



REQUEST FOR BID No. 201307-232

TANEY COUNTY MISSOURI
Purchasing Department
132 David Street / P. O. Box 1630
Forsyth, Missouri 65653

Attn: **Ron Erickson, Director of Purchasing**
Phone: 417-546-7281 / FAX: 417-546-3931
rone@co.taney.mo.us

Commodity Title: **AUTOMATED REMITTANCE SYSTEM / ICL**

PLEASE MARK YOUR ENVELOPE "SEALED BID #201307-232"
RETURN ONE (1) ORIGINAL AS WELL AS A DIGITAL CD COPY or THREE (3) HARD COPIES.

Bid Submission Address and Deadline

Day / Date: **Monday August 19, 2013**
Time: **2:00 P.M. C.D.T. (No late Bids will be accepted)**
Location / Mail Address: Taney County Purchasing Department
132 David St. / P. O. Box 1630
Forsyth, MO 65653
Directions: The Purchasing office is located on the second floor of the old courthouse building in downtown Forsyth, between the Commission Offices and the Recorder of Deeds Offices.

Bid Opening

Day / Date: **Tuesday August 20, 2013**
Time: **9:45 A.M. C.D.T.**
Location / Address: Taney County Commission Hearing Room
132 David Street
Forsyth, MO 65653

The undersigned certifies that they have the authority to bind this company in an agreement to supply the commodity or service in accordance with all terms, conditions, and pricing specified herein or to offer a "no Bid." Please type or print the information below. Bidder is REQUIRED to complete, sign and return this form with their submittal of Bid as well as all pages initialed. * An authorized signature is **mandatory**, lack thereof will result in a determination of "Non-Responsive". Also required is a direct email address in order to receive award results. We do not use USPS for direct results notification *only* email. In addition final results will later be posted on our website at: www.taneycounty.org. Please do not call for results.

_____ Company Name		_____ Authorized Person (Print)	
_____ Address		_____ Signature	
_____ City/County/State/Zip		_____ Title	
_____ Telephone #	_____ Fax #	_____ Date	_____ Tax ID #
_____ E-mail		_____ Entity Type (Corporation, LLC, Sole Proprietor, Partnership)	

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MISCELLANEOUS BID PROCESS INFORMATION

The Purchasing Department is responsible for the Bid opening at the time and place noted in the request. If a Vendor is interested in a copy of the Bid tabulation they must include a direct email address, not website, in order to receive results. Obviously sealed Bids cannot be emailed so they must either be delivered by hand, courier, or USPS. (Please note USPS concerns on page #3, item #3.)

A formal invitation for Bid is utilized when the total purchase exceeds \$4,500. The County also uses this method when the life of a term and supply contract is valued more than \$4,500. The Bid Package will contain well-defined standard technical specifications for the nature of the service or product requested. A formal closing date and time is specified. The Bidder must comply with this requirement in order to be considered for award. All Formal Invitations for Bid are handled by the Taney County Purchasing Department. Technical specifications are the responsibility of the specific requesting department.

Bid Response Tips:

1. Read ALL Bid documents immediately upon receipt. Note any special dates or requirements.
2. Contact the Taney County Purchasing Department with any questions relating to the Bid prior to the Bid opening. (Email ONLY to: rone@co.taney.mo.us.)
3. Use ink to fill in all blanks. (If I can't read your handwriting your Bid **will** be rejected.)
4. Remember to supply the required number of copies, marking copies vs. original.
5. Turn your Bid in as soon as possible. The deadline dates and times are strictly adhered to. The County cannot accept any late Bids. In the event of only one response the County may reject the entire Bid and re-let it.
6. Attend pre-Bid conferences, if any. (Most are Mandatory.)
7. Pay close attention to the terms *must, shall, should or may*. **READ EVERYTHING.**
8. Include an updated **W-9** form completed with your company information and signature.
9. Include, if applicable, current **prevailing wage** considerations within your Bid.
10. Remember to sign the Bid sheet as this is mandatory.

Please Note...

There are several steps, requirements and legalities which must be followed when engaging in an effort to respond to any certain Bid. Here I hope I have served to assist any/all participants in making sure everyone has a fair and pleasant experience with my County. Please keep in mind that it is entirely possible that this sheet, along with all of the other information as detailed within this Bid, may NOT include everything to cover every possible situation. Should that occur please let me know.

Thank you for your interest in Taney County Missouri.

Sincerely,




RON ERICKSON
Director of Purchasing
Taney County Missouri



Instructions and General Conditions

1. **Delivery of:** Sealed Bids, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Taney County Purchasing Office until the Bid closing date and time indicated herein for furnishing the County with goods, and or, services as detailed in the following Request for Bid.
2. **Copies:** For the convenience of all a digital – CD copy may be submitted in lieu of three additional hard copies – with the original, as indicated on page #1. If sending all hard copies please mark each to differentiate between the original and the three copies.
3. **Closing:** Sealed Bids must be delivered before 2:00 P.M. central time on Monday August 19, 2013 to the Taney County Purchasing Department as listed on page one. Bidders should take into account all possible risks of their Bid not arriving in time when electing to mail in Bids too close to the above closing date. Often the Post Office leaves a “pick up slip” in our PO Box which may / may not allow us time to retrieve said item. It is the Bidders responsibility, not the county, nor the Post Office – to ensure their sealed Bids are **delivered** in time – to the Purchasing Department. (Be extra careful when your Bid response involves a large package or box.)
4. **Late Packages:** The County will not accept any Bids received after the above listed closing date/time and will consider such late Bids as **NON-RESPONSIVE**. They will remain on file un-opened.
5. **Opening:** Bids will be opened publicly at 9:45 AM on Tuesday August 20, 2013 and read aloud. All Bid responses will be considered public information as soon as they are opened and become a part of public record to be released to any person or firm that requests it.
6. **Withdrawals:** Bids may be withdrawn on written request from the Bidder at the address shown in this RFB prior to the time of acceptance of the Bid.
7. **Sealed & Marked:** Bids **must** be submitted in a sealed envelope identified with the Bid number and dates of closing & opening. List the Bid number on the outside of the box or envelope and note “Response to Request for Bid enclosed”. Also include a return name & address. **No fax or electronic transmitted Bids will be accepted.**
8. **No Bid:** If you do not want to submit a Bid, please return the *No Bid Response Form* on page # 8 of this package, and note your reason.
9. **Bidder Expenses:** This County is not responsible for any expenses which proposers may incur in estimating, inspecting, nor preparing and submitting Bids called for in this Request for Bid.
10. **Presentations:** The County reserves the right to conduct personal interviews or require presentations of any or all proposers prior to selection. The County will not be liable for any costs incurred by the proposer in connection with such interviews or presentations (i.e. travel accommodations, etc.)
11. **Bid Term:** All Bids submitted shall be binding, and remain firm for ninety (90) calendar days following the opening. Pricing / Costs submitted within this response **MUST BE HONORED** within that set timeframe. Bidders should NOT respond unless certain on this point.
12. **Bid Rejection:** The Taney County Commission reserves the right to reject any or all Bids, when such rejection is in the best interest of the County. (Taney County reserves the right to reject any/all bids also.)
13. **Multiple Awards:** Bids may be awarded to one company or multiple companies; when such award is deemed in the best interest of the County.
14. **Payment Terms:** County standard payment terms are Net 30 after receipt of invoice.
15. **Effective:** This agreement shall take effect upon the approval by the Taney County Commission.
16. **Alterations:** Any alterations, changes, lining out, or margin notes to any of these instructions will result in being determined as non-responsive to this Bid and thus be disqualified.

Guidelines for Written Questions:

1. All questions regarding this Request for Bid shall be submitted in writing, **prior to the Bid opening** and no later than **9:30 AM Monday August 12, 2013**. All questions must be emailed to; **Ron Erickson, Director of Purchasing**. (rone@co.taney.mo.us) as well as the contact listed within this package for technical questions. (See Below)
2. All such questions will be answered in writing, and such answers will be emailed to all parties who had previously been part of the original DBI (Direct Bid Invitation email.), or had made email contact during the open Bid questioning timeframe. Any given addendum will also be posted on the Taney County Web site at: www.taneycounty.org prior to Bid opening date. (See #3 below...)
3. Once at our website click on: . Any/all addenda will be attached at the end of the posted Bid. An indication, in red, will alert visitors as to the presence of any addenda.
4. In the event that it becomes necessary to revise any part of this RFB, written addenda will be issued. Any addendum to this RFB is valid only if in writing and issued by the Taney County Purchasing Department.
5. **Timeline:** The County anticipates a contract award following the evaluation of all Bid responses within **45 days from the RFB opening date and completion**. These dates are provided for informational purposes and may change as requirements dictate.
6. **Sunshine Laws:** Due to applicable sunshine laws and regulations concerning public documents, all Bid responses will be considered public information after award and become a part of public record once a contract is issued. At that point releasable to any person or firm that requests it. Requests for copies, of Bid responses, must be made through the Taney County Clerk's Office (417-546-7202) requiring a Public Service Request Form (PSR). By law charges for time spent as well as a cost per page apply. Payment for copying fees is required prior to the making of copies. (*Section 610.026, RSMo.*)

SCOPE OF SERVICES:

The Taney County Commission is seeking sealed Bids from interested parties for an Automated Remittance Software System with ICL capabilities, for our Collector's Office - at the lowest possible cost. The agreement shall be non-exclusive and should take into account existing equipment currently in place.

For questions concerning the below listed specifications, or any other technical questions, please feel free to call:

Sheila Wyatt,
Taney County Collector
417-546-7216
swyatt@co.taney.mo.us

Tax Exempt: All items required for this Purchase are for an exempt entity and qualify for exemption from State and local sales and use taxes under RSMo 144.062.

SPECIFICATIONS:

1. The proposed software must comply with the following general standards.

- 1.1 100% compatible with Windows XP SP2 or greater, including Windows 7.
- 1.2 For compatibility with future Windows releases, software vendor must be Microsoft Certified Partner.
- 1.3 Software must be developed using Microsoft's latest Net Framework technology.
- 1.4 Software must achieve all data and images in a Microsoft SQL database.
- 1.5 Software native to the PC environment.
- 1.6 Software compatible with Customer Networking environment.
- 1.7 Software able to print documents direct to PC networked printers.
- 1.8 Software currently supported with no plans for phase out.
- 1.9 Software adheres to widely accepted industry standards.
- 1.10 Software must be provided as a perpetual license with no addition annual or per item fees.
- 1.11 Software must not contain any viruses, trapdoors, time bombs, or other malicious code.
- 1.12 Software is easy to use and has a Graphical User Interface (GUI).
- 1.13 Adequate security features that include the ability to set access controls at multiple levels.
- 1.14 Documentation with on-line help, as well as printed user manuals.
- 1.15 An ability to utilize customized forms used by Taney County.
- 1.16 Read and endorse tax statements with the capability of both virtual and printed.
- 1.17 Read and endorse checks with the capability of both virtual and printed.
- 1.18 Upload data from transaction into host computer daily or by batches in specified format.
- 1.19 Image capture of front and rear of statements and checks.
- 1.20 Provide image quality testing.
- 1.21 Variable batch numbering based on user.
- 1.22 Display on various total in balancing.
- 1.23 Display of transaction variance.
- 1.24 Provide multiple balancing methods, single item displayed or multiple item display.
- 1.25 Process multiple types of transactions within a single batch.
- 1.26 Capability to create an MS Word document with information and images in balance/repair process.
- 1.27 Process the following types of transactions, intermixed within a batch no manual sorting:
 - a. Single statement/single check.
 - b. Multiple checks/single statement.
 - c. Multiple statements/single check.
 - d. Multiple statements/multiple checks.
 - e. Matched or Unmatched payment amounts.
- 1.28 Process check only batches creating a virtual statement for processing.
- 1.29 Provide CAR/LAR (Courtesy Amount Recognition/Legal Amount Recognition) to read handwritten amounts, allow confidence level thresholds to compare CAR with LAR.

2. There should be no fixed limit to the number of documents that can be processed using the CAR/LAR, OCR or other recognition software.

- 2.1 Net amount/gross amount (late payment) processing.
- 2.2 Capability to replace item image without returning to capture module.
- 2.3 Capability to display only exception transactions.
- 2.4 Capability for operator to reposition the data input area.
- 2.5 Capability to display only exception items.
- 2.6 Complete audit trail with rating of activity.
- 2.7 Reporting/Inquiry Module.
- 2.8 Audit Reports for user activity, group activity, system activity.
- 2.9 Daily Activity Detail Report.
- 2.10 Daily Balancing Report.
- 2.11 Batch Report.
- 2.12 Custom Reports as required.
- 2.13 Must generate Remote Deposit Files for ARC or Check 21.
- 2.14 Configurable electronic sort options to include but not limited to:
 - a. Processed statements,
 - b. Processed checks,
 - c. Exceptions/Rejects.
- 2.15 Provide internal browser based search module.
- 2.16 Retrieval and database indexing of images stored is required.
- 2.17 Optional image Archiving and Retrieval for longer term storage and permanent archive records using a CD-ROM or DVD storage must be available.

- 2.18 Images being viewed must be able to be enlarged by "zooming" in on areas of interest with a simple mouse click.
- 2.19 Check/Statement Images must be able to be reprinted, saved, or emailed.
- 2.20 Archive capabilities must be available.
- 2.21 The retrieval/inquiry screen must allow for scrolling, zooming, copying, and printing of images.
- 2.22 Provide an interface to store all data and images in a Microsoft SQL database.

3. Character Recognition-Support of these Fonts and Barcodes is a requirement:

- 3.1 OCR A Numeric
- 3.2 OCR A Alphanumeric
- 3.3 OCR B Numeric
- 3.4 OCR B Alphanumeric
- 3.5 E-138
- 3.6 Multi-font machine print
- 3.7 Handprint
- 3.8 Mark sense (checkbox)
- 3.9 Code II
- 3.10 EAN 8
- 3.11 PDF417
- 3.12 Code39
- 3.13 UPC-E Data Matrix
- 3.14 Code 93
- 3.15 EAN 13
- 3.16 QR
- 3.17 Code 128
- 3.18 UPC-A
- 3.19 CODABAR
- 3.20 Add2
- 3.21 Intra 2 of 5
- 3.22 Add 5

STIPULATIONS:

Taney County will purchase one check scanner with annual maintenance. Taney County requires the option of renting an additional scanner of the same model on a monthly basis as required by processing volume. The proposal should include a suitable check/statement jogger device.

A.) The proposed hardware must comply with the following standards:

- 1 Certified by UL, CSA or other applicable safety standards.
- 2 Manufactured in an ISO certified facility.
- 3 Manufacturer's direct parts and service support available within North America.
- 4 Fit easily into office environment.
- 5 Check/Statement Scanner Requirements:
 - a. Rated Speed of 190 checks/statements per minute.
 - b. Simplex, duplex, grayscale, black and white operating modes.
- 6 Resolution -240 x 240 dpi, 200 x 200 dpi, 150 x 150 dpi, 100 x 100 dpi.
- 7 Automatic document feeder that holds up to 250 items with two output pockets.
- 8 Envelope feed capability.
- 9 2 output pockets 200 items and one reject pocket 50 items.
- 10 Automatic page size detection.
- 11 Document sizes- Width 4.7" x 9.1". Length 2.4" x 4.6".

B.) Rated Document Throughput - Provide a reasonable figure for actual throughput (not track speed) to use in estimating processing time. This should include all functions from the start of process to completed deposit, upload, and reports. Verification of the quoted speed may be required as part of a functional demonstration.

C.) Front/Back - the system quoted should include a front and rear image camera.

D.) Endorsement - No special ink type or ink cartridges will be proposed. Ink cartridge required should be readily available in an office supply store.

BID COST TABLES:

(Do not include Federal Excise Tax or Sales and Use Taxes in Bid process, as law exempts the County from them.)

This bid form shall be used for Taney County, Missouri Bid Number 201307-232: Collector's Automated Remittance Processing System with ICL Capabilities. This shall serve as a legally binding contract between The Taney County Commission and the successful bidder. Should The Commission award a bid, a fully executed copy shall be provided to the successful bidder.

EQUIPMENT:	COST
<i>SUB –TOTAL (To be carried over to Bid Page.)</i>	

PROFESSIONAL SERVICES:	COST
<i>Project Management</i>	
<i>System Customization</i>	
<i>Accounting System Interface Configuration (Per Interface)</i>	
<i>Bank Interface Configuration (Per Interface)</i>	
<i>Remote Training (Per Day)</i>	
<i>Onsite Training (Per Day)</i>	
<i>Onsite Installation (Per Day)</i>	
<i>Custom Programming (Per Day)</i>	
<i>Travel Expenses</i>	
<i>SUB – TOTAL (To be carried over to Bid Page.)</i>	

Taney County is an equal-opportunity employer and encourages submission of bids from minority and women-owned firms.

BID PAGE:

Bidder must complete the following section in its entirety, and sign and date where indicated on page #1. This agreement shall take effect upon the approval by the Taney County Commission.

- A. ACCEPTANCE OF BID BY COUNTY: The County shall have a minimum of 90 calendar days from the date of the opening to accept Bidder's offer.
- B. County standard payment terms are Net 30 after receipt of invoice.
State any discounts offered: _____
- C. Response time/delivery: _____
(After receipt of order)
- D. Submittals - The following must be submitted with Bid:
 - 1. References and experience (EXHIBIT "A" on page #10)
 - 2. Key personnel
 - 3. Warranty (If applicable.)
 - 4. Descriptive literature (If applicable.)
- E. Grand Total Price: \$ _____

NO BID RESPONSE FORM:

NOTE: Complete and return this form only if you do not want to submit a Bid. If you do not wish to respond to this RFB, please fill this form out and return it to the Purchasing Department by mail or fax.

Thank you...

RFB# 201307-232 Automated Remittance System / ICL

Business Name:	
Address:	
Telephone:	
Contact Person:	
Date:	
Reason(s) for not Bidding:	

See following pages for Terms & Conditions and other helpful information which apply appropriately as needed specifically to items or services required within this Bid.



STANDARD TERMS AND CONDITIONS

1. Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the Taney County Department identified in the Request for Bid and/or Bid.
2. The Taney County Commission has the right to accept or reject any part or parts of all Bids, to waive technicalities, and to accept the offer the County Commission considers the most advantageous to the County. Taney County reserves the right to award this Bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County.
3. Bidders must use the Bid forms provided for the purpose of submitting Bids, must return the Bid and Bid sheets comprised in this Bid, give the unit price, extended totals, and **sign the Bid**.
4. When products or materials of any particular producer or manufacturer are mentioned in our specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned.
5. **Do not include Federal Excise Tax or Sales and Use Taxes in Bid process, as law exempts the County from them.**
6. The delivery date shall be stated in definite terms, as it will be taken into consideration in awarding the Bid.
7. The County Commission reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Contractor must notify the Purchasing Department.
8. In case of default by the Contractor, the County of Taney will procure the articles or services from other sources and hold the Bidder responsible for any excess cost occasioned thereby.
9. Failure to deliver as guaranteed may disqualify Bidder from **future** Bidding.
10. Prices must be as stated in units of quantity specified, and must be firm.
11. No Bid transmitted by fax machine or e-mail will be accepted.
12. The County of Taney, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the County and is accepted by the County.
13. The County reserves the right to award to one or multiple respondents. The County also reserves the right to not award any item or group of items if the services can be obtained from a state or other governmental entities contract under more favorable terms. (Cooperative Purchase.)
14. The County, from time to time, uses federal grant funds for the procurement of goods and services. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to the funds used by the County for said procurement, and contract clauses required by the federal government in such circumstances are incorporated herein by reference. These clauses can generally be found in the Federal Transit Administration's Best Practices Procurement Manual – Appendix A. Any questions regarding the applicability of federal clauses to a particular Bid should be directed to the Purchasing Department prior to Bid opening.
15. In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern.
16. Should an audit of Contractors invoices – during the term of the Agreement, and any renewals thereof, indicate that Taney County has remitted payment on invoices that constitute an over-charging to the County above the pricing terms agreed to herein, the Contractor shall issue a refund check to the County for any over-charges within 30 days of being notified of the same.

EXHIBIT A

PRIOR EXPERIENCE

(References of similar services for governmental agencies are preferred)

1. Prior Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Prior Services (include dates):

2. Prior Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Prior Services (include dates):

3. Prior Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Prior Services (include dates):



Taney County, Missouri
RFB# 201307-232 Automated Remittance System / ICL
Addendum #1

This addendum is issued in accordance with the Instructions and General Conditions, as well as Guidelines for Written Questions, in this Request for Bid and is hereby incorporated into and made a part of the RFB Documents. Offerors are reminded that receipt of this addendum **shall** be acknowledged and submitted with Offeror's *Response Page*.

Specifications for the above noted RFB and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

PLEASE TAKE NOTE... This office has received the following questions, answers provided by Sheila Wyatt, in red...

1.) Can you provide estimated peak and yearly volume of your check processing.

The peak times are during our current tax season which is November through January 10th. We mail around 70,000 statements. (Best estimate.)

2.) Can you provide samples of your existing remittance coupon or coupons.

Available via specific email request.

3.) Can you give a brief overview of how you process today?

Today with our mail we open the mail and post the account by scanning the statement and entering the check amount and check number. Then a receipt is printed.

4.) You mention no need for mail opening, how do you open your mail today?

Automatic letter opener.

5.) Is mail captured at one location? If not, what is the volume elsewhere?

All mail is captured in the collector's office.

6.) Who is your bank, or which bank will you be doing Check21 deposit into?

Our bank is Bank of Missouri.

7.) In section 1.15 you mention "ability to utilize customized forms" can you provide samples and explain perhaps what their purpose is.

Available via specific email request. The bar code, that is the customized form with bar code, which the software must be able to recognize.

8.) In section 1.21 you mention "variable batch numbering based on user". I infer that you would like to track an operator's progress for research. If there was another way to do this would the county be open as opposed to specific batch numbers by operator?

Variable batch numbering does allow for tracking user or users not only in research but in repair and for audit trail purposes. We must be able to do this by drawer.

9.) In section 2.6 you mention "rating of activity" what does that mean?

The software must maintain an audit trail of activities, the "rating of activity" allows administration to track actions based on the rating for various actions.

10.) In section 2.12 you mention "Custom Reports" can you provide some examples of what types of reports you are considering?

The collector's office desires a system that will allow the collector to create reports as needed customized to meet our requirements. Regardless of the circumstance we should be able to pull certain items together to create the report that is necessary for the event that has occurred; if it is a discrepancy over deposit or problem with month end balancing.

11.) We offer additional features not asked for such as rubberbanding check list off of check skits for those businesses paying more than one account. Hot file processing. Shall we itemize these functions as additional add-ons?

You are welcome to provide any additional information on features your system may have.

Thank you.

By,

Ron Erickson, Director of Purchasing
132 David Street / P.O. Box 1630 Forsyth, Mo. 65653
Phone: 417-546-7281 Fax: 417-546-3931
E-mail: rone@co.taney.mo.us

OFFEROR has examined copy of Addendum #1 to **RFB# 201307-232 Automated Remittance System / ICL** receipt of which is hereby acknowledged:

Company Name: _____
Address: _____

Phone Number: _____ Fax Number: _____
E-mail address: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____