

**INVITATION TO BID**

**ITB # 4374**

**PRINTING, STUFFING AND MAILING OF  
UTILITY BILLS AND NEWSLETTERS**



**Bids Due: Tuesday, April 7, 2015 11:00 AM (Local Time)**

Treasury/Customer Service

Issued By:  
City of Ann Arbor  
Procurement Unit  
301 E Huron Street  
Ann Arbor, MI 48104

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**CITY OF ANN ARBOR**  
**ITB # 4374**

Sealed Bids will be received by the City of Ann Arbor Customer Service Desk, First (1st) Floor, Guy Larcom City Hall, **on or before 11:00am on April 7, 2015** for Printing, Stuffing And Mailing of Utility Bills and Newsletters. Bids will be publicly opened and read aloud at this time.

The work includes printing, stuffing and mailing of utility bills and newsletters for a one (1) year period, renewable for four (4) additional years, not to exceed five (5) years in total.

Bid documents, specifications, and addenda, shall be downloaded by bidders at either of the following websites: Michigan Inter-governmental Trade Network (MITN) [www.mitn.info](http://www.mitn.info) or the City of Ann Arbor Purchasing website: [www.A2gov.org](http://www.A2gov.org). It is the bidder's responsibility to verify they have obtained all information before submitting a bid.

Each Bid shall be accompanied by a certified check, or Bid Bond by a recognized surety, in the amount of 5% of the total of the bid price. A Bid, once submitted, becomes the property of the City. In the sole discretion of the City, the City reserves the right to allow a bidder to reclaim submitted documents provided the documents are requested and retrieved no later than 48 hours prior to the scheduled bid opening.

Precondition for entering into a Contract with the City of Ann Arbor is compliance with Chapter 112 of Title IX of the Code of the City of Ann Arbor (Nondiscrimination by City Contractors). The successful Bidder may also be required to comply with applicable prevailing wage requirements and/or Chapter 23 of Title I of the Code of the City of Ann Arbor. Further information is outlined in the Contract Documents. All bidders are required to complete and submit the City of Ann Arbor Conflict of Interest Disclosure Form with the bid.

After the time of opening, no Bid may be withdrawn for a period of sixty (60) days. The City reserves the right to accept any Bid, to reject any or all Bids, to waive irregularities and/or informalities in any Bid, and to make the award in any manner the City believes to be in its best interest. The decision of the City of Ann Arbor shall be final as to what constitutes acceptable deviations from the specifications.

Questions regarding this project may be submitted in writing via email to [cspencer@a2gov.org](mailto:cspencer@a2gov.org). Questions by telephone call are prohibited. **The deadline for questions shall be 5pm on March 30, 2015.** Questions will not be accepted after this date.

## **INSTRUCTIONS TO BIDDERS**

### **General**

Work to be done under this Contract is generally described through the scope of work and must be completed fully in accordance with the contract documents. All work must be approved in writing from the Administering Services Area prior to execution.

### **Preparation of Bids**

Bids should be prepared providing a straight-forward, concise description of the Bidder's ability to meet the requirements of the ITB. Bids shall be written in ink or typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed and dated in ink by the person signing the Bid.

Bids must be submitted on the "Bid Forms" provided with each blank properly filled in. If forms are not fully completed and submitted in the manner specified in the Bid Specifications it may disqualify the bid.

Each person signing the Bid certifies that he/she is the person in the Bidder's firm/organization responsible for the decision as to the fees being offered in the Bid and has not and will not participate in any action contrary to the terms of this provision.

### **Questions or Clarification on ITB Specifications**

All questions regarding this ITB shall be submitted via email. Emailed questions and inquiries will be accepted from any and all prospective Bidders in accordance with the terms and conditions of the ITB.

All questions shall be due on or before Monday, March 30, 2015 by 5pm and should be addressed as follows:

Specification/Scope of Work questions emailed to Aimee Wingle, [awingle@a2gov.org](mailto:awingle@a2gov.org).  
Bid Process and Compliance questions emailed to Colin Spencer, [cspencer@a2gov.org](mailto:cspencer@a2gov.org)

Any error, omissions or discrepancies in the specification discovered by a prospective contractor and/or service provider shall be brought to the attention of [cspencer@a2gov.org](mailto:cspencer@a2gov.org) after discovery as quickly as possible. Further, the contractor and/or service provide shall not be allowed to take advantage of errors, omissions or discrepancies in the specifications.

### **Addenda**

If it becomes necessary to revise any part of the ITB, notice of the Addendum will be posted to Michigan Inter-governmental Trade Network (MITN) [www.mitn.info](http://www.mitn.info) and/or City of Ann Arbor web site [www.A2gov.org](http://www.A2gov.org) for all parties to download.

Each Bidder must in its Bid, to avoid any miscommunications, acknowledge all addenda which it has received, but the failure of a Bidder to receive, or acknowledge receipt of; any addenda shall not relieve the Bidder of the responsibility for complying with the terms thereof.

The City will not be bound by oral responses to inquiries or written responses other than written addenda.

**Bid Submission**

All Bids are due and must be delivered to the City of Ann Arbor as prescribed below **on or before Tuesday, April 7, 2015 by 11:00am**. Bids submitted late or via oral, telephonic, telegraphic, electronic mail or facsimile **will not** be considered or accepted.

Each Bidder must submit one (1) original Bid and two (2) Bid copies in a sealed envelope clearly marked: **ITB# 4374**.

**Bids must be addressed and delivered to:**

City of Ann Arbor  
Procurement Unit,  
c/o Customer Services, 1st Floor  
301 East Huron Street  
P.O. Box 8647  
Ann Arbor, MI 48107

All Bids received on or before the Due Date will be publicly opened and recorded immediately. No immediate decisions are rendered.

Hand delivered bids will be date/time stamped/signed by the Procurement Unit at the address above in order to be considered. Normal business hours are 9:00 a.m. to 3:00 p.m. Monday through Friday, excluding Holidays. The City will not be liable to any Bidder for any unforeseen circumstances, delivery or postal delays. Postmarking to the Due Date will not substitute for receipt of the Bid. Each Bidder is responsible for submission of their Bid.

Additional time for submission of bids past the stated due date and time will not be granted to a single Bidder; however, additional time may be granted to all Bidders when the City determines in its sole discretion that circumstances warrant it.

**Experience Requirements**

Bidder shall have at least five (5) years of experience in performing the services covered under this ITB. As part of the bid submission, bidders should submit documentation of their experience including names of customers, type of work performed, date of work performed, and contract value.

**Increased or Decreased Quantities**

The City reserves the right to increase or decrease the quantities of items of tangible personal property, services or construction to be provided within the terms of the agreement and at the same prices, with the consent of the bidder.

**Award**

The City intends to award a Contract(s) to the lowest responsible Bidder(s) or in any manner deemed to be in the best interest of the City of Ann Arbor. On multi-divisional contracts, separate divisions may be awarded to separate Bidders. The City may award multiple divisions to a single Bidder, so that the lowest total cost is achieved for the City. For unit price bids, the Contract will be awarded based upon the unit prices and the lump sum prices stated by the bidder for the work items specified in the bid documents. If the City determines that the unit price for any item is materially different for the work item bid than either other bidders or the general market, the City, in its sole discretion, in addition to any other right it may have, may reject the bid as not responsible or non-conforming.

The acceptability of major subcontractors will be considered in determining if a Bidder is responsible. All key staff and subcontractors are subject to the approval by the City. Bids exceeding \$25,000 as a projected annual cost will require City Council approval. Award will be made after the above approvals are received.

### **Official Documents**

The City of Ann Arbor officially distributes bid documents from the Procurement Unit or through the Michigan Intergovernmental Trade Network (MITN). Copies of the bid documents obtained from any other source are not Official copies. Addenda and other bid information will only be posted to these official distribution sites. If you obtained City of Ann Arbor Bid documents from other sources, it is recommended that you register on [www.MITN.info](http://www.MITN.info) and obtain an official Bid.

### **Bid Security**

Each bid must be accompanied by a certified check, or Bid Bond by a surety licensed and authorized to do business within the State of Michigan, in the amount of 5% of the total of the bid price.

### **Withdrawal of Bids**

After the time of opening, no Bid may be withdrawn for the period of sixty (60) days.

### **Contract Term**

The cost of services provided under this contract shall be firm for one (1) years from the date of starting the contract.

The contract term may be renewed for up to two (2) two (2) year periods not to exceed five (5) years in total, provided that no later than seventy-five (75) days prior to the end of the contract both parties agree in writing to an extension under the same terms and conditions as exist in the current contract. No further renewals shall be made.

Time is of the essence in the performance of the work under this Contract.

### **Liquidated Damages**

A liquidated damages clause, herein provides that the Contractor shall pay the City as liquidated damages, and not as a penalty, a sum certain per day for each and every day that the Contractor may be in default of completion of the specified work, within the time(s) stated in the Contract, or written extensions.

Liquidated damages clauses, as given in the General Conditions, provide further that the City shall be entitled to impose and recover liquidated damages for breach of the obligations under Chapter 112 of the City Code.

The liquidated damages are for the non-quantifiable aspects of any of the previously identified events and do not cover actual damages that can be shown or quantified nor are they intended to preclude recovery of actual damages in addition to the recovery of liquidated damages.

### **Human Rights Information**

All contractors proposing to do business with the City shall satisfy the contract compliance administrative policy adopted by the City Administrator in accordance with the Section 9:158 of the Ann Arbor City Code. Breach of the obligation not to discriminate as outlined in the General Conditions section herein shall be a material breach of the contract. Contractors are required to

post a copy of Ann Arbor's Non-Discrimination Ordinance at all work locations where its employees provide services under a contract with the City.

### **Wage Requirements**

The City of Ann Arbor requires payment of prevailing wages or of a "living wage" to employees providing service to the City under this contract. The successful bidder must comply with all applicable requirements and provide documentary proof of compliance when requested.

### **Conflict Of Interest Disclosure**

The City of Ann Arbor Purchasing Policy requires that prospective Vendors complete a Conflict of Interest Disclosure form. A contract may not be awarded to the selected Vendor unless and until the Procurement Unit and the City Administrator have reviewed the Disclosure form and determined that no conflict exists under applicable federal, state, or local law or administrative regulation. Not every relationship or situation disclosed on the Disclosure Form may be a disqualifying conflict. Depending on applicable law and regulations, some contracts may be awarded on the recommendation of the City Administrator after full disclosure, where such action is allowed by law, if demonstrated competitive pricing exists and/or it is determined the award is in the best interest of the City. A copy of the Vendor Conflict of Interest Disclosure Form is attached.

### **Debarment**

Submission of a Bid in response to this ITB is certification that the Bidder is not currently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal departments or agency. Submission is also agreement that the City will be notified of any changes in this status.

### **Disclosures**

After bids are opened, all information in a submitter's bid is subjected to disclosure under the provisions of Michigan Public Act No. 442 of 1976, as amended (MCL 15.231 et seq.) known as the "Freedom of Information Act." The Freedom of Information Act also provides for the complete disclosure of contracts and attachments thereto except where specifically exempted.

### **Bid Protest**

All Bid protests must be in writing and filed with the Purchasing Agent within five (5) business days of the award action. The bidder must clearly state the reasons for the protest. If a bidder contacts a City Service Area/Unit and indicates a desire to protest an award, the Service Area/Unit shall refer the bidder to the Purchasing Agent. The Purchasing Agent will provide the bidder with the appropriate instructions for filing the protest. The protest shall be reviewed by the City Administrator or designee whose decision shall be final.

### **Cost Liability**

The City of Ann Arbor assumes no responsibility or liability for costs incurred by the Bidder prior to the execution of a contract with the City. By submitting a bid, a bidder agrees to bear all costs incurred or related to the preparation, submission and selection process for the bid.

### **Reservation of Rights**

The City of Ann Arbor reserves the right to accept any bid proposed in whole or in part, to reject any or all bids in whole or in part and to waive irregularity and/or informalities in any bid and to make the award in any manner deemed in the best interest of the City.

# GENERAL CONDITIONS

## Section 1 - Wage Requirements

Under this Contract, the Contractor shall conform to Chapter 14 of Title I of the Code of the City of Ann Arbor as amended; which in part states "...that all craftsmen, mechanics and laborers employed directly on the site in connection with said improvements, including said employees of subcontractors, shall receive the prevailing wage for the corresponding classes of craftsmen, mechanics and laborers, as determined by statistics for the Ann Arbor area compiled by the United States Department of Labor. At the request of the City, any contractor or subcontractor shall provide satisfactory proof of compliance with the contract provisions required by the Section."

Where the Contract and the Ann Arbor City Ordinance are silent as to definitions of terms required in determining contract compliance with regard to prevailing wages, the definitions provided in the Davis-Bacon Act as amended (40 U.S.C. 278-a to 276-a-7) for the terms shall be used.

Further, to the extent that any employees of the Contractor providing services under this contract are not part of the class of craftsmen, mechanics and laborers who receive a prevailing wage in conformance with Section 1:319 of Chapter 14 of Title I of the Code of the City of Ann Arbor, the Contractor agrees to conform to Chapter 23 of Title I of the Code of the City of Ann Arbor, as amended, which in part states:

### **1:814. Applicability.**

- (1) This Chapter shall apply to any person that is a contractor/bidder or grantee as defined in Section 1:813 that employs or contracts with five (5) or more individuals; provided, however, that this Chapter shall not apply to a non-profit contractor/bidder or non-profit grantee unless it employs or contracts with ten (10) or more individuals.
- (2) This Chapter shall apply to any grant, contract, or subcontract or other form of financial assistance awarded to or entered into with a contractor/bidder or grantee after the effective date of this Chapter and to the extension or renewal after the effective date of this Chapter of any grant, contract, or subcontract or other form of financial assistance with a contractor/bidder or grantee.

### **1:815. Living Wages Required.**

- (1) Every contractor/bidder or grantee, as defined in Section 1:813, shall pay its covered employees a living wage as established in this Section.
  - (a) For a covered employer that provides employee health care to its employees, the living wage shall be \$12.70 an hour, or the adjusted amount hereafter established under Section 1:815(3).
  - (b) For a covered employer that does not provide health care to its employees, the living wage shall be \$14.18 an hour, or the adjusted amount hereafter established under Section 1:815(3).



- (2) In order to qualify to pay the living wage rate for covered employers providing employee health care under subsection 1:815(1)(a), a covered employer shall furnish proof of said health care coverage and payment therefor to the City Administrator or his/her designee.
- (3) The amount of the living wage established in this Section shall be adjusted upward no later than April 30, 2002, and every year thereafter by a percentage equal to the percentage increase, if any, in the federal poverty guidelines as published by the United States Department of Health and Human Services for the years 2001 and 2002. Subsequent annual adjustments shall be based upon the percentage increase, if any, in the United States Department of Health and Human Services poverty guidelines when comparing the prior calendar year's poverty guidelines to the present calendar year's guidelines. The applicable percentage amount will be converted to an amount in cents by multiplying the existing wage under Section 1.815(1)(b) by said percentage, rounding upward to the next cent, and adding this amount of cents to the existing living wage levels established under Sections 1:815(1)(a) and 1:815(1)(b). Prior to April 1 of each calendar year, the City will notify any covered employer of this adjustment by posting a written notice in a prominent place in City Hall, and, in the case of a covered employer that has provided an address of record to the City, by a written letter to each such covered employer.

Contractor agrees that all subcontracts entered into by the Contractor shall contain similar wage provision covering subcontractor's employees who perform work on this contract.

### **Section 3 - Non-Discrimination by City Contractors**

The Contractor agrees to comply, and to require its subcontractor(s) to comply, with the nondiscrimination provisions of Section 209 of the Elliot-Larsen Civil Rights Act (MCL 37.2209). The Contractor further agrees to comply with the nondiscrimination provisions of Chapter 112 of the Ann Arbor City Code and to assure that applicants are employed and that employees are treated during employment in a manner which provides equal employment opportunity. The Contractor further agrees to comply with the provisions of Section 9:158 of Chapter 112 of the Ann Arbor City Code and in particular the following excerpts:

#### **9:158. - Nondiscrimination by city contractors.**

- (1) All contractors proposing to do business with the City of Ann Arbor shall satisfy the contract compliance administrative policy adopted by the City Administrator in accordance with the guidelines of this section. All city contractors shall ensure that applicants are employed and that employees are treated during employment in a manner which provides equal employment opportunity and tends to eliminate inequality based upon any classification protected by this chapter. All contractors shall agree not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of any applicable protected classification.
- (2) All contractors shall be required to post a copy of Ann Arbor's Non-Discrimination Ordinance at all work locations where its employees provide services under a contract with the city.
- (3) Upon request, each prospective contractor shall submit to the city data showing current total employment by occupational category, sex and minority group and shall respond to information requests documenting its equal employment opportunity policies and procedures.

- (4) If the contract which is being awarded includes federal requirements for affirmative action, each prospective contractor shall submit to the city data showing current total employment by occupational category, sex and minority group. If, after verifying this data, the City Administrator's designee concludes that it indicates total minority and female employment commensurate with their availability within the contractor's labor recruitment area, i.e., the area from which the contractor can reasonably be expected to recruit, said contractor shall be accepted by the City Administrator's designee as having fulfilled affirmative action requirements for the period of the contract at which time the City Administrator's designee shall conduct another review. If the data demonstrates an under-representation the contractor shall develop an affirmative action program for review by the City Administrator's designee. Said program shall include specific goals and timetables for the hiring and promotion of minorities and females. Said goals shall reflect the availability of minorities and females within the contractor's labor recruitment area. In the case of construction contractors, the City Administrator's designee shall use for employment verification the labor recruitment area of the Ann Arbor metropolitan statistical area. Construction contractors determined to be in compliance shall be accepted by the City Administrator's designee as having fulfilled affirmative action requirements for a period of 1 year at which time the City Administrator's designee shall conduct another review.
- (5) In hiring for construction projects, contractors shall make good faith efforts to employ local persons, so as to enhance the local economy.
- (6) All contracts shall include provisions through which the contractor agrees to follow all applicable federal and state laws.
- (7) The City Administrator's designee shall monitor the compliance of each contractor with the nondiscrimination provisions of each contract. The City Administrator's designee, together with the Human Rights Commission, shall develop procedures and regulations consistent with the administrative policy adopted by the City Administrator for notice and enforcement of non-compliance. Such procedures and regulations shall include a provision for the posting of contractors not in compliance.
- (8) The City Administrator's designee will provide the City's Human Rights Commission with an annual summary report of contracts awarded; affirmative action requirements reviewed, where applicable; any complaints received alleging violation of the contractor's non-discrimination requirements, and actions taken. The Human Rights Commission will be provided, at its request, with additional information related to the report. The Human Rights Commission and the City Administrator's designee will report annually to the City Council on compliance of city contractors with this chapter.
- (9) All city contracts shall provide further that breach of the obligation not to discriminate shall be a material breach of the contract for which the city shall be entitled, at its option, to do any or all of the following:
  - (a) Cancel, terminate, or suspend the contract in whole or part and/or refuse to make any required periodic payments under the contract;
  - (b) Declare the contractor ineligible for the award of any future contracts with the city for a specified length of time;
  - (c) Recover liquidated damages of a specified sum, said sum to be that percentage of the labor expenditure for the time period involved which would have accrued to protected class members had the discrimination provisions not been breached;

- (d) Impose for each day of non-compliance, liquidated damages of a specified sum, based upon the following schedule:

Contract Amount	Assessed Damages Per Day of Non-Compliance
\$25,000—99,999	\$50.00
100,000—199,999	100.00
200,000—499,999	150.00
500,000—1,499,999	200.00
1,500,000—2,999,999	250.00
3,000,000—4,999,999	300.00
5,000,000 and above	500.00

- (e) In addition the contractor shall be liable for any costs or expenses incurred by the City of Ann Arbor in obtaining from other sources the work and services to be rendered or performed or the goods or properties to be furnished or delivered to the city under this contract.

## INVITATION TO BID

City of Ann Arbor  
Guy C. Larcom Municipal Building  
Ann Arbor, Michigan 48107

Ladies and Gentlemen:

The undersigned, as Bidder, declares that this Bid is made in good faith, without fraud or collusion with any person or persons bidding on the same Contract; that this Bidder has carefully read and examined the bid documents, including, City Nondiscrimination and Wage requirements, Vendor Conflict of Interest Form, Instructions to Bidders, Bid, Bid Forms, Contract, Bond Forms (if any), General Conditions, Standard Specifications, Detailed Specifications, all Addenda, and the Plans (if applicable) and understands them. The Bidder declares that it is fully informed as to the nature of the work and the conditions relating to the work's performance. The Bidder also declares that it has extensive experience in successfully completing projects similar to this one.

The Bidder acknowledges that it has not received or relied upon any representations or warrants of any nature whatsoever from the City of Ann Arbor, its agents or employees, and that this Bid is based solely upon the Bidder's own independent business judgment.

The undersigned proposes to perform all work shown on the plans or described in the bid documents, including any addenda issued, and to furnish all necessary machinery, tools, apparatus, and other means of construction to do all the work, furnish all the materials, and complete the work in strict accordance with all terms of the Contract of which this Bid is one part.

In accordance with these bid documents, and Addenda numbered \_\_\_\_\_, the undersigned, as Bidder, proposes to perform all work included herein for the amounts set forth in the Bid Forms.

The Bidder declares that it has become fully familiar with the liquidated damage clauses for completion times and for compliance with City Code Chapter 112, understands and agrees that the liquidated damages are for the non-quantifiable aspects of non-compliance and do not cover actual damages that may be shown and agrees that if awarded the Contract, all liquidated damage clauses form part of the Contract.

The Bidder declares that it has become fully familiar with the provisions of Chapter 14, Section 1:319 (Prevailing wages) and Chapter 23 (Living Wage) of the Code of the City of Ann Arbor and that it understands and agrees to comply, to the extent applicable to employees providing services to the City under this Contract, with the wage and reporting requirements stated in the City Code provisions cited. Bidder further agrees that the cited provisions of Chapter 14 and Chapter 23 form a part of this Contract.

The Bidder declares that it has become familiar with the City Conflict of Interest Disclosure Form and certifies that the statement contained therein is true and correct.

The Bidder encloses a certified check or Bid Bond in the amount of 5% of the total of the Bid Price. The Bidder agrees both to contract for the work and to furnish the necessary Bonds and insurance documentation within 10 days after being notified of the acceptance of the Bid.

If this Bid is accepted by the City and the Bidder fails to contract and furnish the required Bonds (if applicable) and insurance documentation within 10 days after being notified of the acceptance of this Bid, then the Bidder shall be considered to have abandoned the Contract and the certified check or Bid Bond accompanying this Bid shall become due and payable to the City.

If the Bidder enters into the Contract in accordance with this Bid, or if this Bid is rejected, then the accompanying check or Bid Bond shall be returned to the Bidder.

In submitting this Bid, it is understood that the right is reserved by the City to accept any Bid, to reject any or all Bids, to waive irregularities and/or informalities in any Bid, and to make the award in any manner the City believes to be in its best interest.

SIGNED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2015

\_\_\_\_\_  
Bidder's Name

\_\_\_\_\_  
Authorized Signature of Bidder

\_\_\_\_\_  
Official Address

\_\_\_\_\_  
(Print Name of Signer Above)

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Email Address for Award Notice

## BID FORM

### Section 1 – Schedule of Prices

Base Bid: The Bidder must provide a complete base bid, comprised of the services specified in the attached spreadsheet.

Item	Description	Cost per thousand	Cost per max amount
1A	Print Water Bill Stock (150,000)		
1B	Print Solid Waste Bill Stock (5,000)		
1C	Outgoing Envelopes (155,000)		
1D	Return Envelopes (Water/Solid Waste - 155,000)		
1E	Return Envelopes Airport (2000)		
1F	Non-Billing Envelopes (2000)		
1	<b>Total Printing Costs</b>		
Item	Description	Cost per page	Cost per max amount
2A	Imaging and Mailing single page bills (pdf) (110,000)		
2B	Imaging and Mailing multiple page bills (pdf) (3000)		
2AB	<b>Total Imaging and Mailing (pdf) Cost</b> (Add 2A max amount + 2B max amount)		
2C	Imaging and Mailing single page bills (data only) (105,000)		
2D	Imaging and Mailing multiple page bills (data only) (3000)		
2CD	<b>Total Imaging and Mailing (data only) Cost</b> (Add 2C max amount + 2D max amount)		
Item	Description	Cost per qtr (26,000)	Cost per max amount
3A	Printing and Folding of Newsletter (105,000)		
	<b>Total Yearly Bid (pdf)</b> (Items 1+2AB+3A)		
	<b>Total Yearly Bid (data only)</b> (Items 1+2CD+3A)		

Item	Miscellaneous Expenses	Cost
4A	Cost per delivery/pickup	
4B	Cost per additional 1000 inserts	
5A	Postage Pre-Sort rate (cents/ounce)	
5B	Postage First Class rate (cents/ounce)	

## BID FORM

### Section 2 – Subcontractors

For purposes of this contract, a subcontractor is anyone (other than the Contractor) who performs work (other than or in addition to the furnishing of materials, plans or equipment) at or about the construction site, directly or indirectly for or on behalf of the Contractor (and whether or not in privity of contract with the Contractor), but shall not include any individual who furnishes merely the individual's own personal labor or services.

For the work outlined in these documents the Bidder expects to engage the following major subcontractors to perform the work identified.

Subcontractor (Name and Address)

Work Amount

If the Bidder does not expect to engage any major subcontractors, the Bidder MUST complete the following statement:

For the work outlined in this request for bid, the bidder does NOT expect to engage any major subcontractor to perform work under the contract.

Signature of Authorized Representative of Bidder

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## SCOPE OF WORK

The City of Ann Arbor's Procurement Service Unit is soliciting bids for the Printing, Stuffing, and Mailing of Utility Bills and associated informational material as specified.

### Item 1 - Pre-Printing

A. Printing of Water Bill Stock: 2 color Black + PMS, 2-sided (no bleeds), 8.5 X 11 60# text, white 30% post consumer waste fiber, perforate one time to create an 8.5" x 3.4" tear-off.

**Note:** Bill stock to be pre-printed and held at vendor location for mailing with some mailed to City of Ann Arbor for on-site use as requested. SAMPLE IS ATTACHED.

B. Printing of Solid Waste Bill Stock: 2 color Black + PMS, 2-sided (no bleeds), 8.5 x 11 60# text, white offset (30% PCW fiber) with horizontal micro perforation at 3.4" from the bottom. SAMPLE IS ATTACHED.

C. Printing of Outgoing Bill Envelopes: 24# white wove, #10 regular pre-printed, window-cut, 30% post consumer waste fiber. Camera ready, 1/0 black one sided.

**Note:** Envelopes to be preprinted and held at vendor location for mailing with some mailed to City of Ann Arbor for on-site use as requested.

D. Printing of Payment Return Envelopes (Water and Solid Waste): 24# white wove, #9 regular pre-printed, 30% post consumer waste fiber. Camera ready, 1/0 black one sided.

**Note:** Envelopes to be pre-printed and held at vendor location for mailing with some mailed to City of Ann Arbor for on-site use as requested.

(These may be discontinued in the future)

E. Printing of Payment Return Envelopes (Airport): 24# white wove, #9 regular pre-printed, 30% post consumer waste fiber. Camera ready, 1/0 black one sided.

F. Printing of "City of Ann Arbor Customer Service Center" envelopes for non-billing customer communications: Stock is classic crest Avon brilliant White #10 envelopes black + 1 PMS

### Item 2 - Imaging and Mailing Costs

A. Process Single Page Water AND/OR Solid Waste Bills (1,800 to 3,600 per week for twelve months): Variable image water bill statements onto preprinted bill stock (1A) from **pdf data files**, z-fold bill, machine insert water bill, Water Matters Newsletter (Item #3 – NOT inserted with Solid Waste Bills) and #9 reply envelope (Item ID) (no #9 needed for EFT records) into #10 window envelope (Item 1C) and seal. Using CASS certified address validation and presorting. Deliver to U.S. Post Office within 2 business days of receiving files.

B. Process **Multiple** Page Water Bills (50 to 300 per week for three months): Variable image water bill statements onto preprinted bill stock (item 1A) from **pdf data files**, z-fold bills, machine insert multiple water bills, Water Matters Newsletter (Item #3) and #9 reply envelope (Item 1D) (no #9 needed for EFT records) into #10 window envelope (Item 1C) and seal. Using CASS certified address validation and presorting. Deliver to U.S. Post Office within 2 business days of receiving files.



Separate invoice must be produced for non-permit postage.

**Please indicate if you also have the capability to print from data only files and what the associated costs would be. We currently use pdf files but would like to have the ability to change in the future if possible.**

C. Process Single Page Water AND/OR Solid Waste Bills (1,800 to 3,600 per week for twelve months): Variable image water bill statements onto preprinted bill stock (1A) from **data only files (XML, CSV)**, z-fold bill, machine insert water bill, Water Matters Newsletter (Item #3 – NOT inserted with Solid Waste Bills) and #9 reply envelope (Item ID) (no #9 needed for EFT records) into #10 window envelope (Item 1C) and seal. Using CASS certified address validation and presorting. Deliver to U.S. Post Office within 2 business days of receiving files.

D. Process **Multiple** Page Water Bills (50 to 300 per week for three months): Variable-image water bill statements onto preprinted bill stock (item 1A) from **data only files (XML, CSV)**, z-fold bills, machine insert multiple water bills, Water Matters Newsletter (Item #3) and #9 reply envelope (Item 1D) (no #9 needed for EFT records) into #10 window envelope (Item 1C) and seal. Using CASS certified address validation and presorting. Deliver to U.S. Post Office within 2 business days of receiving files.

Separate invoice must be produced for non-permit postage.

### **Item No. 3 – Printing and Folding of Quarterly Water Matters Newsletter**

A. Water Matters Newsletter: 2/2, black plus 1 PMS color, 2 sided on 60# offset 30 % post-consumer waste fiber, letter fold for inserting and mailing. Hold for mailing with Utility Bill, no perforation, and no variable imaging. Creative changes are made quarterly. SAMPLE IS ATTACHED.

Average quarterly number printed is approximately 26,000

### **Item No. 4 – Miscellaneous Expenses**

- A. Cost per delivery or pickup (if applicable)
- B. Cost per 1,000 for additional inserts (i.e. letter-size notifications)
- C. Postage presort rate
- D. Postage regular/first class rate

AWARD: The award will be to the lowest total bid or in any manner deemed to be in the best interest of the City of Ann Arbor. The City of Ann Arbor reserves the right to reject low bids which do not meet specifications.

Note: Previous experience and performance may be a factor in making the award.

REFERENCES: Please list at least three (3) public agencies for which you have done similar work:

	<u>Organization</u>	<u>Address</u>	<u>Contact Person</u>	<u>Telephone</u>
1.	<hr/>			
2.	<hr/>			
3.	<hr/>			

Note: The City of Ann Arbor reserves the right to reject low bids for poor past performance or inadequate references.

CONTRACT PERIOD: It is anticipated that the initial one (1) year contract is to start approximately July 1, 2015 and go through June 30, 2016.

RENEWAL: The proposed agreement may be renewed for up to two (2) two (2) year periods not to exceed five (5) years in total, provided that no later than seventy-five (75) days prior to the end of the contract both parties agree in writing to an extension under the same terms and conditions as exist in the current contract. No further renewals shall be made.

**Except to the extent otherwise provided in this Bid, all services provided are accepted and shall be governed by the terms and conditions of the City's standard service purchase order, a copy of which is attached to and made part of the bid documents.**

**The Bid Specifications, service purchase order terms and conditions incorporated by reference, and Bidder response shall govern the purchase of all services and constitute the entire agreement of the Parties. No modification, amendment, or waiver shall be effective unless contained in a writing signed by both parties.**

**Bidder's submission of a complete and signed bid to provide services without alteration or addition indicates agreement with the above.**

## **City of Ann Arbor: General Terms and Conditions**

The following General Terms and Conditions shall apply.

**Tax Exemption:** The City of Ann Arbor is tax exempt, ID# 38-6004534.

**Acceptance of Contract:** This order is the City's contract to purchase the goods and services described on the reverse front side of this document from the Vendor. The City's placement of this order is expressly conditioned upon the Vendor's acceptance of all the terms and conditions of purchase contained on or attached to this purchase order. All specifications, drawings, and data submitted to the Vendor with this order are hereby incorporated and made part hereof.

**Amendments:** No agreement or understanding to modify this contract shall be binding upon the City unless in writing and signed by the City's authorized agent.

**Delivery:** All prices must be F.O.B. delivery point. Time is of the essence on this contract. If delivery dates cannot be met, the Vendor agrees to advise the City, in writing of the earliest possible shipping date. The City reserves the right to cancel or purchase elsewhere and hold the Vendor accountable.

**Risk of Loss:** Regardless of F.O.B. point, the Vendor agrees to bear all risk of loss, injury, or destruction of goods and materials ordered herein which may for any reason occur prior to delivery or acceptance by the City, whichever is later. No such loss, injury, or destruction shall release the Vendor from any obligations hereunder.

**Inspection:** Goods and materials must be properly packaged. Damaged goods and materials will not be accepted. The City reserves the right to inspect the goods at a reasonable time subsequent to delivery where circumstances or conditions prevent effective inspection of the goods at the time of delivery. All rejected goods shall be returned to the Vendor at no cost to the City, whether the damage is readily apparent at the time of delivery or later. The City's acceptance is conditioned on such inspection.

**Patents and Copyrights:** If an article sold and delivered to the City hereunder shall be protected by any applicable patent or copyright, the Vendor agrees to indemnify and save harmless the City, from and against any and all suits, claims, judgments, and costs instituted or recovered against it by any person whomsoever on account of the use or sale of such articles by the City in violation or right under such patent or copyright.

**Uniform Commercial Code:** All applicable portions of the Michigan Uniform Commercial Code shall govern contracts for goods with the City of Ann Arbor; except as modified by contract documents.

**Non-waiver of Rights:** No failure of either party to exercise any power given to it hereunder or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this agreement shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

**Material Safety Data Sheets:** Applicable Material Safety Data Sheets, in compliance with OSHA/MIOSHA hazard communication regulations/standards, must be provided by the Vendor to the City at the time of purchase.

**Assignments:** The Vendor agrees not to assign or transfer this contract or any part thereof without the written consent of the City of Ann Arbor, acting through its authorized representative. Any unauthorized assignment may subject the contractor to immediate termination.

**Laws Governing, Severability:** This contract shall be governed by and construed according to the laws of the State of Michigan. Vendor agrees to submit to the jurisdiction and venue of the Circuit Court of Washtenaw County, MI, or if original jurisdiction is established, the U.S. District Ct. for Eastern District of MI, Southern Division. The Vendor stipulates venues referenced are convenient and waives any claim of non-convenience. If any term herein is found to be ineffective, unenforceable or illegal under any present or future laws, such term shall be fully severable, and the remaining terms shall not be affected and shall remain full force and effect.

**Prevailing Wage:** It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage requirements and/or the Davis-Bacon Act as amended.

**Living Wage:** It shall be the responsibility of the Vendor to comply, when applicable, with the City of Ann Arbor's Living Wage Ordinance as defined in Chapter 23, Section 1:811-1:821.

**Non-Discrimination:** It shall be the responsibility of the Vendor to comply, when applicable, with, all State, Federal and Local non-discrimination laws, including MCL 37.2209 and Section 9:158 of the City Code.

**Indemnification:** To the fullest extent permitted by law the Vendor shall indemnify, defend and hold the City, its officers, employees and agents harmless from all suits, claims, judgments and expenses including attorney's fees resulting or alleged to result from any act or omission, associated with the performance of this contract by the Vendor or anyone acting on the Vendor's behalf under this contract. The Vendor shall not be responsible to indemnify the City for losses or damages caused by or resulting from the City's sole negligence. This indemnity survives delivery and acceptance of the Vendor's goods and services.

**Warranty:** The Vendor warrants to the City that all goods and services furnished hereunder will conform in all respects to the terms of this contract, including any drawings, specifications and standards incorporated herein. In addition, the Vendor warrants the goods and services are suitable for and will perform in accordance with the purposes for which they were intended.

**Payment Terms:** The City of Ann Arbor's payment terms are net 30. The payment date will be calculated based on the invoice receipt date or delivery date, whichever is later.

**Payments:** All invoices for goods and services shall be emailed to [accountspayable@a2gov.org](mailto:accountspayable@a2gov.org). Mailed invoices shall be addressed to the City of Ann Arbor, Accounts Payable, P.O. Box 8647, Ann Arbor, MI 48107, as indicated on the front of this purchase order. Invoices must include the Vendor's name, phone number, and clearly listed item descriptions, quantities and units of measure. The Vendor acknowledges and understands that invoices not addressed as stated above shall have the net 30 begin once the invoice is received by Accounts Payable.

**Compliance with Laws:** The Vendor certifies that in performing this contract it will comply with all applicable provisions of Federal, State and Local laws, regulations, rules and orders.

**Termination for Cause:** In the event the Vendor fails, at any time, to comply with, fully perform or strictly adhere to any covenant, condition or representation contained within the contract, the City shall have the right to give written notice to Vendor of such failure. If such failure is not cured to the City's satisfaction within ten (10) business days from the time of delivery to Vendor of such notice, the City shall have the right to terminate immediately without the requirement of a further notice.

**ATTACHMENT C  
CITY OF ANN ARBOR  
LIVING WAGE ORDINANCE  
DECLARATION OF COMPLIANCE**

The Ann Arbor Living Wage Ordinance (Section 1:811-1:821 of Chapter 23 of Title I of the Code) requires that employers providing services to the City or recipients of grants for financial assistance (in amounts greater than \$10,000 in a twelve-month period of time) pay their employees who are working on the City project or grant, a minimum level of compensation known as the **Living Wage**. This wage must be paid to the employees for the length of the contract/project.

*Companies employing fewer than 5 persons and non-profits employing fewer than 10 persons are exempt from the Ordinance. If this exemption applies to your firm, please check below:*

- \_\_\_\_\_ This **company** is exempt due to the fact that we employ or contract with fewer than 5 individuals.  
 \_\_\_\_\_ This **non-profit agency** is exempt due to the fact that we employ or contract with fewer than 10 employees.

The Ordinance requires that all contractors/vendors and/or grantees agree to the following terms:

- a) To pay each of its employees performing work on any covered contract or grant with the City, no less than the living wage, which is defined as \$12.81/hour when health care is provided, or no less than \$14.30/hour for those employers that do *not* provide health care. It is understood that the Living Wage will be adjusted each year on April 30, and covered employers will be required to pay the adjusted amount thereafter. The rates stated above include any adjustment for 2015.
- b) Please check the boxes below which apply to your workforce:
  - Employees who are assigned to *any covered* City project or grant will be paid at or above the applicable living wage without health benefits Yes\_\_\_\_\_ No\_\_\_\_\_

**OR**

  - Employees who are assigned to *any covered* City project or grant will be paid at or above the applicable living wage with health benefits Yes\_\_\_\_\_ No\_\_\_\_\_
- c) To post a notice approved by the City regarding the Living Wage Ordinance in every work place or other location in which employees or other persons contracting for employment are working.
- d) To provide the City payroll records or other documentation as requested; and,
- e) To permit access to work sites to City representatives for the purposes of monitoring compliance, investigating complaints or non-compliance.

The undersigned authorized representative hereby obligates the contractor/vendor or grantee to the above stated conditions under penalty of perjury and violation of the Ordinance.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address, City, State, Zip

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Phone (area code)

\_\_\_\_\_  
Type or Print Name and Title

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Date signed

**Questions about this form? Please contact:**  
 Procurement Office City of Ann Arbor  
 Phone: 734/794-6500

# CITY OF ANN ARBOR LIVING WAGE ORDINANCE

**RATE EFFECTIVE APRIL 30, 2015 - ENDING APRIL 29, 2016**

**\$12.81** per hour  
If the employer provides health  
care benefits\*

**\$14.30** per hour  
If the employer does **NOT**  
provide health care benefits\*

Employers providing services to or for the City of Ann Arbor or recipients of grants or financial assistance from the City of Ann Arbor for a value of more than \$10,000 in a twelve-month period of time must pay those employees performing work on a City of Ann Arbor contract or grant, the above living wage.

## **ENFORCEMENT**

The City of Ann Arbor may recover back wages either administratively or through court action for the employees that have been underpaid in violation of the law. Persons denied payment of the living wage have the right to bring a civil action for damages in addition to any action taken by the City.

Violation of this Ordinance is punishable by fines of not more than \$500/violation plus costs, with each day being considered a separate violation. Additionally, the City of Ann Arbor has the right to modify, terminate, cancel or suspend a contract in the event of a violation of the Ordinance.

\* Health Care benefits include those paid for by the employer or making an employer contribution toward the purchase of health care. The employee contribution must not exceed \$.50 an hour for an average work week; and the employer cost or contribution must equal no less than \$1/hr for the average work week.

**The Law Requires Employers to Display This Poster Where Employees Can Readily See It.**

**For Additional Information or to File a Complaint Contact  
Mark Berryman at 734/794-6500 or [mberryman@a2gov.org](mailto:mberryman@a2gov.org)**



# Vendor Conflict of Interest Disclosure Form

All vendors interested in conducting business with the City of Ann Arbor must complete and return the Vendor Conflict of Interest Disclosure Form in order to be eligible to be awarded a contract. Please note that all vendors are subject to comply with the City of Ann Arbor's conflict interest policies as stated within the certification section below.

If a vendor has a relationship with a City of Ann Arbor official or employee, an immediate family member of a City of Ann Arbor official or employee, the vendor shall disclose the information required below.

**Certification:** I hereby certify that to my knowledge, there is no conflict of interest involving the vendor named below:

1. No City official or employee or City employee's immediate family member has an ownership interest in vendor's company or is deriving personal financial gain from this contract.
2. No retired or separated City official or employee who has been retired or separated from the City for less than one (1) year has an ownership interest in vendor's Company.
3. No City employee is contemporaneously employed or prospectively to be employed with the vendor.
4. Vendor hereby declares it has not and will not provide gifts or hospitality of any dollar value or any other gratuities to any City employee or elected official to obtain or maintain a contract.
5. Please note any exceptions below:

Vendor Name	Vendor Phone Number
Conflict of Interest Disclosure *	
Name of City of Ann Arbor employees, elected officials, or immediate family members with whom there may be a potential conflict of interest.	<input type="checkbox"/> Relationship to employee _____ <input type="checkbox"/> Interest in vendor's company _____ <input type="checkbox"/> Other _____

\*Disclosing a potential conflict of interest does not disqualify vendors. In the event vendors do not disclose potential conflicts of interest and they are detected by the City, vendor will be exempt from doing business with the City.

I certify that the information provided is true and correct by my signature below:

\_\_\_\_\_

Signature of Vendor Authorized Representative                      Date                      Printed Name of Vendor Authorized Representative

**PROCUREMENT USE ONLY**

- Yes, named employee was involved in Bid / Proposal process.
- No, named employee was not involved in procurement process or decision.

## LEGAL STATUS OF BIDDER

(The Bidder shall fill out the applicable section and strike out the other two.)

Bidder declares that it is:

- A corporation organized and doing business under the laws of the State of \_\_\_\_\_, \_\_\_\_\_ for whom \_\_\_\_\_, bearing the office title of \_\_\_\_\_, whose signature is affixed to this Bid, is authorized to execute contracts.

**NOTE: If not incorporated in Michigan, please attach the corporation's Certificate of Authority**

- A limited liability company doing business under the laws of the State of \_\_\_\_\_, whom \_\_\_\_\_ bearing the title of \_\_\_\_\_.

whose signature is affixed to this proposal, is authorized to execute contract on behalf of the LLC.

- A partnership, organized under the laws of the state of \_\_\_\_\_ and filed in the county of \_\_\_\_\_, whose members are (list all members and the street and mailing address of each) (attach separate sheet if necessary):

- 
- 
- An individual, whose signature with address, is affixed to this Bid: \_\_\_\_\_  
(initial here)

Authorized Official

\_\_\_\_\_ Date \_\_\_\_\_, 2015

(Print) Name \_\_\_\_\_ Title \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Email \_\_\_\_\_

## **SAMPLE DOCUMENTS**

- Water Bill Stock
- Solid Waste Bill Stock
- Newsletter



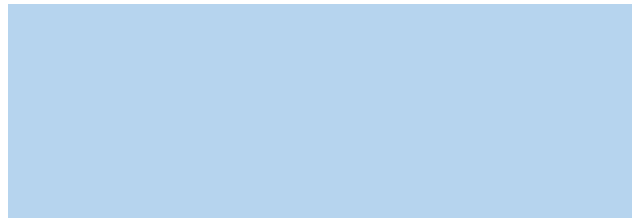


**City of Ann Arbor Water Utilities**  
**PO Box 8647 301 E. Huron St.,**  
**Ann Arbor, MI 48107-8647 (734) 794-6333**

Please return this portion with your payment

**Checks payable to: City of Ann Arbor Water Utilities**

Please include your 12-digit account number on your check



## Important Information from the City of Ann Arbor Water Utilities

### Phone Numbers

Customer Service: (734) 794-6333  
8:00 AM - 5:00 PM, Monday - Friday

After-Hours Water Emergencies: (734) 794-6426

### Bill Payment Information

Payments may be made by mail using the enclosed envelope or in person at the Customer Service Office located on the first floor of the Guy Larcom City Hall 301 E. Huron St. Ann Arbor, Michigan 48107-8647. Online payments can also be made on [A2Gov.org](http://A2Gov.org).

- The Customer Service Office is open 8:00 AM - 5:00 PM, Monday - Friday.
- For your convenience, two drop boxes are available 24/7 at City Hall. One inside the north doors and one at the corner of Fifth Ave. and Ann St.

### Please Note:

Payments made by mail must be received by the bill processing center on or before the date indicated on this bill to receive the 10% discount. The date the bill is received by the processing center is used to determine date of payment. **The U.S. Post Office postmark is not used to determine timely receipt of payment.** The City accepts no responsibility for late or delayed mail. Payments made in person must be received on or before the date indicated to receive the 10% discount.

Payments are received by a bank acting as a clearing agency without authority to determine if the remitted amount constitutes payment or settlement of items billed regardless of any notations regarding payment in full or settlement. The bank shall deposit the remittances and these deposits shall not indicate the City of Ann Arbor's acceptance of the remittance as payment in full or settlement.

All checks not honored will be returned to the issuer and charges for water service will be considered unpaid. A fee of up to \$132 will be charged for all returned checks.

### How Water Usage is Measured and Billed

Water is measured in one hundred cubic feet. One hundred cubic feet (ccf) is equal to 748 gallons. To calculate your water usage in gallons, multiply the water consumption in ccf units by 748.

### View Your Water Use On-line

The City of Ann Arbor is among the first water utilities in the country to offer customers on-line access to nearly real-time, customer specific usage data and bill statement summaries. On the city's webpage at [www.a2gov.org](http://www.a2gov.org), enter your address under Property Information on the left hand side and then enter your

account number on the water tab. Use the "Analyze Daily Water Consumption" option to view the daily readings for a range of dates of your own choosing. This information can help you to identify patterns in water usage and take steps to reduce unnecessary water waste and costs.

### Quarterly Charges

For a typical residential 5/8" meter, there will be a \$11.25 quarterly water service customer charge, a \$11.25 sewer service customer charge and a storm water customer charge of \$6.77. These customer charges will apply even if zero ccf of water is used during the billing period. The Storm water charge is based on your percentage of impervious area. A normal storm water charge of \$26.32 per quarter applies for the average residential property. Customer charge amounts provided upon request for water meters larger than 5/8".

### Correspondence

Correspondence regarding your water bill or water service should be sent to:

City of Ann Arbor Water Utilities Customer Service  
P.O. Box 8647  
Ann Arbor, MI 48107-8647

***Please do not enclose correspondence with your payment.***

### The Summer Sewer Base

The summer sewer base applies to residential accounts only. Customers are eligible to have the summer sewer base applied after they have been a customer at the service location for one year. The summer sewer base saves customers money during the summer months when they typically use more water outdoors. The summer sewer base eliminates sanitary sewer charges for additional water used outdoors which is not disposed in the sanitary sewer system. Your summer sewer base is established mid-November through mid-December which primarily reflect indoor usage. You will not be billed for sanitary sewer charges beyond this base average even though your water consumption may increase during the summer months.

### Lien

As ordered by the State of Michigan, Public Act 94 of the Public Acts of 1933, charges for water service and sewer service furnished to any premises is a lien thereon. Any such charge delinquent for six (6) months or more is placed on the City's July or December tax roll pursuant to the City Ordinance Code Chapter 29, Section 2:72.



**City of Ann Arbor Solid Waste Services**  
**100 N. Fifth Avenue**  
**Ann Arbor, MI 48107-8647 (734) 99-GREEN**

Please return this portion with your payment

**Checks payable to: City of Ann Arbor Treasurer**  
Please include your 12-digit account number on your check



# IMPORTANT INFORMATION

## From the City of Ann Arbor & Waste Management Inc.

### City Contact Information

Customer Service (734) 99-GREEN  
(994-7336)  
8:00 AM - 5:00 PM, Monday – Friday – with the  
exception of Holidays.

Correspondence regarding your dumpster bill or  
service can be sent to:

City of Ann Arbor Customer Service  
P.O. Box 8647  
Ann Arbor, MI 48107-8647

Email: [customerservice@a2gov.org](mailto:customerservice@a2gov.org)

### Bill Payment Information

Payments are made on a quarterly basis, with payment  
due at the end of the quarter of service. Payments may  
be made by mail using the enclosed envelope, in  
person at the Customer Service Center located on the first  
floor of City Hall, 301 E. Huron, or by visiting us online  
at: [www.a2gov.org](http://www.a2gov.org).

For your convenience, two drop boxes are available 24/7  
at City Hall. One is located on the north side of Ann  
Street just east of Fifth Avenue, and the other one is  
located just inside City Hall. Please note that Ann Street  
is one way heading east at this point.

### Non Payment

As ordered by the State of Michigan, Public Act 94 of the  
Public Acts of 1933, charges for Dumpster Service  
furnished to any premises is a lien thereon. Any such  
charge delinquent for six (6) months or more is placed on  
the City's July or December tax roll pursuant to the City  
Ordinance Code Chapter 26, section 2:5.

### Dumpster Franchise Information

As required by Chapter 26 of the code of the City of Ann  
Arbor, all non-residential locations within city limits  
requiring refuse dumpster service will be required to use  
the dumpster franchise when their current contract expires  
or by June 30, 2011, whichever occurs first. Locations  
that are part of national accounts can apply for an  
exception from these requirements.

Additional information is available at  
[www.a2gov.org/dumpsters](http://www.a2gov.org/dumpsters)

### Service Options

Customers can adjust the size of their dumpsters and  
frequency of pickup to better meet their needs. Service  
rates are available online at [www.a2gov.org/dumpsters](http://www.a2gov.org/dumpsters)

### Safety For You And The Driver

- Maintain clear and safe access to the container.
- Make sure the container is in an open and well-lit  
area.
- Overhead clearance must be a minimum of 14 feet.

### Avoiding Delay of Service

- Ensure no vehicles are parked in front or on sides of  
the containers.
- Please have gates or access containers unlocked for  
service.
- Keep container clear of snow and ice.

### Keep The City And Your Property Clean

- To avoid spillage, container lids and side doors should  
be closed.
- If you have additional material, do not stack on top of  
or next to container.
- Do not over load the container. To avoid spillage while  
dumping, all waste must be contained in the dumpster.

### The Following Items\* Are NOT Allowed In The Dumpster:

- Appliances
- Chemical Products
- Flammables
- Herbicides/Pesticides
- Radioactive Waste
- Paint and Thinners
- Asbestos
- Electronics
- Florescent Tubes
- Medical Wastes
- Tires
- Batteries (Auto and Small Device)
- Construction Debris
- Hazardous Waste
- Liquids
- Needles

\* Many of these items can be handled by the Drop-Off  
station (2950 E. Ellsworth, 971-7400) or with assistance  
from Washtenaw County (<http://recycle.ewashtenaw.org>,  
222-6874).

*Printed on recycled paper*



# WaterMatters

## No silver bullet for clearing snow and ice

Winter means slippery driveways, walkways and sidewalks. This season also brings products and home mixtures that promise to keep surfaces safe and dry. Ultimately each de-icing option has benefits, limitations and drawbacks.

Salt can be the least expensive and most abundant material for ridding surfaces of ice, but its effectiveness drops as surfaces fall below 18 degrees Fahrenheit and overuse can pollute water supplies. After careful deliberation years ago, the Ann Arbor City Council directed city crews to use a 95/5 percent sand/salt mixture on residential streets to decrease the use of salt alone.

There are all kinds of non-toxic materials available for purchase, which if you have pets, can be a good choice. Some solutions, like products containing calcium chloride (CaCl<sub>2</sub>), can melt snow at lower temperatures, is less harmful to plants and animals, but eats into metal and concrete. In addition, CaCl<sub>2</sub> binds to water and can't be separated, which has the potential to do permanent harm to the environment.

Products that contain potassium acetate can block ice from forming at very low temperatures, are noncorrosive and biodegradable, however, these products lower oxygen levels in water and can harm fish and plants in our waterways.

Some find various brines to help prevent ice from sticking to surfaces, while others use a bit of sugar in their salt to lower the temperature at which it's effective. When in doubt, the best course of action is to use as little de-icer as possible and, if feasible, use physical means to remove ice or snow.




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## **Learning the hard way: The worst time to learn how to shut off the water**

Don't wait until a winter causes a pipe to burst or leak to learn where your water shut off is. Most homes are equipped with isolation valves, typically located where water enters the house. Unfortunately these valves often go unused, so when the time comes, they can't be found or they don't operate properly. Isolation valves, in relatively newer homes, should be located and tested several times a year, during warmer months. Another tip: post the location of your isolation valve in an easy-to-find spot, along with a testing schedule. In older homes, isolation valves should be approached with caution, as they may break when used

and therefore may require the attention of a professional plumber.

If you experience a broken or leaking water pipe, and can't find your isolation valve, or it doesn't work, please contact the city so that we can shut off your water using the curb valve, for a fee. If a water emergency occurs, please call us at 734.794.6320 Monday - Friday 8 a.m.-5 p.m. At all other times, please call 734.994.2840. If you live in a rental property/multi-family/apartment building please contact your property manager first

# It's a toilet not a trashcan - what not to flush down the drain

The list below identifies some items that should not be flushed:

- Baby wipes and diapers
- "Flushable wipes," even if advertised as safe to flush
- Rags and towels
- Cotton swabs
- Prescription medication
- Syringes
- Candy and other food wrappers
- Clothing labels
- Toys (e.g., stuffed animals, cars, etc.)
- Plastic items of any kind
- Aquarium gravel or kitty litter
- Rubber items (latex gloves)
- Cigarette butts
- Sanitary napkins
- Hair
- Underwear (odd, but we find it)



Flushing any of these items can cause blockages in sewer lines, which could result in busted pipes, sewage overflows and basement backups.

## Tips to prevent freezing pipes

Help keep pipes from freezing during the cold winter months with these tips:

- For pipes located within cabinets, open the cabinet doors to allow warm air to circulate through. If you have young children, move any chemicals or cleaners that may have otherwise been out of reach behind the cabinet doors.
- Insulate any spigots or pipes on the outside of your home.
- Let your faucet drip to keep water moving through the pipes.
- Set your thermostat to the same temperature day and night. A slightly higher energy bill is worth avoiding the expense of a broken pipe and possible flooding.
- If you will be away from home, set your thermostat no lower than 55 degrees.
- In the long term, consider moving any exposed pipes inside, add insulation and replace old, drafty windows.

## Water emergency contact information

For water emergencies or to report a water main break, basement flooding, sanitary sewer back up, rusty water or a plugged storm drain, please contact the city: Monday - Friday 8 a.m.- 5 p.m. call 734.794.6320. At all other times, please call 734.994.2840.

For any other water-related, non-emergency, issues please use the "Report a Problem" tab at [a2gov.org](http://a2gov.org) or download the A2 Fix It app for your smartphone.