

Riviera Beach Purchasing Department Mailing Services

Company Seeking Pre-Qualification: Automated Direct Mail Service Center, Inc.

Reference Company: Cheney Brothers, Inc.

7/13/16

Date

Reference Name and Title: Liz Leslie, Account Clerk Manager

	<u>EXCELLENT</u>	<u>GOOD</u>	<u>SATISFACTORY</u>	<u>UNSATISFACTORY</u>
1. Quality workmanship	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Cooperation/Responsiveness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Adherence to mailing schedule	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Availability during business hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Availability during nonbusiness hours	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Technical knowledge of staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Management of project	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Correct mistakes in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Provide notification of completed mailings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Reporting errors in mailings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Equipment and personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Mailing Service Experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Overall satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What was the size and type of the job it did for you?

What year was the project

Would you hire the contractor

yes

Comments, complaints, ideas, suggestions:

They pick up our mail daily, stamp and mail. They do projects for us, such as letters that need to go out. They stuff, label and mail them out. They are always helpful. I have mistakenly sent things out. I called and they always respond quickly. I definitely re-

Reference Signature

Date Completed

7/13/16

**Riviera Beach Purchasing Department
Mailing Services**

Company Seeking Pre-Qualification: Automated Direct Mail Service Center, Inc.

Reference Company: Highlands County Property Appraiser

Reference Name and Title: Shawn Nickel, IT Director

7/13/16

Date

EXCELLENT GOOD SATISFACTORY UNSATISFACTORY

1. Quality workmanship	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Cooperation/Responsiveness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Adherence to mailing schedule	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Availability during business hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Availability during nonbusiness hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Technical knowledge of staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Management of project	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Correct mistakes in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Provide notification of completed mailings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Reporting errors in mailings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Equipment and personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Mailing Service Experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Overall satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What was the size and type of the job it did for you? Largest project is 130,000 pieces, multi-page, dynamic and static pages and inserts.

What year was the project The last 8-10 years or more.

Would you hire the contractor Yes

Comments, complaints, ideas, suggestions: We have been working with Automated Direct Mail and Jim Rich for many years of multiple annual projects. They have been very professional, responsive and helpful.

Reference Signature

7/13/16
Date Completed

Riviera Beach Purchasing Department Mailing Services

Company Seeking Pre-Qualification: Automated Direct Mail Service Center, Inc.

Reference Company: St. Lucie County Clerk of the Circuit Court

7/21/16

Reference Name and Title: Joseph Abreu, Comm Manager

Date

	<u>EXCELLENT</u>	<u>GOOD</u>	<u>SATISFACTORY</u>	<u>UNSATISFACTORY</u>
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1. Quality workmanship	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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3. Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Adherence to mailing schedule	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Availability during business hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Availability during nonbusiness hours	<input type="checkbox" value="N/A"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Technical knowledge of staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Management of project	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Correct mistakes in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Provide notification of completed mailings	<input type="checkbox" value="N/A"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Reporting errors in mailings	<input type="checkbox" value="N/A"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Equipment and personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Mailing Service Experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Overall satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What was the size and type of the job it did for you? oversized postcard for bulk mailing

What year was the project 2013-present

Would you hire the contractor Yes

Comments, complaints, ideas, suggestions: Jim Rich is very accommodating and often makes suggestions to provide a better quality product. We reviewed services provided by three mail houses, and Automated Direct Mail was the most affordable and best quality. We print the thinnest postcard and sometimes the post office marks it up during processing, so if you can afford to get a thicker postcard, I would suggest doing so. We do not request notifications of mailings any longer, but I am sure Jim can provide that.

Reference Signature

7/21/2016

Date Completed

Riviera Beach Purchasing Department Mailing Services

Company Seeking Pre-Qualification: Automated Direct Mail Service Center, Inc.

Reference Company: YMCA Easter House

Reference Name and Title: Robin Sutherland, Program Director

Date

7-14-16

EXCELLENT GOOD SATISFACTORY UNSATISFACTORY

1. Quality workmanship	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Cooperation/Responsiveness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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What was the size and type of the job it did for you? 500,000+ outgoing mail, ticket printing & fulfillment

What year was the project Ongoing - ADM 9 years - Jim Rich
23 years

Would you hire the contractor

Absolutely!

Comments, complaints, ideas, suggestions: Exceptional customer service, work product & suggestions to improve on what you want to do

Robin Kae Sutherland
Reference Signature

7-14-16
Date Completed