CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 12/16/2020

Contract/Lease Control #: C21-3029-WS

Procurement#: ITB WS 70-20

Contract/Lease Type: CONTRACT

Award To/Lessee: INFOSEND, INC.

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 12/15/2020

Expiration Date: 12/15/2023

Description of
Contract/Lease: UTILITY BILL PRINTING, MAILING AND RELATED SERVICES

Department: WS

Department Monitor: LITRELL

Monitor's Telephone #: 850-651-7172

Monitor's FAX # or E-mail: JLITTRELL@MYOKALOOSA.COM

Closed:

Cc: Finance Department Contracts & Grants Office

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
2/01/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Rocio Gutierrez		
Marsh & McLennan Agency LLC	PHONE (A/C, No, Ext): 949 900-1780		FAX (A/C, No):
Marsh & McLennan Ins. Agency LLC	E-MAIL ADDRESS: rocio.gutierrez@marshmma.com		
1 Polaris Way #300			
Aliso Viejo, CA 92656	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Federal Insurance Company		20281
INSURED	INSURER B : Compwest Insurance Company		12177
InfoSend, Inc.	INSURER C : Underwriters at Lloyd's London		555555
4240 E La Palma Avenue	INSURER D :		
Anaheim, CA 92807	INSURER E :		
	INSURER F :		

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			36031149	02/01/2021	02/01/2022	EACH OCCURRENCE	$1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$1,000,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$2,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$Included
	OTHER:							$
A	AUTOMOBILE LIABILITY			73587120	02/01/2021	02/01/2022	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR			79896856	02/01/2021	02/01/2022	EACH OCCURRENCE	$5,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$5,000,000
	DED RETENTION $							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N			WCV5504862/CA-OR	02/01/2021	02/01/2022	X PER STATUTE OTH-ER	
B	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N	N/A		WCV6217250/TX-FL-IL	02/01/2021	02/01/2022	E.L. EACH ACCIDENT	$1,000,000
	(Mandatory in NH)						E.L. DISEASE - EA EMPLOYEE	$1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	$1,000,000
C	*Prof Liab /Cyber			TRICE01496	02/01/2021	02/01/2022	$5,000,000 Agg. /Claim	
C	*Retro 12/01/06						$25,000 Retention	
A	Crime			68054862	02/01/2021	02/01/2022	$300,000 /$5,000 Ret.	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Okaloosa County Board of County Commissioners and their respective officials, employees and volunteers are included as additional insured with respects to General Liability, Auto Lia' ... ... liability when required by written contract per attached endorsements. Primary and Nor ... General Liability per attached endorsement. Waiver of Subrogation applies ... Liability and Workers Compensation per attached endorsement.

CONTRACT#: C21-3029-WS
INFOSEND, INC.
UTILITY BILL PRINTING, MAILING & RELATED SVS
EXPIRES: 12/15/2023

CERTIFICATE HOLDER	CANC
Okaloosa County Board of County Commissioners 1250 North Eglin Parkway Shalimar, FL 32579-0000	SHOULD ANY OF THE ABOVE DESCRIBED ... THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *[signature]*

ACORD 25 (2016/03)   1 of 1   The ACORD name and logo are registered marks of ACORD
#S7015998/M7013059

WOAXB

ACORD™   CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/17/2020

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PRODUCER	CONTACT NAME: Rocio Gutierrez		
Marsh & McLennan Agency LLC Marsh & McLennan Ins. Agency LLC 1 Polaris Way #300 Aliso Viejo, CA 92656	PHONE (A/C, No, Ext): 949-425-7301		FAX (A/C, No):
	E-MAIL ADDRESS: occerts@marshmma.com		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Federal Insurance Company		20281
INSURED	INSURER B : NOVA Casualty Company		42552
InfoSend, Inc. 4240 E La Palma Avenue Anaheim, CA 92807	INSURER C : Underwriters at Lloyd's London		555555
	INSURER D :		
	INSURER E :		
	INSURER F :		

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

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INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			36031149	04/01/2020	02/01/2021	EACH OCCURRENCE	$1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$1,000,000
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	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$2,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$Included
	OTHER:							$
A	AUTOMOBILE LIABILITY			73587120	04/01/2020	02/01/2021	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
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								$
A	X UMBRELLA LIAB X OCCUR			79896856	04/01/2020	02/01/2021	EACH OCCURRENCE	$5,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$5,000,000
	DED RETENTION $							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	BBWWK1000066300	02/01/2020	02/01/2021	X PER STATUTE OTH-ER	
							E.L. EACH ACCIDENT	$1,000,000
							E.L. DISEASE - EA EMPLOYEE	$1,000,000
							E.L. DISEASE - POLICY LIMIT	$1,000,000
C	Prof Liab /Cyber Retro 12/01/06			TRICE01263	02/01/2020	02/01/2021	$5,000,000 Agg. /Claim $25,000 Retention	
A	Crime			68054862	04/01/2020	02/01/2021	$300,000 /$5,000 Ret.	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Okaloosa County Board of County Commissioners and their respective officials, employees and volunteers are included as additional insured with respects to General Liability, Auto Liability and Cyber liability when required by written contract per attached endorsements. Primary and Non-Contributory Wording applies to General Liability per attached endorsement.Waiver of Subrogation applies to General Liability, Auto Liability and Workers Compensation per attached endorsement.
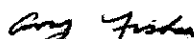
CERTIFICATE HOLDER	CANCELLATION
Okaloosa County Board of County Commissioners 1250 North Eglin Parkway Shalimar, FL 32579	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REP

CONTRACT #: C21-3029-WS
INFOSEND, INC.
Utility Bill Printing, Mailing and Related Services
EXPIRES: 12/15/2023

Conditions

Duties In The Event Of Occurrence, Offense, Claim Or Suit (continued)	F. Knowledge of an **occurrence** or offense by an agent or **employee** of the **insured** will not constitute knowledge by the **insured**, unless an **officer** (whether or not an **employee**) of any **insured** or an **officer's** designee knows about such **occurrence** or offense.

G.   Failure of an agent or **employee** of the **insured**, other than an **officer** (whether or not an **employee**) of any **insured** or an **officer's** designee, to notify us of an **occurrence** or offense that such person knows about will not affect the insurance afforded to you.

H.   If a claim or loss does not reasonably appear to involve this insurance, but it later develops into a claim or loss to which this insurance applies, the failure to report it to us will not violate this condition, provided the **insured** gives us immediate notice as soon as the **insured** is aware that this insurance may apply to such claim or loss.

Legal Action Against Us

No person or organization has a right under this insurance to:

- join us as a party or otherwise bring us into a **suit** seeking damages from an **insured**; or

- sue us on this insurance unless all of the terms and conditions of this insurance have been fully complied with.

A person or organization may sue us to recover on an **agreed settlement** or on a final judgment against an **insured** obtained after an actual:

- trial in a civil proceeding; or

- arbitration or other alternative dispute resolution proceeding;

but we will not be liable for damages that are not payable under the terms and conditions of this insurance or that are in excess of the applicable Limits Of Insurance.

Other Insurance

If other valid and collectible insurance is available to the **insured** for loss we would otherwise cover under this insurance, our obligations are limited as follows.

Primary Insurance

This insurance is primary except when the Excess Insurance provision described below applies.

If this insurance is primary, our obligations are not affected unless any of the other insurance is also primary. Then, we will share with all that other insurance by the method described in the Method of Sharing provision described below.

Excess Insurance

This insurance is excess over any other insurance, whether primary, excess, contingent or on any other basis:

A.   that is Fire, Extended Coverage, Builder's Risk, Installation Risk or similar insurance for **your work**;

B.   that is insurance that applies to **property damage** to premises rented to you or temporarily occupied by you with permission of the owner;

C.   if the loss arises out of aircraft, **autos** or watercraft (to the extent not subject to the Aircraft, Autos Or Watercraft exclusion);

Conditions

*Other Insurance
(continued)*

D.   that is insurance:

1.   provided to you by any person or organization working under contract or agreement for you; or

2.   under which you are included as an insured; or

E.   that is insurance under any Property section of this policy.

When this insurance is excess, we will have no duty to defend the **insured** against any **suit** if any other insurer has a duty to defend such **insured** against such **suit**. If no other insurer defends, we will undertake to do so, but we will be entitled to the **insured's** rights against all those other insurers.

When this insurance is excess over other insurance, we will pay only our share of the amount of loss, if any, that exceeds the sum of the total:

•   amount that all other insurance would pay for loss in the absence of this insurance; and

•   of all deductible and self-insured amounts under all other insurance.

We will share the remaining loss, if any, with any other insurance that is not described in this Excess Insurance provision and was not negotiated specifically to apply in excess of the Limits Of Insurance shown in the Declarations of this insurance.

Method of Sharing

If all of the other insurance permits contribution by equal shares, we will follow this method also. Under this method each insurer contributes equal amounts until it has paid its applicable limits of insurance or none of the loss remains, whichever comes first.

If any of the other insurance does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's share is based on the ratio of its applicable limits of insurance to the total applicable limits of insurance of all insurers.

Premium Audit

We will compute all premiums for this insurance in accordance with our rules and rates.

In accordance with the Estimated Premiums section of the Premium Summary, premiums shown with an asterisk (*) are estimated premiums and are subject to audit.

In addition to or in lieu of such designation in the Premium Summary, premiums may be designated as estimated premiums elsewhere in this policy. In that case, these premiums will also be subject to audit, and the second paragraph of the Estimated Premiums section of the Premium Summary will apply.

Separation Of Insureds

Except with respect to the Limits Of Insurance, and any rights or duties specifically assigned in this insurance to the first named **insured**, this insurance applies:

•   as if each named **insured** were the only named **insured**; and

•   separately to each **insured** against whom claim is made or **suit** is brought.

Conditions
(continued)

Transfer Or Waiver Of Rights Of Recovery Against Others

We will waive the right of recovery we would otherwise have had against another person or organization, for loss to which this insurance applies, provided the **insured** has waived their rights of recovery against such person or organization in a contract or agreement that is executed before such loss.

To the extent that the **insured**'s rights to recover all or part of any payment made under this insurance have not been waived, those rights are transferred to us. The **insured** must do nothing after loss to impair them. At our request, the **insured** will bring **suit** or transfer those rights to us and help us enforce them.

This condition does not apply to **medical expenses**.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

COMMERCIAL AUTOMOBILE BROAD FORM ENDORSEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

This endorsement modifies the Business Auto Coverage Form.

1. EXTENDED CANCELLATION CONDITION

Paragraph A.2.b. – CANCELLATION - of the COMMON POLICY CONDITIONS form IL 00 17 is deleted and replaced with the following:

b. 60 days before the effective date of cancellation if we cancel for any other reason.

2. BROAD FORM INSURED

A. Subsidiaries and Newly Acquired or Formed Organizations As Insureds

The Named Insured shown in the Declarations is amended to include:

1. Any legally incorporated subsidiary in which you own more than 50% of the voting stock on the effective date of the Coverage Form. However, the Named Insured does not include any subsidiary that is an "insured" under any other automobile policy or would be an "insured" under such a policy but for its termination or the exhaustion of its Limit of Insurance.

2. Any organization that is acquired or formed by you and over which you maintain majority ownership. However, the Named Insured does not include any newly formed or acquired organization:

   (a) That is an "insured" under any other automobile policy;

   (b) That has exhausted its Limit of Insurance under any other policy; or

   (c) 180 days or more after its acquisition or formation by you, unless you have given us written notice of the acquisition or formation.

Coverage does not apply to "bodily injury" or "property damage" that results from an "accident" that occurred before you formed or acquired the organization.

B. Employees as Insureds

Paragraph A.1. – WHO IS AN INSURED – of SECTION II – LIABILITY COVERAGE is amended to add the following:

d. Any "employee" of yours while using a covered "auto" you don't own, hire or borrow in your business or your personal affairs.

C. Lessors as Insureds

Paragraph A.1. – WHO IS AN INSURED – of SECTION II – LIABILITY COVERAGE is amended to add the following:

e. The lessor of a covered "auto" while the "auto" is leased to you under a written agreement if:

   (1) The agreement requires you to provide direct primary insurance for the lessor; and

   (2) The "auto" is leased without a driver.

Such leased "auto" will be considered a covered "auto" you own and not a covered "auto" you hire.

However, the lessor is an "insured" only for "bodily injury" or "property damage" resulting from the acts or omissions by:

   1. You;

   2. Any of your "employees" or agents; or

   3. Any person, except the lessor or any "employee" or agent of the lessor, operating an "auto" with the permission of any of 1. and/or 2. above.

D. Persons And Organizations As Insureds Under A Written Insured Contract

Paragraph A.1 – WHO IS AN INSURED – of SECTION II – LIABILITY COVERAGE is amended to add the following:

f. Any person or organization with respect to the operation, maintenance or use of a covered "auto", provided that you and such person or organization have agreed under an express provision in a written "insured contract", written agreement or a written permit issued to you by a governmental or public authority to add such person or organization to this policy as an "insured".

However, such person or organization is an "insured" only:

"Includes copyrighted material of Insurance Services Office, Inc. with its permission"

(1) with respect to the operation, maintenance or use of a covered "auto"; and

(2) for "bodily injury" or "property damage" caused by an "accident" which takes place after:

    (a) You executed the "insured contract" or written agreement; or

    (b) The permit has been issued to you.

3. **FELLOW EMPLOYEE COVERAGE**

EXCLUSION B.5. - FELLOW EMPLOYEE – of SECTION II – LIABILITY COVERAGE does not apply.

4. **PHYSICAL DAMAGE – ADDITIONAL TEMPORARY TRANSPORTATION EXPENSE COVERAGE**

Paragraph A.4.a. – TRANSPORTATION EXPENSES – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to provide a limit of $50 per day for temporary transportation expense, subject to a maximum limit of $1,000.

5. **AUTO LOAN/LEASE GAP COVERAGE**

Paragraph A. 4. – COVERAGE EXTENSIONS - of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

c. Unpaid Loan or Lease Amounts

In the event of a total "loss" to a covered "auto", we will pay any unpaid amount due on the loan or lease for a covered "auto" minus:

1. The amount paid under the Physical Damage Coverage Section of the policy; and

2. Any:
   a. Overdue loan/lease payments at the time of the "loss";
   b. Financial penalties imposed under a lease for excessive use, abnormal wear and tear or high mileage;
   c. Security deposits not returned by the lessor;
   d. Costs for extended warranties, Credit Life Insurance, Health, Accident or Disability Insurance purchased with the loan or lease; and
   e. Carry-over balances from previous loans or leases.

We will pay for any unpaid amount due on the loan or lease if caused by:

1. Other than Collision Coverage only if the Declarations indicate that Comprehensive Coverage is provided for any covered "auto";

2. Specified Causes of Loss Coverage only if the Declarations indicate that Specified Causes of Loss Coverage is provided for any covered "auto"; or

3. Collision Coverage only if the Declarations indicate that Collision Coverage is provided for any covered "auto.

6. **RENTAL AGENCY EXPENSE**

Paragraph A. 4. – COVERAGE EXTENSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

d. **Rental Expense**

We will pay the following expenses that you or any of your "employees" are legally obligated to pay because of a written contract or agreement entered into for use of a rental vehicle in the conduct of your business: MAXIMUM WE WILL PAY FOR ANY ONE CONTRACT OR AGREEMENT:

1. $2,500 for loss of income incurred by the rental agency during the period of time that vehicle is out of use because of actual damage to, or "loss" of, that vehicle, including income lost due to absence of that vehicle for use as a replacement;

2. $2,500 for decrease in trade-in value of the rental vehicle because of actual damage to that vehicle arising out of a covered "loss"; and

3. $2,500 for administrative expenses incurred by the rental agency, as stated in the contract or agreement.

4. $7,500 maximum total amount for paragraphs 1., 2. and 3. combined.

7. **EXTRA EXPENSE – BROADENED COVERAGE**

Paragraph A.4. – COVERAGE EXTENSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

e. **Recovery Expense**

We will pay for the expense of returning a stolen covered "auto" to you.

8. **AIRBAG COVERAGE**

Paragraph B.3.a. - EXCLUSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE does not apply to the accidental or unintended discharge of an airbag. Coverage is excess over any other collectible insurance or warranty specifically designed to provide this coverage.

9. **AUDIO, VISUAL AND DATA ELECTRONIC EQUIPMENT - BROADENED COVERAGE**

Paragraph C.1.b. – LIMIT OF INSURANCE - of SECTION III - PHYSICAL DAMAGE is deleted and replaced with the following:

b. $2,000 is the most we will pay for "loss" in any one "accident" to all electronic equipment that reproduces, receives or transmits audio, visual or data signals which, at the time of "loss", is:

(1) Permanently installed in or upon the covered "auto" in a housing, opening or other location that is not normally used by the "auto" manufacturer for the installation of such equipment;

(2) Removable from a permanently installed housing unit as described in Paragraph 2.a. above or is an integral part of that equipment; or

(3) An integral part of such equipment.

10. **GLASS REPAIR – WAIVER OF DEDUCTIBLE**

Under Paragraph D. - DEDUCTIBLE – of
SECTION III – PHYSICAL DAMAGE COVERAGE
the following is added:
No deductible applies to glass damage if the glass
is repaired rather than replaced.

11. TWO OR MORE DEDUCTIBLES

Paragraph D.- DEDUCTIBLE – of SECTION III –
PHYSICAL DAMAGE COVERAGE is amended to
add the following:
If this Coverage Form and any other Coverage
Form or policy issued to you by us that is not an
automobile policy or Coverage Form applies to the
same "accident", the following applies:

1. If the deductible under this Business Auto
   Coverage Form is the smaller (or smallest)
   deductible, it will be waived; or
2. If the deductible under this Business Auto
   Coverage Form is not the smaller (or smallest)
   deductible, it will be reduced by the amount of
   the smaller (or smallest) deductible.

12. AMENDED DUTIES IN THE EVENT OF ACCIDENT, CLAIM, SUIT OR LOSS

Paragraph A.2.a. - DUTIES IN THE EVENT OF
AN ACCIDENT, CLAIM, SUIT OR LOSS of
SECTION IV - BUSINESS AUTO CONDITIONS is
deleted and replaced with the following:

a. In the event of "accident", claim, "suit" or
   "loss", you must promptly notify us when the
   "accident" is known to:
   (1) You or your authorized representative, if
       you are an individual;
   (2) A partner, or any authorized
       representative, if you are a partnership;
   (3) A member, if you are a limited liability
       company; or
   (4) An executive officer, insurance manager,
       or authorized representative, if you are an
       organization other than a partnership or
       limited liability company.
   Knowledge of an "accident", claim, "suit" or
   "loss" by other persons does not imply that the
   persons listed above have such knowledge.
   Notice to us should include:
   (1) How, when and where the "accident" or
       "loss" occurred;
   (2) The "insured's" name and address; and
   (3) To the extent possible, the names and
       addresses of any injured persons or
       witnesses.

13. WAIVER OF SUBROGATION

Paragraph A.5. - TRANSFER OF RIGHTS OF
RECOVERY AGAINST OTHERS TO US of
SECTION IV – BUSINESS AUTO CONDITIONS is
deleted and replaced with the following:

5. We will waive the right of recovery we would
   otherwise have against another person or
   organization for "loss" to which this insurance
   applies, provided the "insured" has waived

their rights of recovery against such person or
organization under a contract or agreement
that is entered into before such "loss".

To the extent that the "insured's" rights to
recover damages for all or part of any
payment made under this insurance has not
been waived, those rights are transferred to
us. That person or organization must do
everything necessary to secure our rights and
must do nothing after "accident" or "loss" to
impair them. At our request, the insured will
bring suit or transfer those rights to us and
help us enforce them.

14. UNINTENTIONAL FAILURE TO DISCLOSE HAZARDS

Paragraph B.2. – CONCEALMENT,
MISREPRESENTATION or FRAUD of SECTION
IV – BUSINESS AUTO CONDITIONS - is deleted
and replaced with the following:
If you unintentionally fail to disclose any hazards
existing at the inception date of your policy, we will
not void coverage under this Coverage Form
because of such failure.

15. AUTOS RENTED BY EMPLOYEES

Paragraph B.5. - OTHER INSURANCE of
SECTION IV – BUSINESS AUTO CONDITIONS -
is amended to add the following:

e. Any "auto" hired or rented by your "employee"
   on your behalf and at your direction will be
   considered an "auto" you hire. If an
   "employee's" personal insurance also applies
   on an excess basis to a covered "auto" hired
   or rented by your "employee" on your behalf
   and at your direction, this insurance will be
   primary to the "employee's" personal
   insurance.

16. HIRED AUTO – COVERAGE TERRITORY

Paragraph B.7.b.(5). - POLICY PERIOD,
COVERAGE TERRITORY of SECTION IV –
BUSINESS AUTO CONDITIONS is deleted and
replaced with the following:
   (5) A covered "auto" of the private passenger
       type is leased, hired, rented or borrowed
       without a driver for a period of 45 days or
       less; and

17. RESULTANT MENTAL ANGUISH COVERAGE

Paragraph C. of - SECTION V – DEFINITIONS is
deleted and replaced by the following:
"Bodily injury" means bodily injury, sickness or
disease sustained by any person, including
mental anguish or death as a result of the "bodily
injury" sustained by that person.

WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY INSURANCE POLICY   WC 04 03 06

(Ed. 4-84)

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT — CALIFORNIA

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

You must maintain payroll records accurately segregating the remuneration of your employees while engaged in the work described in the Schedule.

The additional premium for this endorsement shall be _2_% of the California workers' compensation premium otherwise due on such remuneration.

Schedule

Person or Organization   **Job Description**

ANY PERSON OR ORGANIZATION WHEN SUCH
WAIVER IS REQUIRED BY A WRITTEN
CONTRACT THAT YOU HAVE AGREED TO
PRIOR TO LOSS

This endorsement changes the policy to which it is attached effective on the date issued unless otherwise stated.
(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Countersigned by   _____

WC 04 03 06
(Ed. 4-84)

CHUBB®   *General Liability*

Supplementary Payments (continued)

     b.   release attachments;

but only for bond amounts within the available Limit Of Insurance. We do not have to furnish these bonds.

C.   reasonable expenses incurred by the **insured** at our request to assist us in the investigation or defense of such claim or **suit**, including actual loss of earnings up to $1000 a day because of time off from work.

D.   costs taxed against the **insured** in the **suit**, except any:

     1.   attorney fees or litigation expenses; or

     2.   other loss, cost or expense;

in connection with any injunction or other equitable relief.

E.   prejudgment interest awarded against the **insured** on that part of a judgment we pay. If we make an offer to pay the applicable Limit Of Insurance, we will not pay any prejudgment interest based on that period of time after the offer.

F.   interest on the full amount of a judgment that accrues after entry of the judgment and before we have paid, offered to pay or deposited in court the part of the judgment that is within the applicable Limit Of Insurance.

Supplementary Payments does not include any fine or other penalty.

These payments will not reduce the Limits Of Insurance.

Our obligation to make these payments ends when we have used up the applicable Limit Of Insurance.

Coverage Territory

This insurance applies anywhere, provided the **insured**'s responsibility to pay damages, to which this insurance applies, is determined in a **suit** on the merits brought in the United States of America (including its possessions and territories), Canada or Puerto Rico, or in a settlement to which we agree.

Who Is An Insured

Sole Proprietorships

If you are an individual, you and your spouse are **insureds**; but you and your spouse are **insureds** only with respect to the conduct of a business of which you are the sole owner.

If you die:

•   persons or organizations having proper temporary custody of your property are **insureds**; but they are **insureds** only with respect to the maintenance or use of such property and only for acts until your legal representative has been appointed; and

•   your legal representatives are **insureds**; but they are **insureds** only with respect to their duties as your legal representatives. Such legal representatives will assume your rights and duties under this insurance.

Partnerships Or Joint Ventures

If you are a partnership (including a limited liability partnership) or a joint venture, you are an insured. Your members, your partners and their spouses are **insureds**; but they are **insureds** only with respect to the conduct of your business.

Limited Liability Companies

If you are a limited liability company, you are an **insured**. Your members and their spouses are **insureds**; but they are **insureds** only with respect to the conduct of your business. Your managers are **insureds**; but they are **insureds** only with respect to their duties as your managers.

Other Organizations

If you are an organization (including a professional corporation) other than a partnership, joint venture or limited liability company, you are an **insured**. Your directors and **officers** are **insureds**; but they are **insureds** only with respect to their duties as your directors or **officers**. Your stockholders and their spouses are **insureds**; but they are **insureds** only with respect to their liability as your stockholders.

Employees

Your **employees** are **insureds**; but they are **insureds** only for acts within the scope of their employment by you or while performing duties related to the conduct of your business.

However, no **employee** is an **insured** for:

A. **bodily injury, advertising injury** or **personal injury**:

  1. to you, to any of your directors, managers, members, **officers** or partners (whether or not an **employee**) or to any co-**employee** while such injured person is either in the course of his or her employment or while performing duties related to the conduct of your business;

  2. to the brother, child, parent, sister or spouse of such injured person as a consequence of any injury described in subparagraph A.1. above; or

  3. for which there is any obligation to share damages with or repay someone else who must pay damages because of any injury described in subparagraphs A.1. or A.2. above.

  With respect to **bodily injury** only, this limitation does not apply to:

  • you or to your directors, managers, members, **officers**, partners or supervisors as **insureds**; or

  • your **employees**, as **insureds**, with respect to such damages caused by cardio-pulmonary resuscitation or first aid services administered by such an **employee**; or

B. **property damage** to any property owned, occupied or used by you or by any of your directors, managers, members, **officers** or partners (whether or not an **employee**) or by any of your **employees**.

  This limitation does not apply to **property damage** to premises while rented to you or temporarily occupied by you with permission of the owner.

Who Is An Insured
(continued)

Volunteers

Persons who are volunteer workers for you are **insureds**; but they are **insureds** only for acts within the scope of their activities for you and at your direction.

Real Estate Managers

Persons (other than your **employees**) or organizations acting as your real estate managers are **insureds**; but they are **insureds** only with respect to their duties as your real estate managers.

Permissive Users Of Mobile Equipment

With respect to **mobile equipment** registered in your name under a motor vehicle registration law:

A.   persons driving such equipment on a public road with your permission are **insureds**; and

B.   persons or organizations responsible for the conduct of such persons described in subparagraph A. above are **insureds**; but they are **insureds** only with respect to the operation of the equipment and only if no other insurance of any kind is available to them.

However, no person or organization is an **insured** with respect to:

- **bodily injury** to any co-**employee** of the person driving the equipment; or

- **property damage** to any property owned or occupied by or loaned or rented to you, or in your charge or the charge of the employer of any person who is an **insured** under this provision.

Vendors

Persons or organizations who are vendors of **your products** are **insureds**; but they are **insureds** only with respect to their liability for damages for **bodily injury** or **property damage** resulting from the distribution or sale of **your products** in the regular course of their business and only if this insurance applies to the **products-completed operations hazard**.

However, no such person or organization is an **insured** with respect to any:

- assumption of liability by them in a contract or agreement. This limitation does not apply to the liability for damages for **bodily injury** or **property damage** that such vendor would have in the absence of such contract or agreement;

- representation or warranty unauthorized by you;

- physical or chemical change in **your products** made intentionally by the vendor;

- repackaging, unless unpacked solely for the purpose of inspection, demonstration or testing, or the substitution of parts under instruction from the manufacturer and then repacked in the original container;

- failure to make such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business in connection with the distribution or sale of **your products**;

- demonstration, installation, servicing or repair operations, except such operations performed at the vendor's premises in connection with the sale of **your products**; or

- of **your products** which, after distribution or sale by you, have been labeled or relabeled or used as a container, ingredient or part of any other thing or substance by or for the vendor.

Who Is An Insured

Vendors
(continued)

Further, no person or organization from whom you have acquired **your products**, or any container, ingredient or part entering into, accompanying or containing **your products**, is an **insured** under this provision.

Lessors Of Equipment

Persons or organizations from whom you lease equipment are **insureds**; but they are **insureds** only with respect to the maintenance or use by you of such equipment and only if you are contractually obligated to provide them with such insurance as is afforded by this contract.

However, no such person or organization is an **insured** with respect to any:

- damages arising out of their sole negligence; or

- **occurrence** that occurs, or offense that is committed, after the equipment lease ends.

Lessors Of Premises

Persons or organizations from whom you lease premises are **insureds**; but they are **insureds** only with respect to the ownership, maintenance or use of that particular part of such premises leased to you and only if you are contractually obligated to provide them with such insurance as is afforded by this contract.

However, no such person or organization is an **insured** with respect to any:

- damages arising out of their sole negligence;

- **occurrence** that occurs, or offense that is committed, after you cease to be a tenant in the premises; or

- structural alteration, new construction or demolition operations performed by or on behalf of them.

Subsidiary Or Newly Acquired Or Formed Organizations

If there is no other insurance available, the following organizations will qualify as named **insureds**:

- a subsidiary organization of the first named **insured** shown in the Declarations of which, at the beginning of the policy period and at the time of loss, such first named **insured** controls, either directly or indirectly, more than fifty (50) percent of the interests entitled to vote generally in the election of the governing body of such organization; or

- a subsidiary organization of the first named **insured** shown in the Declarations that such first named **insured** acquires or forms during the policy period, if at the time of loss such first named **insured** controls, either directly or indirectly, more than fifty (50) percent of the interests entitled to vote generally in the election of the governing body of such organization.

Limitations On Who Is An Insured

A. Except to the extent provided under the Subsidiary Or Newly Acquired Or Formed Organizations provision above, no person or organization is an **insured** with respect to the conduct of any person or organization that is not shown as a named **insured** in the Declarations.

B. No person or organization is an **insured** with respect to the:

1. ownership, maintenance or use of any assets; or

2. conduct of any person or organization whose assets, business or organization;

Liability Insurance

Endorsement

Policy Period   04/01/2020   TO 02/01/2021

Policy Number   36031149

Insured   InfoSend, Inc.

Name of Company   FEDERAL INSURANCE COMPANY

This Endorsement applies to the following forms:

GENERAL LIABILITY

Under Who Is An Insured, the following provision is added.

Who Is An Insured

Additional Insured - Scheduled Person Or Organization

Persons or organizations shown in the Schedule are insureds; but they are insureds only if you are obligated pursuant to a contract or agreement to provide them with such insurance as is afforded by this policy.

However, the person or organization is an insured only:

- if and then only to the extent the person or organization is described in the Schedule;
- to the extent such contract or agreement requires the person or organization to be afforded status as an insured;
- for activities that did not occur, in whole or in part, before the execution of the contract or agreement; and
- with respect to damages, loss, cost or expense for injury or damage to which this insurance applies.

No person or organization is an insured under this provision:

- that is more specifically identified under any other provision of the Who Is An Insured section (regardless of any limitation applicable thereto).
- with respect to any assumption of liability (of another person or organization) by them in a contract or agreement. This limitation does not apply to the liability for damages, loss, cost or expense for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.

Liability Endorsement
(continued)

Under Conditions, the following provision is added to the condition titled Other Insurance.

Conditions

Other Insurance –
Primary, Noncontributory
Insurance – Scheduled
Person Or Organization

If you are obligated, pursuant to a contract or agreement, to provide the person or organization shown in the Schedule with primary insurance such as is afforded by this policy, then in such case this insurance is primary and we will not seek contribution from insurance available to such person or organization.
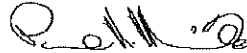
Schedule

Persons or organizations that you are obligated, pursuant to a contract or agreement, to provide with such insurance as is afforded by this policy.

All other terms and conditions remain unchanged.

Authorized Representative

CORONA
UNDERWRITERS

ADDITIONAL INSUREDS

It is hereby understood and agreed that the following is added to **Conditions:**

Additional Insureds

We will defend and indemnify a third party that **you** have been required to add as an additional Insured under this Policy in respect of sums which they become legally obliged to pay (including liability for claimants' costs and expenses) as a result of a **claim** arising solely out of a **wrongful act** committed or caused by **you**, if and only if;

　　　a) **you** contracted in writing to indemnify such third party prior to the claim first being made against them;

　　　and

　　　b) had the **claim** been made against **you**, then **you** would be entitled to indemnity under this Policy.

As a condition to **our** indemnification of any Additional Insured:

　　　i) they shall prove to **our** satisfaction that the **claim** arose solely out of a **wrongful act** committed by **you**; and

　　　ii) they shall fully comply with policy **Conditions** as if they were **you**. The cover provided such additional insured would otherwise be available to **you**.

　　　(iii) Exclusion 2.2 of the Policy shall not apply to any Claim by, on behalf of, or in the right of any Additional Insured(s).

　　　All **damages** and **claims expenses** incurred on behalf of an additional insured shall be applied against the Policy's limit of liability. No such amount is added to the limit of liability.

All other terms and conditions remain unchanged.

**CONTRACT #: C21-3029-WS
INFOSEND, INC.
Utility Bill Printing, Mailing and
Related Services
EXPIRES: 12/15/2023**

PROCUREMENT/CONTRACT/LEASE
INTERNAL COORDINATION SHEET

Procurement/Contract/Lease Number: __TBD__   Tracking Number: __4176-21__

Procurement/Contractor/Lessee Name: __Info Send__ Grant Funded: YES___ NO _X_

Purpose: __Utility Bill, Printing, Mailing & Related Services__

Date/Term: __3 yrs w/ (2) One-Yr Renewals__   1. _X_ GREATER THAN $100,000

Department #: __401__   2. ☐ GREATER THAN $50,000

Account #: __534306__   3. ☐ $50,000 OR LESS

Amount: __Est. Annual $175,000.00__

Department: __Water Sewer__ Dept. Monitor Name: __Jeff Littrell__

Purchasing Review
Procurement or Contract/Lease requirements are met:

__Jesica Darr__   Date: __8 Dec 2020__

Purchasing Manager or designee   Jeff Hyde, DeRita Mason, Jesica Darr, Angela Etheridge

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2CFR Compliance Review (if required)
Approved as written: __N/A Not grant funded N/A__   Grant Name: __N/A__

Grants Coordinator   Danielle Garcia   Date: __N/A__

Risk Management Review
Approved as written: __Lisa Price__ See Email @ 7:44 Am   Date: __1 Dec, 2020__

Risk Manager or designee   Edith Gibson or Karen Donaldson

County Attorney Review
Approved as written: __Lynn Hoshihara__ See Email @ 1:23 pm   Date: __30 Nov, 2020__

County Attorney   Lynn Hoshihara, Kerry Parsons or Designee

Department Funding Review
Department Funding Confirmed: __Kathy Fix__ See Email @ 4:44 pm   Date: __1 Dec, 2020__

IT Review (if applicable)
Approved as written: __N/A Not IT related__   Date: __N/A__

Revised December 17, 2019

From:	Lynn Hoshihara
Sent:	Monday, November 30, 2020 1:23 PM
To:	Jesica Darr; kparsons@ngn-tally.com
Cc:	DeRita Mason
Subject:	Re: Contract draft for ITB WS 70-20 LEGAL approval Requested by 1 December 2020

This is approved as to legal sufficiency.

Lynn M. Hoshihara
County Attorney
Okaloosa County, Florida

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

From: Jesica Darr
Sent: Monday, November 30, 2020 12:32:50 PM
To: kparsons@ngn-tally.com
Cc: Lynn Hoshihara; DeRita Mason
Subject: RE: Contract draft for ITB WS 70-20 LEGAL approval Requested by 1 December 2020

My apologies. The subject line is supposed to read LEGAL approval.

From: Jesica Darr
Sent: Monday, November 30, 2020 11:31 AM
To: kparsons@ngn-tally.com
Cc: Lynn Hoshihara <lhoshihara@myokaloosa.com>; DeRita Mason <dmason@myokaloosa.com>
Subject: RE: Contract draft for ITB WS 70-20 Customer approval Requested by 1 December 2020

Kerry,

Good Morning, Ma'am!

I sent you the word document of the contract file and the other files in PDF on 20 November 2020 at 1:06 pm.

Is there anything else you need ?

We need to send this to the contractor as soon as possible because we have to get this into **Minute Trac by 8 December for the 15 December BCC meeting.**

Please advise.

From:	Lisa Price
Sent:	Tuesday, December 1, 2020 7:44 AM
To:	Jesica Darr
Subject:	RE: Requested by 30 Nov ITB WS 70-20 Utility Bill Printing Contract

Approved by Risk for insurance purposes.

Lisa Price
Public Records & Contracts Specialist
302 N Wilson Street, Suite 301
Crestview, FL. 32536
(850) 689-5979
lprice@myokaloosa.com

For all things Wellness please visit:
http://www.myokaloosa.com/wellness

Due to Florida's very broad public records laws, most written communications to or from county employees regarding county business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

From: Jesica Darr <jdarr@myokaloosa.com>
Sent: Friday, November 20, 2020 1:06 PM
To: kparsons@ngn-tally.com; Lisa Price <lprice@myokaloosa.com>
Cc: Lynn Hoshihara <lhoshihara@myokaloosa.com>
Subject: Requested by 30 Nov ITB WS 70-20 Utility Bill Printing Contract

Good Afternoon!

Please see the attached for your review and approval.   The customer ran a little behind schedule [due to unforeseen events such as one week down with Hurricane Sandy] and now are attempting to catch up.

The customer would like to take this to the 15 December 2020 board, so the contractor can start designing the Utility Bills immediately.

Please review and send back by 30 November, 2020.   Please let me know if there are any questions. Have a wonderful Holiday!

Thank you!

From:	Kathy Fix
Sent:	Tuesday, December 1, 2020 4:44 PM
To:	Jesica Darr
Subject:	RE: Funding confirmation please _ ITB WS 70-20 Advertisement review and approval

Dept 4101
Account 534306
Amount $175,000 - (that's the FY2021 budgeted amount)

From: Jesica Darr
Sent: Tuesday, December 1, 2020 1:42 PM
To: Kathy Fix <kfix@myokaloosa.com>
Cc: Jesica Darr <jdarr@myokaloosa.com>
Subject: RE: Funding confirmation please _ ITB WS 70-20 Advertisement review and approval

Kathy,

I'm sorry for the second e-mail.

For the 15 December agenda request for the approval of the Info Send contract please send the following in the next few business days if possible:

Department number
Account number
Amount (if estimated that is ok, we would need to put down the highest estimate)

Thank you!

Respectfully,

Jesica

Contracts and Lease Coordinator
Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, Florida 32536
(850) 689-5960

AGREEMENT BETWEEN OKALOOSA COUNTY, FLORIDA AND INFOSEND, INC.
CONTRACT ID

THIS AGREEMENT (hereinafter referred to as the "Agreement") is made this **1 5** , day of **DEC** , 20 **20** , by and between Okaloosa County, a political subdivision of the state of Florida, (hereinafter referred to as the "County"), with a mailing address of 1250 N. Eglin Parkway, Suite 100, Shalimar, Florida, 32579, and InfoSend, Inc., a Foreign Profit Corporation authorized to do business in the State of Florida (hereinafter referred to as "Contractor") whose Federal I.D. # is 33-0748516.

RECITALS

WHEREAS, the County is in need of a contractor to provide Utility Bill Printing, Mailing and Related Services for the Okaloosa County Water and Sewer Department ("Services"); and

WHEREAS, pursuant to the Okaloosa County Purchasing Manual, the County issued an Invitation To Bid to competitively procure the Services and received responses to perform these Services. A copy of the procurement and Contractor's responsive to the procurement is included as Attachment "A"; and

WHEREAS, Contractor is a certified and insured entity with the necessary experience to provide the desired Services; and

WHEREAS, the County wishes to enter into this Agreement with Contractor to provide the Services to the County for an amount in accordance with Attachment A- Pricing Fee Schedule, as further detailed below.

NOW THEREFORE, in consideration of the promises and the mutual covenants herein, the parties agree as follows:

1. **Recitals and Attachments.** The Recitals set forth above are hereby incorporated into this Agreement and made part hereof for reference. The following documents are attached to this Agreement and are incorporated herein.

Attachment "A" – Contractor's Bid Response and Pricing Fee Schedule;
Attachment "B" – Insurance Requirements;
Attachment "C" – Title VI list of pertinent nondiscrimination acts and authorities;
Attachment "D" – Scrutinized Companies Certification;

Services. Contractor agrees to perform the following services: provide custom bill design, printing, inserting, mailing, and electronic bill notifications, as well as occasionally mail/e-mail customer letters, inserts, or notices for the County in the same mailing as the bill and sometimes as a separate mailing. Additionally, provide access to a minimum of the three (3) past months of PDFs representing customer bills through a fixed format URL/URI utilizing Customer ID number and

ITB WS 70-20   1

CONTRACT #: C21-3029-WS
INFOSEND, INC.
Utility Bill Printing, Mailing and
Related Services
EXPIRES: 12/15/2023

Location ID number, and no more than a single fixed security token. **The contractor shall have initial bill design, development and testing to be completed no later than March 31, 2021.**

2. The Services to be provided are further detailed in the Contractor's bid response attached as Attachment "A" and incorporated herein by reference. The Services shall be performed by Contractor to the full satisfaction of the County. Contractor agrees to have a qualified representative to audit and inspect the Services provided on a regular basis to ensure all Services are being performed in accordance with the County's needs and pursuant to the terms of this Agreement and shall report to the County accordingly. Contractor agrees to immediately inform the County via telephone and in writing of any problems that could cause damage to the County. Contractor will require its employees to perform their work in a manner befitting the type and scope of work to be performed.

3. Term and Renewal. The term of this Agreement shall begin and shall continue for a period of three (3) years from the date of full execution of this Agreement, subject to the County's ability to terminate in accordance with Section 7 of this Agreement. The terms of Section 20 entitled "Indemnification and Waiver of Liability" shall survive termination of this Agreement.

This agreement may be renewed upon mutual written agreement of the parties for a period of up to two (2), one (1) year renewals.

4. Compensation. The Contractor agrees to provide the Services to the County, including materials and labor, according to Attachment A- Pricing Fee Schedule.

1. Contractor shall submit an invoice to the County and bill monthly for services completed through the end of each month. The compensation will be based upon the submission of invoices and approval of acceptance by Okaloosa County Board of County Commissioners, Finance Office, 302 N. Wilson St., #203, Crestview FL 32536, for the prices stipulated herein for services and articles delivered and accepted. Invoices must show Contract number. The invoice shall indicate that all services have been completed for that invoice period. In addition, Contractor agrees to provide the County with any additional documentation requested to process the invoices.

a. Disbursement:

The following are reimbursable expenses associated with this Agreement:

Contractor shall invoice the County for repayment of postage fees at a cost based on the lowest applicable postage rate. The County shall reimburse Respondents for postage fees upon receipt of necessary invoice and proof of postage.

b. Payment Schedule. Invoices received from the Contractor pursuant to this Agreement will be reviewed by the initiating County Department. Payment will be disbursed as set forth above. If services have been rendered in conformity with the Agreement, the invoice will be sent to the Finance Department for payment. Invoices must reference the contract

number assigned by the County after execution of this Agreement. Invoices will be paid in accordance with the State of Florida Local Government Prompt Payment Act.

    c. **Availability of Funds.** The County's performance and obligation to pay under this Agreement is contingent upon annual appropriation for its purpose by the County Commission.

Contractor shall make no other charges to the County for supplies, labor, taxes, licenses, permits, overhead or any other expenses or costs unless any such expenses or cost is incurred by Contractor with the prior written approval of the County. If the County disputes any charges on the invoices, it may make payment of the uncontested amounts and withhold payment on the contested amounts until they are resolved by agreement with the Contractor. Contractor shall not pledge the County's credit or make it a guarantor of payment or surety for any contract, debt, obligation, judgment, lien, or any form of indebtedness. The Contractor further warrants and represents that it has no obligation or indebtedness that would impair its ability to fulfill the terms of this Agreement.

    5. Ownership of Documents and Equipment. All documents prepared by the Contractor pursuant to this Agreement and related Services to this Agreement are intended and represented for the ownership of the County only. Any other use by Contractor or other parties shall be approved in writing by the County. If requested, Contractor shall deliver the documents to the County within fifteen (15) calendar days.

    6. Insurance. Contractor shall, at its sole cost and expense, during the period of any work being performed under this Agreement, procure and maintain the minimum insurance coverage required as set forth in Attachment "B" attached hereto and incorporated herein, to protect the County and Contractor against all loss, claims, damages and liabilities caused by Contractor, its agents, or employees.

    7. Termination and Remedies for Breach.

        a. If, through any cause within its reasonable control, the Contractor shall fail to fulfill in a timely manner or otherwise violate any of the covenants, agreements or stipulations material to this Agreement, the County shall have the right to terminate the Services then remaining to be performed. Prior to the exercise of its option to terminate for cause, the County shall notify the Contractor of its violation of the particular terms of the Agreement and grant Contractor <u>thirty (30)</u> days to cure such default. If the default remains uncured after <u>thirty (30)</u> days the County may terminate this Agreement, and the County shall receive a refund from the Contractor in an amount equal to the actual cost of a third party to cure such failure. If Contractor fails, refuses or is unable to perform any term of this Agreement, County shall pay for services rendered as of the date of termination.

           i. In the event of termination, all finished and unfinished documents, data and other work product prepared by Contractor (and sub-Contractor (s)) shall be delivered to the County and the County shall compensate the Contractor for all Services

satisfactorily performed prior to the date of termination, as provided in Section 4 herein.

  ii. Notwithstanding the foregoing, the Contractor shall not be relieved of liability to the County for damages sustained by it by virtue of a breach of the Agreement by Contractor and the County may reasonably withhold payment to Contractor for the purposes of set-off until such time as the exact amount of damages due the County from the Contractor is determined.

 b. <u>Termination for Convenience of County.</u> The County may, for its convenience and without cause immediately terminate the Services then remaining to be performed at any time by giving written notice. The terms of Section 7 Paragraphs a(i) and a(ii) above shall be applicable hereunder.

 c. <u>Termination for Insolvency.</u> The County also reserves the right to terminate the remaining Services to be performed in the event the Contractor is placed either in voluntary or involuntary bankruptcy or makes any assignment for the benefit of creditors.

 d. <u>Termination for failure to adhere to the Public Records Law.</u> Failure of the Contractor to adhere to the requirements of Chapter 119 of the Florida Statutes and Section 9 below, may result in immediate termination of this Agreement.

8. <u>Governing Law, Venue and Waiver of Jury Trial.</u> This Agreement shall be interpreted and construed in accordance with and governed by the laws of the State of Florida. All parties agree and accept that jurisdiction of any dispute or controversy arising out of this Agreement, and any action involving the enforcement or interpretation of any rights hereunder shall be brought exclusively in the First Judicial Circuit in and for Okaloosa County, Florida, and venue for litigation arising out of this Agreement shall be exclusively in such state courts, forsaking any other jurisdiction which either party may claim by virtue of its residency or other jurisdictional device. In the event it becomes necessary for the County to file a lawsuit to enforce any term or provision under this Agreement, then the County shall be entitled to its costs and attorney's fees at the pretrial, trial and appellate levels. BY ENTERING INTO THIS AGREEMENT, CONTRACTOR AND COUNTY HEREBY EXPRESSLY WAIVE ANY RIGHTS EITHER PARTY MAY HAVE TO A TRIAL BY JURY OF ANY CIVIL LITIGATION RELATED TO THIS AGREEMENT. Nothing in this Agreement is intended to serve as a waiver of sovereign immunity, or of any other immunity, defense, or privilege enjoyed by the County pursuant to Section 768.28, Florida Statutes.

9. <u>Public Records.</u> Any record created by either party in accordance with this Contract shall be retained and maintained in accordance with the public records law, Florida Statutes, Chapter 119. Contractor must comply with the public records laws, Florida Statute chapter 119, specifically Contractor must:

 a. Keep and maintain public records required by the County to perform the service.

b. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in chapter 119 Florida Statutes or as otherwise provided by law.

c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the County.

d. Upon completion of the contract, transfer, at no cost, to the County all public records in possession of the contractor or keep and maintain public records required by the County to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining the public records. All records stored electronically must be provided to the public agency, upon the request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT OKALOOSA COUNTY RISK MANAGEMENT DEPARTMENT 302 N. WILSON ST., CRESTVIEW, FL 32536 PHONE: (850) 689-5977 riskinfo@myokaloosa.com.

10. **Audit.** The County and/or its designee shall have the right from time to time at its sole expense to audit the compliance by the Contractor with the terms, conditions, obligations, limitations, restrictions, and requirements of this Contract and such right shall extend for a period of three (3) years after termination of this Contract.

11. **Notices.** All notices and other communications required or permitted to be given under this Agreement by either party to the other shall be in writing and shall be sent (except as otherwise provided herein) (i) by certified mail, first class postage prepaid, return receipt requested, (ii) by guaranteed overnight delivery by a nationally recognized courier service, or (iii) by facsimile with confirmation receipt (with a copy simultaneously sent by certified mail, first class postage prepaid, return receipt requested or by overnight delivery by traditionally recognized courier service), addressed to such party as follows:

If to the County:	Kathy Fix Administrative Manager 1804 Lewis Turner Blvd. Fort Walton Beach, FL 32548 (850)-609-6123 kfix@myokaloosa.com	With a copy to: County Attorney Office 1250 N. Eglin Pkwy, Suite 100 Shalimar, FL 32579 (850) 224-4070
If to the Contractor:	Russ Rezai President 4240 East La Palma Avenue Anaheim, CA 92807 (714)-993-2690 russ.r@infosend.com	

12. Assignment. Contractor shall not assign this Agreement or any part thereof, without the prior consent in writing of the County. If Contractor does, with approval, assign this Agreement or any part thereof, it shall require that its assignee be bound to it and to assume toward Contractor all of the obligations and responsibilities that Contractor has assumed toward the County.

13. Subcontracting. Contractor shall not subcontract any services or work to be provided to County without the prior written approval of the County's Representative. The County reserves the right to accept the use of a subcontractor or to reject the selection of a particular subcontractor and to inspect all facilities of any subcontractors in order to make a determination as to the capability of the subcontractor to perform properly under this Agreement. The County's acceptance of a subcontractor shall not be unreasonably withheld. The Contractor is encouraged to seek minority and women business enterprises for participation in subcontracting opportunities. Additionally, any subcontract entered into between the Contractor and subcontractor will need to be approved by the County prior to it being entered into and said agreement shall incorporate in all required terms in accordance with local, state and Federal regulations.

14. Civil Rights. The Contractor agrees to comply with pertinent statutes, Executive Orders and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision binds the Contractor and subcontractors from the bid solicitation period through the completion of the contract. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.

15. Compliance with Nondiscrimination Requirements. During the performance of this Agreement, the Contractor, for itself, its assignees, and successors in interest, agrees as follows:

    a.   Compliance with Regulations: The Contractor will comply with the Title VI List of Pertinent Nondiscrimination Acts and Authorities, as they may be amended from time to time, which are herein incorporated and attached hereto as Attachment "C".

    b.   Nondiscrimination: The Contractor, with regard to the work performed by it during the Agreement, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of

equipment. The Contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.

c.   Solicitations for Subcontracts, including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the Contractor of the contractor's obligations under this contract and the Nondiscrimination Acts and Authorities on the grounds of race, color, or national origin.

d.   Information and Reports: The Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the County or other governmental entity to be pertinent to ascertain compliance with such Nondiscrimination Acts and Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the Contractor will so certify to the County or the other governmental entity, as appropriate, and will set forth what efforts it has made to obtain the information.

e.   Sanctions for Noncompliance: In the event of a Contractor's noncompliance with the non-discrimination provisions of this contract, the County will impose such contract sanctions as it or another applicable state or federal governmental entity may determine to be appropriate, including, but not limited to:

      a.   Withholding payments to the Contractor under the Agreement until the Contractor complies; and/or

      b.   Cancelling, terminating, or suspending the Agreement, in whole or in part.

f.   Incorporation of Provisions: The Contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations, and directives issued pursuant thereto. The Contractor will take action with respect to any subcontract or procurement as the County may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the Contractor may request the County to enter into any litigation to protect the interests of the County. In addition, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

16. Compliance with Laws. Contractor shall secure any and all permits, licenses and approvals that may be required in order to perform the Services, shall exercise full and complete authority over Contractor's personnel, shall comply with all workers' compensation, employer's liability and

all other federal, state, county, and municipal laws, ordinances, rules and regulations required of an employer performing services such as the Services, and shall make all reports and remit all withholdings or other deductions from the compensation paid to Contractor's personnel as may be required by any federal, state, county, or municipal law, ordinance, rule, or regulation.

17. Conflict of Interest. The Contractor covenants that it presently has no interest and shall not acquire any interest, directly or indirectly which could conflict in any manner or degree with the performance of the Services. The Contractor further covenants that in the performance of this Agreement, no person having any such interest shall knowingly be employed by the Contractor. The Contractor guarantees that he/she has not offered or given to any member of, delegate to the Congress of the United States, any or part of this contract or to any benefit arising therefrom.

18. Independent Contractor. Contractor enters into this Agreement as, and shall continue to be, an independent contractor. All services shall be performed only by Contractor and Contractor's employees. Under no circumstances shall Contractor or any of Contractor's employees look to the County as his/her employer, or as partner, agent or principal. Neither Contractor, nor any of Contractor's employees, shall be entitled to any benefits accorded to the County's employees, including without limitation worker's compensation, disability insurance, vacation or sick pay. Contractor shall be responsible for providing, at Contractor's expense, and in Contractor's name, unemployment, disability, worker's compensation and other insurance as well as licenses and permits usual and necessary for conducting the services to be provided under this Agreement.

19. Third Party Beneficiaries. It is specifically agreed between the parties executing this Agreement that it is not intended by any of the provisions of any part of the Agreement to create in the public or any member thereof, a third party beneficiary under this Agreement, or to authorize anyone not a party to this Agreement to maintain a suit for personal injuries or property damage pursuant to the terms or provisions of this Agreement.

20. Indemnification and Waiver of Liability. The Contractor agrees, to the fullest extent permitted by law, to defend, indemnify and hold harmless the County, its agents, representatives, officers, directors, officials and employees from and against claims, damages, losses and expenses (including but not limited to attorney's fees, court costs and costs of appellate proceedings) relating to, arising out of or resulting from the Contractor's negligent acts, errors, mistakes or omissions relating to professional Services performed under this Agreement. The Contractor's duty to defend, hold harmless and indemnify the County its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury; sickness; disease; death; or injury to impairment, or destruction of tangible property including loss of use resulting therefrom, caused by any negligent acts, errors, mistakes or omissions related to Services in the performance of this Agreement including any person for whose acts, errors, mistakes or omissions the Contractor may be legally liable. The parties agree that TEN DOLLARS ($10.00) represents specific consideration to the Contractor for the indemnification set forth herein.

The waiver by a party of any breach or default in performance shall not be deemed to constitute a waiver of any other or succeeding breach or default. The failure of the County to enforce any of

the provisions hereof shall not be construed to be a waiver of the right of the County thereafter to enforce such provisions.

21. Taxes and Assessments. Contractor agrees to pay all sales, use, or other taxes, assessments and other similar charges when due now or in the future, required by any local, state or federal law, including but not limited to such taxes and assessments as may from time to time be imposed by the County in accordance with this Agreement. Contractor further agrees that it shall protect, reimburse and indemnify County from and assume all liability for its tax and assessment obligations under the terms of the Agreement.

The County is exempt from payment of Florida state sales and use taxes. The Contractor shall not be exempted from paying sales tax to its suppliers for materials used to fulfill contractual obligations with the County, nor is the Contractor authorized to use the County's tax exemption number in securing such materials.

The Contractor shall be responsible for payment of its own and its share of its employees' payroll, payroll taxes, and benefits with respect to this Agreement.

22. Prohibition Against Contracting with Scrutinized Companies. Pursuant to Florida Statutes Section 215.4725, contracting with any entity that is listed on the Scrutinized Companies that Boycott Israel List or that is engaged in the boycott of Israel is prohibited. Contractors must certify that the company is not participating in a boycott of Israel. Any contract for goods or services of One Million Dollars ($1,000,000) or more shall be terminated at the County's option if it is discovered that the entity submitted false documents of certification, is listed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria after July 1, 2018.

Any contract entered into or renewed after July 1, 2018 shall be terminated at the County's option if the company is listed on the Scrutinized Companies that Boycott Israel List or engaged in the boycott of Israel. Contractors must submit the certification that is attached to this agreement as Attachment "D". Submitting a false certification shall be deemed a material breach of contract. The County shall provide notice, in writing, to the Contractor of the County's determination concerning the false certification. The Contractor shall have ninety (90) days following receipt of the notice to respond in writing and demonstrate that the determination was in error. If the Contractor does not demonstrate that the County's determination of false certification was made in error, then the County shall have the right to terminate the contract and seek civil remedies pursuant to Florida Statute Section 215.4725.

23. Inconsistencies and Entire Agreement. If there is a conflict or inconsistency between any term, statement, requirement, or provision of any attachment attached hereto, any document or events referred to herein, or any document incorporated into this Agreement, the term, statement, requirement, or provision contained in this Agreement shall prevail and be given superior effect and priority over any conflicting or inconsistent term, statement, requirement or provision contained in any other document or attachment, including but not limited to Attachments listed in Section 1.

24. Severability. If any term or condition of this Contract shall be deemed, by a court having appropriate jurisdiction, invalid or unenforceable, the remainder of the terms and conditions of this Contract shall remain in full force and effect. This Contract shall not be more strictly construed against either party hereto by reason of the fact that one party may have drafted or prepared any or all the terms and provisions hereof.

25. Entire Agreement. This Agreement contains the entire agreement of the parties, and may be amended, waived, changed, modified, extended or rescinded only by in writing signed by the party against whom any such amendment, waiver, change, modification, extension and/or rescission is sought.

26. Representation of Authority to Contractor/Signatory. The individual signing this Agreement on behalf of Contractor represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this Agreement. The signatory represents and warrants to the County that the execution and delivery of this Agreement and the performance of the Services and obligations hereunder have been duly authorized and that the Agreement is a valid and legal agreement binding on the Contractor and enforceable in accordance with its terms.

27. Force Majeure. Neither party shall be liable, or deemed to be in default, to the other for any failure or delay in performing an obligation under this Agreement to the extent that its performance is delayed, impaired or rendered impossible by an event beyond its control ("Force Majeure Event") such as natural disasters, war, terrorist acts, riots, labor strikes, civil disturbances, extra-ordinary losses of utilities (including telecommunications services), computer "hacker" attacks on internet infrastructure, regulatory restrictions, change in law or regulation or other acts of government authority, including civil and military authorities and courts, fuel or energy shortages, transportation stoppages or slowdowns, the inability to procure parts or raw materials, and/or acts or omissions of common carrier.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement in duplicate on the day and year first written above.

WITNESS:

Signature, Executive Vice President

BY: Info Sund, Inc.
Company Title

Roxana Weil
Print Name
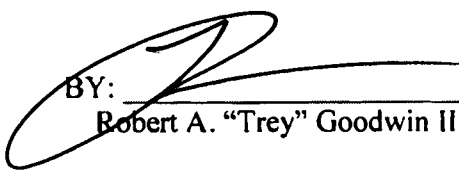
ATTEST:

J.D. Peacock II, Clerk of Courts

ITB WS 70-20   10
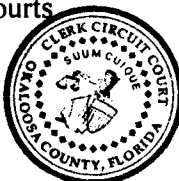
OKALOOSA COUNTY, FLORIDA

BY:
Robert A. "Trey" Goodwin III, Chairman

SEAL

infosend

BillPrint. eBills. Delivered.

An *Innovative* Outsourcing Partner

InfoSend, Inc. Response to:

Okaloosa County Water and Sewer Department
Invitation to Bid ITB WS 70 - 20
Utility Bill Printing, Mailing and Related Services

Due: September 16, 2020

Time: 3:00 pm CST

Prepared for: Jesica Darr

Purchasing Department

Provided by: Marty Bielecki
Sales Executive
marty.b@infosend.com
Office: 714.993.2690
Mobile: 239.247.4419

Table of Contents

Bid Acknowledgement Form

INVITATION TO BID (ITB) & RESPONDENT'S ACKNOWLEDGEMENT

ITB TITLE: Utility Bill Printing, Mailing and Related Services for the Okaloosa County Water and Sewer Department	**ITB NUMBER:** **ITB WS 70-20**

ISSUE DATE:	August 17, 2020 8:00 A.M. CST
LAST DAY FOR QUESTIONS:	September 1, 2020 3:00 P.M. CST
ITB OPENING DATE & TIME:	September 16, 2020 3:00 P.M. CST

NOTE: BIDS RECEIVED AFTER THE BID OPENING DATE & TIME WILL NOT BE CONSIDERED

Okaloosa County, Florida solicits your company to submit a bid on the above referenced goods or services. All terms, specifications and conditions set forth in this ITB are incorporated into your response. A bid will not be accepted unless all conditions have been met. All bids must have an authorized signature in the space provided below. All bids must be sealed and received by the Okaloosa County Purchasing Department by the "ITB Opening Date & Time" referenced above. The official clock for the purpose of receiving bids is located in the Okaloosa County Purchasing Department, located at 5479A Old Bethel Rd., Crestview, FL 32536. All envelopes containing sealed bids must reference the "ITB Title", "ITB Number" and the "ITB Opening Date & Time". Okaloosa County is not responsible for lost or late delivery of bids by the U.S. Postal Service or other delivery services used by the respondent. Neither faxed nor electronically submitted bids will be accepted. Bids may not be withdrawn for a period of ninety (90) days after the bid opening unless otherwise specified.

RESPONDENT ACKNOWLEDGEMENT FORM BELOW MUST BE COMPLETED, SIGNED, AND RETURNED AS PART OF YOUR BID. BIDS WILL NOT BE ACCEPTED WITHOUT THIS FORM, SIGNED BY AN AUTHORIZED AGENT OF THE RESPONDENT.

COMPANY NAME   InfoSend, Inc.

MAILING ADDRESS   4240 E La Palma Avenue

CITY, STATE, ZIP   Anaheim, CA 92807

FEDERAL EMPLOYER'S IDENTIFICATION NUMBER (FEIN):   33-0748516

TELEPHONE: 714.993.2690   EXT: _____ FAX: 714.993.1306

E-MAIL: russ.r@infosend.com

I CERTIFY THAT THIS BID IS MADE WITHOUT PRIOR UNDERSTANDING, AGREEMENT, OR CONNECTION WITH ANY OTHER RESPONDENT SUBMITTING A BID FOR THE SAME MATERIALS, SUPPLIES, EQUIPMENT OR SERVICES, AND IS IN ALL RESPECTS FAIR AND WITHOUT COLLUSION OR FRAUD. I AGREE TO ABIDE BY ALL TERMS AND CONDITIONS OF THIS BID AND CERTIFY THAT I AM AUTHORIZED TO SIGN THIS BID FOR THE RESPONDENT.

AUTORIZED SIGNATURE: _____

PRINTED NAME: Russ Rezai

TITLE: President   DATE: 09.11.2020

Rev: September 22, 2015

Cover Letter

InfoSend, Inc. is pleased to present this response to Okaloosa County Water and Sewer Department. InfoSend, founded in 1996, is a privately held California corporation with a mission to provide the best possible Customer Communications Management (CCM) platform while still maintaining a client-focused company culture. Now delivering more than 220 million print and electronic documents annually across multiple channels, InfoSend proudly maintains an industry best client retention and satisfaction rate.

InfoSend is focused on delivering services to entities in the utility industry. With at 500 clients in the utility industry currently under contract, InfoSend has unique expertise and understanding of the requirements beyond what is communicated in this response.

Key Advantages of InfoSend

- Company culture prioritizes client satisfaction, leading to industry best client retention and satisfaction rate.
- Over 170 employees across multiple states, with high employee retention ensuring clients are handled with consistent knowledge and care.
- Solely owned and operated Data Processing, Print, and Mail platform, with secure manufacturing environments in CA, FL, TX, and IL.
- Solely owned and operated Electronic Billing, Payment and Presentment platform, with PCI-Level 1 certification.

InfoSend welcomes the opportunity to provide our services to Okaloosa County. As a premier provider of Data Processing Print and Mail (DPPM) services and Electronic Bill Present and Payment (EBPP), InfoSend's core business is represented by the very services Okaloosa County has detailed in its RFP. InfoSend currently provides these types of services to 639 clients nationwide including over 500 municipalities that provide utility services such as Electric, Water, Wastewater, Drainage, Solid Waste, and Miscellaneous charges.

All of Okaloosa County's, operational, and other business requirements defined in the RFP can be met by InfoSend under our standard services. The Software as a Service (SaaS) approach allows InfoSend to continually refine its services and equipment without requiring software installation and maintenance at your site. From our detailed response on the following pages you will see that InfoSend meets and exceeds the project objectives for City of Fort Wayne's requested offerings.

InfoSend currently has 30 clients using a Superion Software from Central Square with many more successful implementations over the years. Your unique data is transferred into our database where it can then be output to multiple destination channels – print, email, web, SMS text or telephone. Payment came be made via mail, IVR, online or on mobile devices. Our services are fully integrated, but also flexible to support Onetime payments and standalone email billing. With our online tools and outstanding customer service, we know Okaloosa County will be getting value no other company can provide.

We can provide fast and efficient local service with our Fort Myers, Florida based production facility. Our standard mail processing time is next business day from file receipt, and USPS estimated transit time is 2 to 3 business days. Our staff has reviewed the 6-week desired implementation schedule and feels that there is ample time to convert Okaloosa County. Our custom-tailored implementation schedule allows for establishing proper quality controls, proofing of documents, staff training and thorough testing. Likewise, we have reviewed and acknowledge the contents of the most recent addendums.

Our turnkey DPPM solutions are performed in their entirety by InfoSend employees with no portion of the work being subcontracted. InfoSend offers a comprehensive revenue cycle solution – from data processing, document composition, printing and mailing – to document archiving, electronic bill presentment, IVR, SMS messaging, with mobile and online payments. The inherent advantages are threefold; first, only one phone call to make for any and all questions; second, InfoSend is entirely responsible for all phases of the work; and third, all contractual responsibility rests solely with InfoSend. We are your Single Source Vendor Solution.

InfoSend is capable and eager to meet the requirements as laid out in this proposal, leveraging our experience and focus on client satisfaction. Further, the commitment to evolving the services ensures that a partnership with InfoSend will help your organization evolve with the continually changing landscape of consumer communication, interaction, and payments.

Thank you for the opportunity.

Russ Rezai
President
Russ.r@infosend.com
O. 714.993.2690
F. 714.993.1306

Marty Bielecki
Sales Executive
marty.b@infosend.com
Mobile: 239.247.4419

Response to Scope of Work

1. General Information and Requirements

The Respondent must have experience working with utility bill files generated out of Superion software, which runs on an IBM iSeries.

With 639 clients nationwide, InfoSend has experience working with virtually every CIS billing software platform. This includes 30 clients utilizing Superion from Central Square with many more successful implementations over the years. Our dedicated IT staff are well versed in combining, programming and processing the 13 spool files that our output from the Superion system to create dynamic documents for your organization. We currently provide service to over 500 city and county utilities, including over 50 customers in the State of Florida. Our Fort Myers, Florida production facility offers fast turn around and efficient delivery throughout the State and the Southeastern US.

We have included several references below of clients local to Florida as well as others around the country, including those that run Superion Software.

City of Ocala, FL	352.629.8432
151 SE Osceola Ave, 3rd Floor	Stephanie Macarages, Utility Billing Supervisor
Ocala, FL 34471	SMacarages@ocalafl.org

- **Contracted Since:** 2010
- **Billing System**: Harris-Cogsdale
- **Volume**: Approximately 55,000 Mail Pieces Monthly
- **InfoSend Products Used**: Data Processing Print and Mail, QuickPay, Print Image Archive

InfoSend currently produces approximately 55,000 bills/notices per month for the City of Ocala, transmitted, originally, from its PeopleSoft CIS billing system and currently through Cogsdale. Ocala also uses InfoSend's bill archive and presentment services to support the Online Billing platform.

City of Pensacola, FL	850.473.6931
1625 Atwood Drive	Dena Faessel, Administrator of Operations
Pensacola, FL 32514	dfaessel@cityofpensacola.com

- **Contracted Since**: 2018
- **Billing System**: Harris Advanced Utility Systems
- **Volume**: Approximately 56,000 Mail Pieces Monthly
- **InfoSend Products Used:** Data Processing Print and Mail

City of Gulf Breeze, FL	850.934.5103
1070 Shoreline Drive	Joanne Oliver, Utility Billing Supervisor
Gulf Breeze, FL 32561	joliver@gulfbreezefl.gov

- **Contracted Since**: 2014
- **Billing System**: BS&A Software
- **Volume**: Approximately 10,000 Mail Pieces Monthly
- **InfoSend Products Used:** Data Processing Print and Mail, Print Image Archiving

Oakland County, MI	248.858.0330
Building 41 West-Lower Level 2100 Pontiac Lake Rd	Mike Kasanic, Utility Billing Supervisor
Waterford, MI 48328	kasanicm@oakgov.com

- **Contracted Since**: 2015
- **Billing System**: SunGard HTE
- **Volume**: Approximately 35,000 Mail Pieces Monthly
- **InfoSend Products Used**: Data Processing Print and Mail, Print Image Archiving

City of Aurora, IL	630.256.3600
44 E. Downer Place	Beatrice Torres, Asst. Finance Director/Water Billing
Aurora, IL 60505	btorres@aurora-il.org

- **Contracted Since**: 2011
- **Billing System**: SunGard Naviline
- **Volume**: Approximately 48,000 Mail Pieces Bi-Monthly
- **InfoSend Products Used**: Data Processing Print and Mail

City of Rio Rancho, NM	505.891.5029
3200 Civic Center Circle NE	Henrietta Hughes, Division Manager, Utilities Services
Rio Rancho, NM 87124	hhughes@ci.rio-rancho.nm.us

- **Contracted Since**: 2010
- **Billing System**: SunGard HTE/NaviLine
- **Volume**: Approximately 42,000 Mail Pieces Monthly
- **InfoSend Products Used**: Data Processing Print and Mail

The City of Rio Rancho selected InfoSend as its outsourced vendor after an extensive RFP process. The City transmits statements to InfoSend on a daily basis, for processing, printing, and mailing.

Erie Water Works	814.870.8069
340 West Bayfront Parkway	Ronald Loader, Senior Manager Customer Service
Erie, PA 16507	rloader@eriewaterworks.org

- **Contracted Since**: 2015
- **Billing System**: HTE Naviline-Sunguard
- **Volume**: Approximately 52,000 Mail Pieces Monthly
- **InfoSend Products Used**: Data Processing Print and Mail

The successful Respondent must retain at least the last three (3) past months of PDFs representing customer bills. Those PDFs shall also be available for display/download to our customers via our third-party online payment portal. Access to these PDFs shall be through a fixed format URL/URI utilizing Customer ID number and Location ID number, and no more than a single fixed security token.

InfoSend Archiving Services

InfoSend's Customer Communications Management (CCM) platform offers a robust, secure, redundant archive service that clients can rely upon to access documents rendered, modified or processed by InfoSend. InfoSend has built a flexible set of options to ensure clients and their customers can access documents in the context that they prefer, including in existing CIS/ERP or billing applications. InfoSend offers PDF delivery and hosted models.

With all options, InfoSend is capable of including the insert communications as additional pages in the PDF (eInserts), ensuring clients and their customers are viewing the complete document which was distributed.

1. Delivery via Final Doc Transfer (FDT): for clients who prefer to store and host PDFs within another software environment, InfoSend is able to deliver the PDFs via Final Doc Transfer in the following ways:
- **Secure FTP Transfer**: upon batch completion by InfoSend, a PDF file of the batch will be sent via secure FTP to the client with a companion XML index file containing standard details of the PDF batch (account #, PDF page number, etc).
- **Custom Secure FTP Transfer**: upon batch completion by InfoSend, the PDF data can be delivered in a complete batch or broken down and sent as one PDF file per account or document. In addition, InfoSend can match PDF file naming conventions or provide index data in a specified format. InfoSend will work with the client to define the workflow, and fees may apply depending on complexity.

2. Hosted via Print Image Archive (PIA): for clients who prefer to outsource the storage and only retrieve PDF documents on demand, InfoSend provides two ways to view documents via the Print Image Archive:
1. **Search via the InfoSend Portal**: upon batch completion, InfoSend will archive the documents for the client to retrieve on demand from a web interface. By logging into the InfoSend Portal, client representatives can access the archive and search for documents according to standard criteria such as account number or date. In addition, InfoSend provides up to 5 custom search fields, specific to the client's data (examples: "bill cycle" or "notice ID"). Documents can be viewed on screen, downloaded to the desktop or emailed.
2. **Web Services Integration**: upon batch completion, InfoSend will archive the documents for the client to retrieve on demand via an encrypted API query string. This secure option is best suited for clients who have the capacity to integrate the InfoSend archive into a software package on their end. This web interface allows outside solutions to perform document presentment within their own application framework without having to host an archive.

The Respondent must be able to provide custom bill design services.

InfoSend Document Design Services for Utilities
InfoSend's Account Managers are trained in the use of various graphic design tools which are leveraged to create your documents. The Account Manager assigned to this project will work with the client's project team to create outputs which meet the high standards expected by our clients. Wherever possible we will look to provide suggestions to improve the look, feel, readability, and/or response rate your custom communications using our extensive experience in a wide-variety of industries. All of the graphic design work for your projects will be conducted in-house at InfoSend allowing for us to maintain a high level of quality and responsiveness to your requirements.

InfoSend maintains a wide array of printing and finishing equipment necessary to handle transactional and promotional document production, including:
- Grayscale and full-color laser printers
- Full-Color Inkjet printer
- High-capacity offline folding equipment
- High-capacity industrial cutting equipment
- Variable speed mail inserting equipment
- Proprietary and licensed software solutions for processing data, creating client outputs, maintaining USPS compliance
- Full compliance with any OCR, barcode or remittance specification, including lockbox testing with the delivery of production samples prior to Go-Live.

Often InfoSend will consult to provide clients with best practices and design options which leverage the data and printing technology to their fullest. InfoSend's design team can assist in making sure a utility statement has information hierarchy, use of color and white space and innovative graphics.

InfoSend provides document composition services for **hundreds of utilities nationwide**. Below is an example design which is using the latest in customer insights, preferences and printed output technology.

Utility Bill Design Highlights:
- Information hierarchy based on customer feedback, ensuring Amount Due and Due Date are very clear. Amount Due is placed strategically in multiple locations.
- Color schemes are utilized to enhance labeling of various services and/or charges.
- Usage and historical information are given prime real estate.
- Dynamic message area used.
- Graph done in a circular manner, utilizing multiple colors to communicate the various charges that lead to the total.
- Backside of the bill utilized to communicate details of charges and payment options, labeling with different colors by channel.
- Support for multiple languages bills.

Front:

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Anaheim, CA 92807
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FINAL BILL

	Bill Date	Service Period	Due Date
	02/23/16	01/20/16 to 02/17/16	03/15/16

Last Bill	Payments/Credits	Deposits	Adjustments	Balance Forward	New Charges	Amount Due
$62.14	$0.00	$0.00	$0.00	$62.14	$38.17	$100.31

CUSTOMER NAME
ACCOUNT NUMBER
33333333
1234 ANY STREET
AMOUNT DUE:
$100.31
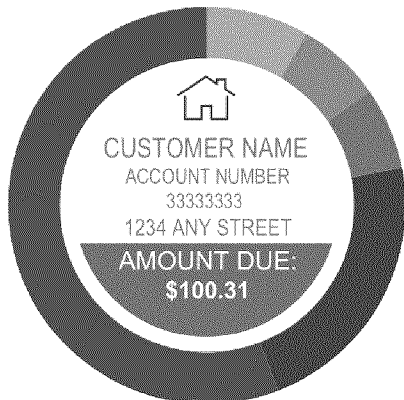
ENERGY CHARGES $21.49

SERVICE CHARGES $12.60

EXCISE & TAXES $1.36

PAST DUE BALANCE $62.14
Please pay immediately to
avoid additional fees

MISCELLANEOUS $2.72
Breakdown of charges
on reverse

SPECIAL MESSAGES

This is a special message area, used to to inform customers about upcoming events, changes to their bill, or any other marketing or important information.

This is your FINAL BILL. Thank you for being a valued customer of InfoSend!

Your account has a PAST DUE balance. Please pay this amount immediately to avoid additional fees and/or disconnection.

Payment Arrangement Information:

Remaining Pay Arrangement:	$628.04
Pay Arrangement End Date:	Jul-15-2016

Rolling Monthly Usage

CURRENT USAGE — LAST YEAR USAGE — AVG. CONSUMER USAGE
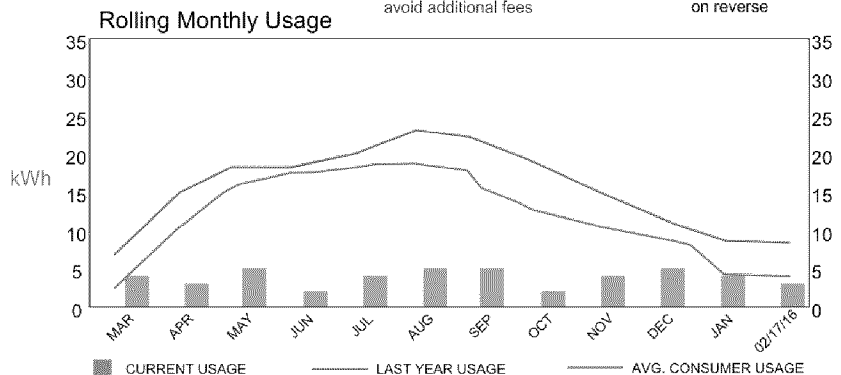
Current Read	Previous Read	Days	Multi	Usage (kWh)
597	587	29	1	10

Read Dates	Cycle	Rate	District
01/20/16 to 02/17/16	07	E1	7

Curr. Month's Avg kWh/Day:	10.76	Last Year kWh Used:	309	YTD kWh Used:	861
Average Cost per Day:	$2.12	Last Year Billing:	$62.84	YTD Billing:	$151.97

PLEASE RETURN THIS PORTION WITH YOUR REMITTANCE TO ENSURE PROPER CREDIT TO YOUR ACCOUNT

Cycle: 07

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See reverse for information on eBilling, AutoPay, budget billing, and energy assistance.

☐ Check box for contact information changes or to **SIGN UP FOR EBILL**. Fill out information on reverse side.

Service Period	Due Date	Account Number
01/20/16 to 02/17/16	03/15/16	33333333

FINAL BILL

Amount Due	Amount Paid
$100.31	$ AUTOPAY - DO NOT PAY

Any Past Due Balance
DUE IMMEDIATELY

Your Automatic Payment Date is:
MAR 15, 2016

Addressee

INF0308M
1000000001

CUSTOMER NAME
1234 ANY STREET
ANYTOWN, ST 00000

Please Make Checks Payable And Remit To

INFOSEND
4240 E. LA PALMA AVENUE
ANAHEIM, CA 92807

00333333333 0000000 0000000 000000000 5

Back:

Billing Detail

	BILLED USE	RATE	AMOUNT
ENERGY CHARGE	190	0.11309	$21.49
TOTAL ENERGY CHARGES			**$21.49**
BASIC SERVICE CHARGE			$12.60
TOTAL SERVICE CHARGES			**$12.60**
EXCISE			$1.36
TOTAL SALES TAX			$2.72
TOTAL EXCISE + TAX			**$4.08**
DISCONNECT NOTICE FEE			$9.25
TOTAL MISCELLANEOUS			**$9.25**

CURRENT CHARGES   **$47.42**

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4240 E. La Palma Avenue
Anaheim, CA 92807
(714) 993-2690

Chicago Office
Downers Grove, IL
(800) 955-9330

Dallas Office
Carrollton, TX
(800) 955-9330

Another Office
Anytown, USA
(800) 955-9330

Customer Service
1-800-955-9330
(6-6 M-F)

Email
ClientServices@infosend.com

Online
www.infosend.com

Outages (24/7)
1-555-555-1234

Twitter
@-------------------

Facebook
infosendfacebookpage

Automatic Bill Pay (Electronic Funds Transfer)
If remembering to pay your electric bill every month is another task you'd like to scratch off your to-do list, then Automatic Bill Payment if the perfect solution for you! This service is free of charge. Please visit our website to download the authorization form:
http://www.infosend.com

Budget Billing
Helps you equalize your monthly electric service budget. For more information please visit our website at: http://www.infosend.com

Electronic Billing
Convenience at its best! Receive your bill securely via your email inbox rather than through the regular mail. Visit our website to sign up:
http://www.infosend.com

Energy Assistance
If you would like more information on Energy Assistance, please visit our website at http://www.infosend.com

Meter Readings

	Read Dates			Readings				
Meter #	From	To	Days	Previous	Current	Multi	Actual Use	Details
22222	03/06/14	04/03/14	29	587	597	1	10	kWh

Scan this QR Code with your phone to sign up for eBilling or fill out the information on the change form below.

CONTACT INFORMATION CHANGES

☐ *Sign me up for eBill using the email address below. (Email must be provided.)*

E-MAIL: _____

BILLING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

DAY PHONE: _____ EVENING PHONE: _____

NAME: _____

EFFECTIVE DATE: _____

The Respondent must be able to provide bill print services, mailing services, and electronic bill notifications.

Get to Know InfoSend - A Reliable Partner

InfoSend has provided business process outsourcing services since 1996, handling the processing and distribution of 220 million critical documents annually for industries throughout the United States. Utilizing the most current technology, InfoSend's Customer Engagement platform offers a single source provider to reach customers with effective and timely interactions.

InfoSend's Customer Communications Management (CCM) platform distributes critical documents across multiple channels, including InfoSend's own manufacturing environments in California, Texas, and Illinois for Data Processing, Printing, and Mailing (DPPM). InfoSend's hosted Electronic Presentment and Payment (EBPP) applications drive the customer remittance process with web, IVR, SMS and Bank BillPay payments. The cloud-based, Software as a Service (SaaS) approach allows InfoSend to refine offerings without client-side installed software or maintenance, as well as providing for flexible integrations to existing systems or vendors.

Integrity is at the core of InfoSend, with a stated goal to retain and provide complete satisfaction for each client. InfoSend has over 170 employees across multiple states, and the company culture has led to high employee retention, affording clients familiarity and quality service. From our internal operations, to how we support our valuable clients, InfoSend's client-focused service has led to an industry leading client retention and satisfaction rate.

InfoSend's Data Processing, Print & Mail Solutions

InfoSend, as a single source provider of customer communications management (CCM), offers a cloud-based Data Processing platform that is paired with multiple secure manufacturing environments for Printing and Mailing critical documents. InfoSend's Data, Processing, Print & Mail (DPPM) solution allows clients to reach their customers with effective and timely communications across multiple channels.

InfoSend's DPPM solution accepts data streams from any system and includes all the tools necessary to submit, approve and track all details of the manufacturing and distribution process, including all aspects of USPS compliance, updates, and tracking. The fully redundant data processing platform handles the hosting and distribution of the critical documents, allowing businesses to focus on innovating for their customers.

- Deep experience handling input data streams from a countless variety of systems, across many industries.
- Customizable document composition with variable and ad hoc messaging options.
- Multi-channel distribution of documents: USPS, eBilling, Online Hosted Archive, API, FTP, Bank Networks and more.
- Online job tracking, customer service, sample approval, and production service level agreement (SLA) detail.
- Print in black, grayscale, black plus one or more spot colors, and full variable color.
- Industry-leading Quality Control (QC) process, leveraging the latest technologies to ensure error-free manufacturing.
- Full USPS compliance, postage savings, and reporting, including return mail solutions.
- Dedicated support for production and distribution of marketing, informational inserts, postcard and special mailings.
- Partnered solutions: tracked delivery via FedEx, cash payments from retail locations via PayNearMe, Online Banking, and more!

The Respondent must be able to provide envelope message overprinting.

InfoSend Direct Communication

Direct Communications are non-recurring document types that directly communicate information to client customers. InfoSend has developed tools and workflow to support clients in efficiently communicating with customers, saving on postage and materials where possible.

InfoSend's dedicated personnel, IT-centric structure, and automated data processing capabilities make client one-time projects as efficient to manage as possible. InfoSend will work with client marketing department and accept most common graphic arts file types such as PDF, EPS, InDesign, and Illustrator. Proofs are printed on the digital color equipment that will produce campaigns. Direct communication documents are normally printed in full color or grayscale onto white paper stock.

Direct Communications – Envelope Messaging
- **Show Document Messages through the Envelope Window -** Important messages can be printed on client documents in black or **full color** and shown through the outgoing envelope window. This is the most economical form of showing brief messages or images to the customer before they open the mail piece. This can help incentivize the customer to open the envelope right away by printing messages such as "INVOICE ENCLOSED".
- **Print Messages on the Outside of the Standard Envelope** - Custom messages and images can be printed onto the standard InfoSend #10 double window envelope. This allows clients to print a high amount of content on the outside of the envelope as InfoSend can print on both sides of the envelope. This type of printing is referred to as "sniping" and usually used to print temporary content on a month or two worth of envelope stock. It is more cost effective to digitally inkjet print this content onto pre-manufactured envelopes than to order truly custom stock that was manufactured specifically for clients.

The Respondent must have the ability to automatically fold and insert bills and other customer communications without manual intervention.

InfoSend meets and exceeds this requirement. InfoSend employs finishers with up to 6 insert feeders per machine. These are modular and additional feeders can be added. Generally, our customers have no more than 5 inserts per bill package included with the billing/communication documents. One of the 6 insert feeders is typically used to trigger the reply envelope. InfoSend automates the insertion of up to 7 pages and a return envelope into a #10 envelope. InfoSend charges a cost per page for services including that page being inserted into the envelope.

The Respondent must have the ability to perform a mass mailing separate from the bill, as long as address information is provided by the County.

InfoSend meets this requirement. We have provided more information regarding our Direct Communication services below.
- **Run Customer Messaging Campaigns**: full capability to support one-time or recurring print runs for special outbound customer communications, such as buck slips, postcards, letters, flyers, brochures.

The successful Respondent will work with the County staff to design a utility bill statement and submit prototypes of the billing statement and envelopes to the County for review and revision and final approval.

InfoSend Document Design Services
InfoSend's Account Managers are trained in the use of various graphic design tools which are leveraged to create your documents. The Account Manager assigned to this project will work with the client's project team to create outputs which meet the high standards expected by our clients. Wherever possible we will look to provide suggestions to improve the look, feel, readability, and/or response rate for your custom communications using our extensive experience in a wide-variety of industries. All of the graphic design work for your projects will be conducted in-house at InfoSend allowing for us to maintain a high level of quality and responsiveness to your requirements.

InfoSend maintains a wide array of printing and finishing equipment necessary to handle transactional and promotional document production, including:
- Grayscale and full-color laser printers
- Full-Color Inkjet printer
- High-capacity offline folding equipment
- High-capacity industrial cutting equipment

- Variable speed mail inserting equipment
- Proprietary and licensed software solutions for processing data, creating client outputs, maintaining USPS compliance

The Respondent must be able to produce the County's utility bill in an agreed upon format or propose a new bill format acceptable to the County and compatible with the current billing software.

InfoSend meets this requirement. For more detailed information on our Document Design Services, please see **Section 1. General Information and Requirements pages 9-11**.

InfoSend Document Design Services Highlights
- Customizable document look and feel for all clients providing "raw data" inputs, hosted and maintained by dedicated InfoSend staff.
- Experience with a wide array of industry-specific document types, including Government, Citations, Utility, Healthcare, Finance, Insurance, and more.
- Client Services staff trained in the use of graphic design tools to ensure mockups are professional and accurate.
- During design and mockup, InfoSend advises on latest design best practices for consumer readability, response rate and USPS compliance.
- For documents with OCR, barcode or remittance requirements, full compliance with any specification, including lockbox testing with the delivery of production samples prior to Go-Live.
- Extensive experience, software and dedicated equipment for facilitation both transactional and promotional documents: full-color Inkjet, high capacity folding and cutting, online tools for managing marketing copy or images.

The Respondent shall provide a single point of contact within the Respondent's firm to handle the training of the County staff dealing with billing services provided through the implementation process as well as the County support issues dealing with billing services provided.

InfoSend's Key Support Personnel
InfoSend's mission to provide the industry-best support requires excellence and attention to detail within the Client Services (CS) department. InfoSend has designed support around extensive procedural controls to ensure client output is handled accurately and issues are addressed expeditiously. If InfoSend is awarded the County's contract, we will at that point assign a dedicated Account Manager to work with the County on the implementation project. This Account Manager will remain the County's main point of contact throughout the implementation and will also be available after go-live for ongoing maintenance or improvement projects.

Executive Management and Sales:
InfoSend designated Contract Administrator: Russ Rezai, President
InfoSend designated Contract Manager: Matt Schmidt, COO
InfoSend sales contact: Marty Bielecki, Sales Executive

Delivery Team:
- **Executive Management and Sales Team**: will serve as the County's main contact for RFP questions and contract negotiations.
- **Client Services Team**: manage ongoing processing, and will be main points of contact during the new client implementation process. Primary and secondary Client Services contacts will be assigned during the contracting phase if InfoSend is selected as the successful vendor. These contacts will report directly to Matt Schmidt, COO and Josue Martinez, Director of Client Services.

IT team: will provide back-end support for the County's jobs. IT works in conjunction with InfoSend Client Services during any improvement projects and actively monitors program functions after go-live. IT personnel report to Vedat Aral, Director of IT.

Name	Russ Rezai
Experience	**InfoSend, Inc.** Anaheim, CA (2016 – present) President - Responsible for growing the company while improving quality level - Reports to the Chief Executive Officer - Leads and guides other executives - Maintains awareness of both the external and internal competitive landscape, opportunities for expansion, new industry developments and standards - Managed sales and business development **InfoSend, Inc.** Anaheim then Fullerton, CA (2008 – 2016) Chief Operating Officer - Managed day-to-day operations - Created formal Sales Department by selecting VP of Sales and transitioning sales management to him - Works with each department head to ensure company manages growth properly and scales production and human resource capacity - Regularly meets with VP of Sales, Director of Product Development and Direct of Client Services to ensure that the company's product and service offerings and service quality match business development plans and quality goals - Involved with the creation of the facilities in IL and TX and the selection and training of the managers for these locations **InfoSend, Inc.** Fullerton, CA (2001 - 2008) VP of Development - Managed research and development and selected the manager for IT - Creation of eBusiness Services department - New product and service development and deployment – including eBusiness Services - Creation of variable data digital color printing department - Created the Client Serviced Department and selected the manager for the department - Managed sales and business development **InfoSend, Inc.** Anaheim then Fullerton, CA (1996 - 2001) Company Co-Founder - Supported in development of new company in 1996 - Laid groundwork for future IT development between 1996 and 1997 - Began research into Electronic Bill Presentment and Payment Services - Stayed active part-time with company while studying at UC Santa Barbara
Education	BA, 2001 Business Economics - University of California, Santa Barbara

Name	Matt Schmidt
Experience	**InfoSend, Inc.** Anaheim, CA (2007 – present) Chief Operating Officer - Manages Operations for InfoSend's 3 facilities - Manages Client Services team responsible for all client implementation and support - Works with management team on new product planning, development and support - Works on strategic planning for operations including new technologies and services

	InfoSend, Inc. Anaheim, CA Director, Client Services • Supervise employees and operations of the Client Services, Quality Control and Direct Communications departments. Provided consultative solutions for prospect and clients. • Develop, monitor and improve client implementation and support procedures. • Coordinate and implement internal cross-functional processes in an environment of continuous improvement. • Work with executive management to develop and evaluate long-term strategies to achieve organizational goals.
Education	MBA - University of California, Irvine BA - California State University, Chico

Name	Marty Bielecki
Experience	**InfoSend, Inc.** Fort Myers, FL (2019 – Present) Sales Executive • Business Development for Data Processing Print Mail (DPPM) & Electronic Bill Presentment and Presentation (EBPP) services and solutions. • 20+ years experience in Healthcare and Utility business process outsourcing • Consult with customers on strategic solutions, best practices and cost saving methods relating to print mail production, electronic billing, and online payments. • Provided consultative solutions for prospects and clients • Analyze legacy workflows, evaluate options, and recommend ways to improve systems • Develop strong relationships, foster partnerships, and create opportunities for growth **Southwest Direct, Inc.** Fort Myers, FL (2012 – 2019) President **Southwest Direct, Inc.** Fort Myers, FL (2006 – 2012) VP Business Development **Southwest Direct, Inc.** Fort Myers, FL (2002 – 2006) Director Business Development

Name	Josue Martinez
Experience	**InfoSend, Inc.** Anaheim, CA (2016 – present) Director, Client Services • Responsible for all implementation and support services • Oversee Account Management and dedicated support staff • Act as escalation point for InfoSend clients • Design new printed bill formats **InfoSend, Inc.** Anaheim, CA (2000 – 2016) Senior Project Manager • Managed over 75+ implementations and software conversions • Design new printed bill formats • Work with programming team to streamline processes • Data Processing, printing, Quality Control, and mailing experience.

Education	BA, Business Administration concentrating in Information Systems, California State University Fullerton.
	Proficient in Website/Forms Design using Following Applications/Languages: HTML, Crystal Reports, Adobe Illustrator, Visual Basic and MS Visual FoxPro

Name	Vedat Aral
Experience	**InfoSend, Inc.** Anaheim, CA (2004 – present) Director, I.T. • Manages research and development • New product and service development and deployment – including Data Processing Print and Mail, and eBusiness Services **Gourmet Shuttle** Huntington Beach, CA (2002 – 2003) Software Engineer **Denge Bilisim** Istanbul, Turkey (1994 – 2001) Owner, Software Engineer **Halici Bilgi Islem** Ankara, Turkey (1991 – 1994) Software Engineer
Education	MFA, Cinema & TV 1997, Marmara University – Istanbul Turkey BS, Computer Science & Engineering 1991, Hacettepe University – Ankara Turkey Proficient in Website/Forms Design using Following Applications/Languages: Mainframe, IBM S/36-AS/400, K-Series COBOL, RPG, Visual Basic, Visual FoxPro, Delphi, C#, ASP.NET SABRE, HDLC, X.25, Mercator, EDIHTML, Crystal Reports, Adobe Illustrator

The Respondent must have the ability to accept an electronic interchange of files in a secure and reliable manner. The Respondent must describe their process for doing so.

InfoSend Data Processing Implementation Options
InfoSend's cloud-based Data Processing platform is a key engine in driving the overall CCM distribution platform. The Data Processing workflow has been designed from the beginning to flexibly accept client input in a wide variety of formats. While having domain expertise with clients within Government, Citations, Utility, Healthcare, Finance, Insurance, and more, InfoSend's technical experience and platform capabilities mean clients enjoy efficient and on-time implementations.

The Data Processing platform is capable of accepting data extracts from clients in a "flat-file" format (text, csv, XML, etc), as well as in a print-ready PDF format. InfoSend has unique expertise and knowledge working with print-ready PDFs efficiently, providing clients with options to dynamically modify the PDF output before final distribution. The system is capable of accepting multiple file inputs and formats to generate a single output stream, helping clients create more informative and complete communications.

No matter the source, all data is normalized within the InfoSend database, ensuring the distribution and reporting is seamless, transparent and meets client requirements.

Option 1 - Express PDF Implementation in Detail
This innovative solution gives clients the ability to use InfoSend's CCM platform at the lowest possible price point. It's most useful as a cost-saving option for clients with an existing document output, eliminating the need for a third party to design, program, implement and maintain hosted software to create a similar output.

InfoSend has a unique solution that can accept print-ready PDFs but still modify the output to drive mailing workflow and marketing messages. The Express PDF solution will parse and modify the addresses, using CASS certified address validation, apply postal barcodes to the finished output, then re-order the documents to meet USPS requirements. In addition, InfoSend's system can output marketing messages right on the output, or with additional pages to the document.

InfoSend's Express PDF Implementation is unique in that it's a hybrid solution that combines client-provided print files with InfoSend's data import and processing capabilities. We will not simply print image files; we will merge processed data from our system with client output to create a great finished product.

Option 2 - Data-Only Files (e.g. flat files, csv XML, etc) in Detail

InfoSend also designs, implements and hosts custom programs that can read "raw" client data extracts for distribution via the CCM platform. Common client export formats are XML, CSV, tab or pipe delimited, or SDF. InfoSend's experienced programmers will adapt the program to the client export file format instead of requiring conformity to a predefined template. InfoSend has successfully accepted data originating from nearly 100 billing systems – including both licensed and homegrown database platforms.

When this option is selected, InfoSend is able to offer the opportunity to redesign the bills to clients, as well as provide an "agnostic" hosted solution where client output can maintain a similar look and feel regardless of whether the client data system changes over time.

Business Logic and Output

No matter the input type, all client output is capable of leveraging InfoSend's CCM platform for dynamic marketing messages right on the output, or with additional pages to the document. Using criteria or flags in the data, InfoSend's platform can control the output to meet client requirements.

This programming may include placing selective messages on the document for specific customers, such as letting a customer know in bold lettering a balance is "Past Due." InfoSend's data processing also controls what happens downstream on machines at the print and mail facility, creating instructions to either include or exclude materials such as special inserts or return envelopes. InfoSend's CCM platform and years of experience ensure the client communications are done accurately and efficiently.

The Respondents must be able to accept the County's bill files using the current Superion software's format (i.e. without the additional purchase and installation of a modification to Superion's software) and without manual intervention of the data by the County.

InfoSend accepts this requirement. Our IT department has a tremendous amount of experience in data formatting, processing and programming. We are able to accept a variety of files including but not limited to XML, PDF, XLS, DBF, TXT and other common and obscure database formats. The company supports and integrates with dozens of CIS software platforms, including Superion. Okaloosa County will not be required to manipulate or manually covert their Superion software data format prior to transmission to InfoSend.

The Respondents must have the capability to suppress the printing of bills and/or envelopes for certain customers, based upon fields provided in the thirteen (13) data files by the County.

InfoSend supports the ability suppress inserting envelopes based on City criteria. InfoSend supports this as standard. InfoSend has the option to suppress both statements and/or envelopes for certain customers. In order to support suppressions, we will program custom logic based off of City criteria and suppression flags or account types found in the data. Selective Inserting allows clients to selectively target insert, flyers, or newsletters to specific mail pieces. Selective Inserting will also allow clients to exclude a #9 return envelope for all customers with credit balance bills, zero balance bills, or AutoPay customers. Custom logic for paperless suppression will be programmed during implementation using flags in your data.

The Respondents will be responsible for adhering to U.S. Postal regulations and requirements for mailings.

USPS Compliance and Efficiency Highlights
InfoSend's Customer Communications Management (CCM) platform allows InfoSend to distribute client output to multiple channels, including mail via USPS. InfoSend, as a mailing service provider, maintains technology and USPS compliance to ensure clients are getting the best postage rates and features from mailings.

Postage is the *most expensive component* of mailed document production, a very important cost consideration when selecting a document production partner and not all vendors provide the most cost-saving discounts available. InfoSend utilizes the following methods to ensure clients are mailing with optimal efficiency.

- InfoSend maintains ongoing USPS regulatory compliance and cost savings on behalf of clients, standard.
- Full Service with Intelligent Mail Barcode (IMb) certified, ensuring clients with qualified mailings receive lowest automated postage rate.
- Address validation applied via Coding Accuracy Support System (CASS) and Delivery Point Validation (DPV), improving the accuracy of addresses and lowering postage.
- Customer Move Updates optionally applied and reported via the NCOALink database or Address Change Service (ACS).
- Detached Mailing Unit (DMU) designation, with USPS personnel on-site at select InfoSend facilities, expediting mail entry into the USPS system and increasing overall efficiency.
- Ability to "house-hold" multiple documents intended for the same customer into a single envelope to provide postage savings.

The Respondents shall guarantee that the completed work will be printed and mailed by the United States Postal Service (USPS) within 24 hours of receipt of the data files.
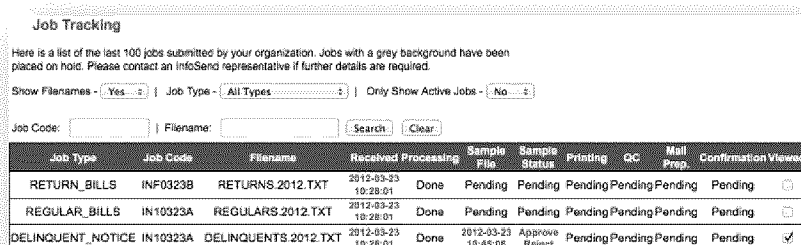
InfoSend complies with this requirement. InfoSend's standard service level is to print, process, and deliver accurate bills by the next business day from file receipt and sample approval (if used). InfoSend is a trusted USPS partner who is committed to efficient production and timely delivery of documents.

The successful Respondent must provide a mechanism for the County to track all jobs and files throughout the production process. Please describe this process.

Job Tracking Tool
The Job Tracker provides the current status of jobs as it progresses through InfoSend's data processing and print production departments. The Job Tracking tool contains details such as job type, number of component files that are contained within the job, file receipt timestamps, sample files that may be downloaded, and the status of printing/quality control/mail preparation. Once a file has been completed for mailing and mail pieces have been released to the USPS a timestamp of file completion confirmation will be provided. InfoSend provides a history of the past 100 jobs that were processed through the system.

The successful Respondent will provide the customer with concise, easily understood information as to when billed charges need to be paid to avoid interruption of service and when the last payment amount was received by the County the billing statement.

InfoSend agrees to this requirement. Our Client Services representatives work closely with our clients and IT development team to create documents which are concise, accurate and each to understand. As leaders in billing communication, we have helped hundreds of government utilities develop professional messaging that

clearly informs the public of their financial responsibility to our customers. InfoSend has provided additional highlights and details on our approach and ability in document design within this response.

The County must have the ability to view and approve sample bills online before they are printed and mailed.

Sample Approval
This optional workflow allows clients to download a sample of the output, with an included Process Summary report of the input/output counts, Inserts to be included, suppressions and a postage estimate. The sample file can contain the entire output or a subset based on client criteria. Upon approval, the sample output is released for production and distribution by InfoSend.
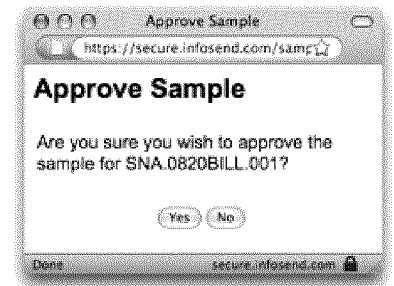
The Respondent must have the capability to print logos and usage history graphs, and multiple page bills as needed.

InfoSend supports and has the capability to print logos, histograms and other elements to be displayed on the bill with no limitations. InfoSend composition engine will absolutely accommodate the proper pagination for true multiple pages.

The successful Respondent must provide all paper supplies including forms, envelopes and/or other paper stock necessary for performing printing, billing, and mailing functions as well as all required postal reports.

InfoSend Reliable Production and Materials
- **Standardized Environment:** InfoSend's standardization in production and materials provides reliability and cost effectiveness for clients with a diverse array of needs across countless industries.
- **Effective Paper Stock**: standard 24 lb. blank paper utilized to strike the right balance between cost and reliability.
- **Customized Perforation:** multiple perforation locations are supported to ensure lockbox compatibility.
- **High Speed Digital Printing:** printing using laser or inkjet technology: black, grayscale, black plus one or more spot colors, and full color printing are all supported.
- **Effective Envelope Stock**: standard and reliable outgoing #10 and return #9 envelopes predominantly manufactured and stocked by InfoSend, include strategically placed windows to allow client logos to be visible for the customer prior to opening, as well as tinting to ensure data privacy.
- **Computerized Mailpiece Inserting**: documents at InfoSend are tagged and tracked through the production environment, including mailpiece integrity software that ensures accurate insertion of printed page into the envelope prior to delivery to the USPS.
- **USPS Compliance and Automation:** all documents are presorted prior to induction to the mail stream to ensure the lowest possible postage rate. InfoSend's Anaheim and Downers Grove facilities are designated as a USPS Detached Mail Unit (DMU), meaning USPS personnel are onsite authorizing mail to head straight to regional sort centers and bypass the local office.

Customer Support – Respondents shall provide unlimited customer support during the hours of 8:00 am – 5:00 pm, Central Time. Please define regular customer support and support that is chargeable.

InfoSend Client Services Support
InfoSend's mission to provide the industry-best support requires excellence and attention to detail within the Client Services (CS) department. InfoSend has designed support around extensive procedural controls to ensure client output is handled accurately and issues are addressed expeditiously. The following describes InfoSend's standard support coverage, the services that are included as part of annual software support, a listing of call priorities, and an outline of escalation procedures.

Support Channels and Availability
InfoSend provides the following methods to be reached to initiate a support request:
- 800 Toll-Free Telephone support: (800) 955-9330

- Email via support@infosend.com
- Free electronic access 24 x 7 at www.infosend.com with the following online benefits:
  - Log, track & close support requests
  - View & update support requests
  - Access published documentation
  - Access available downloads
  - Download reports
  - View Job Tracking statistics
  - Download sample files in PDF format

Standard hours of support are from 8:00 AM to 8:00 PM Central, Monday through Friday, excluding designated statutory holidays. Weekend assistance is available and must be scheduled in advance and in most cases is billable.

The quality of the Respondent's work shall be consistent with USPS requirements and the County's expectations.
- **Data formatting on the customer statement will be in accordance with the requirements established by the County's bill design following award of the contract.**

USPS Compliance and Efficiency

InfoSend's Customer Communications Management (CCM) platform allows InfoSend to distribute client output to multiple channels, including mail via USPS. InfoSend, as a mailing service provider, maintains technology and USPS compliance to ensure clients are getting the best postage rates and features from mailings.

Postage is the *most expensive component* of mailed document production, a very important cost consideration when selecting a document production partner and not all vendors provide the most cost-saving discounts available. InfoSend utilizes the following methods to ensure clients are mailing with optimal efficiency.

- InfoSend maintains ongoing USPS regulatory compliance and cost savings on behalf of clients, standard.
- Full Service with Intelligent Mail Barcode (IMb) certified, ensuring clients with qualified mailings receive lowest automated postage rate.
- Address validation applied via Coding Accuracy Support System (CASS) and Delivery Point Validation (DPV), improving the accuracy of addresses and lowering postage.
- Customer Move Updates optionally applied and reported via the NCOALink database or Address Change Service (ACS).
- Detached Mailing Unit (DMU) designation, with USPS personnel on-site at select InfoSend facilities, expediting mail entry into the USPS system and increasing overall efficiency.
- Ability to "house-hold" multiple documents intended for the same customer into a single envelope to provide postage savings.

The successful Respondent will be responsible for any programming necessary to extract the relevant billing data from the 13 billing files for inclusion on the bill.

InfoSend accepts responsibility to provide the programming necessary for creating the output file from the 13 input files. InfoSend is extremely familiar with the Central Square CIS export files, having performed dozens of implementations. Our custom, raw data processing information has been provided within this response. Here are some additional highlights for InfoSend's data processing abilities:

InfoSend Data Processing Implementation Options Highlights
- InfoSend's Data Processing platform is completely adaptable to client output, accepting both data-only text files (e.g. flat files, csv, XML, etc.) and print-output PDF files.
- "Express PDF" implementation for print-output PDF file is most cost-effective and efficient, leveraging InfoSend's unique industry experience developing for and managing PDF technology.
- Familiarity and expertise with data formats from a wide variety of industries, including government, citations, utility, healthcare, finance, insurance, and more.

- The system supports combining multiple files to generate singular document output for multi-channel distribution.
- All data is parsed, normalized and loaded into the InfoSend database to facilitate distribution and reporting.
- The system supports custom designed business logic rule sets for "selective" inclusion or suppression of messages or materials such as inserts or return envelopes.

The successful Respondent will be responsible for paying all applicable postage fees and rates. The County shall reimburse the successful Respondent for the exact amount of postage that is paid to the USPS each month.

InfoSend would be happy to manage the postage account using an InfoSend permit to relieve the County of monitoring available postage funds. InfoSend only requires a postage escrow deposit prior the first production run. Postage will then be invoiced, even if in excess of the supplied deposit, and the postage deposit will be replenished and available for future production runs.

The County prefers the Utility Billing Statements be mailed from within the State of Florida. Please indicate where the bills will be mailed from and the estimated mail delivery time from initial mail center to customers in Okaloosa County.

Florida & Southeastern US Production Facility
13891 Jetport Loop · Fort Myers FL 33912

InfoSend's 13,000 sq. ft. Southeastern production facility is located South of Tampa, FL. This facility is used to process documents for clients located in Florida, the Southeast and up the Eastern Seaboard. InfoSend provides service to over 50 cities and counties throughout the State of Florida including several located in the Panhandle region.

The standard USPS delivery time frame for First Class Presorted mail is estimated to be 2 to 3 business days.

The Respondent shall prepare all statements except those noted through a customer type (i.e. "e-billing only") for insertion. A reply envelope shall be inserted in all bills for return payment unless an exception is made for a customer type to not receive an envelope such as an e-billing or Bankdraft/AutoPay account.

InfoSend supports the ability suppress inserting envelopes based on the County's criteria. In order to support suppressions, we will program custom logic based off of the County's criteria and suppression flags or account types found in the data. Selective Inserting will also allow clients to exclude a #9 return envelope for all customers with credit balance bills, zero balance bills, or AutoPay customers. Custom logic for paperless suppression will be programmed during implementation using flags in your data.

The County may deliver and/or transmit electronically informational inserts/communications to the Respondent for insertion in customer bill envelopes, or for a separate mailing outside of the bill print process. Please include pricing related to mailing of pre-designed communications on the bid sheet page.

Direct Communications – One Time Mailings
One-time print and mail projects can be set up relatively quickly. They can be used in scenarios where an insert will not work and the topic clients are communicating must be sent out as a separate mailing.
- Examples are customer rate change notices or any other important notices that must be sent separately from regular bills or other regular mailings.
- Expedited projects are possible if clients have an emergency and must send out a notification on short notice.
- Example formats are postcards, letters that are inserted into a #10 envelope and letters that are folded and tabbed.

Pricing for pre-designed communications, such as inserts or envelope overprints is provided on the bid sheet.

The County may work with the successful Respondent to create custom informational inserts/communications for insertion in customer bill envelopes, or for a separate mailing outside of the bill print process. Please include pricing related to custom communication development and mailing on the bid sheet page.

InfoSend Produced Inserts
A variety of insert sizes, paper stocks, paper color, and ink color options are available.

Production Volumes
Industry custom allows for a 10% over- or under-run. For grayscale and color inserts, InfoSend may
print the initial specified quantity plus as much as 10% overrun before the insert run dates begin to
ensure that the correct quantity of inserts is in stock. Clients will be billed for all of the inserts that are printed.
Please contact the Insert Management Team if you need assistance with ordering quantities.

The Respondent shall correct print errors and omissions at the Respondent's expense including, but not limited to, labor, supervision, supplies, postage, and all other expenses associated with correcting the error.

Proactive File Halt, Validation Error and Quality Control Support Procedures
InfoSend's data processing platform is designed to validate client data, and will halt if any anomalies or incomplete data is detected. In addition, InfoSend's dedicated QC process will review all printed outputs to check for issues caused by client data. When issues are detected:
1. **Alert Notification:** InfoSend's internal system will automatically place the Job on hold, open a ticket and alert the CS department via an internal alert system, identifying the client and type of output.
2. **Assessment and Follow Up:** InfoSend's CS personnel will assess and then follow up with the relevant client contacts to notify of the issue.
3. **Resolution:** CS personnel will work with the client on how to address the data, either with a new data file or with programming adjustments.

Respondent shall be responsible for preparing and mailing all utility bills for each billing cycle, final bills and off cycle bills.

InfoSend accepts this requirement.

The Respondent should allow the ability for the County to approve, cancel, or hold individual bills based on predetermined criteria.

InfoSend Exception Processing
InfoSend's Exception Processing is an optional module that automatically separates documents that require special attention during processing. With Exception Processing clients may review then choose to suppress, release to InfoSend, or print the document locally on a timeframe that will not affect the timeline for production of the main batch. Any records that are approved in the Exception Processing portal will be combined into a new job automatically at Midnight Pacific, allowing clients a convenient way to search for and manage unique records.

When new records are added to the Exception portal, they will be set to "new" status by default. Any time a user updates the status of a record, the action will be logged both in the interface and in the Exception Processing reports. Modifications made to a record may be overwritten. For example, one user can "approve" a record, and then later that day the status could be changed to "hold". Changes can be made up until midnight Pacific time when a sweep of approved records occurs to release the documents for manufacturing by InfoSend. Any bills set to "cancel" or "internal print" will be removed from the Exception Processing portal at this time. Only bills set to "hold" or "new" will remain in the portal from one day to the next if left unmodified.

Criteria

During implementation, clients can specify criteria or data for what would cause an exception and require additional review of a document prior to distribution.

- Example using criteria: Bills with an amount due exceeding $10,000
- Example using a flag: Client data file provides a data field to indicate that the account should be intercepted
- Example using a support file: Client sends a support file that lists the Exception Processing accounts.

Reporting

There are two kinds of Exception Processing reports:

1. The exceptions daily report lists the total number of actions (approve, cancel, hold etc.) by each user ID. It also lists the canceled account numbers.
2. The exceptions monthly report is a monthly count of the number of approved documents, canceled documents, etc.

The Respondent shall describe the cost for storage of bill statement PDFs, the time frame that the bills are kept, and access options to those bills.

InfoSend Archiving Services

InfoSend's Customer Communications Management (CCM) platform offers a robust, secure, redundant archive service that clients can rely upon to access documents rendered, modified or processed by InfoSend. InfoSend has built a flexible set of options to ensure clients and their customers can access documents in the context that they prefer, including in existing CIS/ERP or billing applications. InfoSend offers PDF delivery and hosted models.

With all options, InfoSend is capable of including the insert communications as additional pages in the PDF (eInserts), ensuring clients and their customers are viewing the complete document which was distributed.

1. Delivery via Final Doc Transfer (FDT): for clients who prefer to store and host PDFs within another software environment, InfoSend is able to deliver the PDFs via Final Doc Transfer in the following ways:

- **Secure FTP Transfer**: upon batch completion by InfoSend, a PDF file of the batch will be sent via secure FTP to the client with a companion XML index file containing standard details of the PDF batch (account #, PDF page number, etc).
- **Custom Secure FTP Transfer**: upon batch completion by InfoSend, the PDF data can be delivered in a complete batch or broken down and sent as one PDF file per account or document. In addition, InfoSend can match PDF file naming conventions or provide index data in a specified format. InfoSend will work with the client to define the workflow, and fees may apply depending on complexity.

2. Hosted via Print Image Archive (PIA): for clients who prefer to outsource the storage and only retrieve PDF documents on demand, InfoSend provides two ways to view documents via the Print Image Archive:

1. **Search via the InfoSend Portal**: upon batch completion, InfoSend will archive the documents for the

client to retrieve on demand from a web interface. By logging into the InfoSend Portal, client representatives can access the archive and search for documents according to standard criteria such as account number or date. In addition, InfoSend provides up to 5 custom search fields, specific to the client's data (examples: "bill cycle" or "notice ID"). Documents can be viewed on screen, downloaded to the desktop or emailed.

2. **Web Services Integration**: upon batch completion, InfoSend will archive the documents for the client to retrieve on demand via an encrypted API query string. This secure option is best suited for clients who have the capacity to integrate the InfoSend archive into a software package on their end. This web interface allows outside solutions to perform document presentment within their own application framework without having to host an archive.

Mail Tracking: all clients using the hosted Print Image Archive from InfoSend are automatically given Mail Tracking. With Mail Tracking, the USPS data is provided via the IMb Tracing™ service, where all qualified mail with an Intelligent Mail Barcode that is scanned at a sort facility is logged. This data provides insight into the estimated delivery time frame of mail to the customer. *Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.*

Example PIA Search Screen with Mail Tracking Results:

InfoSend, Inc.

| InfoSend, Inc. ::: pat.m@infosend.com | Close Window | Wednesday, February 12, 2020 |

PIA Viewer 2.0 Search Fields
Search Returned 13 Result(s) - Displaying 1 - 13
Clear Search Results
Default search is 'Starts with'.
% (Percent symbol): Match 0 or more characters; _ (Underscore): Match any single character

Name:
Account Number: 216031-1240
Job Code: All Jobs
Received Date (MM-DD-YY): - - To - -
SPCL Status:

Submit Search

| First Page | Back Ten Pages | Previous Page | Next Page | Forward Ten Pages | Last Page |
| <<< | << | < | > | >> | >>> |

Show 25 Records Per Page

Name	Account Number	Job Code	Received Date	SPCL Amount	Outbound	Inbound	Save	View
JOE CUSTOMER	216031-1240	INFINF191203A	2019-12-03	77.30	2019-12-06	2019-12-11		
JOE CUSTOMER	216031-1240	INFINF191008A	2019-10-08	116.30	2019-10-10	2019-11-03		
JOE CUSTOMER	216031-1240	INFINF191031A	2019-10-31	119.30	2019-11-04			
JOE CUSTOMER	216031-1240	INFINF191105A	2019-11-05	193.60	2019-11-08	2019-11-13		
JOE CUSTOMER	216031-1240	INFINF190904A	2019-09-04	116.30	2019-09-07	2019-10-03		
JOE CUSTOMER	216031-1240	INFINF190927A	2019-09-27	119.30	2019-10-02			
JOE CUSTOMER	216031-1240	INFINF190702A	2019-07-02	79.70	2019-07-05	2019-07-10		
JOE CUSTOMER	216031-1240	INFINF190806A	2019-08-06	138.83	2019-08-09	2019-08-15		
JOE CUSTOMER	216031-1240	INFINF190214A	2019-02-14	86.00	2019-02-16			
JOE CUSTOMER	216031-1240	INFINF190417A	2019-04-17	86.00	2019-04-20			
JOE CUSTOMER	216031-1240	INFINF190604A	2019-06-04	99.34	2019-06-07			
JOE CUSTOMER	216031-1240	INFINF200107A	2020-01-07	39.45	2020-01-10	2020-02-09		
JOE CUSTOMER	216031-1240	INFINF200204A	2020-02-04	86.80	2020-02-07			

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Print Image Archive Retention
- Bills are archived for a minimum of 90 days
- Typical archive lengths are 12, 24 or 36 months
- Custom archiving time frames can be established and custom configured by the client on a project by project basis

Print Image Archive and Final Doc Transfer Pricing

Print Image Archiving (Per Document Image), with included USPS mail tracking	$0.01 - For 12 Months of Retention $0.015 - For 18 Months of Retention $0.02 - For 24 Months of Retention $0.025 - For 36 Months of Retention

Final Doc Transfer (FDT)	$0.009 per image InfoSend Batch File $0.015 per image Custom File Format

Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with the Liquidated Damages clause. Additionally, contract termination may result.

InfoSend accepts this requirement.

2. Statements

The County will maintain the current schedule of cycle billings. There are currently four billing cycles with one cycle billed each week. Currently, each cycle bills approximately 7,300 customers.

InfoSend accepts this requirement. All of our facilities operate at approximately 50% capacity allowing for spike in demand and customer changes.

The County bills Regular Cycle Bills four (4) times a month and may perform additional billing for Final Bills or Off Cycle Bills within the same month.

InfoSend accepts this requirement. All of our facilities operate at approximately 50% capacity allowing for spike in demand and customer changes.

Volume will vary depending on the cycle billed for that week.

InfoSend accepts this requirement. All of our facilities operate at approximately 50% capacity allowing for spike in demand and customer changes.

Final Bills are approximately 300 per week. Final bills are billed weekly.

InfoSend accepts this requirement. All of our facilities operate at approximately 50% capacity allowing for spike in demand and customer changes.

Off Cycle bills vary from 1 to 10 per week although they could include as many as 600 customers. Off Cycle bills are created the day after cycle billing.

InfoSend accepts this requirement. All of our facilities operate at approximately 50% capacity allowing for spike in demand and customer changes.

A Billing Schedule will be provided to the Respondents regarding scheduled Regular Cycle Bill processing.

InfoSend accepts this requirement.

Each bill statement will be folded, stuffed along with (1) one window #9 return envelope into a (2) two window #10 envelope to each customer for the U.S. Postal Service in order to receive the lowest possible First-Class postage rate.

InfoSend accepts this requirement. InfoSend proposes using our InfoSend Standard envelope package of a #10, double window envelope and a #9, single window envelope. Standard envelopes are economical, provide for all pertinent information to appear through the windows of the envelopes and are stocked in perpetuity. Use of Standard envelopes also provides for mitigating any logistics needed for business continuity should any production work need to be diverted to another InfoSend facility.

Specifications:

#10:
Envelope Part #: ENV-INF-#10
Style: Side Seam
20# Paper
Size: 4-1/8 X 9-1/2
Win 1:   1-1/8 X 3-7/8   Left: 3/8   Bottom: 2 9/16
Win 2:   1-3/8 X 4-3/8   Left: 3/8   Bottom: 9/16
Print 1/1 (Black/gray)
Poly Window Film

#9:
Envelope Part #: ENV-INF-#09
Style: Side Seam
20# Paper
Size: 3 7/8" x 8 7/8"
Win 1:   1 1/4" x 4"   Left: 4 1/2"   Bottom: 1/2"
Print 1/1 (Black/gray)
Poly window film

Respondents shall print Optical Character Recognition (OCR-B) for reading information on utility billing statement.

For documents with OCR, barcode or remittance requirements, InfoSend supports full compliance with any specification, including lockbox testing with the delivery of production samples prior to Go-Live. Any information that requires being captured in the OCR line and can be supported by the number of characters in the line can be accommodated.

Respondent shall include point of delivery bar coding as required by the United States Postal Service on utility billing statement (read through mailing address window) and return envelope.

Full Service with Intelligent Mail Barcode (IMb)
In 2009 the USPS introduced the cost-saving Full-Service mailing option using the Full-Service Intelligent Mail barcode. The Full-Service option provides a number of benefits for qualifying mail pieces. One of the most significant is a postage discount of $\underline{\$0.003}$ on each qualifying mail piece below the normal lowest pre-sort 5-digit postage rate. InfoSend, by default, will implement the Full-Service Intelligent Mail barcode within client documents produced, saving clients many thousands of dollars in postage costs.

The Respondent shall provide capabilities for receiving and verifying accurate receipt of the bill print files.

1. Client Data Transfer and Format Integrity
InfoSend's production systems accept file submissions via secure FTP transfer, optionally with PGP or GPG file encryption, as well as via secure web upload, utilizing 256-bit or higher TLS. Partial, duplicate or corrupt file uploads are detected, quarantined and InfoSend support personnel is notified. Once a file has successfully been transferred it is put through the following checks. If exceptions are found the client output is halted and personnel is notified to review and escalate as necessary:

File Level Validation and Job Code Assignment
- Verify file by naming convention or source to assign client value or file will halt.

- (Optional) Verify file is unique with MD5 hash check comparison to previous files or file will halt.
- If the document output is comprised of multiple input files, validation is run to ensure all supplemental files are present or file will halt.
- Once file level validation is complete, a unique InfoSend Job Code ID is created.

<u>File Content Validation and Analysis</u>
- A client document specific parsing program is run to validate the file format.
- All contents must adhere to known client specification or file will halt.
- A record count is generated and supplied to the client in advance of document composition.
- The data is scanned and all date values must be within a client defined threshold or the file will halt.
- Optionally, client-specific checks at the data level are defined and provided by InfoSend. For example documents over a certain dollar value can cause a file to halt.

3. Customer Communications

The Respondent shall provide the County with the option to insert additional pieces of information/literature into the #10 envelope along with the billing statement.

Insert Management
The Insert Management tool is designed for clients to control what additional materials will be included with the standard output. Clients may request InfoSend Produced Inserts as well as schedule drop-shipped inserts from within the tool. The tool also provides the history of all Insert requests for client reference.

Here is a list of the last 50 insert requests made by your organization.

(Show All Inserts)

Insert Name	Run Date	Request Submitted On	Insert Status	Programs	Insert Type	Details
*** June 2012 EU Today Newsletter	2012-05-25 to 2012-06-25	2012-05-18 16:04:21	Insert is Approved and Active	INF	Drop Shipped	View
*** May 2012 Electric Dispatch	2012-04-25 to 2012-05-24	2012-04-30 07:27:32	Insert is Approved and Active	INF	Drop Shipped	View
*** May 2012 EU insert	2012-05-03 to 2012-06-01	2012-04-04 12:05:06	Insert is Approved and Active	INF	InfoSend Produced	View

The Insert Management tool pre-populates forms with the user's information:

Insert Request

The Insert Request is used for scheduling and quoting insert requests. InfoSend requires that an Insert Request be completed for every insert. Please familiarize yourself with our Insert Guidelines Document before requesting your inserts.

Please take a moment to ensure that the contact information below is correct.

[Close] [Next >>]

Organization Name:	Demo Company
User Name:	Joe Rep
E-mail:	joe@client.com
Title/Department:	Finance
Street Address:	123 Main Street
City:	Sample City
State & Zip Code:	California ▲▼ 92807
Phone Number:	(800) 955 - 9330
	Joe Rep - (800) 955-9330
After Hours Contact: ☐ Same as above	

Insert Request

The Insert Request is used for scheduling and quoting insert requests. InfoSend requires that an Insert Request be completed for every insert. Please familiarize yourself with our Insert Guidelines Document before requesting your inserts.

This tool asks users to input an insert name as well as select the type of insert. InfoSend Produced Inserts will be printed at InfoSend's facility or a local offset printing partner, Drop Shipped inserts must be sent to InfoSend, and Online Billing inserts are electronically presented:

For InfoSend Produced inserts, users are able to use the automated Insert Management tool to select insert printing specifications. This form also allows users to upload artwork files for review by InfoSend's team:

The tool allows users to designate the job types inserts should be included with, as well as specify the quantity and run dates. InfoSend also enables users to utilize selective inserting. Selective inserting is a dynamic technology that specifies which inserts will be included for certain account types:

Clients can also designate insert billing options on the next screen. Once the insert request has been completed, users will receive an email confirmation detailing the request. Users must authorize the confirmation before an insert request is activated.

The Respondent shall provide the County with the option of special customer communication mailings outside of the bill generation/mail process.

InfoSend Direct Communications
Direct Communications are non-recurring document types that directly communicate information to client customers. InfoSend has developed tools and workflow to support clients in efficiently communicating with customers, saving on postage and materials where possible.

InfoSend's dedicated personnel, IT-centric structure, and automated data processing capabilities make client one-time projects as efficient to manage as possible. InfoSend will work with client marketing department and accept most common graphic arts file types such as PDF, EPS, InDesign, and Illustrator. Proofs are printed on the digital color equipment that will produce campaigns. Direct communication documents are normally printed in full color or grayscale onto white paper stock.

Run Customer Messaging Campaigns: full capability to support one-time or recurring print runs for special outbound customer communications, such as buck slips, postcards, letters, flyers, brochures.

Direct Communications – Postcards and Envelope Messaging
- **Postcards -** recurring postcard jobs can be set up to send cost-effective hard copy communications to client customers or prospective customers. Small postcards qualify for the discounted postcard postage rate. Postcards are the most effective type of direct marketing and communications, as email is often ignored or caught in spam filters.
- **Show Document Messages through the Envelope Window -** Important messages can be printed on client documents in black or **full color** and shown through the outgoing envelope window. This is the most economical form of showing brief messages or images to the customer before they open the mail piece. This can help incentivize the customer to open the envelope right away by printing messages such as "INVOICE ENCLOSED".
- **Print Messages on the Outside of the Standard Envelope** - Custom messages and images can be printed onto the standard InfoSend #10 double window envelope. This allows clients to print a high amount of content on the outside of the envelope as InfoSend can print on both sides of the envelope. This type of printing is referred to as "sniping" and usually used to print temporary content on a month or two worth of envelope stock. It is more cost effective to digitally inkjet print this content onto pre-manufactured envelopes than to order truly custom stock that was manufactured specifically for clients.

Direct Communications – One Time Mailings
One-time print and mail projects can be set up relatively quickly. They can be used in scenarios where an insert will not work and the topic clients are communicating must be sent out as a separate mailing.
- Examples are customer rate change notices or any other important notices that must be sent separately from regular bills or other regular mailings.

- Expedited projects are possible if clients have an emergency and must send out a notification on short notice.
- Example formats are postcards, letters that are inserted into a #10 envelope and letters that are folded and tabbed.

4. Mailing and Postage

Respondents shall sort, bundle, tray, prepare all postal forms and deliver finished mail to U.S. Postal Service adhering to all applicable U.S. Postage Service Regulations.

Mailing and Electronic Distribution
- **Mailing Department:** once a job has gone through Quality Control, it is released to the printing department for fulfillment. All printed pages are matched to the correct materials per the Job Ticket and inserted into the envelope for mailing. Mail that has been inserted is then delivered to the USPS with the appropriate postal paperwork for the USPS to validate prior to induction. Upon delivery to the USPS, either at the onsite Detached Mail Unit (DMU) or local distribution center, the job batch is scanned as completed by an InfoSend operator.
- **Electronic, Multi-Channel Distribution:** upon completion of the job batch, InfoSend's CCM platform begins the electronic distribution of customer records to the InfoSend archive, hosted eBusiness system, back to the client, or other third-party distribution networks.

The Respondent shall process mail through a presort routine which will attach and interface the CASS certified barcode for all qualified pieces and satisfy all documentation requirements of the USPS.

USPS Compliance and Efficiency
InfoSend's Customer Communications Management (CCM) platform allows InfoSend to distribute client output to multiple channels, including mail via USPS. InfoSend, as a mailing service provider, maintains technology and USPS compliance to ensure clients are getting the best postage rates and features from mailings.

Postage is the *most expensive component* of mailed document production, a very important cost consideration when selecting a document production partner and not all vendors provide the most cost-saving discounts available. InfoSend utilizes the following methods to ensure clients are mailing with optimal efficiency.

Full Service with Intelligent Mail Barcode (IMb)
In 2009 the USPS introduced the cost-saving Full-Service mailing option using the Full-Service Intelligent Mail barcode. The Full-Service option provides a number of benefits for qualifying mail pieces. One of the most significant is a postage discount of $0.003 on each qualifying mail piece below the normal lowest pre-sort 5-digit postage rate. InfoSend, by default, will implement the Full-Service Intelligent Mail barcode within client documents produced, saving clients many thousands of dollars in postage costs.

Coding Accuracy Support System (CASS)
InfoSend processes each client file through United States Postal Service (USPS) certified and approved software to ensure the Coding Accuracy Support System (CASS) routine is run. The CASS system improves the accuracy of carrier route, 5-digit ZIP, ZIP + 4, performing Delivery Point Validation (DPV) on mail pieces, and digitally presorts the order of mail for USPS efficiency. Utilizing CASS certification allows InfoSend to obtain the maximum presort postage discounts for client mailings.

USPS Move Updates
InfoSend ensures that clients comply with the USPS Move Update requirements. Mailers must use a USPS approved method to keep client customer address database up to date to qualify for presort discounts. Per USPS requirements clients must update the addresses in the database using the information that is reported back by the USPS. Failure to update addresses within the USPS's deadline will result in the loss of presort postage discounts.

InfoSend offers two move update services that are compliant with the USPS:

1. **Address Change Service (ACS):** when this option is selected the USPS forwards client mail to the new address and records the action in their database. InfoSend retrieves this information weekly and sends clients an electronic report of the forwards.
2. **NCOALink Service**: with this option InfoSend uses the NCOALink database to find the new addresses during data processing. The new addresses can be printed on documents before they are mailed, or printed as-is and forwarded to the new address by the USPS.

In either scenario, clients receive electronic reports of the new addresses after each batch is mailed. If a client elects to have the USPS forward the mail, the addresses must be updated within 90 days.

Detached Mailing Unit (DMU)
InfoSend's Anaheim headquarters and Downers Grove facilities are designated as a USPS Detached Mail Unit (DMU). Having DMU status means that outbound first-class mail is inspected by USPS employees located at the production facility, removing the need for mail to be inspected after delivery to the USPS. Mail that is presorted at InfoSend's facility is directly entered into the postal distribution system, expediting mail delivery times and increasing the volume of mail InfoSend can induct daily while reducing overhead.

Ongoing USPS Enhancements
As USPS requirements, customer behaviors and client needs evolve, InfoSend will enhance the service offering. InfoSend's dedicated research and development staff stay ahead of the USPS changes and mandates, maintaining close contact with USPS representatives to ensure compliance. In addition, InfoSend's development staff meets routinely to discuss upcoming USPS enhancements, scheduling development far in advance to ensure a seamless transition for clients. Should any USPS changes, such as rate increases, require client awareness, InfoSend's Client Services department sends email notifications to clients and closely coordinates changes to output to minimize impact.

Respondent's service shall include certification of the County mailing list to U.S. Postal Service, including 100% point of destination bar codes and qualifying all work for appropriate postal discounts.

InfoSend meets and accepts this requirement for more information please see **Section 4. Mailing and Postage pages 31-32**.

Each utility billing statement shall be addressed to each customer with point of delivery bar code for U.S. Postal Service in order to receive the lowest possible First-Class postage rate.

Coding Accuracy Support System (CASS)
InfoSend processes each client file through United States Postal Service (USPS) certified and approved software to ensure the Coding Accuracy Support System (CASS) routine is run. The CASS system improves the accuracy of carrier route, 5-digit ZIP, ZIP + 4, performing Delivery Point Validation (DPV) on mail pieces, and digitally presorts the order of mail for USPS efficiency. Utilizing CASS certification allows InfoSend to obtain the maximum presort postage discounts for client mailings.

Respondents shall be responsible for paying all applicable postage fees and rates through the USPS at the time of each mailing.

InfoSend would be happy to manage the postage account using an InfoSend permit to relieve the County of monitoring available postage funds. InfoSend only requires a postage deposit prior the first production run. Postage will then be invoiced, even if in excess of the supplied deposit, and the postage deposit will be replenished and available for future production runs. Also, InfoSend has presented options for using cost-saving envelopes in which an InfoSend permit imprint or meter mark will be presented. With these envelopes, it is required to use InfoSend's postal permit.

Respondents shall provide proof of postage and an invoice to the County for repayment of postage fees at a cost based on the lowest applicable postage rate – with no markup for postage.

InfoSend accepts this requirement. InfoSend provides a postage summary from the processing routine as well as a detailed invoice and supplemental invoice file (if desired). InfoSend passes through actual costs of postage based on USPS automation. There is zero markup for postage applied.

InfoSend Invoicing Highlights
- Accurate counts driven by data processing engine, reconciled and controlled for accuracy
- Physical mail and electronic mail invoice options
- Weekly, bi-monthly, monthly invoice schedules available to meet client needs
- Itemized processing option available in Excel, allowing clients to analyze, group and sort as desired

All mail shall meet First Class automation rate requirements to obtain the lowest possible postage rates and maximize postal discounts.

All USPS automation, CASS, presort and IMB application is performed by InfoSend and the City will pay pass through postage costs only, including all available discounts.

The County will provide the successful Respondent with a $25,000 postage escrow amount for the term of the contract. Upon termination of the contract, the postage escrow will be refunded to OC WS. The postage escrow amount of $25,000 has been reflected on the bid sheet.

InfoSend understands and accepts this requirement. If selected and awarded, InfoSend will hold postage in escrow in the amount of $25,000 for the duration of the contract with Okaloosa County. At the termination of the contract or once the contract has been fulfilled, the $25,000 will be refunded, in full and without delay, to OCWS.

The Respondents shall guarantee that the completed work will reach the United States Postal Service (USPS) each billing day.

InfoSend understands and agrees to the requirement. This is part of our standard Service Level Agreement.

5. Reporting

For daily reconciliation, the Respondents shall provide the County with a report after each mailing with the number of e-notifications sent, number of envelopes mailed and the amount of associated postage.

Process Confirmation Report
The Process Confirmation Report is emailed to designated client staff members as well as posted to the reports section of the web portal after documents have been completed for mailing and released to the USPS. This report provides confirmation that InfoSend has released a job's mail pieces to the USPS for mailing. The Process Confirmation Report can be created in one of three different formats: plain text, XML, or HTML.

This report provides the name of the files(s) mailed along with a detailed mail count. For statements, invoices, and other financial documents, the total dollar amount is also provided. Additional information can be provided after the "totals" section of the report. For example – addresses that could not be verified for delivery point validation can be listed at the end of this report.

For billing purposes, the Respondents shall provide a report monthly detailing the number of e-notifications sent, envelopes mailed, and the amount of postage the County used for the month.

InfoSend Invoicing

InfoSend has devised a client-friendly workflow for producing invoices in a reliable, timely and transparent manner. All data for InfoSend's invoicing is driven by the data processing engine, with accurate software and operational controls to ensure counts are reconciled throughout the process.

InfoSend is capable of providing invoices in formats that fit the needs of the client accounts payable for reconciliation. Invoices can be provided via mail, electronically, as well as on a weekly, bi-monthly or monthly schedule.

A standard client invoice will be provided with an invoice number for reference and includes details of each job batch and output performed by InfoSend that resulted in billable items.

infosend

INVOICE

AMOUNT PAID	DATE	INVOICE NO.
	2/29/2018	131263

ATTN:
SAMPLE CUSTOMER
PO BOX 1234
ANAHEIM, CA 92807-1234

TERMS	DUE DATE	P.O #	ACCOUNT #	INVOICE
NET 30	3/19/2018		5320	131263

DATE	DESCRIPTION	QTY	RATE	AMOUNT
2/15/18	ABC1214A : Statement Data Processing/Print/Mail Prep Service	37,303		
	ABC1214A : 8.5 x 11 Form	37,303		
	ABC1214A : # 10 Standard Envelope	37,300		
	ABC1214A : Standard #9 Return Envelope	37,267		
	ABC1214A : Statement Postage (Level-1 Sort) (37,296 Mailpieces)	1		
	ABC1214A : Statement Postage (Non Bar-Coded) (7 Mailpieces)	1		
	ABC1214A : Address Update	16		
	ABC1214A : Print Image Archiving - 12 Months Retention	37,303		
	ABC1214A : CHW.1214STMT.0011.PDF			

| THANK YOU FOR YOUR BUSINESS | | **Total** | | |

For clients that would prefer to work with the invoice data for additional levels of reconciliation, InfoSend also provides a Process Detail Report for all billable items in a CSV format that may be loaded into Excel. This report for the invoice allows clients to group, sum and analyze the itemized billable elements, from documents to postage, as required for their process.

	A	B	C	D	E	F	G	H	I
1	Job Code	Client ID	Cycle ID	Item Description	Pages	Qty	Rate	Total	
2	INF0617A	513	6766	Additional Dynamic Color Printing fee per page	1	139	1	139	
3	INF0617A	513	6766	NCOA Address Change Service	1	10	1	10	
4	INF0617A	513	6766	Statement Data Processing/Printing/Mailing Service Fee	1	139	1	139	
5	INF0617A	513	9313	Additional Dynamic Color Printing fee per page	1	38	1	38	
6	INF0617A	513	9313	NCOA Address Change Service	1	2	1	2	
7	INF0617A	513	9313	Statement Data Processing/Printing/Mailing Service Fee	1	38	1	38	
8	INF0617A	513	11090	Additional Dynamic Color Printing fee per page	1	52	1	52	
9	INF0617A	513	11090	NCOA Address Change Service	1	2	1	2	
10	INF0617A	513	11090	Statement Data Processing/Printing/Mailing Service Fee	1	52	1	52	
11	INF0617A	513	11102	Additional Dynamic Color Printing fee per page	1	103	1	103	
12	INF0617A	513	11102	DPV Failed/Suppressed	1	1	1	1	
13	INF0617A	513	11102	NCOA Address Change Service	1	9	1	9	
14	INF0617A	513	11102	Statement Data Processing/Printing/Mailing Service Fee	1	103	1	103	
15	INF0617A	513	11133	Additional Dynamic Color Printing fee per page	1	87	1	87	
16	INF0617A	513	11133	NCOA Address Change Service	1	1	1	1	

The Respondents shall conduct quality assurance protocols reconciling billing information received from the County with bill print output upon completion of data processing and generation of customer bill statements.

InfoSend Quality Control

InfoSend has been in business since 1996, with the founders starting the business on the assumption that comprehensive process controls, quality and customer service can make a difference to organizations sending critical documents. Anyone can process and output a document using standard technology, but to do it well and defect free requires well-designed technology and controls. InfoSend's strength is in its well-designed tools, procedure, people and culture that demands high volume output with over **99.99966% accuracy**.

InfoSend's document output platform and manufacturing operations have been designed using Six Sigma guidelines for engineering the solution and service. InfoSend strives to achieve stable and predictable results while continually sustaining quality improvements across the entire organization. InfoSend seeks continuous improvement of the business process using the **DMAIC** methodology:

D - Define a problem or improvement opportunity.
M - Measure process performance.
A - Analyze the process to determine the root causes of poor performance; determine whether the process can be improved or should be redesigned.
I - Improve the process by attacking root causes.
C - Control the improved process to hold the gains.

Whenever defects which are not detected and remedied as part of standard procedure, the issue is logged and escalated to a **Quality Assurance Team** which will perform **Root Cause Analysis (RCA)**, perform remediation, and present a report to Executive Management.

Quality Control for Data Processing, Print, and Mail

InfoSend's Quality Control for Data Processing, Print and Mail are designed according to the following workflow, ensuring checks and balances throughout the process to eliminate the cause of defects in client output:

1. **Client Data Transfer, Format Integrity and Job Code Assignment**
2. **Document Composition, Address Integrity and Sequencing**
3. **Print Operator Checks**
4. **Data/Print Quality Control & Staging**
5. **Manual Fulfillment**
6. **Bulk Mail Insertion and Checks**
7. **Daily SLA Checks**

Automated 2D Barcode Accuracy System

InfoSend leverages an automated 2D barcode system, which ensures manufacturing accuracy of client output. Key Components include:

2D Barcode Scanner   **2D Barcode System Monitor**

Printing
Each document is printed with a unique 2D barcode on the address block, and this barcode is stored in the InfoSend database.

Scanning
A scanner checks every document as they are inserted on InfoSend inserting equipment. The envelope window is scanned and the documents are reconciled in real time with the original document print stream database, ensuring each mail pieces is accounted for.

Reconciling
The 2D barcode monitor provides real-time alerts for any out-of-sequence, missing, duplicate, misread or invalid document discrepancies during production. If a document is missing or jammed, it will be reproduced. The machine operator must signal a supervisor every single time there is an out of sequence error and receive sign-off on the resolution. InfoSend will not mail any batches which have unresolved errors (e.g. missing mail pieces).

File Confirmation Report – an e-mail confirming receipt of the file transmission.

File Transfer Acknowledgement Report
Upon client upload of a data file for processing. processing, InfoSend will send the File Transfer Acknowledgment Report as certification of receipt of the file. The File Transfer Acknowledgement Report provides information about the file name, byte size, page/record count, and file receipt date. This report is posted to InfoSend's secure web portal for viewing and is also commonly emailed to designated client staff members.


```
                    Client File Transfer Acknowledgement
FROM : INFOSEND, INC.
DATE : 03/19/2014
RE   : FILE TRANSFER ACKNOWLEDGEMENT
==============================================================================

   THIS FILE CONFIRMS THAT THE FILE(S) LISTED BELOW HAVE BEEN
   RECEIVED. IF YOU FIND ANY DISCREPANCY OR IF YOU HAVE ANY
   QUESTIONS OR SPECIAL INSTRUCTIONS REGARDING THIS LIST,
   KINDLY GIVE US A CALL AT (714) 993.2690 OR TOLL-FREE (800) 955.9330.

   THANK YOU.

-------------------------------------------------------------------------------
 NO.   NAME OF FILE(S)       FILE SIZE     PAGE/RECORD         DATE
                             (BYTES)         COUNT           RECEIVED
-------------------------------------------------------------------------------
  1.   INF.0319.STMT.TXT      973959         2441      03/19/2014 11:28:01 AM
===============================================================================
                        TOTAL PAGES/RECORDS: 2441
```

Daily Production Confirmation Reports via e-mail. Immediately after the processing of the bills is complete a confirmation of completion transmission should be sent with the volume of bills received for processing, the number of bills printed, the number of bills merged into one envelope and the number of bills not printed.

Process Confirmation Report
The Process Confirmation Report is emailed to designated client staff members as well as posted to the reports section of the web portal after documents have been completed for mailing and released to the USPS. This report provides confirmation that InfoSend has released a job's mail pieces to the USPS for mailing. The Process Confirmation Report can be created in one of three different formats: plain text, XML, or HTML.

This report provides the name of the file(s) mailed along with a detailed mail count. For statements, invoices, and other financial documents, the total dollar amount is also provided. Additional information can be provided after the "totals" section of the report. For example – addresses that could not be verified for delivery point validation can be listed at the end of this report.

Report showing the customers that had an address change with the following:
- customer name,
- utility account number,
- previous address (address from Superion software),
- new address (address from USPS).

Address Update Report
Address Updates including NCOALink hits or ACS updates are provided in InfoSend's reporting section. The ACS/NCOALink report is available in three formats: plain text comma delimited, XML, or HTML. Most address update reports are either comma delimited or XML formatted so that InfoSend's clients can automate the process of loading updates into their customer information system.

Address Updates

You may view your ACS/NCOA reports by clicking on the corresponding links.

Date	Jobcode	Viewed
2014-03-20 12:10:45	N_DLY0319A	
2014-03-14 16:54:16	N_DLY0313A	
2014-03-07 13:06:08	N_DLY0306A	
2014-03-04 16:50:55	N_DLY0304A	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
	MailSequence	MailerID	JobCode	AccountNumber	OAddr1	OAddr2	OCity	OSt	OZip	MAddr1	MAddr2	MCity	MSt	MZip	COAType	Reason	MoveType	MoveDate	NewAddr1
	700003880	107315	INF0307A	000000-01	123 Water St		WOODLAND HILLS	CA	91364	123 Water St		Woodland Hills	CA	91367-4545	NCOA		F	11-Aug	1041 S Placentia
	700004170	107315	INF0307A	000000-02	4240 E La Palma		LOS ANGELES	CA	90011-5518	4240 E La Palma		Los Angeles	CA	90011-3329	NCOA		I	13-Jan	2222 20th
	700004156	107315	INF0307A	000000-03	5454 Main St		LOS ANGELES	CA	90011-3721	5454 Main St		LOS ANGELES	CA	90011-3721	UAA	491:ZIP+4 coded but failed DPV because of invalid primary			
	700004182	107315	INF0307A	000000-04	456 Water St		TORRANCE	CA	90501	456 Water St		TORRANCE	CA	90501	UAA	411:Invalid Primary Number			
	700004080	107315	INF0307A	000000-05	124 Water St		LOS ANGELES	CA	90013	124 Water St		LOS ANGELES	CA	90013	UAA	491:ZIP+4 coded but failed DPV because of invalid primary			
	700004048	107315	INF0307A	000000-06	4241 E La Palma		LONG BEACH	CA	90802	4241 E La Palma		LONG BEACH	CA	90802	UAA	491:ZIP+4 coded but failed DPV because of invalid primary			
	700003938	107315	INF0307A	000000-07	5455 Main St		LOS ANGELES	CA	90007	5455 Main St		LOS ANGELES	CA	90007	UAA	411:Invalid Primary Number			

The County should be able to track all files that have been sent to the Respondent - before, during, and after processing.

Job Tracking Tool
The Job Tracker provides the current status of jobs as it progresses through InfoSend's data processing and print production departments. The Job Tracking tool contains details such as job type, number of component files that are contained within the job, file receipt timestamps, sample files that may be downloaded, and the status of printing/quality control/mail preparation. Once a file has been completed for mailing and mail pieces have been released to the USPS a timestamp of file completion confirmation will be provided. InfoSend provides a history of the past 100 jobs that were processed through the system.

6. Quality Control

Please provide procedures for ensuring that the bill file transmissions are completed successfully and procedures for correcting issues.

Client Data Transfer and Format Integrity
InfoSend's production systems accept file submissions via secure FTP transfer, optionally with PGP or GPG file encryption, as well as via secure web upload, utilizing 256-bit or higher TLS. Partial, duplicate or corrupt file uploads are detected, quarantined and InfoSend support personnel is notified. Once a file has successfully been transferred it is put through the following checks. If exceptions are found the client output is halted and personnel is notified to review and escalate as necessary:

File Level Validation and Job Code Assignment
- Verify file by naming convention or source to assign client value or file will halt.
- (Optional) Verify file is unique with MD5 hash check comparison to previous files or file will halt.
- If the document output is comprised of multiple input files, validation is run to ensure all supplemental files are present or file will halt.
- Once file level validation is complete, a unique InfoSend Job Code ID is created.

File Content Validation and Analysis
- A client document specific parsing program is run to validate the file format.
- All contents must adhere to known client specification or file will halt.
- A record count is generated and supplied to the client in advance of document composition.
- The data is scanned and all date values must be within a client defined threshold or the file will halt.
- Optionally, client-specific checks at the data level are defined and provided by InfoSend. For example, documents over a certain dollar value can cause a file to halt.

InfoSend Quality Control
InfoSend has been in business since 1996, with the founders starting the business on the assumption that comprehensive process controls, quality and customer service can make a difference to organizations sending critical documents. Anyone can process and output a document using standard technology, but to do it well and defect free requires well-designed technology and controls. InfoSend's strength is in its well-designed tools, procedure, people and culture that demands high volume output with over **99.99966% accuracy**.

InfoSend's document output platform and manufacturing operations have been designed using Six Sigma guidelines for engineering the solution and service. InfoSend strives to achieve stable and predictable results while continually sustaining quality improvements across the entire organization. InfoSend seeks continuous improvement of the business process using the **DMAIC** methodology:

> **D** - Define a problem or improvement opportunity.
> **M** - Measure process performance.
> **A** - Analyze the process to determine the root causes of poor performance; determine whether the process can be improved or should be redesigned.
> **I** - Improve the process by attacking root causes.
> **C** - Control the improved process to hold the gains.

Whenever defects which are not detected and remedied as part of standard procedure, the issue is logged and escalated to a **Quality Assurance Team** which will perform **Root Cause Analysis (RCA)**, perform remediation, and present a report to Executive Management.

The Respondent will make any and all reliable staff available to assist in resolving any and all data receipt problems, which must be resolved within the current business day.

InfoSend accepts this requirement. Standard hours of support are from 8:00 AM to 8:00 PM Pacific, Monday through Friday, excluding designated statutory holidays. Weekend assistance is available and must be scheduled in advance and in most cases is billable.

InfoSend Inc. Client Services/Support Information

Unlike other companies, InfoSend continues to provide excellent support to clients even after initial go-live of implementation projects. Each new client is assigned a specific Account Manager as well as provided contacts for our Support Department. Clients may contact InfoSend with questions or support items at any time, and can expect a timely, informed answer! InfoSend's offerings coupled with its excellent support structure has solidified the Company as one of the top Bill Print and Mail vendors in the marketplace today.

Our fully trained and multi time-zone Client Services department will notify clients, or respond to any clients' request, as a part of its normal daily function. Below is a typical timeframe for Client Services response to client-initiated issues. Good Client relationships are a top priority.

Critical Issues: Response in 0-30 minutes. A Critical Issue would be one that impacts a live (or past) production job that requires immediate attention. Critical Issues are best communicated to the Client Services team via phone call, at which point the response will be immediate. Example: a batch of data was approved for mailing but needs to be halted immediately.

Mid-Level Support Issues: Response in 30-90 minutes. Mid-Level issues should be communicated via phone or over email. Example: a question comes up regarding programming logic for a document, but does not impact a live job.

General Inquiries: Response in 90 minutes-4 hours. Non-critical support inquiries which can be researched and answered by staff on a first-in, first-out basis. Example: an inquiry regarding the amount of custom material stock on hand.

Client services can be reached by our 800 number, via email, or through our online ticketing system. An account manager will route the issue to the proper channels. The account manager will be the client's contact during all issues. Escalation to the correct department, issue investigation, solution, and resolution will all be communicated through your Client Services support contact.

Toll Free: 800.955.9330
www.infosend.com

The Respondents shall establish and maintain quality control procedures to facilitate logging, tracking, and checking all items from the time they enter the Respondent's system through the time they are transferred for inserting and mailing.

Quality Control for Data Processing, Print, and Mail

InfoSend's Quality Control for Data Processing, Print and Mail are designed according to the following workflow, ensuring checks and balances throughout the process to eliminate the cause of defects in client output:

1. **Client Data Transfer, Format Integrity and Job Code Assignment**
2. **Document Composition, Address Integrity and Sequencing**
3. **Print Operator Checks**
4. **Data/Print Quality Control & Staging**
5. **Manual Fulfillment**
6. **Bulk Mail Insertion and Checks**
7. **Daily SLA Checks**

From the moment a client file successfully transfers, through each stage in the InfoSend system, it must pass a series of checks and milestones before it can proceed. This comprehensive process ensures the intended information reaches its recipient without error or delay. For more detailed information, please see **Section 6. Quality Control pages 38-42**.

Describe Respondent's capability to perform printing and reprinting, folding, sorting and inserting, stocking of forms, envelopes and return envelopes, and mail preparation procedures.

InfoSend's Customer Communications Management (CCM) platform is designed to securely and efficiently accept, process and output client data to customers in a reliable and transparent manner. The data flow for InfoSend entails:

1. **Client Input-Data Transfer and Acknowledgement**
2. **Data Processing and Validation**
3. **Document Composition and Sample Approval**
4. **Printing**
5. **Quality Control**
6. **Mailing and Electronic Distribution**
7. **Confirmation and Reporting**

1. Client Input-Data Transfer and Acknowledgement

- **Secure File Upload Options:** On a 24/7 basis, data files can be sent to InfoSend via FTP or SFTP or clients can also log in to InfoSend's secure website and upload files using the HTTPS file upload method. Optionally, and depending on client security requirements, password protected or PGP/GPG encryption can be utilized on the files. When a file is received, it is automatically time-stamped and logged in InfoSend's Job Tracking database.
- **Duplicate File Prevention:** All data transfers are checked against an archive of file-level hashes and if a match is found, the system will detect the file as a duplicate. If a duplicate is detected, the processing program is halted and a warning is generated, calling for immediate follow up by InfoSend support personnel.
- **Multi-File Inputs:** InfoSend's system can be configured to create batches based on multiple source files, as well as wait a predetermined amount of time for more client records to be transferred before beginning the batch processing.
- **Process Confirmation:** Successfully transferred files are identified by client input type, resulting in a confirmation receipt sent.

2. Data Processing and Validation

- **File Integrity:** Each of InfoSend's programs is custom made to work with the clients' specific data file format. Incomplete or erroneous data will result in a program halt, issuing a warning that is escalated to InfoSend support personnel for immediate follow up.
- **Data Checks:** InfoSend programs are set up to check for individual data fields and halt if criteria are not met--for example if a date field contains a value older than an acceptable threshold. All data check halts issue a warning and escalation to InfoSend support personnel.

3. Document Composition and Sample Approval

- **Job Batch Creation:** InfoSend's system will take validated input data and begin processing by assigning a unique production Job Code specific to the client input file(s). This Job Code identifies and accompanies the output through InfoSend's processing.
- **Document Layout and Business Logic:** the input data is rendered by the InfoSend application, resulting in the layout defined during the implementation. Any client defined special business logic conditions are applied at this time.
- **USPS & Special Messaging:** During processing, the system will also validate customer mailing addresses, optionally apply National Change of Address (NCOA) updates, and perform record suppression based on client-defined criteria. The system also performs USPS pre-sorting of records, applying the Intelligent Mail Barcode (IMB) and ensuring the records are in the correct order to maximize postal efficiency. Additionally, InfoSend's CCM platform will check the database for any scheduled messages or inserts to be included with the output.

- **Rendered Output and Sample Review:** Once a file has successfully been rendered, clients have the option to review a sample file containing a PDF output of the documents. Sample outputs can contain a percentage of or the complete output and includes a Process Summary report cover page which lists details on the output work to be performed by InfoSend. Clients are provided the option to either reject and resend their data file with corrections or approve the batch. Once files are approved, an email confirmation of the approval is sent, and the output is released to the manufacturing environment for distribution.

4. Printing
- **Job Priority:** Jobs are printed on an as-received basis, with jobs requiring the shortest turnaround time given priority. InfoSend is committed to meeting the agreed upon mail turnaround times for all clients simultaneously and is staffed and equipped accordingly.
- **Operator Controls:** Once a sample file batch has been approved for printing, files are sent to the print production queue. InfoSend's unique Central Print program monitors print jobs in the production department, prohibiting a job from being printed more than once, and provides operator controls including timestamps of printing time and other tracking metrics. InfoSend production staff with appropriate permissions are granted access to queued files.
- **Job Ticket:** A job ticket is attached during processing to each production run. A job ticket contains information such as printing specifications, form type, envelope options, and whether an insert should accompany the file. The job ticket is printed in our production department and remains with a job until it is released to the USPS for mailing.

5. Quality Control
- **Dedicated Workflow and Staffing:** InfoSend's emphasis on quality and customer satisfaction requires a dedicated step and operator role in the process to validate the printed output. This step in the process takes place after printing but before distribution. Each job is thoroughly checked a minimum of 4 times for general alignment, printing, color or mailing address block issues which would result in problematic processing or mailing: before printing, after printing, upon delivery to the QC department and finally upon delivery to the mailing department.
- **Uniquely Tailored QC Program:** InfoSend has an internally developed workflow that provides onscreen prompts to QC personnel, requesting they check for bill specific information (such as customer name, account number, address) on randomly selected pages throughout the batch. These onscreen prompts are customized to the client's data and ensure the integrity of data throughout the batch before releasing for distribution.

6. Mailing and Electronic Distribution
- **Mailing Department:** once a job has gone through Quality Control, it is released to the printing department for fulfillment. All printed pages are matched to the correct materials per the Job Ticket and inserted into the envelope for mailing. Mail that has been inserted is then delivered to the USPS with the appropriate postal paperwork for the USPS to validate prior to induction. Upon delivery to the USPS, either at the onsite Detached Mail Unit (DMU) or local distribution center, the job batch is scanned as completed by an InfoSend operator.
- **Electronic, Multi-Channel Distribution:** upon completion of the job batch, InfoSend's CCM platform begins the electronic distribution of customer records to the InfoSend archive, hosted eBusiness system, back to the client, or other third party distribution networks.

7. Confirmation and Reporting
- **Process Confirmation:** once InfoSend has completed the distribution of the client job batch, a confirmation receipt is sent to the client with details on the job batch execution. This receipt serves as the final notification regarding the input data received.
- **Reporting:** InfoSend's platform also provides robust reporting back to clients on the output services performed. InfoSend offers detailed address update and suppression reporting, as well as customized, detailed breakdown of the fulfillment.

Data Processing Workflow Diagram:

File Upload
Client securely uploads file to InfoSend

secure file transfer to InfoSend

infosend

File Receipt Confirmation → Processing
InfoSend confirms receipt of file, checks database for incorrect dates and duplicates, processes file.

REJECT

Sample Files Posted
Sample PDFs are generated and posted for review. If samples are rejected, file is halted and client is asked to upload corrected files. If samples are approved, files are released.

APPROVE

Print Production
Client-specific job ticket, postal paperwork, and PDF statement outputs are printed in our production department.

Quality Control
Client files are checked at multiple stages throughout the production process, including a thorough review in our Quality Control department. Once approved by QC, files are released to Mailing

QUALITY APPROVED CONTROL

Inserting
Files are inserted into outgoing envelopes according to job ticket specifications. Other inserts and return envelopes are mechanically inserted using industrial inserter machines.

Mail Operations
Mailpieces are processed through inserting and mailing equipment in presort order. Postage is applied to outgoing envelopes, and Mailpieces are prepared for delivery to USPS

infosend

Delivery
Mailpieces are delivered to the USPS. Job Tickets are scanned as completed, triggering a notification email.

Please provide Respondent's quality control procedures.

InfoSend Quality Control

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Automated 2D Barcode Accuracy System

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2D Barcode Scanner   **2D Barcode System Monitor**

Printing
Each document is printed with a unique 2D barcode on the address block, and this barcode is stored in the InfoSend database.

Scanning
A scanner checks every document as they are inserted on InfoSend inserting equipment. The envelope window is scanned and the documents are reconciled in real time with the original document print stream database, ensuring each mail pieces is accounted for.

Reconciling
The 2D barcode monitor provides real-time alerts for any out-of-sequence, missing, duplicate, misread or invalid document discrepancies during production. If a document is missing or jammed, it will be reproduced. The machine operator must signal a supervisor every single time there is an out of sequence error and receive sign-off on the resolution. InfoSend will not mail any batches which have unresolved errors (e.g. missing mail pieces).

Please provide Respondent's ability to pull a bill from production processing and the process for doing so.

File Cancellation and Document Pull Request Procedures
InfoSend's CS department accepts requests to cancel entire batches or pull select documents from a batch as a standard function of the department. This request can be placed through InfoSend's online website support ticketing system, via email, or by calling the 800 number. The request is then documented by the CS team and communicated to the InfoSend production departments through our internal systems.

1. **File Cancellation**: these requests are typically submitted to InfoSend just after file transfer but before printing. InfoSend's CS personnel will immediately change the status of the Job to prevent any further progression through the InfoSend manufacturing environment and remove the Job batch from the queue. Clients utilizing the Sample Approval workflow will have the option to cancel their own job, which will then be removed from the queue.
2. **Pull Document Requests:** these requests are typically submitted by the Client after the file is processed and prior to mailing. Ideally, these requests would be submitted to the CS team prior to the mail piece receiving the "Quality Control" timestamp in the website's client-facing job tracking system. Once the job has been marked as completing Quality Control it will be moved into Mail Preparation. For this reason, Pull document requests made after the job has passed through QC should be communicated directly via phone call to ensure that they are handled immediately to minimize the chance that the piece is processed for mailing. The document to be pulled will then be intercepted after the document is printed. Pulled documents can either be recycled or returned to the Client.

Please provide a description of the type and age of equipment to be used for the County bill printing.

InfoSend Print and Mail Equipment
InfoSend utilizes a mix of black, black with spot highlight color, and full-color printing. The documents destined for mailing are inserted on Intelligent Inserters with Mail Piece integrity that ensures all mail pieces are undamaged and accounted for after insertion in preparation for delivery to the USPS.

Printing Equipment:
- Roll-fed full color (CMYK) inkjet printing is the primary production method.
- Sheet-fed full color, highlight color and monochrome printers for small jobs and reprints.
- Full-color capacity is over 120 Million images per month via full color.
- InfoSend prints images well under capacity for business continuity, new installs, and spikes in volume.

Inserting Equipment:
- 4 to 6 station insert feeders and can be expanded if necessary.
- Supports various folds including "C", "V", "Z" and Double "V", etc.
- Capacity to finish over 86 Million pieces per month.

- Mail Piece Integrity and Document Verification systems read OMR and industry standard barcodes such as 3 of 9, 2 of 5 Interleaved, 2D.
- InfoSend finishes mail pieces well under capacity for business continuity, new installs, and spikes in volume.

InfoSend Print and Mail Equipment Full Listing (Updated April 2020)

Printers

Type	Printer	QTY	Images per hour
Full Color	Canon Océ JetStream 2200	1	128,820
Full Color	Ricoh Pro VC60000	1	128,820
Full Color	Ricoh Pro VC40000	1	128,820
Full Color	Xerox Rialto 900 MP	2	27,480
Full Color	Ricoh Pro C9100	1	6,600
Monochrome	Ricoh Pro 8320	1	8,160
Full Color	Xerox 1000i Color Press	1	4,800
Full Color	Riso GD9630	4	9600
Full Color	Riso GD9150	1	9000
Highlight Color	Xerox HLC 180	2	10,800

Inkjet Printing Technology
InfoSend operates roll-fed inkjet presses out of multiple facilities to enable true Disaster Recovery capabilities. Transactional documents can be printed using full-color production inkjet technology. Inserts can be digitally pre-printed as well as offset equivalent quality using the latest high definition inkjet technology.

Maintenance contracts are in place with qualified vendors for all InfoSend equipment involved in the fulfillment of client documents. InfoSend carefully selects vendors and equipment to guarantee production of documents according to the Service Level Agreement (SLA) between InfoSend and its clients.

Inserters

Inserter Type	QTY	Insertions Per Hour
Sensible Technologies/Bell & Howell Intelligent Inserter with Mail Piece Integrity	24	7,500
Pitney Bowes FPS, Rival, Etc. Line of Inserters	10	12,000

Envelope Manufacturing

Equipment Type	QTY	Envelopes Manufactured Per Hour
W+D Model 202	1	84,000
W+D Model 102	3	48,000

Data receipt problems, print or other errors shall be reported to the County IT Supervisor immediately upon recognition of issues or errors.

InfoSend supports proactive communications based on processing or production events. InfoSend will ensure OCWS is informed via technology and by our client services representatives when issues are presented.

InfoSend also has documented inbound support:

InfoSend Inc. Client Services/Support Information
Unlike other companies, InfoSend continues to provide excellent support to clients even after initial go-live of implementation projects. Each new client is assigned a specific Account Manager as well as provided contacts for our Support Department. Clients may contact InfoSend with questions or support items at any time, and can expect a timely, informed answer! InfoSend's offerings coupled with its excellent support structure has solidified the Company as one of the top Bill Print and Mail vendors in the marketplace today.

Our fully trained and multi time-zone Client Services department will notify clients, or respond to any clients' request, as a part of its normal daily function. Below is a typical timeframe for Client Services response to client initiated issues. Good Client relationships are a top priority.

Critical Issues: Response in 0-30 minutes. A Critical Issue would be one that impacts a live (or past) production job that requires immediate attention. Critical Issues are best communicated to the Client Services team via phone call, at which point the response will be immediate. Example: a batch of data was approved for mailing but needs to be halted immediately.

Mid-Level Support Issues: Response in 30-90 minutes. Mid-Level issues should be communicated via phone or over email. Example: a question comes up regarding programming logic for a document, but does not impact a live job.

General Inquiries: Response in 90 minutes-4 hours. Non-critical support inquiries which can be researched and answered by staff on a first-in, first-out basis. Example: an inquiry regarding the amount of custom material stock on hand.

Client services can be reached by our 800 number, via email, or through our online ticketing system. An account manager will route the issue to the proper channels. The account manager will be the client's contact during all issues. Escalation to the correct department, issue investigation, solution, and resolution will all be communicated through your Client Services support contact.

Toll Free: 800.955.9330
www.infosend.com

Inbound Support Ticketing, Escalation, and Resolution Workflow
All issues or questions reported to support can be tracked via an online support ticket. Account Managers can provide support via telephone, email, or via the online support ticket tool that is located by logging into www.infosend.com.
1. **Contact Dedicated Account Manager**: each web submission, call or email is handled with personal support. Clients receive support by contacting their dedicated Account Manager. If the client's dedicated contact is not available, the support request will be handled by another cross-trained Account Manager or Senior Account Manager. This representative will be your liaison through the support process, giving you a single point of contact for issue resolution.
2. **Request Logging:** each support request can be logged using InfoSend's online Support Ticket Tool. Support Ticket requests are assigned a unique ID and can be viewed by both InfoSend Support and the client's authorized representatives. Support Ticket requests are archived, and can be filtered by open and closed requests.
3. **Escalation Procedure:** InfoSend staff will internally escalate any required internal technical or operational resources to ensure that quality issues are resolved quickly and completely the first time. All necessary modifications are thoroughly tested before being applied to client applications to ensure that the final product meets quality expectations.
4. **Ticket Resolution:** once an issue has been resolved, clients are notified of the solution and allowed to review new sets of samples to approve any changes. Extra attention is paid to the new job throughout our production, quality control, and mailing process. When all parties confirm that the job is meeting quality expectations through every step in the process, we will approve and release the job for completion.
5. **Client Satisfaction**: any concerns or questions around the support being provided may be escalated to the Client Services Director.

Proactive File Halt, Validation Error and Quality Control Support Procedures
InfoSend's data processing platform is designed to validate client data, and will halt if any anomalies or incomplete data is detected. In addition, InfoSend's dedicated QC process will review all printed outputs to check for issues caused by client data. When issues are detected:
1. **Alert Notification:** InfoSend's internal system will automatically place the Job on hold, open a ticket and alert the CS department via an internal alert system, identifying the client and type of output.
2. **Assessment and Follow Up:** InfoSend's CS personnel will assess and then follow up with the relevant client contacts to notify of the issue.
3. **Resolution:** CS personnel will work with the client on how to address the data, either with a new data file or with programming adjustments.

File Cancellation and Document Pull Request Procedures
InfoSend's CS department accepts requests to cancel entire batches or pull select documents from a batch as a standard function of the department. This request can be placed through InfoSend's online website support ticketing system, via email, or by calling the 800 number. The request is then documented by the CS team and communicated to the InfoSend production departments through our internal systems.
1. **File Cancellation**: these requests are typically submitted to InfoSend just after file transfer but before printing. InfoSend's CS personnel will immediately change the status of the Job to prevent any further progression through the InfoSend manufacturing environment and remove the Job batch from the queue. Clients utilizing the Sample Approval workflow will have the option to cancel their own job, which will then be removed from the queue.
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Vendor will provide procedures for the following: o after-hours support o a list of company holidays o contact points for customer service

Support Channels and Availability
InfoSend provides the following methods to be reached to initiate a support request:
- 800 Toll-Free Telephone support: (800) 955-9330
- Email via support@infosend.com
- Free electronic access 24 x 7 at www.infosend.com with the following online benefits:
    - Log, track & close support requests
    - View & update support requests
    - Access published documentation
    - Access available downloads
    - Download reports
    - View Job Tracking statistics
    - Download sample files in PDF format

Standard hours of support are from 6:00 AM Pacific to 6:00 PM Pacific, Monday through Friday, excluding designated statutory holidays. Weekend assistance is available and must be scheduled in advance and in most cases is billable.

InfoSend's recognizes the below holidays and will be closed should they fall on a weekday.
- New Year's Day
- Memorial Day
- Independence Day

- Labor Day
- Thanksgiving Day
- Christmas Day

7. Security

The Respondent must provide necessary security to protect the County's data from unauthorized access. Please provide details about the security measures that are in place. Include procedures for ensuring that only authorized persons are admitted to the production floor.

InfoSend Security Procedures

InfoSend's Customer Communications Management (CCM) platform is responsible for processing and distributing consumer communications. As such, physical infrastructure, data and computing environment security and safety are paramount to protecting consumer information on behalf of clients. InfoSend's systems, security processes, and practices are currently subject to the rules and regulations of multiple laws and/or audit types:

- Payment Card Industry Data Security Standard **(PCI DSS)**
- Health Insurance Portability and Accountability Act **(HIPAA)**
- Statement on Standards for Attestation Engagements **(SSAE 18)**
- Gramm-Leach-Bliley Act **(GLBA)**
- Fair and Accurate Credit Transactions Act of 2003 **(FACTA)**

InfoSend approaches the risk of data breach via the following methodologies:

1. **All Facility Physical Premises Secured:** all InfoSend facilities are locked and protected at all times, with access requiring security authorization by InfoSend. InfoSend employees have issued I.D. cards that must be worn at all times. Guests are strictly monitored and chaperoned.
2. **Secure Encrypted Data Transfer and Storage Practices:** all data files can be PGP encrypted during transfer, and all web traffic utilizes HTTPS, ensuring secure communications both ways. Data is stored with both encryptions at rest and extensive compensating controls.
3. **Secure Segmentation and Disposal of Client Data:** data is segmented between each InfoSend customer to ensure no commingling or erroneous joining can occur. All programs and workflows are custom-tailored to the client, ensuring program failure and employee notification in the event data is somehow manually entered into a workflow.
4. **Secure Disposal of Client Data:** All client data, whether digital or printed is disposed of securely with degaussing and shredding required.
5. Firewalls and Web Application Security: InfoSend limits traffic to and from each facility to business essentials, and employs numerous technologies to detect and thwart intrusion attempts. InfoSend regularly undergoes penetration tests with outside vendors.
6. **Background Checks and Drug Tests for All New Employees**: all InfoSend employee identities are verified and checked for criminal history before acceptance. In addition, employees are administered and must pass a drug test before hiring.
7. **Annual Security Policy and Awareness Training for Employees:** all InfoSend employees are given training on security procedures and risks at least annually, ensuring awareness and compliance.
8. **Formal Suspected Breach Escalation, Review and Notification Process**: all employees are trained to report and escalate suspected breaches or breach attempts to their manager immediately. If client data was at risk, and the breach is not ruled out after a second internal review, then the client is notified and InfoSend pledges full cooperation during the further investigation.

Physical Security Details

InfoSend facilities employ physical site security measures such as zoned and controlled access, cameras, alarms and other theft deterrents. In addition, InfoSend ensures that only approved personnel handle client information and materials. Buildings are locked at all times with approved personnel access controlled by key cards. All visitors are required to sign a visitor log, wear a visitor badge and will be escorted while in the building. Additionally, InfoSend maintains a West Coast Headquarters and a Midwest facility for business continuity, as well as to support the growing needs of our customers. These production facilities are located in Anaheim, CA,

Downers Grove, IL, Carrollton, TX, and Fort Myers, FL. Each facility operates with mirrored processes and compatible equipment. InfoSend has a tested disaster recovery plan and a secure off-site data center.

Systems Hardening
InfoSend performs the following systems hardening functions:
- System-wide security policies protect data from internal and external threats
- New users must change system-generated passwords upon the first login
- Real-time HTTP and HTTPS application layer security inspection
- Require special characters and minimum length security passwords
- Require password changes every 3 months
- Vendor-supplied default or guest accounts are protected or deleted
- Start-up passwords must be created in a manner that is not predictable
- Anti-virus definitions are updated automatically as they become available to protect client data from viruses, Trojan horses, worms, etc.
- Anti-virus software is installed on each Windows PC, and on the corporate mail server
- Process hardening through use of SELinux
- Live log analysis and file integrity scanning
- Install and maintain the most recent service packs
- Monitor security rollout packages, install patches as needed
- Remove unnecessary applications
- Remove unnecessary services and default settings
- Monitor security rollout packages, install patches as needed

Continuous Improvement
In an effort to continue core operations and provide the excellent support our clients rely on, InfoSend understands the importance of continued improvement of our security practices. Security is at the forefront of this improvement process. Through our extensive research and proactive measures, InfoSend clients can be assured that their data is protected and handled with the highest industry-standard measures of care.

Describe in detail, how security is handled for information shared between the Respondent and the County via e-mail or online.

Secure Encrypted Data Transfer and Storage Practices: all data files can be PGP encrypted during transfer, and all web traffic utilizes HTTPS, ensuring secure communications both ways. Data is stored with both encryptions at rest and extensive compensating controls.

Demonstrate capability and describe procedure used in handling confidential information and documents.

InfoSend Regulatory Compliance Highlights
InfoSend is committed to providing secure and reliable services to clients across an array of industries. InfoSend's systems and processes are currently subject to the rules and regulations of multiple laws and or audit types:
- PCI Level-1 Certification
- HIPAA Compliance
- SSAE18 SOC 1 and SOC 2 audit and reporting
- Gramm-Leach-Bliley Act (GLBA) Compliant
- FACTA Red Flag Rules (Identity Theft Prevention) Compliant
- General Data Protection Regulation (GDPR)

InfoSend Regulatory Compliance
InfoSend serves clients by providing the distribution of customer correspondence via mail, Web, and other channels. Physical infrastructure, data and computing environment security and safety are of great importance. InfoSend's systems, security processes, and practices are currently subject to the rules and regulations of multiple laws and audit types:

Payment Card Industry Data Security Standard (PCI DSS) - InfoSend holds a PCI DSS Certificate of Compliance and undergoes an annual on-site audit by SecurityMetrics, a third party auditor. InfoSend's PCI Certificate of Compliance has been included at the end of this section.
Health Insurance Portability and Accountability Act (HIPAA) - InfoSend is defined as a Business Associate and is compliant with the associated rules and regulations.
SSAE18 Auditing with SOC 1 & 2 Reporting - InfoSend's organization and systems are audited on an annual basis by an AICPA certified firm to produce SOC reports.
Gramm-Leach-Bliley Act (GLBA) - InfoSend is compliant with the associated rules and regulations that apply to providing services to clients covered by GLBA.
Fair and Accurate Credit Transactions Act of 2003 (FACTA) - InfoSend is compliant with the "Red Flags Rules" that clients covered by FACTA must follow. This includes maintaining an Identity Theft Prevention Program (ITPP).
General Data Protection Regulation (GDPR) (EU) - InfoSend is compliant with the GDPR requirements that clients covered by GDPR must follow. This includes maintaining internal policies and procedures regarding how personal data is collected, processed and stored.

InfoSend Security Procedures Highlights

InfoSend employs industry best practices while complying with numerous regulatory requirements for protecting client data.

- Compliant and/or audited by third parties for PCI-DSS Level 1, HIPAA, SSAE18, GLBA and FACTA.
- All Facility Physical Premises Secured
- Secure Encrypted Data Transfer and Storage Practices
- Secure Segmentation Client Data
- Secure Disposal of Client Data
- Firewalls and Web Application Security
- Background Checks and Drug Tests for All New Employees
- Annual Security Policy and Awareness Training for Employees
- Formal Suspected Breach Escalation, Review and Notification Process

InfoSend Security Procedures

InfoSend's Customer Communications Management (CCM) platform is responsible for processing and distributing consumer communications. As such, physical infrastructure, data and computing environment security and safety are paramount to protecting consumer information on behalf of clients. InfoSend's systems, security processes, and practices are currently subject to the rules and regulations of multiple laws and/or audit types:

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4. **Secure Disposal of Client Data:** All client data, whether digital or printed is disposed of securely with degaussing and shredding required.
5. Firewalls and Web Application Security: InfoSend limits traffic to and from each facility to business essentials, and employs numerous technologies to detect and thwart intrusion attempts. InfoSend regularly undergoes penetration tests with outside vendors.
6. **Background Checks and Drug Tests for All New Employees**: all InfoSend employee identities are verified and checked for criminal history before acceptance. In addition, employees are administered and must pass a drug test before hiring.
7. **Annual Security Policy and Awareness Training for Employees:** all InfoSend employees are given training on security procedures and risks at least annually, ensuring awareness and compliance.
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In an effort to continue core operations and provide the excellent support our clients rely on, InfoSend understands the importance of continued improvement of our security practices. Security is at the forefront of this improvement process. Through our extensive research and proactive measures, InfoSend clients can be assured that their data is protected and handled with the highest industry-standard measures of care.

8. Redundant Facilities, Fault Tolerance and Disaster Recovery

Utility billing is a mission critical activity for the County. The utility billing statements for each billing cycle must be prepared and mailed weekly, without fail. Respondents shall provide redundant facilities and shall provide the following provisions for fault tolerance and disaster recovery. The purpose for these requirements is to ensure the highest possible probability that the utility billing statements will be printed, processed and mailed weekly regardless of the effects of hurricanes, tornadoes, floods, fires and/or any other natural or human disaster

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery Highlights

InfoSend approaches the risk of technology failure or operational interruption via the following methodologies:
* Operations run under capacity for Data Center, Equipment and Labor Force potential
* Specific COVID-19 pandemic protocols to prevent labor shortages and protect employees
* Operational and Procedural Documentation
* Redundant Communication Lines
* Server Virtualization Used
* Multiple Forms of Data Redundancy: RAID, SAN, VPN Data Sync and Off-Site Hard Drive Backup
* Automated Alerts and 24/7 Employee Coverage
* Disaster Recovery Plan and Preparedness

Respondent shall maintain at its primary facility at least two complete sets of the automated machinery used for the printing, folding and stuffing of the utility billing statements, return envelopes and mailing envelopes. Respondents shall provide a list of the equipment to be used to provide the services described in the ITB.

InfoSend Print and Mail Equipment

InfoSend utilizes a mix of black, black with spot highlight color, and full-color printing. The documents destined for mailing are inserted on Intelligent Inserters with Mail Piece integrity that ensures all mail pieces are undamaged and accounted for after insertion in preparation for delivery to the USPS.

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Full Color	Ricoh Pro C9100	1	6,600
Monochrome	Ricoh Pro 8320	1	8,160
Full Color	Xerox 1000i Color Press	1	4,800
Full Color	Riso GD9630	4	9600
Full Color	Riso GD9150	1	9000
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Inserters

Inserter Type	QTY	Insertions Per Hour
Sensible Technologies/Bell & Howell Intelligent Inserter with Mail Piece Integrity	24	7,500
Pitney Bowes FPS, Rival, Etc. Line of Inserters	10	12,000

Envelope Manufacturing

Equipment Type	QTY	Envelopes Manufactured Per Hour
W+D Model 202	1	84,000
W+D Model 102	3	48,000

Respondent shall maintain facilities with a back-up generator in the event of a power outage capable of operating all bill print related functions. Please indicate whether the Respondent's facilities maintain a back-up generator capable of running all the County related bill print functions in the event of a power outage and the size of that generator.

InfoSend does maintain a 600kw diesel, UPS systems for battery backup as well as 4 facilities in which to mitigate downtime and ensure business continuity. InfoSend is extremely capable of running all the County related bill print functions in the event of any power outage or other factor causing the primary production center to become disabled or inoperable.

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery

InfoSend understands the importance of business continuity. InfoSend's organization and systems are designed to ensure risk mitigation and resilient disaster response in the event of unforeseen events. InfoSend uses its multiple, geographically distinct facilities to ensure regional events do not affect InfoSend operations.

Hundreds of clients depend on our platforms and staff to provide business-critical services. Our excellent client retention track record speaks to our system reliability and high-quality processing. While InfoSend has never had to implement a disaster recovery plan in a live environment, a great importance is placed on maintaining and testing a successful disaster recovery strategy. InfoSend's knowledge of a strong disaster recovery strategy comes from testing, consultation with IT experts, and from years of research.

InfoSend's approaches business continuity through:

A. Risk Mitigation
B. Disaster Recovery Plan

A. Risk Mitigation

InfoSend has designed the organization and systems to mitigate various risks that could impact or completely disable national or regional operations. By building resiliency at the local level, InfoSend ensures highly available and secure operations at each facility and system-wide. Risk is mitigated through:

- **Organizational Design**
- **Data Center Design**
- **Data Backup Design**
- **Network Security**
- **Labor Management**
- **Client Material Redundancy**
- **Equipment Mirroring**
- **Facility Mirroring**

Organizational Design

1. **Operations Run Under Capacity:** this ensures that each local facility can endure well above normal interruptions in labor force or fulfillment equipment availability. Employees in critical roles are cross-trained to provide coverage of any specialized work.
2. **Operational and Procedural Documentation:** all systems and practices are documented both for internal training and reference, as well as to meet outside audit requirements in order to maintain compliances such as PCI-DSS Level 1 and HIPAA.
3. Redundant Communication Lines: InfoSend's headquarters utilize both wired and wireless lines, with seamless failover should an Internet provider have an outage.
4. **Server Virtualization Used**: InfoSend fully leverages server virtualization technology, ensuring any critical processes can be hardware agnostic and quickly cut over to other available hardware resources in the event of a failure.
5. **Multiple Forms of Data Redundancy:** RAID, SAN, VPN Data Sync and Off-Site Hard Drive Backup. InfoSend utilizes a combination of these methods to ensure real-time accuracy, redundancy and disaster-proof availability of data.
6. **Automated System Alerts and 24/7 Employee Coverage**: InfoSend ensures that all systems are automatically monitored and reported on, with failures triggering emails and text messages to employee phones. Multiple employees are cross-trained in systems engineering and administration for around the clock coverage across all facilities.
7. **Disaster Recovery Plan and Preparedness**: in the event of severe labor interruptions or physical premises becoming incapable of production due to external causes, InfoSend will utilize its Disaster Recovery site to continue operations.

Data Center Design

- Redundant data centers; system architecture uses industry-standard security practices and a multi-layered security approach.
- Redundancy for all critical servers, switches, etc. Virtualization used to provide automatic backup and restoration of live operating systems.
- Highly scalable; system scales horizontally so that additional processing power can be added quickly. Load balancing for high availability.
- Multiple methods of secure data transmission with firewall failover are available to ensure that client data reaches InfoSend securely, quickly, and in whole.
- Each InfoSend facility has high speed Internet connections with a minimum of 10mb of bandwidth. Both the primary data center facility (corporate H.Q.) and DR data center use a fiber optic Internet connection from AT&T with a minimum of 100mb of bandwidth. The primary data center also has a backup wireless Internet connection from a different provider.
- UPS systems for battery backup and 600KW backup generator to power data center automatically in the event of grid failure.
- Large secure storage array; all network storage uses RAID and SAN technology.

- Backup copies of all data files are made before processing; data is backed up to external hard drives, stored in a fireproof safe, and picked up by an enterprise media vaulting service provider
- System and facility capacity and responsiveness are constantly monitored with Icinga protocol; alerts sent to internal systems administration staff when potential issues arise.
- The system is scaled to prepare for upcoming volume increases.
- InfoSend's security and compliance procedures ensure infrastructure is constantly improved and evolved.

Data Backup Design

InfoSend utilizes a secure VPN to ensure the primary data center is continually syncing data to the disaster recovery site. Server virtualization technology is also leveraged to ensure applications are hardware agnostic and can be configured and run at any of the InfoSend sites with little to no cutover time. All data is committed to encrypted media backup and routinely taken offsite to a secure location.

Four separate backup methods are in place to protect data and assure systems are fully restored after a disaster of any type:
1. All servers are duplicated at the Disaster Recovery Facility. Data is automatically synced between the main facility and the Disaster Recovery Facility over a secure VPN.
2. Server data is backed up to secure encrypted media that are both stored in fireproof safes and taken off-site routinely.
3. The RAID system is used on all servers to ensure that data remains available in the event of a hard disk failure.
4. Network SAN systems are used that expand upon RAID by duplicating the entire network storage system to a redundant node with its own RAID.

Network Security

- HTTPS encryption on all web server connections, server authentication.
- Client authentication for TCP/IP connections.
- Firewalls blocking all traffic unless expressly permitted, no direct connections to the LAN.
- Only authenticated users of InfoSend's intranet can access the LAN locally or remotely (via the VPN), two-factor authentication required for VPN access.
- System attack attempts are monitored and directly reported to system administrators.
- Limited access points due to tiered permission levels for InfoSend's CRM system, client data access points, storage drives, and networks. Each access point is guarded by separate firewalls.
- Separation of firewalls and networks in order to isolate production network. Enterprise-class firewalls are used to safeguard data, using a combination of the layer-3, layer-4, and layer-7 security technologies.
- Perimeter network security data/protection. HTTP, FTP, and SFTP networks located within networks behind secured servers.
- HTTP, FTP, and SFTP set application protocols and application filtering.
- Continuous monitoring of web applications by InfoSend's system administrators, with automated notifications, enable in the case of threat detection or web vulnerability.
- Static and dynamic packet filtering.
- Scheduled testing of InfoSend's systems.
- Meets rigorous audit requirements.
- Notifications from McAfee, CERN, etc.
- Data transmission through HTTPS web uploads or FTP/SFTP with PGP encryption
- VPN system hardening.
- External third-party security monitoring alerts InfoSend if there is a potential security risk.

Labor Management

InfoSend's employees are cross-trained and can manage tasks that span the entire production process. InfoSend employs more production staff than is required to handle spikes in volume and/or employees being unavailable for any reason. At InfoSend's current size and capacity, operations can run normally with the absence of key personnel with no effect on production.

For COVID-19, InfoSend has deployed the following strategies:
- Masks are required in all common areas.
- All production staff use equipment at least 6 feet apart, following social distancing protocols.
- Workers who can work remotely are setup with secure remote access, and will remain at home as long as required during government-issued stay at home orders.
- Facility mirroring at InfoSend's 4 nationwide locations allows InfoSend to load balance client production across facilities should a localized shut-down result in sudden impacts.

Client Materials Redundancy
- InfoSend's standard envelopes are stored at each facility.
- InfoSend manufactures its own envelopes as well as purchases from suppliers to ensure ample inventory.
- InfoSend's standard forms (including the blank white form with a perforation) are stored at each facility.
- All paper materials required for mail piece production are sourced from American paper mills to avoid global supply chain disruption.
- The custom pre-printed form elements (e.g. logo, statement backer) can also be printed on white paper if a client's custom forms are not available.

Equipment Mirroring
- Intelligent mail inserters (with mail piece integrity) are actively in use at all facilities.
- Each facility uses multiple printing and inserting production lines, each that operate independently of the others in the case of equipment maintenance or downtime.
- InfoSend's Job Tracking application logs where each batch is produced and can redirect individual jobs to other facilities on the fly if needed.

Facility Mirroring
- InfoSend owns and operates facilities in 4 different states: California, Texas, Illinois and Florida. By not relying on third party contracts for DR capacity InfoSend has true Disaster Recovery.
- Large clients can opt to have their jobs split from two facilities on a normal day to day basis. This ensures that DR capabilities are continually tested.
- All facilities utilize inkjet printing onto white paper and stock standard envelopes (see above sections).
- For COVID-19, Facility Mirroring has provided continuity when the following occurs:
  - Some production team members were not able to report to work due to their children being sent home from school.
  - Additionally, team members have been required to stay home for an extended time period after catching a cold or fever or having potential exposure to Covid-19.
  - These temporary labor outages did not impact our clients as InfoSend was able to redirect jobs from facilities that were temporarily understaffed to other facilities that had excess capacity.

B. Disaster Recovery
Should one of InfoSend's facilities operations become partially or fully disabled, then the InfoSend Disaster Recovery (DR) Plan is enacted. The DR Plan requires the following steps be followed:

1. **Detection:** the InfoSend Emergency Management Team (EMT) is notified and assembled to evaluate the degraded operations.
2. **Assessment:** an Assessment Checklist is completed to assess and assign a DR Response Level.
3. **Response/ Facility Failover Checklist:** upon completion of the assessment, InfoSend immediately begins the DR Response Checklist according to the Disaster Level.
4. **Notification:** notifications are provided both internally to staff and externally to clients according to the Response Level, including details on service impacts and timelines for resolution.
5. **Recovery:** InfoSend ensures the completion of the DR Checklist and measures to ensure normal operations have resumed.
6. **Facility Restoration:** repairs begin immediately upon resumption of normal operations, and eventual service restoration to the regional facility is planned.

DR Response Levels
InfoSend maintains 3 levels of disaster response.
>**Level 1:** no critical damage to the facility to prevent operations, same day recovery expected.
>**Level 2:** some damage to the facility, full failover not required. Some operations re-routed, full operations expected within 5 days.
>**Level 3:** facility is inoperable, full failover enacted.

If the primary facility should become disabled, then data processing and system hosting will be moved to the disaster recovery facility. If facility fail-over is enacted, available labor resources will travel to the other facilities to help with the disaster recovery efforts. Should there ever be a case where one of InfoSend's facilities is impacted by a major disaster, the company has a travel and lodging contingency plan for necessary employees to travel to a facility providing disaster recovery support.

If facility fail-over is enacted, then restoration of the affected facility will begin as soon as possible.

Testing and Documentation
InfoSend's disaster recovery procedures are continuously improved. Documentation is regularly updated as necessitated by new requirements or changes to internal procedure or systems engineering.

InfoSend tests the DR Plan annually with executive management review and approval.

Respondent shall submit a contingency plan to show how it intends to cope with any event that might take its primary facility out of service, such as, but not limited to, a natural disaster, catastrophic fire and/or failure of both sets of printing, folding and stuffing equipment. The plan should include specific alternate facilities with backup power generation capability that can be utilized to maintain production.

Midwest & Northeastern US Production Facility
1406 Centre Circle · Downers Grove IL 60515

InfoSend owns and operates a 25,000 sq. ft. Midwest production and disaster recovery facility located In Downers Grove, just west of Chicago, Illinois. This facility is used to process mail for clients located in the Midwest or Northeast, and also serves as an out of state disaster recovery facility. The location is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site.

For more information please see **Section 8. Redundant Facilities, Fault Tolerance and Disaster Recovery pages 53 – 57.**

Respondent shall provide a detailed summary of the Respondent's disaster recovery plan.

InfoSend has provided our Disaster Recovery Plan please see **Section 8. Redundant Facilities, Fault Tolerance and Disaster Recovery pages 53 – 57**.

The Respondent will perform system backups and ensure they provide system redundancy, fault tolerance, and disaster recovery to assure that the printing, folding, inserting, and stuffing functions can be performed regardless of equipment breakdowns or other potential disasters.

InfoSend meets this requirement. Please see **Section 8. Redundant Facilities, Fault Tolerance and Disaster Recovery pages 53 – 57.**

The Respondent must have a backup and disaster recovery facility to process the County's bills if the main facility becomes inoperable.

While any of our facilities can perform business continuity due to our centralized data processing and distributed print capability, InfoSend proposes our Downers Grove facility be designated as the backup and disaster recovery facility for Okaloosa County.

<u>Midwest & Northeastern US Production Facility</u>
1406 Centre Circle · Downers Grove IL 60515

InfoSend owns and operates a 25,000 sq. ft. Midwest production and disaster recovery facility located In Downers Grove, just west of Chicago, Illinois. This facility is used to process mail for clients located in the Midwest or Northeast, and also serves as an out of state disaster recovery facility. The location is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site.

For more detailed information regarding our Backup and Disaster Recovery Plan please **Section 8. Redundant Facilities, Fault Tolerance and Disaster Recovery pages 53 – 57.**

Facilities must be geographically diverse to protect against regional events. Please list your facilities.

InfoSend Facilities
InfoSend is located strategically across the nation, ensuring both disaster mitigation and regional access to the USPS.

<u>Corporate Headquarters & Western US Production Facility</u>
4240 E. La Palma Ave · Anaheim CA 92807

InfoSend owns and operates its 80,000 sq. ft. headquarters and Western US production facility. This facility sits on a 4.3-acre lot and is one of the premier bill processing centers in California. This facility acts as the primary data center, provides disaster recovery to the other facilities, and has a 600KW backup generator that can power the entire facility in the event of a grid failure. InfoSend's Anaheim facility is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site. This property also has a separate 25,000 sq. ft. building constructed on campus for additional office and warehouse space.

<u>Midwest & Northeastern US Production Facility</u>
1406 Centre Circle · Downers Grove IL 60515

InfoSend owns and operates a 25,000 sq. ft. Midwest production and disaster recovery facility located In Downers Grove, just west of Chicago, Illinois. This facility is used to process mail for clients located in the Midwest or Northeast, and also serves as an out of state disaster recovery facility. The location is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site.

Texas & South Central US Production Facility
1624 W Crosby Road #128 · Carrollton TX 75006
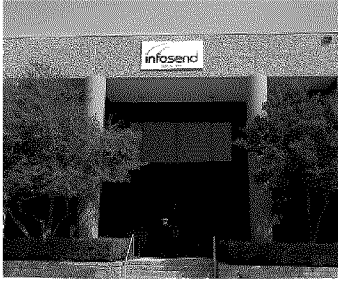
InfoSend's 21,000 sq. ft. Texas Production facility is located near Dallas and is the main production center for clients in the South and the Central US. This facility also provides out-of-state disaster recovery for InfoSend's other locations.

Florida & Southeastern US Production Facility
13891 Jetport Loop · Fort Myers FL 33912

InfoSend's 13,000 sq. ft. Southeastern production facility is located South of Tampa, FL. This facility is used to process documents for clients located in Florida, the Southeast and up the Eastern Seaboard.

The Respondent will provide routine backup and recovery procedures.

InfoSend meets this requirement. For more information regarding backup and recovery procedures, please see **Section 8. Redundant Facilities, Fault Tolerance and Disaster Recovery pages 53-57.**

In the event of a disaster, the Respondents shall immediately notify the County IT Supervisor and provide information about the alternate location to be used for processing the County utility bills and of any delay in process start up.

InfoSend accepts this requirement. For more information regarding backup and recovery procedures, please see **Section 8. Redundant Facilities, Fault Tolerance and Disaster Recovery pages 53-57.**

9. Bill Review & Approval

The County will provide, via e-mail, a confirmation of transfer of the utility bills to the Respondent. Included in the e-mail will be the number of utility billing statements transferred to the Respondents.

File Transfer Acknowledgement Report
Upon client upload of a data file for processing, InfoSend will send the File Transfer Acknowledgement Report as certification of receipt of the file. The File Transfer Acknowledgement Report provides information about the file name, byte size, page/record count, and file receipt date. This report is posted to InfoSend's secure web portal for viewing and is also commonly emailed to designated client staff members.


```
         ○ ○ ○                    Client File Transfer Acknowledgement
FROM : INFOSEND, INC.
DATE : 03/19/2014
RE   : FILE TRANSFER ACKNOWLEDGEMENT
================================================================================
    THIS FILE CONFIRMS THAT THE FILE(S) LISTED BELOW HAVE BEEN
    RECEIVED. IF YOU FIND ANY DISCREPANCY OR IF YOU HAVE ANY
    QUESTIONS OR SPECIAL INSTRUCTIONS REGARDING THIS LIST,
    KINDLY GIVE US A CALL AT (714) 993.2690 OR TOLL-FREE (800) 955.9330.

    THANK YOU.

--------------------------------------------------------------------------------
  NO.   NAME OF FILE(S)          FILE SIZE     PAGE/RECORD          DATE
                                  (BYTES)         COUNT           RECEIVED
--------------------------------------------------------------------------------
   1.   INF.0319.STMT.TXT         973959          2441      03/19/2014 11:28:01 AM
================================================================================
                          TOTAL PAGES/RECORDS: 2441
```

The Respondents shall provide the following information to the County to assist in the review:
- Number of statements produced
- Number of statements suppressed (if any)

Process Summary Report
The Process Summary Report is a detailed PDF document that summarizes key data points contained within a document run batch. If a client chooses to review sample files prior to printing, the Process Summary Report will be included as a cover page within each set of samples. It is also posted to InfoSend's "Reports" tab of the web portal in PDF form. The Process Summary Report details important information such as data files that were included within the job, document details such as page count and batch amount if documents are bills, print output information, suppressions, inserts included, and USPS presort counts and estimated postage.

infosend

Process Summary Report
Job Code: INF0929A
Report Generated 10:04am September 29, 2013

Data Files

Filename	File Received
INFOSEND_BILLINGDATA_20130929A.TXT	2013-09-29 09:25am
INFOSEND_CYCLEDATA_20130929A.TXT	2013-09-29 09:25am

Document Input

Accounts	First Pages	Total Pages	Batch Amount
12,000	12,000	18,000	$900,000.00

Print Output

Accounts	First Pages	Total Pages	Amount	Mailpieces	Non-Barcoded Mailpieces	Householded Mailpieces	NCOA Updates
11,000	10,000	14,000	$800,000.00	10,005	77	95	38

Suppressions

Accounts	First Pages	Total Pages	Amount	Name
250	250	250	$25,000	Undeliverable Address
250	250	250	$25,000	Client Suppression Rule(s)
250	250	250	$25,000	eBilling Paperless Suppression
250	250	250	$25,000	InfoSend Exception Processing

Inserts

Name	Count
N3896 - Online Payment Options	5,460
N3904 - Fall Water Conservation	10,000

Postage Summary

Name	Count	Amount
Presorted Mailpieces	9,000	$3690.00
Non-Presorted Mailpieces	500	$220.00
Non-Barcoded Mailpieces	350	$154.00
Extra Postage (Non-Standard Mailpiece)	150	$112.50

10. Project Completion & Acceptance Testing

Upon completion of installation and/or training, the County and the Respondents shall agree in writing on the acceptance test procedures for the system.

InfoSend accepts this requirement. InfoSend has provided more detailed information regarding our implementation process below.

InfoSend Implementation Highlights
- Dedicated Account Manager acts as primary contact and project manager, coordinating all internal setup activities with InfoSend programming and operations staff.
- All setup and training performed virtually, using phone, email, and web-based tools for issue tracking and screen sharing.
- All communications, documentation and test files tracked and stored securely within the InfoSend CRM system, allowing other InfoSend personnel to contribute or take ownership of the project.
- Key milestones are established at kickoff, then tracked and reported throughout the project.
- During programming, InfoSend's Data Processing platform is configured to automate client-specific Quality Assurance (QA) during client data processing.
- All web facing applications are internally validated and then provided to client for training and User Acceptance Testing (UAT) prior to go live.
- Parallel Testing is run prior to go-live, ensuring all aspects of the application are validated before launch.
- Go-Live includes an "all-hands" approach, with all key InfoSend managers required to review the launch day activity and sign off before application go-live is final.

The Respondent shall assist the County in developing an acceptance test plan by providing examples of test plans or templates and providing expertise regarding the scenarios to be tested.

InfoSend Implementation Highlights

- Dedicated Account Manager acts as primary contact and project manager, coordinating all internal setup activities with InfoSend programming and operations staff.
- All setup and training performed virtually, using phone, email, and web-based tools for issue tracking and screen sharing.
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InfoSend Implementation

InfoSend's client-focused service and industry-leading client retention rate starts with a successful implementation. Since 1996 InfoSend has continually refined the implementation process to ensure clients Go-Live occurs expeditiously and without error.

All InfoSend implementations have 4 key phases.
1. **Requirements Gathering**
2. **Application Build**
3. **Samples, UAT, Parallel Testing, and Training**
4. **Go-Live and Follow Up**

Requirements Gathering

The project is started with a dedicated Account Manager assigned to the project. The Account Manager acts as the primary point of contact with clients while working with all internal InfoSend programming and operations staff, and will chair a recurring (often weekly) implementation meeting with the client's key staff. InfoSend, as a cloud-based solutions provider, engages clients in implementation and support via phone, email and web-based tools, including web-browser screen sharing. All setup, training and request tracking is provided virtually using industry standard tools. Critical communications sent to or received from clients during the implementation are centrally archived in the InfoSend CRM system, ensuring all aspects are documented and the implementation can continue should the primary resources be out of the office.

The Account Manager establishes key milestones and completes standardized steps in the InfoSend implementation plan. The process includes requirements gathering and analysis of the application to be developed, including a data mapping exercise, resulting in a Statement of Work (SOW) for client approval.

Application Build

Once the SOW is approved, the application undergoes development and configuration. Prior to completion of development, the application is reviewed by a secondary Account Manager or member of the IT management group to ensure that no task was left undone or done incorrectly. Sample output is produced and checked by InfoSend Quality Control; automated Quality Control methods are configured within processing.

Samples, Parallel Testing, and Training

During the last phase of the implementation, output and application web access is provided to clients for User Acceptance Testing (UAT). Once the application build is validated and accepted by the client, the application is put into Parallel Testing mode. During this time clients are encouraged to transfer copies of live data to InfoSend to be automatically processed and output for review, simulating go-live. Clients check the web application and output to ensure that it is satisfactory and any requested revisions will be completed before go-

live. Any payment related applications are tested to ensure payment deposits are received and reconciled. Clients are also trained on how to use InfoSend tools and reporting to support the application at this time.

The hour-long, web-based training covers:
- File uploads
- Sample review and approval
- Managing document messages and insert requests
- Accessing archived reports
- Managing User Permissions
- Performing research and support for customer activity
- Payment reconciliation (for payment applications)
- Submitting, viewing and closing support requests

Go-Live and Follow Up
Go-Live of the application includes an "all-hands" approach, with all key InfoSend managers required to review the launch day activity and sign off before application output is final. After Go-live, your Account Manager performs a post go-live follow up to ensure client satisfaction.

An example implementation schedule is included below. A custom plan can be accommodated based on client needs, including a shorter development time frame. InfoSend recognizes the Okaloosa County's desire to award the project by August 12th, 2020 and be live by October 1st, 2020.

InfoSend 8 Week Implementation Timeline
Based on previous experience with Clients of similar size and structure, the following timeline has been provided for project implementation. The proposed timeline gives both parties ample time to complete the project. The implementation timeline begins once the contracting phase has been completed and InfoSend has received a test data file from the Client. Receipt of the test data file will allow the Account Manager to begin the technical implementation.

This is only a sample timeline. If a shorter implementation is necessary, clients will need to provide responsive engagement during requirements gathering, answering any questions that InfoSend has in a timely manner to allow the project to progress at a more rapid pace. The following work schedule requires minimal effort from the Client on a week-to-week basis and provides ample time for parallel testing.

Phase: Requirements Gathering
    Week 1: (Begins once signed contracts, test files, and current bill samples are received)
- Familiarize each party with the project managers assigned to the implementation
- Discuss the client specifications and requirements
- Discuss requested formatting changes to client output
- Begin development of mockups incorporating client feedback
- **Milestones, Week1:** Hold kick-off call and complete Client Installation Checklist. All Client deliverables received and documented

    Week 2:
- Provide first draft mockups
- Begin to discuss data processing details and data mapping in correlation to mockup
- Finalize any open items on the Client Installation Checklist
- Review mock-ups via online meeting to incorporate Client feedback in real-time
- **Milestone, Week 2:** Client approval of mock-up documents

    Week 3:
- Finalize mockups
- Provide proofs for custom preprinted form and envelope (if applicable)
- Continue gathering data processing details and developing programming logic

- **Milestone, Week 3**: Signed SOW is received, project planning complete

Week 4:
- InfoSend will present the Client with a formal Statement of Work (SOW) which captures all requirements for the implementation project and production of output.
- Client reviews SOW and requests changes/clarification on any relevant items.
- InfoSend obtains Client sign-off on the SOW.
- **Milestone, Week 4:** Application Development Begins

Phase: Application Build
Week 5:
- InfoSend Application Development begins
- InfoSend Account Manager works with the InfoSend programming team to execute application per the SOW
- **Milestone, Week 5:** Draft training schedule is created for the Client's operations team

Phase: Samples, Parallel Testing, and Training
Week 6:
- InfoSend provides first set of output samples for review
- Account Manager reviews any questions which came up during development with the Client
- Begin payment/lockbox/other ancillary testing (if applicable)
- **Milestone, Week 6:** First samples provided for Client review. Provide sample outputs for client testing

Week 7:
- Client reviews the output samples and provides feedback to the Account Manager about requested changes
- Client feedback is communicated to InfoSend's development team for incorporation into the outputs
- Conduct training for Client staff on InfoSend systems and application management
- Begin parallel testing of application
- Complete payment/lockbox/other ancillary testing (if applicable)
- **Milestone, Week 7:** Receive approval on outputs and prepare for go-live

Phase: Go-Live and Follow Up
Week 8:
- Final round of changes is conducted for the outputs
- Receive approval on the final outputs
- Complete parallel testing and go-live
- Receive and process first live file for distribution
- InfoSend will conduct extended quality assurance reviews on the first live files to ensure that all expectations for accuracy and quality are being met.
- **Milestone, Week 8:** Go-live

Subsequent 2-4 Weeks:
- Follow up review of project, deliverables, and service with the client to confirm satisfaction
- Officially close project within InfoSend CRM

The test plan shall contain a process for the actual transmission of data, correction of errors, defects and deficiencies including data migrations and reporting.

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The hour-long, web-based training covers:
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Go-Live of the application includes an "all-hands" approach, with all key InfoSend managers required to review the launch day activity and sign off before application output is final. After Go-live, your Account Manager performs a post go-live follow up to ensure client satisfaction.

11. Support & Service

The Respondent shall provide a single point of contact within the Respondent's firm to handle support issues dealing with billing services provided.

InfoSend's Key Support Personnel
InfoSend's mission to provide the industry-best support requires excellence and attention to detail within the Client Services (CS) department. InfoSend has designed support around extensive procedural controls to ensure client output is handled accurately and issues are addressed expeditiously. If InfoSend is awarded the County's contract, we will at that point assign a dedicated Account Manager to work with the County on the implementation project. This Account Manager will remain the County's main point of contact throughout the implementation and will also be available after go-live for ongoing maintenance or improvement projects.

Executive Management and Sales:
InfoSend designated Contract Administrator: Russ Rezai, President
InfoSend designated Contract Manager: Matt Schmidt, COO
InfoSend sales contact: Marty Bielecki, Sales Executive

Delivery Team:
- **Executive Management and Sales Team**: will serve as the County's main contact for RFP questions and contract negotiations.
- **Client Services Team**: manage ongoing processing, and will be main points of contact during the new client implementation process. Primary and secondary Client Services contacts will be assigned during the contracting phase if InfoSend is selected as the successful vendor. These contacts will report directly to Matt Schmidt, COO and Josue Martinez, Director of Client Services.
- **IT team**: will provide back-end support for the County's jobs. IT works in conjunction with InfoSend Client Services during any improvement projects and actively monitors program functions after go-live. IT personnel report to Vedat Aral, Director of IT.

Reference documentation for the billing services provided.

InfoSend will provide a copy of our training handbook to each Okaloosa County employee involved in the billing process during training and implementation. This reference document provides a comprehensive overview of the functionalist of our customer portal and online tools. It covers topics such as File Processing, Job Tracking, Using the Print Image Archive, Mail Tracing, Insert Requests, Creating Statement Messages, User Management, Support Tickets and Reporting.
Training (if needed) of the County staff required for the implementation of the billing services provided.

Samples, Parallel Testing, and Training
During the last phase of the implementation, output and application web access is provided to clients for User Acceptance Testing (UAT). Once the application build is validated and accepted by the client, the application is put into Parallel Testing mode. During this time clients are encouraged to transfer copies of live data to InfoSend to be automatically processed and output for review, simulating go-live. Clients check the web application and output to ensure that it is satisfactory and any requested revisions will be completed before go-live. Any payment related applications are tested to ensure payment deposits are received and reconciled. Clients are also trained on how to use InfoSend tools and reporting to support the application at this time.

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- Submitting, viewing and closing support requests

12. Information Disclosure

The Respondent and the Respondent's employees shall not disclose any information regarding customers of the County in the course of providing services, access, or make use of such information except in the course of or for the purpose of providing the services described in the Scope of Work without the prior written consent of the County.

InfoSend accepts this requirement.

BID SHEET
ITB WS 70-20

Bidder's response on the bid sheet will only be evaluated if the respondent has provided evidence that they can meet all minimum specifications as described within the Invitation To Bid. This includes, but is not limited to:

- Experience working will bill files generated out of Superion LLC., a CentralSquare company software, which runs on an IBM iSeries.
- Respondent generation and respondent storage of at least 3 months of PDF bill images.
- A minimum of the 3 past months of PDFs representing customer bills shall be available for display/download to our customers via our third-party online payment portal. Access to these PDFs shall be through a fixed format URL/URI utilizing Customer ID number and Location ID number, and no more than a single fixed security token.
- Ability to guarantee that the bills and any related inserts will be ready to mail within 24 hours of file receipt. Provided bid amounts should be based on the assumption that files will always be provided no more than 24 hours in advance.

Bidder's response on the bid sheet shall be based on the understanding that all rates are fixed until September 30, 2023, regardless of increase in the materials needed to perform the work (i.e. price of paper, ink, etc.). The only increase during the contract period would be due to postage costs. After September 30, 2023, the attached prices may be adjusted annually, during the renewal period per written agreement by both parties and based on the Producers Price Index published monthly by the U.S. Department of Labor, Bureau of Labor Statistics, for the price of goods.

To allow for one provider to be awarded the contract for all printing, folding, stuffing, programming, and mail services, the following information will be used in determining the lowest total bid price of the qualified, responsive, and responsible bidder. For award determination, respondents must fill in the price per piece, per image, per hour, etc., as it is specified on each line item listed on the bid sheet. The quantities and items to be included in the determination of lowest bid are representative of services most likely to be utilized during the first year, based upon historical service utilization.

Note: Bidder's response on the bid sheet shall be firm and shall contain no contingences or exceptions.

Respondents must provide all requested pricing, specified on each line item listed on the bid sheet, in order to be considered. Be sure to enter a price for each bid item, even if there is no charge associated with that item. If there is no charge, please enter $0.00 as the bid price.

One–Time Charges

Description	Total Amt/Item
Postage Escrow: The County will provide the successful Respondent with a $25,000 postage escrow amount for the term of the contract. Upon termination of the contract, the postage escrow will be refunded to OCWS.	$25,000
Startup Costs: This is a **one-time flat fee** that includes the initial bill design, initial programming, e-mail statement notification configuration/set up, all testing, any necessary initial training of County staff, and any other costs relating to getting set up and prepared to bill for the first time.	$ 0.00 One-time Flat Fee

Bill Processing

Description	Amt/Item
Price Per Processed and Mailed Statement: This rate shall include all services and supplies necessary to process and prepare bill statements for mailing, <u>excluding postage</u>. This rate is fixed and shall not vary based on the actual quantity of single bill statements or combined bill statements. Combined bills are bills that are associated with different service locations placed in one envelope and mailed to the same mailing address. For your awareness, *for purposes of comparison and evaluation,* the County will multiply the respondent's bid price per statement by 385,000 (which is the estimated annual quantity) to determine the total bid price for this line item.	$ 0.093 / Per Statement

Bill Inserts and Special Mailings: Tri-fold

Description	Amt/Item
8.5" x 11" trifold, single sided, one color, 60lb white offset paper (assume a quantity of 33,000 when entering a per insert rate for this bid item). This rate shall include all effort and material to print, fold, and stuff **inserts** <u>with the bills</u>. This rate does not include custom insert design. For your awareness, *for purposes of comparison and evaluation,* the County will multiply the respondent's bid price per insert for the above specified item by 33,000 (which is the estimated annual quantity ie: typical batch released one time in a month during the year) to determine the total bid price for this line item.	$ 0.036 / Per Insert
Respondents must also provide a separate attachment **showing all rates up to a quantity of 40,000** for the following 8.5" x 11" trifold specifications (see below) **as a bill insert and as a separate mailing**. For clarity of pricing, please include rates for the separate mailing option (i.e. outside of the bill statement mailing), even if the pricing is the same as the option to insert them with a bill. The rates shall include all efforts and materials needed to print, fold, and stuff inserts. The rate does not include custom insert design or postage. <u>These rates (provided within separate attachment) will be included in the contract, but not used for the evaluation or comparison of the bids:</u> Options: • single sided, one color, 60lb white offset paper • double sided, one color, 60lb white offset paper • single sided, up to 4 colors, 70lb white offset or gloss paper • double sided, up to 4 colors, 70lb white offset or gloss paper	Bidder to Provide Pricing for this Line Item **within a Separate Attachment**.

Bill Inserts: Buckslips

Description	Amt/Item
Size 8 ½" x 3.67" "buckslip", single sided, up to 4 colors, 70lb gloss paper (assume a quantity of 33,000 when entering a per insert rate for this bid item). For your awareness, *for purposes of comparison and evaluation*, the County will multiply the respondent's per insert bid price for the above specified item by 33,000 (which is the estimated annual quantity ie: typical batch released one time in a month during the year) to determine the total bid price for this service.	$ 0.022 / Per Insert
Respondents must also provide a separate attachment showing all rates up to a quantity of 40,000 for the following 8.5" x 3.67" "buckslip" specifications. These rates (provided within separate attachment) will be included in the contract, but not used for the evaluation or comparison of the bids: Options: • single sided, one color, 60lb white offset paper • double sided, one color, 60lb white offset paper • single sided, up to 4 colors, 70lb white offset or gloss paper • double sided, up to 4 colors, 70lb white offset or gloss paper	Bidder to Provide Pricing for this Line Item **within a Separate Attachment.**

Envelope Overprint

Description	Amt/Item
1-color, one side, envelope overprint message (assume a quantity of 33,000 when entering a per envelope rate for this bid item). For your awareness, *for purposes of comparison and evaluation*, the County will multiply the respondent's per envelope bid price for the above specified item by 33,000 (which is the estimated annual quantity ie: typical batch released one time in a month during the year) to determine the total bid price for this service.	$ 0.0175 / Per Envelope
Respondents must also provide a separate attachment showing all rates up to a quantity of 40,000 for the following envelope overprint specifications. These rates will be included in the contract, but not used for evaluation or comparison of bids: Options: 1-color, one side, envelope overprint message 2-color, one side, envelope overprint message	Bidder to Provide Pricing for this Line Item **within a Separate Attachment.**

E-mail Statement Notifications

Description	Amt/Item
E-mail statement notification without PDF of statement attached: This rate is fixed per email statement notification and shall not vary based on actual number of emails. For your awareness, *for purposes of comparison and evaluation*, the County will multiply the respondent's per email statement notification bid price for the above specified item by 60,000 (which is the estimated number of annual emailed statement notifications) to determine the total bid price for this line item.	$ 0.05 / Per E-mail Notification without statement attached

E-mail statement notification **with** PDF of statement attached option: This rate is fixed per email statement notification and shall not vary based on actual number of emails. This bid price will be included in the contract, but not used in the evaluation or comparison of bids:	$ _0.05_ / Per E-mail Notification with Statement Attached

Other Charges

Description	Amt/Item
Other Monthly Charge: This rate assumes a 24 hour turn-around time from bill file receipt to bill statements ready to mail, unlimited access to customer bills for the specified retention period, and is **_a dollar amount firm fixed price_ per month and does not vary based upon the number of bills issued, emails sent, inserts added, retainage of/access to PDF bill statements, etc.** This rate covers any costs not specified or not included in other bid items. For your awareness, *for purposes of comparison and evaluation,* the County will multiply the respondent's monthly charge bid price by 12 to determine the annual cost associated with this line item.	$ _125.00_ / Per Month
Generation and storage of PDF images of each bill statement (front and back of bill) for a period of 3 months: These images shall be accessible to customers and the County via our third party online services vendor as described in the bid. This price shall be fixed per initial generation and storage of the PDF image of the bill statement (1 statement image = 1 complete bill, front and back) and **shall not vary based on quantity of images or gigabytes of storage utilized**. For your awareness, *for purposes of comparison and evaluation,* the County will multiply the respondent's per generation and storage of PDF image bid price for the above specified item by 385,000 (which is the estimated number of annual bill statements) to determine the total bid price for this line item.	$ _0.004_ / Per generation of each complete image of bill statement and storage of that image for a period of three months
Generation and storage of PDF images of each bill statement (front and back of bill) for a period of 12 months option: These images shall be accessible to customers and the County via our third party online services vendor as described in the bid. This price shall be fixed per initial generation and storage of the PDF image of the bill statement (1 statement image = 1 complete bill, front and back) and shall not vary based on quantity of images or gigabytes of storage utilized. This bid pricing will be included in the contract, but not used in the evaluation or comparison of bids:	$ _0.01_ / Per generation of each complete image of bill statement and storage of that image for a period of twelve months

As Needed Hourly Services

Description	Amt/Item
Programming requested after initial set up: This rate shall be fixed per each hour of programming effort requested after all start up related programming has been completed. This bid pricing will be included in the contract, but not used in the evaluation or comparison of bids:	$ 125.00 / Per Hour
Custom insert design: This rate shall be fixed per each hour of custom insert design services. This bid pricing will be included in the contract, but not used in the evaluation or comparison of bids:	$ 95.00 / Per Hour
Custom design/set up of envelope overprint: This rate shall be fixed per each hour of custom design and set up of envelope overprint request. This bid pricing will be included in the contract, but not used in the evaluation or comparison of bids:	$ 95.00 / Per Hour
Changes to bill design: This rate shall be fixed per each hour of labor involved with changes to the bill design (changes to text/layout/fields included on the bill etc.) after all start up related design has been completed. This bid pricing will be included in the contract, but not used in the evaluation or comparison of bids:	$ 125.00 / Per Hour

Client Volume Assumptions

Customers Billed Monthly
-30,000 Utility Bills
-1,200 Final Bills
-4,500 eBills

Number of Batches Monthly
-Utility Bills 4x per month – approximately 7,300 per batch
-Final Bills 4x per month – approximately 300 per batch

InfoSend Data Processing, Print and Mail Pricing

Document Production Summary	
Utility Bills One Page with Return Envelope	**$0.093 per document**
Final Bills One Page with Return Envelope	**$0.093 per document**

Finished mail pieces are delivered to the USPS **within one (1) business day.** If samples (proofs) are requested then the mailing will be completed within one day of sample approval. File upload deadline for next-day mailing is 1:30PM local time at the production facility designated for your account. If samples are required then they must be approved by 3:30PM local time for the file to be mailed by the next business day.

The below provides the components of the summary price given above. All pricing is based on "Client Volume Assumptions" listed below and excludes applicable sales tax.

Data Processing	
Setup Fee - Express PDF Input Files	Waived
Setup Fee – Data Only Input Files	Waived
Document Re-Design Fee	$125.00 per hour
Data Processing Fee (per document)	**$0.005**

Printing and Mailing Service	
Utility Bills Print Fee per Page with 4/1 Ink	**$0.041**
Final Bills Print Fee per Page with 4/1 Ink	**$0.041**
USPS Postage	**Pass-through** A postage deposit will be required prior to starting service.
Print Color Options (colors per side)	$0.041 for up to 4/1 printing $0.047 for up to 4/4 printing
Inline Insert Print Fee	$0.035 Black printing $0.045 Color printing
Batch Fee (per mailing batch under 200 mail pieces)	$5.00
Excess Pages Handwork Surcharge (per mail piece)	$0.35
Address Updates	$0.30 NCOA $0.30 ACS

Materials	
Standard Paper Stock (per sheet)	**$0.015**
Standard Outgoing #10 Envelope	**$0.017**
Standard Return #9 Envelope	**$0.015**

Outgoing Flat Envelope – used for mail pieces with excess pages	$0.17

Insert Services and Envelope Overprinting

InfoSend Produced	Quoted based on specification – Sample Pricing per RFP spec below
Size: 8 ½" x 11" trifold: • single sided, one color, 60lb white offset paper • double sided, one color, 60lb white offset paper • single sided, up to 4 colors, 70lb white offset paper • single sided, up to 4 colors, 70lb white gloss paper • double sided, up to 4 colors, 70lb white offset paper • double sided, up to 4 colors, 70lb white gloss paper	$0.036 per piece $0.040 per piece $0.042 per piece $0.043 per piece $0.045 per piece $0.046 per piece
Size 8 ½" x 3.67" "buckslip" • single sided, one color, 60lb white offset paper • double sided, one color, 60lb white offset paper • single sided, up to 4 colors, 70lb white offset paper • single sided, up to 4 colors, 70lb white gloss paper • double sided, up to 4 colors, 70lb white offset paper • double sided, up to 4 colors, 70lb white gloss paper	$0.022 per piece $0.023 per piece $0.026 per piece $0.027 per piece $0.028 per piece $0.029 per piece
Estimates for 1-time insert only mailers Standard Outgoing #10 Envelope Mailing Services: Bindery, fold, insert, deliver to Post Office Data Processing/Print: CASS, merge names and addresses to side1 of insert/notice Size: 8 ½" x 11" trifold: • single sided, one color, 60lb white offset paper • double sided, one color, 60lb white offset paper • single sided, up to 4 colors, 70lb white gloss paper • double sided, up to 4 colors, 70lb white gloss paper First Class Presort Rate or Standard Rate Postage	 $0.017 $0.009 $0.02 $0.036 per piece $0.040 per piece $0.043 per piece $0.046 per piece Pass-thru Cost
Envelope Messaging (Snipes)	Quoted based on specification – Sample pricing based on RFP spec below
1 color printed on one side of envelope (monthly copy changes)	$0.0175
2 colors printed on one side of envelope (monthly copy changes)	$0.0195
Electronic Inserts	$0.007
Inserting Fee	$0.007 per insert

Email Ebilling Service

Per Email Fee – with statement attached Per email sent. Includes creation of email bills and bill summaries based off of flagged accounts in the data provided by Client.	$0.05
Per Email Fee – without statement attached Per email sent. Includes creation of email bills and bill summaries based off of flagged accounts in the data provided by Client.	$0.05
Monthly Support Fee Per month fee to support the Email eBilling Service.	$25
Email eBilling Service Initial Set-up Cost **Please note**: Clients must sign off on requirements documents (Statement of Work, project plan, etc.) before programming and system configuration can begin. Quoted implementation timeline begins upon approval of the SOW. Client can be charged additional fees and/or have the project go-live date delayed if requirements are changed after they have been finalized and signed off.	$0.00 – Waived

Optional Document Services

Enhanced Print Quality	$0.01
Print Image Archiving (Per Document Image), with included USPS mail tracking	$0.004 – For 3 Months of Retention $0.007 – For 6 Months of Retention $0.01 - For 12 Months of Retention $0.015 - For 18 Months of Retention $0.02 - For 24 Months of Retention $0.025 - For 36 Months of Retention
Print Image Archive API Monthly Support Fee * No Charge if no API integration required	$100.00 *
Final Doc Transfer (FDT)	$0.009 per image InfoSend Batch File $0.015 per image Custom File Format
Professional Services Rate (per hour)	$125
Returned Mail Handling	$0.30 per reported returned mail piece
Remit Tracking	$50 monthly support fee

Fee Explanations

Data Processing

- **Setup Fee - Express PDF Input:** requires a final composed PDF is uploaded to InfoSend for processing. Clients maintain control of document look and feel, but InfoSend designs a program to parse the necessary data from the PDF.
- **Setup Fee - Data Only Input:** requires the client provide a flat data extract, InfoSend creates, hosts and maintains an application to generate documents. Existing document design is copied.
- **Document Re-Design Fee:** using the "Data Only Input" method, InfoSend's Client Services Team assists in redesigning the format of printed documents to improve communications or to take advantage of new printing capabilities.
- **Data Processing Fee:** per document image that is processed by the InfoSend system for output.

Printing and Mailing Service

- **Print Fee:** price includes baseline number of colors printed on the front and back of the document. All variable and static images are dynamically imaged onto white form with a perforation.
- **Postage:** clients are invoiced for the exact postage used. Leveraging InfoSend's USPS compliance and expertise, clients are provided the lowest possible USPS automated rates when client batches qualify.
- **Optional Color Upgrades:** Different options are available at different prices. Numbers fewer than 4 equal individual colors, 4 equals full color. The number 1 means black or grey. All sheets are billed at the same rate; the price for the sheet with the highest number of colors is the applicable fee. **4 equals CMYK (full color).**
- **Batch Fee:** assessed to cover InfoSend costs when batches transferred to InfoSend fall below threshold.
- **Inline Insert Print Fee:** price for inserts printed on demand as additional pages. Allows for more dynamic customer messaging without the extra pre-production lead time and overhead.
- **Excess Pages Handwork Surcharge:** surcharge is assessed per mail piece (not per page). This surcharge only applies to multiple page bills that have too many pages to be inserted into a #10 envelope by machine. This surcharge covers the necessary manual labor required to process these mail pieces.
- **Address Updates – NCOALink or ACS:** per reported update. InfoSend electronically reports the addresses it received in your data that need to be updated because the customer filed a Change of Address Report with the USPS. Cost is per update.

Materials

- **Paper Stock:** white paper stock with or without perforation. Paper is 8.5x11" and 24lb. Price includes all inventory costs. A larger 8.5x14" format is available at a higher material cost and higher printing cost.
- **Outgoing #10 Envelope:** #10 InfoSend Standard Double Window Outgoing Envelope. Includes security tint printed on the inside of the paper stock and clear film that prevent the contents of the envelope from being viewed. Sourced with sustainably logged paper (SFI).
- **Return #9 Envelope:** #9 InfoSend Standard Single Window Return Envelope. Includes the same security tint and SFI paper as the #10.
- **Outgoing Flat Envelope:** single window envelope, only used for multiple page statements that do not fit in the #10 envelope.

Insert Services

- **InfoSend Produced Inserts:** utilizing InfoSend printing and/or design services, inserts can be produced by InfoSend. Price quoted on request.
- **Envelope Messaging (Snipes):** custom messages and images can be printed onto the standard InfoSend #10 double window envelope as a more cost-effective alternative to pre-manufactured custom envelopes. The price depends on the artwork – number of colors and whether it prints on one or both sides of the envelope, as well as order quantity. Price is quoted upon request.
- **Electronic Inserts:** fee per digital image of a physically produced insert included in the PDF copy of a document. Ensures that client representatives and client customers can get the same information in the electronic bill as would go out physically.
- **Inserting Fee:** client provided or InfoSend produced inserts to be included with InfoSend produced mail. Additional fee applies if insert arrives at InfoSend but requires folding prior to insertion. Setup fees may apply for programming selective inserting. InfoSend-printed inserts are quoted upon request.

Optional Document Services
- **Enhanced Print Quality:** the baseline print image quality for transactional documents such as statements and invoices is 600 x 600 DPI. Work produced from InfoSend's Anaheim facility can be printed at an enhanced image quality at an additional cost. This option uses high definition pigment ink & variable drop sizes to achieve a perceived 1200 x 1200 DPI image quality.
- **Print Image Archiving:** fee per document to process, index, and store a document as a PDF for a set number of months. PDFs are securely accessed using an InfoSend website application, and includes USPS mail tracking for all outbound First Class mailed documents. Setup fees may apply depending on configuration needs.
- **Print Image Archive API Monthly Support Fee:** a flat monthly support fee to provide API access to documents in the InfoSend Print Image Archive. InfoSend will work with the designated third parties that a Client chooses, and provide support and open access to API calls on a monthly basis.
- **Final Doc Transfer FTP:** each completed InfoSend batch is indexed and transferred to you via FTP or SFTP to store on your own network. InfoSend's standard Batch File format is one PDF per batch with an XML companion file providing meta data and page numbers. If the client requires a custom scheme, including individual PDFs per each image in a batch, the Custom fee applies. Note: setup fees may also apply for some custom setups.
- **Professional Services Fee:** per hour and performed only upon request for customizations made to processing program or document format after go-live. Work is only started after receiving client approval of a formal quote.
- **Returned Mail Handling:** InfoSend will provide electronic reporting of mail that is returned by USPS, saving clients the hassle of receiving and opening returned mail to update records. All records which are not delivered will be securely destroyed and recycled after reporting.
- **Remit Tracking:** for clients utilizing the Print Image Archiving service, InfoSend can also track inbound mail from customers utilizing an included remittance stub in the outbound mail. With Remit Tracking clients will be able to see when a customer responded to the original mail piece, as well as get a daily report of inbound mail with an estimated value of payment remittances based on the outbound mail.

Required Docs

Drug-Free Workplace Certification

DRUG-FREE WORKPLACE CERTIFICATION

THE BELOW SIGNED RESPONDENT CERTIFIES that it has implemented a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1.   Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2.   Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3.   Give each employee engaged in providing the commodities or contractual services that are under quote a copy of the statement specified in subsection 1.

4.   In the statement specified in subsection 1, notify the employees that, as a condition of working on the commodities or contractual services that are under quote, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5.   Impose a sanction on, or require the satisfactory participation in, drug abuse assistance or rehabilitation program if such is available in employee's community, by any employee who is convicted.

6.   Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign this statement, I certify that this firm complies fully with the above requirements.

DATE: 09.11.2020

COMPANY: InfoSend, Inc

ADDRESS: 4240 E La Palma Avenue

Anaheim, CA

92807

PHONE NO.: 714.993.2690

SIGNATURE:

NAME: Russ Rezai
(Typed or Printed)

TITLE: President

E-MAIL: russ.r@infosend.com

Conflict of Interest Disclosure Form

For purposes of determining any possible conflict of interest, all respondents, must disclose if any Okaloosa Board of County Commissioner, employee(s), elected officials(s), or if any of its agencies is also an owner, corporate officer, agency, employee, etc., of their business.
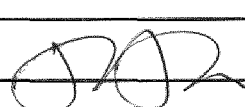
Indicate either "yes" (a county employee, elected official, or agency is also associated with your business), or "no". If yes, give person(s) name(s) and position(s) with your business.

YES_____   NO **X**_____

NAME(S)   POSITION(S)

_____

_____

_____

_____

FIRM NAME: **InfoSend, Inc.**

BY (PRINTED): **Russ Rezai**

BY (SIGNATURE): _____

TITLE: **President**

ADDRESS: **4240 E La Palma Avenue**

Anaheim, CA 92807

PHONE NO. **714.993.2690**

E-MAIL **russ.r@infosend.com**

DATE **09.11.2020**

Federal E-Verify Compliance Certification
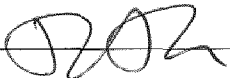
FEDERAL E-VERIFY COMPLIANCE CERTIFICATION

In accordance with Okaloosa County Policy and Executive Order Number 11-116 from the office of the Governor of the State of Florida, Respondent hereby certifies that the U.S. Department of Homeland Security's E-Verify system will be used to verify the employment eligibility of all new employees hired by the respondent during the contract term, and shall expressly require any subcontractors performing work or providing services pursuant to the contact to likewise utilize the U.S. Department of Homeland Securities E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the contract term; and shall provide documentation such verification to the County upon request.

As the person authorized to sign this statement, I certify that this company complies/will comply fully with the above requirements.

DATE: 714.993.2690

SIGNATURE:

COMPANY: InfoSend, Inc.

NAME: Russ Rezai

ADDRESS: 4240 E La Palma Avenue Anaheim, CA 92807

TITLE: President

E-MAIL: russ.r@infosend.com

PHONE NO.: 714.993.2690

Cone of Silence

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<u>**CONE OF SILENCE**</u>

The Board of County Commissioners have established a solicitation silence policy **(Cone of Silence)** that prohibits oral and written communication regarding all formal solicitations for goods and services (ITB, RFP, ITQ, ITN, and RFQ) or other competitive solicitation between the bidder (or its agents or representatives) or other entity with the potential for a financial interest in the award (or their respective agents or representatives) regarding such competitive solicitation, and any County Commissioner or County employee, selection committee member or other persons authorized to act on behalf of the Board including the County's Architect, Engineer or their subconsultants, or anyone designated to provide a recommendation to award a particular contract, other than the Purchasing Department Staff..

The period commences from the time of advertisement until contract award.

Any information thought to affect the committee or staff recommendation submitted after bids are due, should be directed to the Purchasing Manager or an appointed representative. It shall be the Purchasing Manager's decision whether to consider this information in the decision process.

<u>**Any violation of this policy shall be grounds to disqualify the respondent from consideration during the selection process.**</u>

All respondents must agree to comply with this policy by signing the following statement and including it with their submittal.

I _____ representing **InfoSend, Inc.** _____
         Signature   **Company Name**

On this day of ___**September 11**___ , 2020 hereby agree to abide by the County's **"Cone of Silence Clause"** and understand violation of this policy shall result in disqualification of my proposal/submittal.

Recycled Content Form

RECYCLED CONTENT FORM

RECYCLED CONTENT INFORMATION

1. Is the material in the above: Virgin X_____ or Recycled _____ (Check the applicable blank). If recycled, what percentage _____ %.

   Product Description: InfoSend paper is delivered in rolls and is SFI sourced (Sustainable Forestry Initiative), then turned into cut sheets and envelopes during the production process.

   _____

   _____

2. Is your product packaged and/or shipped in material containing recycled content?

   Yes X_____   No _____

   Specify: Paper and envelopes are packages in cartons and cardboard which contain recycled content.

   _____

   _____

   _____

3. Is your product recyclable after it has reached its intended end use?

   Yes X_____   No _____

   Specify: InfoSend produced envelopes and statements are recyclable after their intended end use.

   _____

   _____

   _____

   _____

The above is not applicable if there is only a personal service involved with no product involvement.

Name of Respondent: InfoSend, Inc

E-Mail: russ.r@infosend.com

Indemnification and Hold Harmless

INDEMNIFICATION AND HOLD HARMLESS

Respondent shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the Respondent and other persons employed or utilized by the Respondent in the performance of this Agreement.

InfoSend, Inc.	
Respondent's Company Name	Authorized Signature – Manual
4240 E La Palma Avenue Anaheim, CA 92807	**Russ Rezai**
Physical Address	Authorized Signature – Typed
4240 E La Palma Avenue Anaheim, CA 92807	**President**
Mailing Address	Title
714.993.2690	**714.993.1306**
Phone Number	FAX Number
	800.955.9330
Cellular Number	After-Hours Number(s)
09.11.2020	**russ.r@infosend.com**
Date	E-mail

LOBBYING - 31 U.S.C. 1352, 49 CFR Part 19, 49 CFR Part 20

APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

(To be submitted with each bid or offer exceeding $100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*)]

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
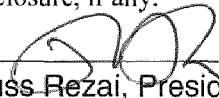
(Continued next page)

(Continued.) LOBBYING - 31 U.S.C. 1352, 49 CFR Part 19, 49 CFR Part 20

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such expenditure or failure.]

The Contractor, __InfoSend, Inc.__ , certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq., apply* to this certification and disclosure, if any.

_____ Signature of Contractor's Authorized Official

Russ Rezai, President _____ Name and Title of Contractor's Authorized Official

09.11.2020 _____ Date

Company Data

<u>**COMPANY DATA**</u>

Respondent's Company Name:	InfoSend, Inc.
Physical Address & Phone #:	4240 E La Palma Avenue
	Anaheim, CA
	92807
	714.93.2690
Contact Person (Typed-Printed):	Marty Bielecki
Phone #:	239.600.6722
Cell #:	239.247.4419
Federal ID or SS #:	33-0748516
DUNNS/SAM #:	13-379-00-50
Respondent's License #:	BUS2011-00180
Fax #:	714.993.1306
Emergency #'s After Hours, Weekends & Holidays:	800.955.9330

System for Award Management

(a) Definitions. As used in this provision.

"Electronic Funds Transfer (EFT) indicator" means a four-character suffix to the unique entity identifier. The suffix is assigned at the discretion of the commercial, nonprofit, or Government entity to establish additional System for Award Management records for identifying alternative EFT accounts (see subpart 32.11) for the same entity.

"Registered in the System for Award Management (SAM) database" means that:

(1) The Offeror has entered all mandatory information, including the unique entity identifier and the EFT indicator, if applicable, the Commercial and Government Entity (CAGE) code, as well as data required by the Federal Funding Accountability and Transparency Act of 2006 (see subpart 4.14) into the SAM database;

(2) The offeror has completed the Core, Assertions, and Representations and Certifications, and Points of Contact sections of the registration in the SAM database;

(3) The Government has validated all mandatory data fields, to include validation of the Taxpayer Identification Number (TIN) with the Internal Revenue Service (IRS). The offeror will be required to provide consent for TIN validation to the Government as a part of the SAM registration process; and

(4) The Government has marked the record "Active".

"Unique entity identifier" means a number or other identifier used to identify a specific commercial, nonprofit, or Government entity. See www.sam.gov for the designated entity for establishing unique entity identifiers.

(b)(1) By submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the SAM database prior to award, during performance, and through final payment of any contract, basic agreement, basic ordering agreement, or blanket purchasing agreement resulting from this solicitation.

(2) The Offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "Unique Entity Identifier" followed by the unique entity identifier that identifies the Offeror's name and address exactly as stated in the offer. The Offeror also shall enter its EFT indicator, if applicable. The unique entity identifier will be used by the Contracting Officer to verify that the Offeror is registered in the SAM database.

(c) If the Offeror does not have a unique entity identifier, it should contact the entity designated at www.sam.gov for establishment of the unique entity identifier directly to obtain one. The Offeror should be prepared to provide the following information:

(1) Company legal business name.

(2) Tradestyle, doing business, or other name by which your entity is commonly recognized.

(3) Company Physical Street Address, City, State, and Zip Code.

(4) Company Mailing Address, City, State and Zip Code (if separate from physical).

(5) Company telephone number.

(6) Date the company was started.

(7) Number of employees at your location.

(8) Chief executive officer/key manager.

(9) Line of business (industry).

(10) Company Headquarters name and address (reporting relationship within your entity).

(d) If the Offeror does not become registered in the SAM database in timely manner, the Contracting Officer may proceed to award to the next otherwise successful registered Offeror.

(e) Processing time, which normally takes 48 hours, should be taken into consideration when registering. Offerors who are not registered should consider applying for registration immediately upon receipt of this solicitation.

(f) Offerors may obtain information on registration at https://www.acquisition.gov .

Offerors SAM information:

Entity Name:	**InfoSend, Inc.**
Entity Address:	4240 E La Palma Avenue Anaheim, CA 92807
Duns Number:	13-379-00-50
CAGE Code:	

Addendum Acknowledgement

ADDENDUM ACKNOWLEDGEMENT
ITB WS 70-20

Acknowledgment is hereby made of the following addenda (identified by number) received since issuance of solicitation:

ADDENDUM NO.	DATE
#1	09.08.2020

NOTE: Prior to submitting the response to this solicitation, it is the responsibility of the respondent to confirm if any addenda have been issued. If such addenda have been issued, acknowledge receipt by noting number(s) and date(s) above.

Anti-Collusion Statement

ANTI-COLLUSION STATEMENT: The below signed bidder has not divulged to, discussed or compared his bid with other bidders and has not **colluded with any other bidder or parties to bid whatsoever. Note: No premiums, rebates, or gratuities permitted either with, prior to, or after any** delivery of materials. Any such violation will result in the cancellation and/or return of material (as applicable) and the removal from bid list(s).

InfoSend, Inc.	[signature]
Bidder's Company Name	Authorized Signature – Manual
4240 E La Palma Avenue	Russ Rezai
Address	Authorized Signature – Typed
Anaheim, CA 92807	President
Address	Title
714.993.2690	714.993.1306
Phone #	Fax #
33-0748516	
Federal ID # or SS #	

Sworn Statement Under Section 287.133 (3) (a), Florida Statutes, on Public Entity Crimes

SWORN STATEMENT UNDER SECTION 287.133 (3)
(a), FLORIDA STATUTES, ON PUBLIC ENTITY
CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC
OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted for Okaloosa County Water and Sewer Department, FL

2. This sworn statement is submitted by InfoSend, Inc.

Whose business address is: 4240 E La Palma Avenue Anaheim, CA 92807 and (if

applicable) its Federal Employer Identification Number (FEIN) is .

(If entity has no FEIN, include the Social Security Number of the individual signing

this sworn statement: 33-0748516

3. My name is Russ Rezai and my relationship to the

entity named above is President

4. I understand that a "public entity crime" as defined in Section 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

5. I understand that "convicted" or "conviction" as defined in Section 287.133 (1) (b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without adjudication of guilt, in any federal or state trial court of record, relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

6. I understand that an "affiliate" as defined in Section 287.133(1) (a), Florida Statutes, means: (1) A predecessor or successor of a person convicted of a public entity crime; or (2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

7. I understand that a "person" as defined in Section 287.133(1) (e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity,

or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors,
(Continued. Sworn Statement Public Entity Crimes)
executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

8. Based on information and belief, that statement which I have marked below is true in relation to the entity submitting this sworn statement. [Please indicate which statement applies.]

X   Neither the entity submitting this sworn statement, nor one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of public entity crime subsequent to July 1, 1989.

____   There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. [Please attach a copy of the Final Order.]

____   The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. [Please attach a copy of the Final Order.]

____   The person or affiliate has not been placed on the convicted vendor list. [Please describe any action taken by or pending with the Department of General Services.]

Date: 9|10|2020 _____ Signature: _____

STATE OF: _____

COUNTY OF: _____

PERSONALLY, APPEARED BEFORE ME, the undersigned authority, who after first being sworn by me, affixed his/her signature in the space provided above on this _____ day of _____, in the year _____.

My commission expires: _____

Notary Public

_____

Print, Type, or Stamp of Notary Public   *see attached*

Personally, known to me, or Produced Identification:

_____

Type of ID

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Orange _____

Subscribed and sworn to (or affirmed) before me on this 10th day of September _____, 20 20 , by Rusteen Rezai _____

_____,
proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

DEVIN ALMA ROMANO
Notary Public - California
Orange County
Commission # 2235938
My Comm. Expires Mar 26, 2022
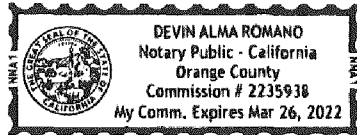
(Seal)   Signature _____

Government Debarment & Suspension

Instructions

1. By signing and submitting this form, the prospective lower tier participant is providing the certification set out in accordance with these instructions.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person(s) to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Orders 12549, at Subpart C of OMB 2 C.F.R. Part 180 and 3000.332. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the System for Award Management (SAM) database.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph (5) of these instructions, if a participant in

a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions
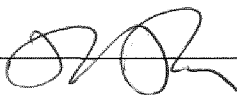
The following statement is made in accordance with the Privacy Act of 1974 (5 U.S.C. § 552(a), as amended). This certification is required by the regulations implementing Executive Orders 12549, Debarment and Suspension, and OMB 2 C.F.R.
Part 180, Participants' responsibilities. The regulations were amended and published on August 31, 2005, in 70 Fed. Reg. 51865-51880.

[READ INSTRUCTIONS ON PREVIOUS PAGE BEFORE COMPLETING CERTIFICATION]

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or State department or agency;

2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal

Russ Rezai, President
Printed Name and Title of Authorized Representative

Signature

09.11.2020
Date

Vendors on Scrutinized Companies Lists

VENDORS ON SCRUTINIZED COMPANIES LISTS

By executing this Certificate **InfoSend, Inc.** , the bid proposer, certifies that it is not: (1) listed on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.4725, Florida Statutes, (2) engaged in a boycott of Israel, (3) listed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to section 215.473, Florida Statutes, or (4) engaged in business operations in Cuba or Syria. Pursuant to section 287.135(5), Florida Statutes, the County may disqualify the bid proper immediately or immediately terminate any agreement entered into for cause if the bid proposer is found to have submitted a false certification as to the above or if the Contractor is placed on the Scrutinized Companies that Boycott Israel List, is engaged in a boycott of Israel, has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria, during the term of the Agreement. If the County determines that the bid proposer has submitted a false certification, the County will provide written notice to the bid proposer. Unless the bid proposer demonstrates in writing, within 90 calendar days of receipt of the notice, that the County's determination of false certification was made in error, the County shall bring a civil action against the bid proposer. If the County's determination is upheld, a civil penalty shall apply, and the bid proposer will be ineligible to bid on any Agreement with a Florida agency or local governmental entity for three years after the date of County's determination of false certification by bid proposer.

As the person authorized to sign this statement, I certify that this firm complies fully with the above requirements.

DATE: **09.11.2020**

COMPANY: **InfoSend, Inc**

ADDRESS: 4240 E La Palma Avenue

Anaheim, CA

92807

PHONE NO.: **714.993.2690**

SIGNATURE:

NAME: **Russ Rezai**
(Typed or Printed)

TITLE: **President**

E-MAIL: **russ.r@infosend.com**

Certificate of Good Standing for the State of Florida

State of Florida
Department of State

I certify from the records of this office that INFOSEND, INC. is a California corporation authorized to transact business in the State of Florida, qualified on August 21, 2014.

The document number of this corporation is F14000003553.

I further certify that said corporation has paid all fees due this office through December 31, 2020, that its most recent annual report/uniform business report was filed on January 28, 2020, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Twenty-eighth day of January, 2020

Secretary of State

Tracking Number: 8939619487CC

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

GENERAL SERVICES INSURANCE REQUIREMENTS

CONTRACTORS INSURANCE

1. The Contractor shall not commence any work in connection with this Agreement until obtaining all required insurance and the certificate of insurance has been approved by the Okaloosa County Risk Manager or designee.

2. All insurance policies shall be with insurers authorized to do business in the State of Florida and having a minimum rating of A, Class X in the Best Key Rating Guide published by A.M. Best & Co. Inc.

3. All insurance shall include the interest of all entities named and their respective officials, employees & volunteers of each and all other interests as may be reasonably required by Okaloosa County. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance that is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.

4. Where applicable the County shall be shown as an Additional Insured with a waiver of subrogation on the Certificate of Insurance.

5. The County shall retain the right to reject all insurance policies that do not meet the requirement of this Agreement. Further, the County reserves the right to change these insurance requirements with 60-day prior written notice to the Contractor.

6. The County reserves the right at any time to require the Contractor to provide copies of any insurance policies to document the insurance coverage specified in this Agreement.

7. Any subsidiaries used shall also be required to obtain and maintain the same insurance requirements as are being required herein of the Contractor.

8. Any exclusions or provisions in the insurance maintained by the Contractor that excludes coverage for work contemplated in this agreement shall be deemed unacceptable and shall be considered a breach of contract.

WORKERS' COMPENSATION INSURANCE

1. The Contractor shall secure and maintain during the life of this Agreement Workers' Compensation insurance for all of his employees employed for the project or any site connected with the work, including supervision, administration or management of this project and in case any work is sublet, with the approval of the County, the Contractor shall require the Subcontractor similarly to provide Workers' Compensation insurance

for all employees employed at the site of the project, and such evidence of insurance shall be furnished to the County not less than ten (10) days prior to the commencement of any and all sub-contractual Agreements which have been approved by the County.

2. Contractor must be in compliance with all applicable State and Federal workers' compensation laws, including the U.S. Longshore Harbor Workers' Act or Jones Act, if applicable.

3. No class of employee, including the Contractor himself, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation insurance shall also include Employer's Liability coverage.

4. A Waiver of Subrogation is required to be shown on all Workers Compensation Certificates of Insurance.

BUSINESS AUTOMOBILE LIABILITY

Coverage must be afforded for all Owned, Hired, Scheduled, and Non-Owned vehicles for Bodily Injury and Property Damage in an amount not less than $1,000,000 (One Million Dollars) combined single limit each accident. If the contractor does not own vehicles, the contractor shall maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Policy. Contractor must maintain this insurance coverage throughout the life of this Agreement.

COMMERCIAL GENERAL LIABILITY INSURANCE

1. The Contractor shall carry Commercial General Liability insurance against all claims for Bodily Injury, Property Damage and Personal and Advertising Injury caused by the Contractor.

2. Commercial General Liability coverage shall include the following:

    1.)   Premises & Operations Liability
    2.)   Bodily Injury and Property Damage Liability
    3.)   Independent Contractors Liability
    4.)   Contractual Liability
    5.)   Products and Completed Operations Liability

3. Contractor shall agree to keep in continuous force Commercial General Liability coverage for the length of the contract.

INSURANCE LIMITS OF LIABILITY

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

LIMIT

1.	Workers' Compensation		
	1.)	State	Statutory
	2.)	Employer's Liability	$500,000 each accident
2.	Business Automobile		$1,000,000 each accident (A combined single limit)
3.	Commercial General Liability		$1,000,000 each occurrence Bodily Injury & Property Damage $1,000,000 each occurrence Products and completed operations
4.	Personal and Advertising Injury		$1,000,000 each occurrence
5.	Error and Omissions		$1,000,000 each occurrence

NOTICE OF CLAIMS OR LITIGATION

The Contractor agrees to report any incident or claim that results from performance of this Agreement. The County representative shall receive written notice in the form of a detailed written report describing the incident or claim within ten (10) days of the Contractor's knowledge. In the event such incident or claim involves injury and/or property damage to a third party, verbal notification shall be given the same day the Contractor becomes aware of the incident or claim followed by a written detailed report within ten (10) days of verbal notification.

INDEMNIFICATION & HOLD HARMLESS

To the fullest extent permitted by law, Contractor shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or wrongful conduct of the Contractor and/or other persons employed or utilized by the Contractor in the performance of this contract.

CERTIFICATE OF INSURANCE

1. Certificates of insurance indicating the job site and evidencing all required coverage must

be submitted not less than 10 days prior to the commencement of any of the work. The certificate holder(s) shall be as follows: Okaloosa County, 302 N Wilson Street, Crestview, Florida, 32536.

2.   The contractor shall provide a Certificate of Insurance to the County with a thirty (30) day prior written notice of cancellation; ten (10) days' prior written notice if cancellation is for nonpayment of premium.

3.   In the event that the insurer is unable to accommodate the cancellation notice requirement, it shall be the responsibility of the contractor to provide the proper notice. Such notification shall be in writing by registered mail, return receipt requested, and addressed to the Okaloosa County Purchasing Department at 5479-A Old Bethel Road, Crestview, FL 32536.

4.   In the event the contract term goes beyond the expiration date of the insurance policy, the contractor shall provide the County with an updated Certificate of insurance no later than ten (10) days prior to the expiration of the insurance currently in effect. The County reserves the right to suspend the contract until this requirement is met.

5.   The certificate shall indicate if coverage is provided under a claims-made or occurrence form. If any coverage is provided on a claims-made form, the certificate will show a retroactive date, which should be the same date of the initial contract or prior.

6.   All certificates shall be subject to Okaloosa County's approval of adequacy of protection.

7.   All deductibles or self-insured retentions (SIRs), whether approved by Okaloosa County or not, shall be the Contractor's full responsibility.

8.   In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR.

GENERAL TERMS

Any type of insurance or increase of limits of liability not described above which, the Contractor required for its own protection or on account of statute shall be its own responsibility and at its own expense.

Any exclusions or provisions in the insurance maintained by the contractor that excludes coverage for work contemplated in this contract shall be deemed unacceptable and shall be considered a breach of contract.

The carrying of the insurance described shall in no way be interpreted as relieving the Contractor of any responsibility under this contract.

Should the Contractor engage a subcontractor or sub-subcontractor, the same conditions will apply under this Agreement to each subcontractor and sub-subcontractor.

The Contractor hereby waives all rights of subrogation against Okaloosa County and its employees under all the foregoing policies of insurance.

EXCESS/UMBRELLA INSURANCE

The Contractor shall have the right to meet the liability insurance requirements with the purchase of an EXCESS/UMBRELLA insurance policy. In all instances, the combination of primary and EXCESS/UMBRELLA liability coverage must equal or exceed the minimum liability insurance limits stated in this Agreement. An Excess liability policy must be submitted indicating which policy it applies to.

(REMAINDER OF PAGE INTENTIONALLY LEFT BLANK)

Attachment "C"- Civil Rights Clauses

Title VI List of Pertinent Nondiscrimination Acts and Authorities

During the performance of this Agreement, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor"), as applicable, agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 USC § 2000d *et seq.*, 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Non-discrimination in Federally-assisted programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 USC § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973 (29 USC § 794 *et seq.*), as amended (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- The Age Discrimination Act of 1975, as amended (42 USC § 6101 *et seq.*) (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982 (49 USC § 471, Section 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987 (PL 100-209) (broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 USC §§ 12131 – 12189) as implemented by U.S. Department of Transportation regulations at 49 CFR parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 USC § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes

- discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 USC 1681 et seq).
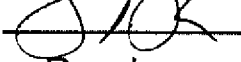
Vendors on Scrutinized Companies Lists

VENDORS ON SCRUTINIZED COMPANIES LISTS

By executing this Certificate **InfoSend, Inc.** , the bid proposer, certifies that it is not: (1) listed on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.4725, Florida Statutes, (2) engaged in a boycott of Israel, (3) listed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to section 215.473, Florida Statutes, or (4) engaged in business operations in Cuba or Syria. Pursuant to section 287.135(5), Florida Statutes, the County may disqualify the bid proper immediately or immediately terminate any agreement entered into for cause if the bid proposer is found to have submitted a false certification as to the above or if the Contractor is placed on the Scrutinized Companies that Boycott Israel List, is engaged in a boycott of Israel, has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria, during the term of the Agreement. If the County determines that the bid proposer has submitted a false certification, the County will provide written notice to the bid proposer. Unless the bid proposer demonstrates in writing, within 90 calendar days of receipt of the notice, that the County's determination of false certification was made in error, the County shall bring a civil action against the bid proposer. If the County's determination is upheld, a civil penalty shall apply, and the bid proposer will be ineligible to bid on any Agreement with a Florida agency or local governmental entity for three years after the date of County's determination of false certification by bid proposer.

As the person authorized to sign this statement, I certify that this firm complies fully with the above requirements.

DATE: **09.11.2020**

COMPANY: **InfoSend, Inc**

ADDRESS: **4240 E La Palma Avenue**

Anaheim, CA

92807

PHONE NO.: **714.993.2690**

SIGNATURE:

NAME: **Russ Rezai**
(Typed or Printed)

TITLE: **President**

E-MAIL: **russ.r@infosend.com**