax relief passed by the Governor, the House of Representatives and the State Senate. Under the property tax relief legislation, the state tax millage rate will be reduced by .05 mill every year until completely eliminated in 2016.



Pay online at www.chathamtax.org at your convenience using your checking account, MasterCard, Visa, American Express or Discover. Available 24 hours a day. Applicable Convenience Fees apply.

Our website provides the same real time information that is used in our office. You may also print copies of your tax bill or verify that your payment has been posted.

The "Payment Good Through" date is for the tax year indicated above only. If an amount appears in the "Back Taxes" column, a different due date is applicable.

In accordance with O.C.G.A 48-2-44, delinquent taxes are charged interest at a rate of 1% per month or any portion of a month. Once taxes are 90 days late, a 10% penalty is added to all bills except those for Homesteaded property which are less than \$500.00.

OUR RECORDS INDICATE YOUR TAXES ARE PAID BY YOUR MORTGAGE COMPANY, PLEASE FORWARD THIS BILL TO THEM.

Current Due	\$1,025.41
Penalty	.00
Interest	.00
Other Fees	.00
Previous Payment	-495.27
Back Taxes	.00
TOTAL DUE	\$530.14

Printed: 08/28/2015

IMPORTANT TAXPAYER INFORMATION

- In accordance with Georgia Law taxes are billed in the name of the owner as of January 1 for the entire tax year.
- If your 100% Fair Market Value is lower than your Stephens-Day Value, you are billed using the lower value for County, School, Special Service District, and Transit taxes. This also applies to the Municipal taxes for the City of Tybee Island, the City of Port Wentworth, the City of Pooler, and Garden City.
- On June 26, 2009, the Board of Commissioners voted to charge an annual fee for Solid Waste services in the unincorporated area of the County. This fee will be billed on the 2nd Installment tax bill for every single family residential unit in the unincorporated area. This fee is \$43.00 per year.
- Homestead Exemptions applications are accepted in the Tax Assessors Office, 222 W. Oglethorpe Ave., Suite 113, Savannah, GA 31401. Please call (912) 652-7271 for exemption information.
- Pursuant to O.C.G.A §48-5-56 you are hereby notified that certain persons are eligible for certain homestead exemptions from ad valorem taxation. In addition to the regular homestead exemption authorized for all homeowners, certain elderly persons are entitled to additional homestead exemptions. The full law relating to each exemption must be referred to in order to determine eligibility for the exemption. If you are eligible for one of these exemptions and are not now receiving the benefit of the exemption, you must apply for the exemption no later than April 1st in order to receive the exemption in future years. For more information on eligibility for exemptions or on the proper method of applying for an exemption, you may contact the office of the Chatham County Tax Assessor, which is located at 222 W. Oglethorpe Ave., Suite 113, Savannah, GA 31401 and which may be contacted by telephone at (912) 652-7271.
- If you feel that your property has been assigned too high a value for tax purposes by the Board of Tax Assessors, you should file a tax return (strike your return) reducing the value no later than April 1st in order to have an opportunity to have this value lowered for next year's taxes. Information on filing a return can be obtained from the Chatham County Tax Assessor at 222 W. Oglethorpe Ave., Suite 113, Savannah, GA 31401 or at (912) 652-7271.