

CITY OF TRAVERSE CITY BID TABULATION

Project: Mail Processing for Utility Statements Location: 2d fl. conf. room

Date and Time Due: M, 1/23/17 @ 2pm Staff: Julie Dalton
 Staff: James Henderson

VENDOR	BID AND/OR EXTRAS	TOTAL
Maple River Direct Mail	See Attached	
Kent ^{KCI} Communications Inc.		
Ancor Utilitec		
Data Matx		
Data Integrators		
CPS Statements		
Infosend		
Peregrine Corporation		
Pinnacle		



**Mail Processing for Utility Statements for
The City of Traverse City, Michigan**

January 23, 2016

CONFIDENTIAL

The information herein is for the express and singular purpose of evaluating Maple River Direct LLC as a statement supplier/processor to the City of Traverse City MI.

PROPOSING COMPANY NAME: Maple River Direct LLC

CONTACT PERSON FOR RFP: Linda Kniat

BUSINESS ADDRESS:

1569 Northern Star Drive
Traverse City MI 49696-9243

BUSINESS PHONE: 231-935-4300

BUSINESS FAX: 231-935-4343

EMAIL: Linda@maple-river.com

www.mapleriverdirect.com

3) D. Pricing:

- Flat Price

Flat price includes the initial set up fees for 5 jobs per month over the course of one year, initial programming, set up of share file folder, inventory control program, list conversions, audits, data processing procedures labor for inventory maintenance over the course of a year.

Flat Cost- \$3,250.00

If it is determined that the file will need data conversions, a fee will be introduced at \$100 per hour for additional set up time for the file.

- Per Piece Price

All printed material, which will include statement forms, #9 printed return envelopes, #10 window envelopes will be provided to Maple River Direct and the per piece price will be based on the variable print and processing of a duplex statement. This will include a 2-piece insert into #10 envelope. Seal, meter and processed

Option #1 = 1/1 (Black ink with grey shades for chart) duplex/processed per piece price- .13 cents per piece

Option #2= 4/1 (Color on just 1-side) duplex/processed per piece price- .18 cents per piece

Option #3= 4/4 (full color both sides) duplex/processed per piece price- .22 cents per piece

- Additional print and inserts will be determined per job.

Inserting additional inserts will be charged \$.019 per piece

- FCM AUTO POSTAGE RATES

As per the United States Postal Service, first class postage rates will start at .373 cents per piece and is based on sort of batch. Postage Rates take effect January 22, 2017

Option # Total Per Piece Cost= .503 cents per piece

Option #2 Total Per Piece Cost= .553 cents per piece

Option #3 Total Per Piece Cost= .593 cents per piece

First class postage rate starting January 22, 2017 will be .49 cents per piece

No additional postage charges for pieces weighing over an ounce.



City of Traverse City
Mail Processing for Utility Statements

Bidder: Kent Communications Inc.
3901 East Paris Ave SE
Grand Rapids, MI 49512

Contact: Autumn Hoffman
AutumnH@KentCommunications.com
P (616)226-8057
F (616)957-3026



3901 East Paris SE
 Grand Rapids, MI 49512
 616.957.2120 phone
 616.957.3026 fax
 kentcommunications.com

Proposal

City of Traverse City
 400 Boardman Ave.
 Traverse City, MI 49684
Ph:

Fax:

Proposal 185902.
Date January 18, 2017

Project

Utility Statements – monthly (based on 5 weeks)
 Bill: Print 2 sided (Blue & Gold / Blue & Black) on 20# White Perf Stock, Fold
 #9 Reg (white) Env: Print 1 side (blue)
 #10 (white) Single Window Security Tint: Print 1 side (blue), Insert x3 (Bill, Return Env & Customer Supplied Insert), Seal, Sort & Mail First Class Presort; 5 Drops (mail/drop weekly)

Components

Utility Bills, #9 Reg Envelope, #10 Single Win Env

Quantity of 12,500

Services	Quantity	Setup	Minimum	Rate	per	Price
Programming - 1 TIME FEE	8		\$100.00	\$100.00	ea	\$800.00
WB-Water/Utility Bills Set-up (weekly)	5			\$45.00	ea	\$225.00
Printing #9 Return Env	12,500			\$27.05	/m	\$338.13
Printing #10 Window Env	12,500			\$33.22	/m	\$415.25
Process & Mail WB (2-sided/color ink)	12,500		\$150.00	\$160.00	/m	\$2,000.00
Add'l Customer Provided Insert (optional)	12,500			\$10.00	/m	\$125.00
Prepare Forms/Verify and/or Del. to PO (weekly)	5		\$12.00	\$12.00	ea	\$60.00

Total Cost for Services **\$3,963.38**

Estimated Postage	Pieces	Rate	Postage
1st Class/5-Digit	10,000	0.3760	\$3,760.0000
1st Class/3-Digit	2,500	0.3990	\$997.5000

Total Estimated Postage **\$4,757.500**

Total Estimated Project Cost **\$8,720.88**

Postage must be paid in advance or on deposit with the Post Office.

Thank you for the opportunity to quote on this project.

Autumn Hoffman
 Account Manager



January 18, 2017

Julie Dalton
Purchasing Agent
City Manager's Office
Governmental Center 2nd Floor
400 Boardman Avenue
Traverse City, MI 49684

Ms. Dalton,

Thank you for the opportunity to submit our proposal for RFP *Mail Processing for Utility Statements*. **We accept *all* terms and conditions set forth in this proposal, including all addendums.**

As a **utility-focused, Michigan-based company**, Utilitec will offer a seamless, holistic solution for data processing, bill printing, mailing and Omni-channel PDF presentment services, as we maintain the latest full-color ink jet, roll-to-sheet printing technologies that can easily manage the 8-1/2 X 11 printing requirements of your bills, letters, notices and inserts.

Our customers will confirm that switching to Utilitec is easy, and will provide the City of Traverse City with the benefit of our industry experience. Thank you for your consideration of our proposal.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Macres'.

Chris Macres
Business Development Manager
Utilitec



Traverse City Pricing Matrix

Print & Mail

Initial and Ongoing Professional Service Fees

- *Includes all phases of the project prior to the production phase: Initial programming, testing and implementation*

This transition typically requires 60-120 hours of development *and* project management resource hours depending on many factors.

	Basic Installation	Advanced Installation
Project Management Hours	60 hours	120 hours
IT Hours	60 hours	120 hours
Total Commitment	\$12,600.00	\$25,200.00
Discount*	<u>-\$7,600.00</u>	<u>-\$10,200.00</u>
Traverse City (one-time) Cost	\$5,000.00	\$15,000.00

Discount*

In an effort to further reduce the costs associated with this transition, and given our knowledge of Sungard data, Utilitec is willing to reduce the Basic and Advanced Installation costs.

Notes:

- Project Management hours are billed at a rate of \$85.00/hour
- IT hours are billed at a rate of \$125.00/hour
- Additional Project Management and IT hours are billed *only* if allotted time period is exceeded

Basic Installation - Compose current billing templates, design data mapping around your current extract file, balancing protocol, selective inserting and special handling requirements, business rule engine creation, ftp setup, and two (2) rounds of samples.

Advanced Installation – For clients that elect to enhance their current billing presentation beyond the scope of their original request, we offer this additional service. Services include all basic installation features plus up to five (4) additional billing templates and applicable business rules, plus an additional four (3) rounds of samples and IT changes.

*Note: We fully anticipate Traverse City to be launched within the **Basic Installation** framework.*



Consultation Services

Utilitec will provide Traverse City with best-in-class consulting services based on our utility-only experience and knowledge. Additional fees may apply for projects such as *New Bill Design*, time and effort associated with *Ongoing Consulting* relating to the CIS upgrades/changes, etc. All services will be quoted based on City specifications.

Professional Services Charges **\$150.00/hour**

- For requested **programming** changes after initial implementation

Service Fees

1 Page Bill Service Fee **\$.115/each**

- file transmission
- data processing
- statement paper stock
- full color printing/10% coverage
- mail preparation (folding, inserting)
- no. 10 double window envelope (white)
- no.9 return envelope (white)
- delivery to USPS

Additional Bill Pages Service Fee **\$.05/page**

- Per-page cost to print and insert additional pages if the bill contains more than 1 page

Optional marketing Insert Fee **\$.01/each**

- Charge for inserting client-approved marketing inserts only. **There is no charge for inserting statement into no.9 envelope.**

Optional Move Update Compliance Services

- NCOALink or ACS Service (correcting address on each bill) **\$0.30 per change**
- Corrected addresses will be sent to the City for upload into Sungard



PDF Creation/Archival Fee

\$.02/each

- create, index and store PDF billing images
- no “per click” charge - **unlimited viewing**
- annual maintenance
- PDF storage beyond 13 months is \$.005/bill

Additional Consideration

Processing of Paperless Data

\$.04/each

- processing of data for paperless bills to be used for emails, PDF's EBPP and storage

Postage Costs

Based on published USPS rates

USPS address services

- CASS/DPV Address Correction provided
- IMB bar codes applied
- Postal sortation to qualify for lowest rates

\$No Charge

Co-mingling of non-qualifying pieces to reduce cost

\$.01/envelope

Postage permit/meter fee (one-time, initial set-up fee) Yearly permit/meter renewal fee

Based on published USPS rates

Based on published USPS rates

Automated address bundling (householding) elective

\$No Charge

- multi premise/invoice billing

Summary reporting and invoicing

\$No Charge

API web-call service to call PDF's

\$250.00/month

- *this fee represents any external connectivity that **may be required** to facilitate pdf, paperless billing, payment or other required transfers of data to the City or other 3rd party vendors*

Utilitec Dashboard Pricing

UConnect Customer Portal <ul style="list-style-type: none">•customer portal for document management and reporting•centralized portal for module access•includes yearly maintenance and training for all modules	TBD
UTrack™ <ul style="list-style-type: none">•online job-tracking module•includes yearly maintenance	TBD
UReview™ <ul style="list-style-type: none">•bill capturing module•"safety net" to enhance City auditing thresholds•includes yearly maintenance	TBD
UView™ <ul style="list-style-type: none">•PDF search module•E-bill image hosting•includes yearly maintenance	TBD
UChange™ <ul style="list-style-type: none">•onbill messaging editor•letter management and editing•includes yearly maintenance	TBD
UMail™ <ul style="list-style-type: none">•returned mail application•includes yearly maintenance	TBD



Secured Services (E-billing)

Secured Services (e-billing)

- (external) electronic bill presentment & payment platform TBD
- one time implementation fee
- includes yearly maintenance

Quickbill™

- email delivery technology TBD
- includes yearly maintenance

Note: Dashboard pricing will be based on specifications provided by the City of Traverse City. These are optional services and can be selected individually based on your billing strategy.



Traverse City
Governmental Center
Office of the City Manager
400 Boardman Avenue
Traverse City, MI 49684

Please find DATAMATX attached proposal to Traverse City in response to your request for a proposal for printing and mailing services.

DATAMATX specializes in turnkey bill production service that includes all initial document design, programming, technical support, automated bill production, NCOA and CASS address correction/certification, postage rate qualification, intelligent folding, inserting and mail presorting services. All work is done in our secure facilities with strict electronic and physical quality control inspections to ensure error free processing and 100% document accountability.

If selected by Traverse City to provide print, mail and optional electronic document presentment services, DATAMATX will process, print and mail from Atlanta facility. All materials will be procured by DATAMATX to ensure that the high quality materials utilized for your mailings are also efficient choices for our high speed production equipment. All materials will be stored in our climate controlled warehouse.

DATAMATX is a USPS licensed Full Service Intelligent Mail provider meeting the USPS' requirement of a full service Intelligent Mail Barcode (IMb) to qualify for discounted postage rates. We continue to maintain and operate under our USPS (PLATINUM FULL SERVICE CERTIFICATION) standards and we have been audited and received attestations of compliance with PCI-DSS DOC 2 TYPE 2 Compliant and Certified Processor and SSAE 16 Type II SOC 2 auditing standards.

DATAMATX is confident that overall our solution will meet and exceed your requirements. I look forward to the opportunity to provide services to Traverse City, or to provide any additional information as requested.

Sincerely,

A handwritten signature in black ink that reads "Harry P. Stephens".

Harry P. Stephens/President/CEO

ii. A persistent and knowing violation of the Michigan Consumer Protection Act.

iii. Willful or persistent violations of the Michigan Occupational Health and Safety Act.

iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules, or regulations.

v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.

(f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

Vendor understands that the City reserves the right to accept any or all bids in whole or part and to waive irregularities in any bid in the best interest of the City. The bid will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

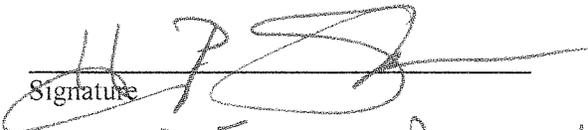
Vendor agrees that the bid may not be withdrawn for a period of one hundred twenty (120) days from the actual date of the opening of the bid.

Cost of services as outlined in Paragraph D - Pricing:

Initial setup fee \$ 625.00 per application
Cost per item \$.1522

Submitted by:

Signature



Name and Title (Print)

HARRY P. STEPHENS, PRESIDENT/CEO

Phone

770-936-5600

Fax

770-936-5614

Company Name

DATAMATX, INC

Company Address

3146 NE Expy NE

City,

Atlanta

State,

GA

Zip

30341

Sole proprietorship/partnership/corporation

Corporation

If corporation, state of corporation

Georgia



DATAMATX Fee Proposal for Traverse City. Fee Proposal is based on a minimum of 11,000 8 1/2 x 11 Monthly Utility Documents

Item/Description	Cost	Unit
Preprocessing	0.00700	Image (1)
Laser Printing Simplex (Black)	0.01500	Image (5)
Laser Printing Simplex (Black plus Highlight Color)	0.02300	Image (5)
Full Color RISO	0.03500	Image (5)
Intelligent Fold & Insert	0.01500	Sheet
Non Intelligent inserting (#9, Brochures, etc.)	0.00200	Insert
Seal & Meter (Inline)	0.00200	Envelope
Cut/Trim	0.00600	Per Cut
Stand Alone Presort	0.00800	Envelope
Commingled Presort if required for non-qualified mail	0.01650	Envelope
NCOALink 18mth w data file and XML updates	No Charge	PerM
NCOALink 18mth w/ update applied if directed PDF report processing	0.00300	Per Piece
Standard Paper Stock		
White, 24 lb, 8.5" x 11, Plain	0.01000	Sheet
White, 24 lb, 8 1/2 x 11, Perforated	0.01050	Sheet
Custom Pre-Printed Paper (7) Additional options can be quoted upon receipt of specifications		
White, 24 lb, 8.5 x 11, pre-printed 3/1 With Perf, Min 50,000 purchase	0.01650	Sheet
Standard Envelopes		
White, 24 lb, DX #10 Standard Double Window	0.01650	Envelope
White, 24lb, DX #9 Standard Single Window Envelope	0.01420	Envelope
White, 24 lb, 6 X 9" Double Window Envelope (6-13 pages)	0.03500	Envelope
White, 24 lb, 9 X 12" Double Window Catalog Envelope (14-33 pages)	0.20000	Envelope
White, 24 lb, 9 x 12" Double Window Accordion Envelope (34+ pages)	0.65000	Envelope
Custom Pre-Printed Paper (7) Additional options can be quoted upon receipt of specifications		
White, 24 lb, #10 Custom Single Window Env, prints 1 color on face, w/security tint	0.02520	Envelope
Blue, 24lb, #9 Closed Face Envelope, Prints 1/0 face only, min order 50,000	0.05240	Envelope
Programming and Set Up		
Implementation Programming	125.00	Hour (3)
Post Implementation Client Driven Programming	125.00	Hour
Bill Form Design Changes	125.00	Hour
Manual Document Pulls	10.00	Per Document
Clerical Time	35.00	Hour
Optional CD/DVD Archival Pricing		
One Time Set Up Fee	150.00	One Time Set Up
PDF File Conversion with Index	0.01000	Per Image
Bulk PDF Return File	0.00600	Per Image
Media Fee	50.00	
Optional Copies of CD	50.00	Per Duplicate Copy



USPS Postage (2) - First Class Rate for 1- 2 ounce mail. (Effective January 22, 2017)	Envelope (2)
USPS Postage will be required and reported at actual USPS rates.	
5 Digit	0.373
AADC	0.403
Mixed AADC	0.423
Full Rate (non-qualifying, non-automation compatible addresses)	0.460

Move Update Compliance

To qualify for first class postage discounts, you are required to use a USPS approved method to update your address list within the 95 day period prior to each mailing. If you choose a move update method outside of DATAMATX, we will process your mail through NCOA and will upgrade any hits on the NCOA database to full rate class postage prior to mailing avoid potential USPS penalties for non-compliant mail. If your move update process is successful, there should be few or no pieces upgraded, however due to timing differences between updates to various USPS and licensee databases, there may be occasional upgrades required.

Postage Deposit

Because postage is a pass-through item, and must be applied to the envelopes prior to mailing with the USPS, DATAMATX requires a postage deposit of an estimated 45 days postage usage in advance of any mailing to be maintained in a postage escrow account. For single run mailings, a deposit of the estimated postage amount must be received in advance of mailing. Any remaining credit or debit balance will be settled upon completion of the mailing.

Clarification of Service and Price

1. Includes Electronic File Transfer, Email Confirmation, CASS Certification, Zip+4 Assignment, Address Correction, Page Grouping To Combine Multiple Bills, Processing Variable Messaging, Inserter Bar Codes, Document Integrity Bar Codes, Print File Generation And Report Generation.
2. Based on qualifying pieces using current USPS rates & regulations - subject to change based on USPS rate increase(s).
3. New implementation, form design and/or application change programming will be quoted per job after receiving full specifications. Implementation is estimated at 60 hours programming but will be capped at 5 hours per job for initial set up.
4. All custom ordered client materials will be billed lump sum upon order placement. Pricing for custom materials is based on either (1) a 3-6 month supply with a minimum single order of 50M for recurring jobs (default) or (2) a specific minimum order quantity noted on or below the pricing line item description. Where no quantity is listed, the default minimum order in (1) applies. To insure an adequate supply for production of single-run jobs, the procurement and billing of any client specific materials requires allowance of a 1-5% overrun (depending on quantity) to accommodate test & production setup sheets, occasional production equipment spoilage and fluctuations in actual production quantities.
5. An image is considered one side of an 8 ½ x 11 page.
6. Minimum monthly billing for DATAMATX services and materials is \$700.00. Minimum excludes postage and shipping.
7. Custom orders must be quoted within 6 months of placement of order



Traverse City Full Color Riso Duplex pricing matrix						
Laser Duplex on 8.5" x 11" blank white with perf						
#10 Generic Double Window Envelope						
#9 DX Generic Envelopes						
Services						
Quantity	Unit	Description	Unit Price	Extension	1.0M Est.	
2	Image	Data Processing	0.00700	\$0.01400	\$14.00	
2	Image	Laser Print Full Color RISO	0.03500	\$0.07000	\$70.00	
1	Sheet	Fold and Intelligent Insert	0.01500	\$0.01500	\$15.00	
1	Piece	Pocket insert static items (#9 remit, flyer, etc.)	0.00200	\$0.00200	\$2.00	
1	Env	Seal and meter	0.00200	\$0.00200	\$2.00	
1	Env	Stand Alone Presort	0.00800	\$0.00800	\$8.00	
			Subtotal	\$0.11100	\$111.00	
Supplies						
Quantity	Unit	Description	Unit Price	Extension	1.0M Est.	
1	Sheet	White, 24# 8 1/2 x 11 Paper with perf	\$0.01050	\$0.01050	\$10.50	
1	Env	White, 24 lb, #10 DX Generic Double Window envelope	\$0.01650	\$0.01650	\$16.50	
1	Env	White, 24 lb, #9 DX Generic Single Window Envelope	\$0.01420	\$0.01420	\$14.20	
			Subtotal	\$0.04120	\$41.20	
				0.1522	\$152.20	

Envelopes not qualifying for a stand-alone presort discounted postage rate will be commingle presorted at the Mixed AADC postage discounted rate.



Optional Services: eTRAX / eVIEW / eAPPROVE Pricing

Service	Service Description	Price
eTRAX (Setup/Enablement/Activation/licensing)	All programming required to establish 5 authorized and authenticated users access to utilize functionality of the eTRAX website.	\$250 fee waived
eVIEW and eAPPROVE (Setup/Enablement/Activation)	All programming required to establish 5 authorized and authenticated eTRAX base users access to View/Fax*/Email* indexed documents via the eTRAX portal.	200.00/per application* (one-time Set Up fee) 150.00/per application eAPPROVE only - Applicable if client not utilizing eVIEW
eTRAX / eVIEW / eAPPROVE Optional : Additional User Licensing	Establishment of additional authorized users to system access.	6-10 Users 25.00/Month/Ea. 11-25 Users 20.00/Month/Ea. 26-99 Users 15.00/Month/Ea.
eVIEW (Processing, Data Management, Initial Storage)	Pricing includes all required services to access and view 3 months of data up to a maximum amount of 125K total images per quarter.	250.00 per month <u>On Request:</u> Fax Services .06/image Email Services .06/message
eVIEW - Additional Storage , (if required)	Additional Processing, Storage, and Data Management for required online document access/viewing/functionality in addition to the 125K total standard document access.	30K - 250K .00200/image/mo. 250K - 500K .00160/image/mo. 500K - 1MM .00140/image/mo. 1MM - 2MM .00120/image/mo. 2MM + .00110/image/mo.
eAPPROVE (Processing, and Data Management)	Pricing includes functionality to view documents and approve or reject daily data files	100.00 per month eAPPROVE only - Applicable if client not utilizing eVIEW
eTRAX Annual license renewal	Applicable to customers with access to only the eTRAX system. Includes all maintenance and management of system.	250.00 Per customer/per year. (First year included with initial setup).



Data Integrators

Proposal for Mail Processing for Utility Statements



CITY of
TRAVERSE CITY MICHIGAN

Proposed By

Robert L. Denton

President

Data Integrators

1190 International Parkway, Fredericksburg, VA 22406

bdenton@dataintegrators.com

Telephone: 540.752.9740

Facsimile: 540.752.9796



Cost Proposal

The cost for all materials, processing, printing, inserting, reporting and account management, staffing, software and hardware:

\$.145/ mailed envelope

Set up fees

Waived

Additional Charges:

Estimated postage (1/1/2017 rates)

\$.376/each

Services

Monthly Estimated total based on 12,500/ month

\$1,812.50

Estimated Annual Services

\$21,750.00

Postage

Monthly Estimated total based on 12,500/ month

\$4,700.00

Estimated Annual Postage

\$56,404.512

Combined

Estimated Annual

\$78,154.51

Mail Processing For Utility Statements

Bid Proposal

The City of Traverse City

Traverse City, Michigan

**CPSstatements.com
401 Tuscarawas St W Ste 201
Canton OH 44702**

**Toll Free: 877-454-7411 ext 305
Fax No.: 330-454-9966**

**Kyle Richmond
Krichmond@cpsstatements.com**

- High Quality 24 # Paper
- NCOA
- Full Color printing
- Customer Friendly Billing-CFB- Format with Aging Messaging
- Aging/Color Advancement Program
- Perforation for Payment Remittance with Convenient Remittance Coupon
- Secure Delivery #10 Envelope
- Secure Courtesy Reply Envelope
- 30 Days to 6 Month CFB Follow Up Modifications
- Communications Backer
- Postal-Sort Management for Postal Discount
- Daily Processing

The postage currently is .423 (as of January 22, 2017) per piece (up to 2-oz) for first class presorted mail. Any statements sent over 2-oz. mail at current first class rate. Postage rate is subject to change based on the USPS.

Pricing for the above services are as follows

\$149 a thousand pages plus \$423 a thousand statements for postage.

Cost per piece is .149 (service fee) + .423 (postage) = .572 per piece

Inserting (for 2nd insert in a mailing) is \$10.00 a thousand additional cost



BillPrint. eBills. Delivered.

An *Innovative* Outsourcing Partner

**Response to:
City of Traverse City**

**Mail Processing for Utility
Statements**

Provided by:
Julie Dalton
Purchasing Agent

Due: 1.23.2017
Time: 2:00 PM

Provided by:
Kelly Law – PRIMARY CONTACT
Territory Sales Manager
O: 714-993-2690
M: 949-566-3891
kelly.l@infosend.com

Robert Crawford
Territory Sales Manager
O: 714-993-2690
M: 714-795-7974
robert.c@infosend.com

InfoSend, Inc.
4240 E. La Palma Ave.
Anaheim, CA 92807

Anaheim, CA | Downers Grove, IL | Carrollton, TX

www.infosend.com



Cost

Cost proposal in accordance with the above specifications. All prices, costs and conditions outlined in the proposal shall remain fixed and valid for acceptance for 120 days starting on the due date of the proposals. The cost proposal shall represent all costs to be considered in making comparisons in order to award the contract for mail processing for utility statements. No additional fees will be paid for services not itemized on the proposal form. The City reserves the right to negotiate with the awarded provider reasonable fees for services unanticipated or not existing at the time of the contract award.

Pricing: Data Processing, Print & Mail Service Set-up Fee

InfoSend's Fees – Flat Fee Initial Set-up Costs		
Implementation, professional services, and optional services fees.		
Professional Services Fees	<p>Please pick from one of the options below:</p> <p>Option 1 - Express PDF Implementation: WAIVED With this option you control the formatting of your documents and do not pay maintenance fees.</p> <p>Option 2 - Data-Only (e.g. flat files, XML) Implementation: WAIVED When this option is selected InfoSend creates, hosts and maintains an application to generate your bills. Your current document design will be matched. Please note that data manipulations are not part of the standard offering.</p> <p>Document Redesign Service: WAIVED We will assist you in redesigning the format of your printed documents if needed. We will become responsible for later changing the format of the documents, if needed (Professional Services Fees will apply for future changes.</p> <p>Please note that Clients must sign off on requirements documents (Statement of Work, project plan, etc.) before programming and system configuration can begin. 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.</p>	
	<p>Professional Services Fee Per hour and performed <u>only upon request</u> for customizations made to your data processing application <u>after go-live</u>. Work is only started after receiving your approval of a formal quote.</p>	<p>Per Hour</p>

Pricing: Data Processing, Print & Mail Service Fees

InfoSend's Fees – Turnkey Data Processing, Print & Mail Service:				
The individual prices shown in the table below apply only to the turnkey Data Processing Print & Mail service for the following document types. Other types of document printing and or mailing can be quoted later, if needed.				
Primary Services	Turnkey Data Processing Print & Mail service	Per Item	Options Below:	
	<p>Price is per physical page. Includes processing of your unique data, CASS address validation, presorting, printing, and mail insertion. 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 3:00PM local time at the production facility designated for your account. If samples are required then they must be approved by 5:30PM for the file to be mailed by the next business day.</p> <p>Excludes materials, sales tax (where applicable), and postage.</p> <p>A postage deposit will be required prior to go live.</p> <p>For the quoted prices to apply InfoSend must have the right to combine data files sent by your organization with other files you have sent, when possible. Higher pricing applies if files must be printed separately.</p> <p><i>Pricing assumes the use of materials options listed in the below section.</i></p>	<p>All Utility Bills and Notices (Per Sheet) Est. Volume 12,500 documents across 5 runs/month</p> <p>Pricing includes print coverage matching the City's current utility statement template, or for InfoSend to upgrade City to a full color duplex statement with variable printing detail on both sides.</p>	\$0.06	
		<p>Inline Inserts (Per Sheet)</p> <p>Inline inserts are printed on our inkjet printer "inline" with the City's utility statement, meaning that we don't need to preprint and warehouse inserts for later inserting into the outgoing envelope. Inserts can be customized per customer type or per cycle.</p> <p>Price depends on the ink coverage in the insert artwork file. Price is quoted upon request for each insert.. InfoSend can provide pricing per volume tier and color specifications during contracting.</p>	Quoted upon request	
		<p>Multiple Page Mail Piece Surcharge – Handwork</p> <p>This 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 the #10 envelope by machine. This surcharge covers the necessary manual labor required to process these mail pieces.</p>	\$0.30	
		<p>Postage (for all job types)</p> <p>You will be invoiced for the exact postage used. You must use one of the two USPS approved Move Update methods to get the presort discounts:</p> <p>Lowest achievable postage rate is currently \$0.37 with our Full Service Intelligent Mail Barcode automation</p>	Pass Through	
		<p>Electronic 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.</p>	\$0.30	

Material Component Fees – Data Processing Print & Mail Service

Statement, Invoice, or Letter Paper Stock		
All Documents: white paper stock with or without perforation. Paper is 8.5x11" and 24lb. Price includes all inventory costs. . Preprinted forms are not necessary when printing on our inkjet color printer.	Per Sheet	\$0.015
InfoSend Standard Window Envelopes		
Standard Window Envelopes These envelopes include security tint printed on the inside of the paper stock and clear film that prevent the contents of the envelope from being viewed. These envelopes also use sustainably logged paper (SFI).	Per Standard Envelope	Options Below:
	City of Traverse City Custom #10 – per spec provided in the RFP materials. Please see InfoSend Standard #10 pricing below as a cost savings alternative.	\$0.021
	City of Traverse City Custom #9 – per spec provided in the RFP materials. Please see InfoSend Standard #9 pricing below as a cost savings alternative.	\$0.020
	#10 InfoSend Standard Double Window Outgoing Envelope	\$0.016
	#9 InfoSend Standard Single Window Return Envelope InfoSend also has a #9 Standard Single Window Return with a blue bar printed on the top left of the envelope that we will offer as an option to the City at the same rate (in lieu of using custom #9s priced above)	\$0.014
Other Envelopes		
Flat Single Window Envelope – only used for multiple page statements that do not fit in the #10 envelope.	Per Flat Envelope	\$0.16

Materials

Contract Escalations for 5-year term

InfoSend submits for the City's consideration the below verbiage in regards to price escalations and materials cost increases:

Price Escalations to InfoSend Fees

All prices quoted in this response will be fixed for the initial 2 years of the contract InfoSend Fees can be adjusted once every twelve (12) months to account for increases in the cost of materials, labor, and other overhead costs. InfoSend reserves the right to increase InfoSend Fees on a yearly basis (starting with the third anniversary of the Agreement date not to exceed the Consumer Price Index (CPI) for the State of California, plus 1%. This information can currently be found at www.dof.ca.gov/HTML/FS_DATA/LatestEconData/FS_Price.htm). The City will be notified, in writing, at least 30 days prior to such price increase. An amendment to this Agreement will not be required if the Fees are changed, unless the terms or conditions of the Agreement have changed. Postage fees can change at any time per USPS regulations and will not require an Agreement amendment.

In addition to this, if Client uses the Printing and Mailing Service, it accepts that InfoSend reserves the right to pass on any extraordinarily high increases to the cost of forms or envelopes at any time. The Client will be notified, in writing, at least 30 days prior to such price increase.

Pricing: Turnkey Data Processing Print & Mail Service

Optional Services

<p>Drop-Shipped Inserts & Inserting of InfoSend-Printed Inserts Clients can print and fold inserts and ship them to InfoSend to be mailed with the statements. If folding is required add \$0.01 to the fee. InfoSend-printed inserts are quoted upon request. No additional service cost to use selective inserting to selectively include inserts with certain bill types as long as at least 3,000 customers are targeted (set-up costs can apply in some situations for advanced selective inserting criteria). Cost includes all inventory costs.</p>	Per Insert	\$0.01
<p>Print Image Archive Each bill is stored as a PDF and indexed in a database. Search by account number or other key fields. You are charged one up-front fee per document to process it, index it, and store it for a set number of months. The PDFs are accessed using a browser-based application that is accessed by logging in to the InfoSend website. Third party applications can also access the PDFs via a lightweight API with no cost increase to the unit fees. Setup fees may apply depending on your configuration needs.</p> <p><i>This service includes outbound mail tracking at no additional cost. You can view USPS-provided mail tracking data from the same interface that you use to view PDFs of the printed bills. Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.</i></p>	Per PDF (No Set-up Fee)	WAIVED – 3 months included as standard \$0.01 - For 12 Months of Retention \$0.017 - For 18 Months of Retention \$0.022 - For 24 Months of Retention
<p>Electronic Inserts PDF copies of your physical inserts can be included in the Print Image Archive at an additional cost. This will let your team see exactly which inserts were delivered with each mail piece. This will also allow you to include the inserts in the eBill PDFs that are presented and/or emailed to customers if you use an InfoSend eBusiness service that delivers eBills to your customers or if you use a third party application that pulls the PDFs from InfoSend's Print Image Archive API to present to your customers.</p>	Per Insert (No Set-up Fee)	\$0.01
<p>Professional Services Per hour and performed only upon request. For customizations made to document processing program or document format after go-live. Work is only started after receiving your approval of a formal quote.</p>	Per Hour	\$150.00

Supplemental Information – Electronic Billing

During our review of the City's RFP specifications we noticed that the City expects to provide an online bill and payment option in the future. As such, we wanted to provide you with details on InfoSend's electronic bill presentment and payment offering, known as Online BillPay. Online BillPay can be implemented concurrently with our Data Processing, Print, and Mail applications - or can be added using the same print outputs at a later date. Should InfoSend win the City's contract for print and mail services we would also like to propose a provision in the Agreement for electronic bill presentment and payment for the City to action during the initial implementation project or at a later date. High level details are provided, and we welcome the opportunity to demo our complete solution if desired.

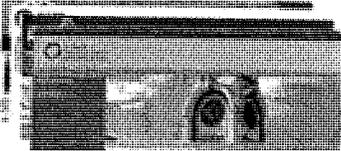
Online BillPay: Standard Features

Online BillPay is InfoSend's flagship eBusiness service. The following features are available as part of the standard offering. Online BillPay is a biller-direct application that gives your customers the ability to view and pay their bills online without going through an online banking portal. For an interactive walk-through of InfoSend's Online BillPay offering please visit <http://www.infosend.com/onlinebillpaysolution.html>.

Customer Self Enrollment

No need to collect or maintain customer email addresses. Customers start the enrollment process using their account number and one other validation field. InfoSend validates customer enrollment by sending an email containing an activation link that the customer must click on.

Branding of Web Portal



InfoSend's Online BillPay Portal will be customized with your logo and banner at the top of the page. Specific text areas of the portal can also be customized according to your Agency.

Bill Presentment – Web Browser

InfoSend will present eBills using PDF files unless noted otherwise. Any modern browser that supports the current minimum encryption standard for secure HTTPS sessions and JavaScript can be used. Web presentment is also supported on full-featured smart phone browsers.

Bill Delivery Options

Increase paperless billing adoption by giving customers the option to have their full eBill "pushed" to them via email (not available for health care clients). Or the customer can choose to receive a brief bill summary via email and sign in to the secure web portal for full bill history. One of InfoSend's core EBPP strengths is offering customers the flexibility to set individual eBill delivery preferences. This flexibility also encourages customers to opt-in to paperless billing. Automatic payment customers will not have to log in to the web portal to view current bills. Paperless billing can be forced for EBPP users, for AutoPay only, or not at all.

Add Additional Accounts

Customers can associate multiple accounts with their username to efficiently view and pay bills for different service locations. This feature is sometimes referred to as "householding". Customers can create multiple payment profiles and pay accounts using different payment methods, all without having to manage multiple login accounts.

Automated Username/Password Retrieval

If a customer forgets their username or password, they can click the "Forgot Username/Password" button to have a temporary password sent to the email address on file in the eBusiness system. This feature was set up to reduce calls to your customer service department.

One-Time Payments

Customers can pay immediately or schedule future payments. Real-time credit/debit card authorizations are performed. Customers can initiate payments as soon as they enroll – there is no need to wait for the next billing cycle. Convenience fee options exist if you do not wish to absorb the payment processing fees.

eBusiness Products

Advanced Security Features Common to all Products

All of the following products use an advanced platform architecture that maximizes security. InfoSend's eBusiness products use a three-tier architecture and all data passed to and from the system is encrypted using HTTPS. All credit card, debit card, and ACH account numbers are encrypted, and most importantly these products are all PCI Level 1 compliant. **Minimize or eliminate your PCI liability by outsourcing your electronic payment applications to InfoSend.** If your organization stores, transmits, or processes credit card numbers you must follow PCI rules. If you have not already reviewed these rules please see <http://www.pcisecuritystandards.org> for the latest rules and regulations.

Online BillPay (EBPP)

- Full featured biller-direct EBPP service (Electronic Bill Presentment and Payment).
- InfoSend's flagship eBusiness service that gives your customers the ultimate flexibility over how to view and pay their bills.
- Customers self-enroll for the service and create a username and password to securely access their eBills and make payments.
- Multiple payment options include checking/savings account (ACH), and credit/debit cards.
- Payment accounts are stored as a Payment Profile for easy repetitive use.
- Go Green! Eliminate paper bills and reduce the fuel used to deliver them with paperless billing.
- Enrolled users can view their eBills and view the account balance before making a payment.
- User-activated AutoPay, email delivery settings, and other features.

QuickPay (Non-enrolled one-time Pay)

- This service can be used in conjunction with Online BillPay or as a stand-alone offering.
- One-time payment portal that customers can use to make credit/debit card or ACH payments, depending on preferences.
- It is not necessary for customers to enroll to use this service. Customers input their account number plus service address as validation. QuickPay displays the associated outstanding balance for payment.
- All payments are initiated immediately. There are no saved payment profiles or scheduled payments. Customers receive an emailed receipt confirming payment.

CSRPay

- This option can be purchased as an addition to each of the above products.
- CSRPay provides for the ability of customer service representatives to take live payments over the phone or in person.

Email eBilling

- Email-only service that sends eBills to customers via email (no portal to view prior eBills).
- This is a partial solution that is normally utilized by clients that already have an online payment system but do not have the capability of emailing bills/documents to customers.
- Emails will be sent based off of a client-generated list. Additionally, via our Premium offering, a portal can be provided to manage Email eBilling enrollment and customer-specific delivery preferences.
- Service includes a styled HTML email template featuring your chosen banner image. Bill particulars such as Account Number, Due Date, and Amount due are contained in the email body.
- Includes a PDF of the document attached to an email. If InfoSend is your Print and Mail provider, then paperless billing can be provided to your customers.

Pricing: Initial Set-up Costs

InfoSend's Fees – Initial Set-up Costs

Implementation, professional services, and optional fees.

Online BillPay (EBPP) Initial Set-up Cost:

\$2,000 when used in conjunction with InfoSend print and mail service

One-time implementation fee. The above pricing includes:

- Branding of the portal with customized logo and banner, configuration of email templates
- InfoSend standard reports. A custom payment-posting file costs an additional **\$750**.
- This set-up fee does not include the programming required to transform your raw billing data into eBill PDF files. Pricing assumes you are currently using InfoSend's DPPM service, will be going live with this service before Online BillPay, or can provide PDF files to be used in Online BillPay. If you do not select InfoSend's DPPM service the total Online BillPay set-up cost is \$5,000 as a standalone
- Payment integration to one of InfoSend's existing preferred payment partners. Integration to a new bank/payment processor is not included and raises costs significantly (when available).
- Presentment of client-provided PDF files if client is not already using InfoSend's Data Processing Print and Mail Service.

QuickPay Initial Set-up Cost: WAIVED

One-time implementation fee. Includes adding your logo and banner to the web portal and configuring email templates. Includes setting up payment integration to one of InfoSend's preferred payment partners.

CSRPAY Initial Set-up Cost: WAIVED

One-time implementation fee. This is an optional service that can be used in conjunction with Online BillPay or QuickPay as a way to provide functionality for City Customer Service Representatives to take payments over the phone.

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.

Professional Services Fee

Per hour and performed upon request. For customizations made to your Online BillPay configuration after go-live. Work is only started after receiving approval of a formal quote.

Per Hour

\$150.00

Professional Services Fees

Pricing: Service Fees

InfoSend's Fees – Online BillPay (EBPP) Service

This pricing is based on an estimated number of bills that are created and sent out each month equal to 12,500 Documents Per Month.

The individual prices shown in the table below apply only to the turnkey Online BillPay Service. Pricing assumes the acceptance and use of one of InfoSend's preferred payment partners.

Base Product	<p>Data Processing and Document Creation - per Page Processed</p> <p>Includes the processing of your custom data. Each time a billing file is received our system will look for new customers to add to the eBusiness database (to facilitate enrollment). The system will process your data and create PDF versions of your bills.</p> <p>OR</p> <p>Client will provide PDF files to be loaded into the Online BillPay system.</p> <p>The account details for customers who are already in the eBusiness database will also be updated when needed. You can transmit additional files that contain account balance data.</p>	Per page	<p>\$0.00 Waived if using InfoSend print</p> <p>\$0.05 per page if standalone</p>
	<p>eBill Loading and Storage Fee</p> <p>Fee to load each eBill PDF in the eBusiness system and store for 18 months. InfoSend will pre-load eBills for all customers into the system (to have prior bills in the system to display as soon as the customer enrolls). When all eBills are pre-loaded to the system your CSR's can use the eBilling CSR tool as a bill image archive. This can be helpful when customers call and request a copy of their bill, even if they do not use the eBilling portal.</p> <p>The eBilling CSR portal also provides payment history data, password reset features, and other common functionality.</p>	Per eBill	\$0.025
	<p>Electronic Inserts - einserts</p> <p>PDF copies of your physical inserts can be included in eBills at an additional cost. This will allow you to include the inserts in the eBill PDFs that are presented to your customers via the Online BillPay portal or emailed to the customer if you are not a healthcare organization and elect to let your customers decide whether they want their eBill PDFs attached to the new bill notification email.</p>	Per Insert	\$0.005
	<p>Payment Initiation & PCI Compliance Fee</p> <p>Per payment initiated to one of InfoSend's preferred payment partners. This is for all payment initiations for ACH, credit card, auto pay, same day or scheduled payments made through the system. Processing costs will be covered under separate contract directly with processor.</p>	Per Payment	\$0.10
	<p>Monthly Support Fee</p> <p>Per month fee to support the Online BillPay service.</p>	Per Month	<p>\$150.00 with InfoSend print</p> <p>\$250.00 as a standalone</p>

Pricing: Service Fees (cont.)

InfoSend's Fees – QuickPay (No Enrollment) Service		
Pricing assumes the acceptance and use of one of InfoSend's preferred payment partners.		
Payment Initiation & PCI Compliance Fee Per payment initiated to one of InfoSend's preferred payment partners. This is for all payment initiations for ACH, credit card, auto pay, same day or scheduled payments made through the system. Processing costs will be covered under separate contract directly with processor.	Per Payment	\$0.10
Monthly Support Fee Per month fee to support the QuickPay service.	Per Month	\$50.00
Set-up Fee	One Time	See Initial Set-up Costs Section

InfoSend's Fees – CSRPAY Service		
Pricing assumes the acceptance and use of one of InfoSend's preferred payment partners.		
Payment Initiation & PCI Compliance Fee Per payment initiated to one of InfoSend's preferred payment partners. This is for all payment initiations for ACH, credit card, auto pay, same day or scheduled payments made through the system. Processing costs will be covered under separate contract directly with processor.	Per Payment	\$0.10
Monthly Support Fee Per month fee to support the QuickPay service.	Per Month	WAIVED
Set-up Fee	One Time	See Initial Set-up Costs Section

Payment Processor Fees – eBusiness Products

These fees are contingent upon the implementation of one of the InfoSend eBusiness products.

Introduction			
<p>EPX, our premier online payment-processing partner, will process your payments and settle them to your bank account. Separate contracts will be required between you and EPX for ACH and credit card processing due to various banking and government requirements. InfoSend will be your lead contact for all aspects of the Online BillPay service, including payment.</p> <p>The following indicates the current processing charges for ACH, Visa, and MasterCard payments that will be reflected in the final EPX contracts. Pricing is subject to change on a periodic basis by the credit card providers and is beyond the control of either InfoSend or EPX. The below fees are the main pricing components of payment processing; the final EPX contracts will include various uncommon and miscellaneous charges that may occur as well. EPX will automatically debit these fees from your bank account via ACH.</p>			
Payment Processing Fees	ACH Transaction Fee ACH transactions are a flat per transaction fee (no percentage based or other per transaction fees on top of this). ACH returns are charged at \$3.50 each and you pass this charge on to your customer as you would a bad check.	Per Transaction	\$0.25
	Credit Cards, Debit Cards, and Pin-less Debit Cards The transaction fee to the right is the EPX transaction fee that applies to all card types. This is the only fee that EPX charges. All other fees are charged by the card companies and are exact pass-through rates. For example the assessment & interchange fees are decided by VISA, MasterCard, American Express and Discover and charged to EPX. Those fees are then passed on from EPX to you with zero markup.	Per Transaction	\$0.25
	Credit and Debit Cards – Transactions that Qualify for the Utility Discount Rate With the Utility Discount Rate applied, credit card transaction (Visa and MasterCard) will have a discounted interchange fee. Flat straight pass through of interchange Utility Discount Rate of \$0.75 per consumer card transaction from Visa and MasterCard or \$1.50 per business card + exact pass through on assessment + EPX transaction cost for credit and debit cards (shown above, includes Buyerwall PCI compliance).	Interchange Pass Through Cost + EPX Cost for Card Transactions (shown above)	
	Credit and Debit Cards <u>Credit and debit</u> cards will incur these fees: straight pass through on interchange and assessment + EPX transaction cost for credit and debit cards (shown two rows above, includes Buyerwall PCI compliance).	Interchange Pass Through Cost + EPX Cost for Card Transactions	
	Pin-less Debit Cards Cards that qualify for pin-less debit will have a lower interchange fee than regular debit cards.	Interchange Pass Through Cost + EPX Cost for Card Transactions	
	Monthly Statement Fee Base monthly Account & Reporting fee.	Per Month	\$15.00
	Set-up Fee	One Time	Waived

Note: There will also be some other miscellaneous charges in the processing contracts with EPX around areas like returned items (ACH and credit card), NSF's, etc. which are subject to change. These charges only get charges when these exception items might happen. These charges will be outlined in your EPX contract.

Traverse City, Michigan Water Bill Pricing 1/18/2017

<u>Component Parts:</u>	<u>QTY:</u>	<u>UnitPrice:</u>	<u>Line Total</u>
8 ½ x 11 statement with perf	12,500	.020	\$250.00
#10 window envelope	12,500	.020	\$250.00
#9 single window envelope	12,500	.020	\$250.00
Services (print/insert/sort)	12,500	.044	\$550.00

Total Price \$1,300.00 Total
Pricing per bill .104 per bill

* There will not be any flat price, set-up or programming charges. All pricing will be on a per bill basis.

** Traverse City will be billed on the actual amount of stock used for each job. Generally there will be fewer envelopes used than number of statements mailed due to the grouping of bills going to the same name and address in one envelope, as well as the option of suppressing the #9 envelope for Autopay customers.

*** Peregrine will provide insert services when running the job through their high speed inserters at no cost. Peregrine does offer printing services to print customers' inserts, and will be glad to quote the printing of any inserts based on specs and copy.

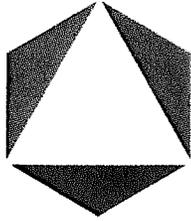
Postage:

Peregrine will encode delivery addresses using licensed CASS Certified Software and generate a USPS Form 3553 for the items to be mailed. This encoding process generates each piece's Intelligent Mail barcodes, providing the fastest processing, delivery and most economical postage cost available from the U.S. Postal Service.

The lowest available USPS 1st class presort postage rate is currently .376. A small percentage of any mailing will not qualify at the USPS 5 digit rate of .376, and will have a slightly greater USPS postage charge. As a whole, we are currently averaging .384 cents postage per piece on our utility bill mailings.

Statements would be grouped by common name and address and mailed in one #10 envelope to provide a large reduction in postage expense.

We guarantee the costs of the component parts and services for the period of five years. This would include the years from 2017 to 2021.



PINNACLE

DATA SYSTEMS

GO BEYOND ORDINARY

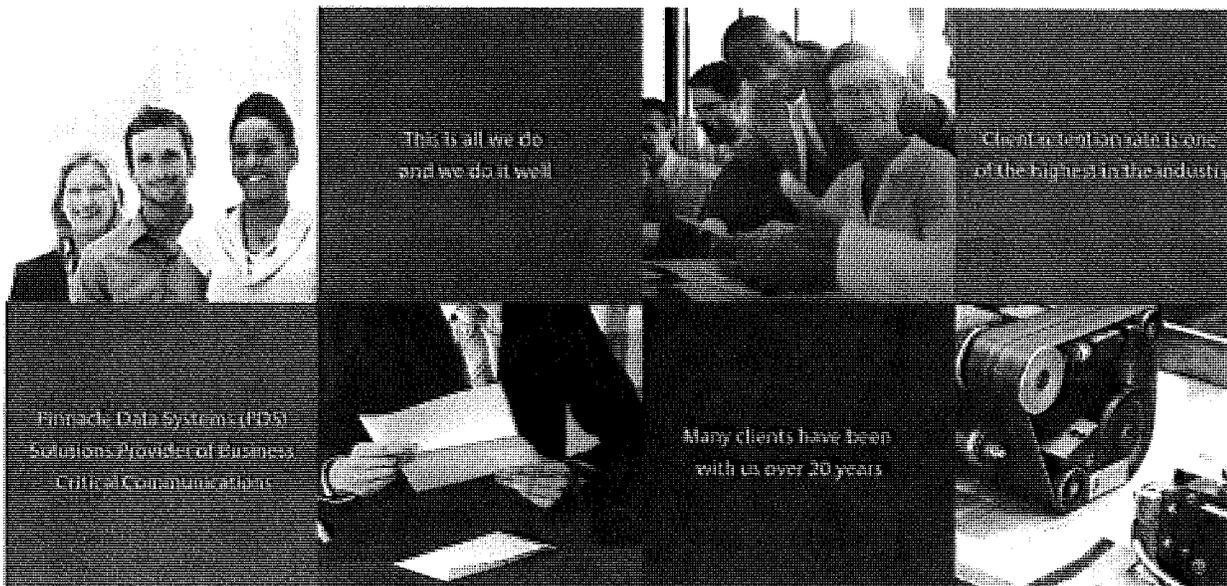
Mail Processing for Utility Statements

Due Date: January 23, 2017

Time: 2:00 PM

Presented to:

City of Travers City
Office of City Manager, 2nd Floor
Governmental Building Center
400 Boardman Ave
Traverse City MI 49684



ii. A persistent and knowing violation of the Michigan Consumer Protection Act.

iii. Willful or persistent violations of the Michigan Occupational Health and Safety Act.

iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules, or regulations.

v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.

(f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

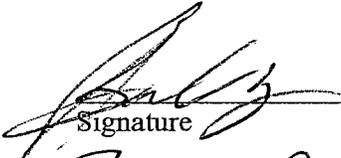
Vendor understands that the City reserves the right to accept any or all bids in whole or part and to waive irregularities in any bid in the best interest of the City. The bid will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

Vendor agrees that the bid may not be withdrawn for a period of one hundred twenty (120) days from the actual date of the opening of the bid.

Cost of services as outlined in Paragraph D - Pricing:

Initial setup fee \$ 0
Cost per item \$.09

Submitted by:


Signature

Bonnie Curry Sales Ex
Name and Title (Print)

205-307-6953
Phone Fax

205-307-6934 Fax

Pinnacle Data Systems
Company Name

350 Automation Way
Company Address

Birmingham AL 35210
City, State, Zip

LLC
Sole proprietorship/partnership/corporation

Alabama
If corporation, state of corporation

3. Pricing Schedule

One page – duplex bill – full color \$0.09 per bill

This pricing includes the following services:

- Initial system design, programming and implementation
- Initial forms design, consultation and setup
- Warehouse and inventory control of all PDS procured forms, envelopes and inserts
- 24# white perforated paper
- #10 window outgoing envelope and #9 business reply envelope
- Bar coding for high-speed intelligent insertion
- Folding and Inserting of bills
- First class IMB bar coding, pre-sorting, and qualification
- Sealing, metering, and date stamping of all mail for distribution through the USPS postal facility
- Banding, tagging, and traying of all mail for distribution through the USPS postal facility
- Standard Reports
- Inserting of return envelope

Additional Services

Programming after initial setup	\$100.00 per hour
PDF Creation	\$0.02 per image
Insertion of additional material	\$0.005 per insert

Postage at the current presort USPS rate for all qualifying mail

Electronic Presentment/Archival

Hosting bills:	\$0.01 per image
Emailing Bills:	\$0.10 per bill