CITY OF AURORA AGREEMENT

THIS AGREEMENT, entered on this_________________("Effective Date"), for the (Services") is entered into between the CITY OF AURORA ("City"), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and InfoSend, Inc ("Proposer"), located at 4240 E. La Palma Ave. Anaheim, CA 92807.

WHEREAS, the City issued a Request for Proposal ("RFP") on June 23, 2025 for the RFP: Utility Invoice Production and Distribution Services; and

WHEREAS, the Proposer submitted a Proposal in response to the RFP and represents that it is ready, willing and able to perform the Services specified in the RFP and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on_____________, the City awarded a contract to Proposer, InfoSend, Inc

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1.Agreement Documents.

The Agreement shall be deemed to include this document, Proposer's response to the RFP, to the extent it is consistent with the terms of the RFP, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

Request for Proposal 25-123.

In connection with the RFP and this Agreement, Proposer acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Proposer represents that such material and information furnished in connection with the RFP and this Agreement is truthful and correct. Proposer shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2.Scope of Services.

Proposer shall perform the Services listed in the Proposal, attached hereto as Exhibit 1.

3.Term.

This agreement shall remain in effect until the terms of the RFP and completion of services have been met, unless sooner terminated in accordance with the terms contained herein, ends upon completion of services.

4.Compensation.

Maximum Price. In accordance with the Proposer's negotiated cost, the price for providing the Services shall be as stated on the submitted proposal, Exhibit 2.

Schedule of Payment. The City shall pay the Proposer for the Services in accordance with the amounts set forth in Exhibit 2, price shall remain firm for the entire contract period. The Proposer shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Each invoice shall be accompanied by a statement of the Proposer of the percentage of completion of the Services through the date of the invoice. Payment shall be made upon the basis of the approved invoices and supporting documents. The City, after inspection and acceptance, and in consideration of the faithful performance by the Proposer, agrees to pay for the completion of the work embraced in this Contract. Payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, et. seq.) upon receipt of the invoice.

5.Performance of Services.

Standard of Performance. Proposer shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Proposer shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Proposer shall ensure that Proposer and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Proposer shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Proposer or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Proposer from the responsibilities set forth herein.

6.Termination.

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Proposer with sixty (60) days notice specifying the termination date. On the date specified, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Proposer only for services performed up to the date of termination. After the termination date, Proposer has no further contractual claim against the City based upon this Agreement and any payment so made to the Proposer upon termination shall be in full satisfaction for Services rendered. Proposer shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7.Miscellaneous Provisions.

a.Illinois Freedom of Information Act. The Proposer acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b.Limitation of Liability. Notwithstanding anything to the contrary in this Agreement, InfoSend's aggregate liability arising from or relating to this Agreement shall be limited to the Service Fees that InfoSend received from the City in the six (6) months preceding the accrual of the claim.

c.Materials Increase. InfoSend reserves the right to increase paper, form, and envelope fees as needed, with thirty (30) days' written notice to City, in the event of extraordinary increases to the cost of paper.

d.Entire Agreement. This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

e.Consents and Approvals. The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

f.Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

CITY OF AURORA, ILLINOIS	(Contractor)
	Roxana Weil
SIGNATURE	SIGNATURE
Jolene Coulter	Roxana Weil
FULL NAME	FULL NAME
	09/24/2025
DATE SIGNED	DATE SIGNED
Director of Purchasing	Executive Vice President
TITLE	TITLE

CITY OF AURORA
RFP: Utility Invoice Production and Distribution Services

EXHIBIT 1

(Request for Proposal 25-123)

City of Aurora, IL

RFP: UTILITY INVOICE PRODUCTION AND DISTRIBUTION SERVICES

25-123

RELEASE DATE: June 23, 2025

DEADLINE FOR QUESTIONS: July 11, 2025

RESPONSE DEADLINE: July 16, 2025, 11:00 am

Please refer to the project timeline in this document for all important deadlines.

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

https://procurement.opengov.com/portal/aurorail

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INSTRUCTIONS TO PROPOSERS

1. ACCEPTANCE OF PROPOSALS

a. Proposers intending to respond to this opportunity must create a FREE account with OpenGov by signing up at https://procurement.opengov.com/signup. This step is necessary to establish a communication link with the City. The Proposer, not the City, is responsible for obtaining any addenda to the original specification. Addenda and other relevant information will be posted on the City's E Procurement System. Addenda notifications will be emailed to all persons on record as following this Bid Proposal. Failure of any Proposer to receive any such addenda or interpretation shall not relieve such Proposer from any obligation under their bid proposal as submitted. All addenda so issued shall become part of the contract documents. **Paper submissions will not be accepted.**

b. Proposals may be received up to, but **no later than the designated date and time as specified via the City's E Procurement System, OpenGov.** The City's E Procurement System Clock is the official clock for the determination of all deadline dates and times. Without exception, responses will not be accepted after the submission deadline regardless of any technical difficulties such as poor internet connections. The City of Aurora strongly recommends completing your responses well ahead of time. All Proposals shall have provided all requested information, and submitted all appropriate forms, certificates, affidavits and addendum acknowledgements in order to be considered responsive.

- **Pricing shall not be mentioned anywhere in the body of the proposal**.

c. The City reserves the right to reject any and all proposals or parts thereof and to waive any technicalities and irregularities in the proposals and to disregard all nonconforming or conditional proposals or counter-proposals and to hold the proposals for ninety (90) days from the opening date set forth above. Proposer agrees to accept a notice of award, if selected, based on the terms of this Proposal in the event that a notification of award is received on or before expiration of the 90-day time period. The City reserves the right to cancel the Proposal at any time, without liability for any loss, damage, cost or expense incurred or suffered by any Proposer as a result of that cancellation. Each Proposer is solely responsible for the risk and cost of preparing and submitting a Proposal.

d. Although price is a major consideration, product quality, references, service, delivery time and past experience, if applicable, will also be considered. No Proposal will be considered unless the Proposer shall furnish evidence satisfactory to the City that he has the necessary facilities, abilities, experience, equipment, and financial and physical resources available to fulfill the conditions of the contract and execute the Work should the contract be awarded to him. Proposal documents which are not responsive to the requirements herein may not be considered by the City for an award of the contract.

The contract will be awarded to the lowest responsible Proposer. In determining the responsibility of any Proposer, the City may take into account other factors in addition to financial responsibility, such as past records of its or other entities transactions with the Proposer, experience, ability to work cooperatively with the City and its staff, adequacy of equipment, ability to complete performance within necessary time limits, and other pertinent considerations such as, but not limited to, reliability, reputation, competency, skill, efficiency, facilities and resources.

The Proposal will be awarded in the City's best interests based on these and other legally-allowable considerations. The City and its representatives and agents may make any investigations deemed necessary to determine the ability of the Proposer to perform the Work. The Proposer shall furnish any information and data requested by the City for this purpose.

2. RECEIPT OF PROPOSALS

a. **Proposals must be submitted electronically**, up to, but no later than the designated date and time as specified via the City's E Procurement System, OpenGov. It is the sole responsibility of the Proposer to see that their Proposal is received in the proper time.

b. **Proposals must be submitted electronically via the City's E Procurement System. There will be no exceptions!**

3. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn prior to the deadline for submitting bid proposals through the City's E Procurement System, the responding Proposer may "un-submit" their proposal in OpenGov.

Proposers are cautioned to verify their bid proposal before submission. Negligence on the part of the Proposer in preparing the bid proposal confers no right for withdrawal or modification of the bid proposal after it has been opened. Proposers may not withdraw their Proposal after the opening without the approval of the Director of Purchasing. Requests to withdraw a Proposal must be in writing and properly signed. No Proposal will be opened or accepted, which is received after the time and date scheduled for the Proposals to be received.

4. QUESTIONS

Proposers shall submit all inquiries, including requests for alternates or substitutions regarding this bid, up to, but **no later than the designated date and time as specified via the City's E Procurement System, OpenGov.** All answers to inquiries will be posted on the City's E Procurement System. Proposers may also click "Follow" on this bid to receive an email notification when answers are posted.

No questions will be accepted or answered verbally.

No questions will be accepted or answered after the cut-off date/time.It is the responsibility of the interested Proposer to ensure they have received addenda, if any issued.

5. TIMELINE

Release Project Date:	June 23, 2025
Question Submission Deadline:	July 11, 2025, 4:00pm
Response Submission Deadline:	July 16, 2025, 11:00am

6. INVESTIGATION

It shall be the responsibility of the Proposers to make any and all investigations necessary to become thoroughly informed of what is required and specified in the Proposal. No plea of ignorance by the Proposers of conditions that exist or may hereafter exist as a result of failure or omission on the part of the Proposer to make the necessary examinations and investigations will be accepted as a basis for varying the requirements of the City of the compensation to the Proposer.

Each Proposer submitting a Proposal is responsible for examining the complete Proposal Package and all Addenda, and is also responsible for informing itself of all conditions that might in any way affect the cost or the performance of any Work. Failure to do so will be at the sole risk of the Proposer, and no relief will be given for errors or omissions by the Proposer. If awarded the contract, the Proposer will not be allowed any extra compensation by reason of any matter or thing concerning which such Proposer should have fully informed himself, because of his failure to have so informed himself prior to the Proposal. The submission of a Proposal shall be construed as conclusive evidence that the Proposer has made such examination as is required in this section and that the Proposer is conversant with local facilities and difficulties, the requirements of the Proposal Package documents, and of pertinent, local, state and federal laws and codes, prevailing local labor and material markets, and has made due allowance in its Proposal for all contingencies. Before any award is made of the contract to the Proposer, the Proposer may be required to, upon request of the City, furnish information concerning his performance record in his capacity to complete the Work in an efficient and timely manner.

7. PROPOSAL QUALIFICATION

The City reserves the right to require of the Proposer proof of his/her capability to perform as required by the specifications. However, prequalification of the Proposer shall not be required. The City may, at its option, disqualify a Proposer and reject his Proposal for cause. Reasons deemed to be sufficient for this action shall include, but not be limited to, the following:

- Evidence of collusion among Proposers.
- Receipt of more than one Proposal on any project from an individual, or from a corporation. This restriction does not apply to subcontractors.
- Default on any previous contract.
- For unreasonable failure to complete a previous contract within the specified time or for being in arrears on an existing contract without reasonable cause for being in arrears.
- Inability to perform as revealed by an investigation of the Proposer's financial statement, experience and/or plant and equipment.
- **Any Proposer who owes the City money may be disqualified at the City’s discretion**.

8. ALTERNATE PROPOSALS

The specifications are prepared to describe the goods and/or service which the City deemed to be in the best interest to meet its performance requirements. Proposers desiring to submit a Proposal on items which deviate from the stated specifications, but which they believe to be equal, may do so by submitting all inquiries via the City’s E Procurement System, OpenGov, but all specification deviations must be clearly stated. Proposers shall submit all inquiries, including requests for alternates or substitutions regarding this bid via the City’s E Procurement System by the designated date and time. All answers to inquiries, including requests for alternates or substitutions, will be posted on the City’s E Procurement System. Proposers may also click “Follow” on this bid proposal to receive an email notification when answers are posted. It is the responsibility of the Proposer to check the website for answers to inquiries. The Purchasing Director reserves the right to rule upon specification deviation in a manner as best befits the needs of the City. The Purchasing Director will reject all deviations that amount to a material nonconformity with the specifications of the Proposal.

9. EVALUATION PROCESS

Step #1: Initial Screening

Minimum Qualifications and Responsiveness: City will review proposals for initial decisions on responsiveness and responsibility. Those proposals initially determined to be responsive and submitted by responsible proposers will proceed to Step 2.

Step #2: Proposal Evaluation

The Project Evaluation Team, comprised of members of the cooperating City Departments, will evaluate proposals. Proposal responses will be evaluated on, but not limited to, organization, personnel and staffing, company qualifications and experience (including reference checks), project approach, price, and availability and capacity of the company to perform the work.

Step #3: Interviews

The Project Evaluation Team reserves the right to interview top-ranked firms that are considered most competitive. The purpose of the interviews would be to allow for expansion upon the written responses. If interviews are conducted, rankings of firms shall be determined by combining results of interviews and proposal submittals.

Step #4: Selection

The City will select the vendors that are evaluated to be most competitive. When evaluation of the responses produces ratings that are equivalent, the Project Evaluation Team will recommend award of the contract to the vendor(s) whose response is deemed to be in the best interests of the City. The highest ranked firm may be invited to enter into final negotiations with the City of Aurora for the purposes of contract awarding. If an agreement cannot be reached with the highest ranked firm, the City may start negotiations with the next highest ranked firm. Any contract resulting from this RFP will be subject to approval by the Aurora City Council.

10. PROPOSAL AWARD

Except as otherwise may be stated in the Specifications, Proposal award shall be made to the lowest responsible Proposer meeting the requirements and/or intent of the specifications at the net delivered price(s) shown and best responding to the needs of the City, in the City's sole discretion. However, if the Proposer modifies limits, restricts or subjects his Proposal to conditions that would change the requirements of the specifications, this would be considered a conditional or qualified Proposal and will not be accepted. The City reserves the right to delete any item listed in the Proposal Package.

11. PRICES

Unit prices shall not include any local, state or federal taxes. In case of mistake in extension of price, unit price shall govern.

12. INTERPRETATION OR CORRECTION OF PROPOSAL DOCUMENTS

Proposers shall promptly notify the City of any ambiguity, inconsistency of error which they may discover upon examination of the Proposal documents. Interpretations, corrections and changes will be made by addendum. Each Proposer shall ascertain prior to submitting a Proposal that all addenda have been received and acknowledged in the Proposal.

13. SIGNATURES

Each Proposal must be signed by the Proposer with his/her usual signature. Proposals by partnerships must be signed with the partnership name by all members of the partnership, or an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the name of the corporation, followed by the signature and title of the person authorized to bind it in the matter.

When a corporation submits a Proposal, its agent must present legal evidence that he has lawful authority to sign said Proposal and that the corporation has a legal existence. In the event that any corporation organized and doing business under the laws of any foreign state is the successful Proposer, such corporation must present evidence before any contract is executed that it is authorized to do business in the State of Illinois. Proposals by corporations must be executed in the corporate name by the President or a Vice President (or other corporate officer accompanied by evidence of authority to sign), and the signature must be attested by the Secretary or an Assistant Secretary, along with the corporate seal. The corporate address and state of incorporation must be shown below the signature. Proposals by partnerships must be executed in the partnership name and signed by a partner whose title must appear under the signature, and the official address of the partnership must be shown below the signature. Any corrections to entries made on the Proposal forms shall be initialed by the person signing the Proposal. When requested by the City, satisfactory evidence of the authority of any signature on behalf of the Proposer shall be furnished.

GENERAL REQUIREMENTS

1. REQUIREMENTS OF PROPOSER

The successful Proposer may be required to (a) enter into a fully signed contract in writing with the City of Aurora covering matters and things as are set forth in the Proposal Package; and (b) carry insurance acceptable to the City covering public liability, property damage and workers compensation.

2. BONDS AND INSURANCE

The requirement of a labor and material payment and performance bond will be waived for purpose of this Request for Proposal.

3. CITY'S AGENT

The Purchasing Director, or delegate, shall represent and act for the City in all matters pertaining to the Proposal and contract in conjunction thereto.

4. PAYMENTS

Payment shall be made for services rendered. The City, after inspection and acceptance, and in consideration of the faithful performance by the Proposer, agrees to pay for the completion of the work embraced in this contract, payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, et. seq.)

Time, in connection with any discount offered, will be computed from the date of delivery to the City or from the date a correct invoice is received by the City of Aurora Purchasing Division, if the latter date is later than the date of delivery.

Prices will be considered NET, if no payment discount is shown.

All invoices MUST contain a valid City of Aurora issued purchase order.

The successful Proposer shall submit invoices via e-mail to:

PurchasingDL@aurora.il.us

or Mail to the following address:

City of Aurora
Attn: Purchasing Division
44 E. Downer Place
Aurora, IL 60507

The City of Aurora offers electronic funds transfer (EFT) payment to our vendors. EFT is fast, simple, safe and secure and is ***our preferred method of payment!***

5. TAXES

The City of Aurora is exempt, by law, from paying State and City Retailer's Occupation Tax, State Service Occupation Tax, State Use Tax and Federal Excise Tax (per Illinois Revised Statutes, Chapter 120, Paragraph 44) upon City works and purchases. The City of Aurora's Sales Tax Exemption Number is E9996-0842-07.

6. COMPLIANCE WITH LAWS AND REGULATIONS

The Proposer shall at all times observe and comply with all Federal, State, Municipal and other local laws, ordinances, regulations, and requirements which in any manner affect the conduct of the Work, and with all Federal, State and local laws and policies of non-discrimination, sexual harassment, and others applicable thereto; and all such orders or decrees as exist at the present and which may be enacted later, of bodies or tribunals having jurisdiction or authority over the Work, and no plea of misunderstanding or ignorance thereof will be considered. He shall indemnify and save harmless the City and all its officers, agents, employees and servants against any requirement, claim or liability arising from or based on the violation of any such law, ordinance, regulation, order or decree, whether by himself or his employees.

7. DEFAULT

Time is of the essence of this Proposal and if delivery of acceptable items or rendering of services is not completed by the time promised, the City reserves the right, without liability, in addition to its other rights and remedies, to terminate the Proposal by notice effective when received by Proposer, as to stated items not yet shipped or services not yet rendered. The City will procure articles or service from other sources and hold the Proposer responsible for any excess cost incurred as provided for in Article 2 of the Uniform Commercial Code for a period of up to three (3) months.

8. CANCELLATION

The City reserves the right to cancel the whole or any part of the contract if the Proposer fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The Proposer will not be liable to perform if situations arise by reason of strikes, acts of God or public enemy, acts of the City, fires or floods.

9. INSURANCE AND HOLD HARMLESS PROVISION

At the Proposer’s expense, the Proposer shall secure and maintain in effect throughout the duration of this contract, insurance of the following kinds and limits to cover all locations of the Proposer’s operations. The Proposer shall furnish Certificates of Insurance to the City before starting or within ten (10) days after the execution of the contract, whichever date is reached first. All insurance policies shall be written with insurance companies approved by the City of Aurora and licensed to do business in the State of Illinois and having a rating of not less than A IX, according to the latest edition of the A.M. Best Company; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the City. This provision shall also be stated on each Certificate of Insurance as: “Should any of the above-described policies be canceled before the expiration date thereof, the issuing company will endeavor to mail 10 days written notice to the certificate holder named to the left”.

If requested, the awardee of this Proposal will give the City a copy of the insurance policies. The policies must be delivered to the City within two weeks of the request.

The limits of liability for the insurance required shall provide coverage for not less than the following amount, or greater where required by law:

(1) Worker’s Compensation Insurance - Statutory amount.

(2) General Liability Insurance:

(a)) $1,000,000 per occurrence and $2,000,000 general aggregate

(b) $500,000 per occurrence for Property Damage

(c) $1,000,000 per occurrence for Personal Injury

(3) Auto Liability Insurance:

(a)) Bodily injury with limits not less than $1,000,000

(b) Property damage with limits not less than $500,000

(4) Umbrella excess liability of $1,000,000 per occurrence, $2,000,000 aggregate

The Proposer shall include the City as a primary, non-contributory additional named insured on both General and Auto Liability Insurance policies and indicate said status on any Certificates of Insurance provided to the City pursuant to this project. All insurance premiums shall be paid without cost to the City.

The Proposer agrees to indemnify and save harmless the City of Aurora, their agents and employees from and against all loss and expenses (including costs and attorneys' fees) by reason of liability imposed by law or claims made upon the City of Aurora for damages because of bodily injury, including death at any time resulting therefrom sustained by any person or persons or on account of damage to property, including loss of use thereof, arising out of or in consequence of the performance of this project work, whether such claims or injuries to persons or damage to property be due to the negligence of the Proposer or his Subcontractors. The Proposer shall assume total risk and shall be responsible for any and all damages or losses caused by or in any way resulting from the work and provide all insurance necessary to protect and save harmless the City of Aurora and its employees.

10. SUBLETTING OR ASSIGNMENT OF WORK

If the Proposer sublets the whole or any part of the Work to be done under the contract, with or without the written consent of the City, he shall not, under any circumstances, be relieved of his liabilities and obligations. **A Payment Bond will be required if the Proposer sublets any of the requested services.** All transactions of the City shall be with the Proposer; subcontractors shall be recognized only in the capacity of employees or workmen and shall be subject to the same requirements as to character and competence. In case any party or parties, to whom any work under the contract shall have been sublet, shall disregard the directions of the City or his duly authorized representatives, or shall furnish any unsatisfactory Work or shall fail or refuse in any way to conform to any of the provisions or conditions of the contract, then in that case, upon the written order of the City, the Proposer shall require said party or parties in default to discontinue Work under the contract. Said Work shall be corrected or made good and shall be continued and completed by the said Proposer or by such other party or parties as are approved by the City, in the manner and subject to all of the requirements specified in the contract.

11. WORKERS COMPENSATION ACT

The Proposer further agrees to insure his employees and their beneficiaries and to the employees and the beneficiaries of any subcontractor employed from time to time by him on said Work, the necessary first-aid, medical, surgical, and hospital services and any compensation provided for in the Workers Compensation Act of the State of Illinois that is or may be in force in the State.

Such insurance shall be placed by said Proposer in a company or association (to be approved by the City and to be accepted by the Council thereof) authorized under the laws of the State of Illinois to insure the liability above specified.

Said Proposer hereby further agrees to indemnify, keep and save harmless said City from all action, proceedings, claims, judgments, awards, and costs, loss, damages, expenses, and attorney's fees which may in any way come against said City by reason of any accidental injuries or death suffered by any of his employees or the employees of any subcontractor employed by him in and about the performance of the Work provided for in the Proposal, and any and all liability resulting thereupon; and said Proposer, in case of any suit, action, or proceeding on account of any or all of the foregoing shall defend the same for and on behalf of said City and indemnify the City therefore, and pay the amount of any and all awards and final judgments and orders rendered and entered therein, together with all loss, costs, damages, attorney's fees, and expenses incurred therein. Said Proposer shall be the sole employer of its employees and workers, and in no way so shall the City be considered a joint employer of same under any circumstance.

12. MINORITY PARTICIPATION

The City of Aurora encourages minority business firms to submit Proposers and encourages the successful Proposer to utilize minority businesses as sub-contractors for supplies, equipment, services and construction.

13. PROSECUTION OF WORK

The Proposer shall begin the Work to be performed under the Proposal as specified in the specifications after the execution and acceptance of the Proposal, unless otherwise provided. The Work shall be conducted in such a manner and with sufficient materials, equipment and labor as is considered necessary to ensure its completion within the time specified in the Proposal.

14. TIME

Proposer shall schedule its Work to meet the requirement of the City. Proposer shall perform the Work expeditiously in cooperation with the City's agent, employees, contractors and subcontractors. Proposer shall make no claim against the City and no claim shall be allowed for any damages which may arise out of any delay caused by City, its agents, employees, contractor or subcontractors. Proposer's sole remedy for delay shall be an extension in the contract time.

15. ILLINOIS NON-APPROPRIATION CLAUSE

A forfeit clause is provided pursuant to the Illinois Non-Appropriation Clause of funds for government entities that if funds or budgets are not approved, service may be cancelled. No early cancellation penalties will be assessed, but the customer must be given 30-day notice of intent to cancel.

16. TERMINATION FOR CLAUSE

This Proposal may be terminated by the City at any time upon thirty (30) days written notice, or by either party in the event of substantial failure to perform in accordance with the terms hereof by the other party through no fault of the terminating party. This Proposal is also subject to termination by either party if either party is restrained by state or federal law of a court of competent jurisdiction from performing the provisions of this Agreement.

Upon such termination, the liabilities of the parties to this RFP shall cease, but they shall not be relieved of the duty to perform their obligations up to the date of termination. Mailing of such notice, as and when above provided, shall be equivalent to personal notice and shall be deemed to have been given at the time of mailing.

If this RFP is terminated due to the City's substantial failure to perform, the Proposer shall be paid for labor and expenses incurred to date, subject to offset of any damages, losses or claims against the City resulting from or relating to Proposer's performance or failure to perform under this agreement.

In the event of termination by the City upon notice and without cause, upon completion of any phase of the Basic Services, fees due the Proposer for services rendered through such phase shall constitute total payment for services. In the event of such termination by the City during any phase of the Basic Services, the Proposer will be paid for services rendered during the phase on the basis of the proportion of work completed on the phase as of the date of termination to the total work required for that phase.

SCOPE OF WORK

1. PROJECT INTRODUCTION AND PURPOSE

Proposers are required to read and understand all information contained within the entire proposal package. By responding to this RFP, the proposer agrees to have read and understands these documents.

The City is responsible for the bi-monthly invoicing of approximately 50,500 residential and commercial utility accounts. The City cycles through the 50,500 bi-monthly invoices by sending approximately 6,300 weekly. The City invoices for an environmental refuse disposal fee, storm water management fee, long term control plan fee, basic availability charges and water consumption. The majority of invoices and payments are all processed electronically, however a lockbox service is utilized for processing mailed in payments. The City averages approximately 1,850 delinquency notifications weekly. These two files types are produced separately and submitted weekly.

The City's contract with the current provider expires September 30, 2025. The awarded vendor must have the ability to begin implementation after award and be prepared to begin utility invoice production and distribution services by October 1, 2025.

The contract will be for an initial one (1) year term with three (3) one-year extensions based on mutual agreement between the proposer and the City of Aurora. The City reserves the right to award the bids individually or cumulatively to qualified and responsible Proposers.

2. MINIMUM QUALIFICATIONS

The following are minimum requirements that the Proposer must meet in order to be eligible to submit a proposal. Responses must clearly show compliance with these minimum qualifications. The City will reject without further consideration those applications that are not clearly responsive to these minimum qualifications. Each specification included in this package describes the services which the City feels is necessary to meet the performance requirements of the City, and shall be considered the minimum standards expected of the Contractor. The specifications are not intended to exclude potential Contractors.

3. Scope of Work

The scope of work includes but is not limited to, serving as a Partner with the City of Aurora to provide recommendations, quality products and superior customer service related to designing, producing and distributing utility invoices.

The selected contractor will provide all bill rendering services but not limited to:

Implementation Services

- The awarded vendor must have the ability to begin implementation after award and be prepared to begin utility invoice production and distribution services by October 1, 2025.
- Provide all the necessary training (i.e., file transfers, navigating website, etc.)
- Provide the follow-up support

Utility Bills and Invoices

- The proposer shall have the ability to receive billing data files created from Central Square NaviLine Utility.
    - The City generates several text files from Central Square NaviLine Utility software which are then uploaded to the current vendor's website as a zip file.
    - After processing, the current vendor will then produce a pdf file containing of all the invoices that were created.
- The proposer will bill the City for the postage. The City will not use a CAPS account.
- Obtain all necessary stock and inventory
- Produce formatting of the bill files
- Print the utility invoices
- Distribute the utility invoices
    - 6,000 weekly invoices process together
- The proposer will provide invoices for testing by the lockbox service
- Support utility bill modifications
- Print inserts and bill messages when requested
    - Any bill messages that may be necessary can be attached to the bill files sent.
- Bills are single page and doubled sided. 32,000 monthly average.
    - Please see Attachment A for an example of a Water Bill

<u>Delinquency Notices</u>

- Format delinquency notifications
    - Please see Attachment B for an example of Delinquent Notice.
- Print delinquency notifications
- Distribute delinquency notifications
- Any late notices are sent to the vendor in a separate file for mailing.

4. Technical Proposal Content

Proposals shall be organized using the following submission requirements. The City of Aurora reserves the right to request additional information during the RFP review period.

The following items must be included in your proposal:

<u>Cover Transmittal Letter</u> – On company letterhead, provide a narrative which introduces the firm and team highlighting the special strengths of the firm to perform the work requested in this RFP. The letter should be signed by an authorized principal of the proposing consulting firm. Provide anything you would like to include about your firm or capabilities that the City should consider in its evaluation process

<u>Organization, Personnel and Staffing</u> – Provide a brief description of all key personnel to be involved and their relationship to the services to be provided.

- Identify the Project Manager for the proposed services.
- Is a dedicated account specialist assigned to each of your customers?
- How would your firm handle project management to ensure that:
    - Deadlines are met
    - Budgets are kept
    - Regular updates are provided and effective communication is maintained throughout the project
    - Excellent customer service is provided
- Is there a contact available for any issues that arise during non-business hours?

<u>Firm Qualifications, Experience and References</u> – Provide a narrative describing the firm's qualifications to perform the project work. Provide information on past relevant experience, including:

- What depth of experience and strengths does your firm have in bill rendering services?
- How much of your work has been government based?
- Municipal/Government Agency References (minimum of three) – Please provide at least three references from clients for whom you provide utility invoicing and distribution services of similar size and scope, preferably governmental entities that operate utilities. References should include:
    - Customer Name, Project Name, Award Amount, Award Date, Completion Date, Reference Contact and Project Description

<u>Project Approach</u> – Provide a narrative which shows your firm's understanding of the project's requirements and documents a logical technical approach to the project scope of work. Include a general work plan as well as the proposed approach to undertaking the scope of work described earlier in this RFP. Provide a detailed project schedule that illustrates the duration of each task.

<u>Capabilities</u>

- Does your firm have the ability to interface with bill files created by Central Square NaviLine Utility application?
    - The City of Aurora uses the Central Square NaviLine Utility application software for Utility Billing Software.

        - Proposers will indicate whether the ability to interface with bill files created by Central Square exists.
            - If not, indicate whether there will be any fees associated with any necessary programming.
            - The ability to interface with bill files created by Central Square Public NaviLine Utility must be proven before bid is awarded.
    - What is the name and location of the Bulk Mailing unit used for mailings?
    - How will bill modifications that the City will request be handled?
    - How are billing errors, last minute change requests and/or any other potential issues escalated?
    - Is your firm capable of producing inserts? Bill messages?
    - How is the message field is handled and what are the parameters for content?
    - Explain internal control processes to be used to ensure billing accuracy and record keeping.
    - Provide any additional information on capabilities that your firm can provide including but not limited to electronic bill presentment and payment.

Resource Requirements

- The selected vendor must work effectively with the City of Aurora.
- Address the amount of time and resources you will require of various City of Aurora personnel to implement the system.
- Approximately how long does your firm project it would take to complete the implementation?
- What is the time frame for your resources to be available?
- List any terms and conditions within the proposed contract that would change the requirements of the Proposal.

5. Cost Proposal

Pricing Tables – Submit fees in the pricing tables provided in OpenGov.

The Fees and Cost for Services will not be used to automatically disqualify any Respondent from consideration, rather it will be a consideration in the final selection and negotiation of the contract with the top ranked Respondent.

- Pricing for this RFP should include all costs for the utility invoicing and mailing services as listed.
- Provide detailed costs and totals based on the tables provided
- All costs are inclusive of any travel expenses

Fee will be a contributing, not deciding factor in the rankings. Cost savings to the City will also be a contributing factor. The City will enter into negotiations based on their submitted Fee Proposal with the highest ranked Proposer to finalize a contract for the project. If a contract cannot be successfully negotiated with the highest ranked Proposer, then negotiations will be terminated with that Proposer and the City will enter negotiations with the next highest ranked Proposer until an agreement is reached or an impasse is declared

SELECTION CRITERIA

1. TECHNICAL PROPOSAL

Submitted proposals shall be organized in the following order which allows for clarity and ease of review of the proposals. Where indicated, City forms must be completed and submitted. Proposals should not exceed 25 single sided, not including covers, table of contents and section dividers.

1.**Cover Transmittal Letter** *(1 page max.)* – On company letterhead, provide a narrative which introduces the firm and team highlighting the special strengths of the firm to perform the work requested in this RFP. The letter should be signed by an authorized principal of the proposing consulting firm.

2.**Organization, Personnel and Staffing** *(8 pages max., 20 points max.)* – Provide a brief description of all key personnel to be involved and their relationship to the services to be provided.

- Include names, titles, licenses, certificates, fields of expertise, and relevant state and local area experience for all proposed personnel and staff.
- Identify the Project Manager for the proposed services.
  - Ability to provide individualized account specialist
- Customer service quality, time and support team knowledge

3.**Firm Qualifications, Experience and References** *(10 pages max., 30 points max.)* – Provide a narrative describing the firm's qualifications to perform the project work. Provide information on past relevant experience, including:

  - Quality and depth of references
  - Vendor experience in assisting organizations similar to City of Aurora, with similar projects, similar in size (population)

4.**Project Approach** *(5 pages max., 30 points max.)* – Provide a narrative which shows your firm's understanding of the project's requirements and documents a logical technical approach to the project scope of work. Include a general work plan as well as the proposed approach to undertaking the scope of work described earlier in this RFP. Provide a detailed project schedule that illustrates the duration of each task.

- Ease of file transfer process – may require vendor demonstration
- Ability to interface with current utility billing software provider
- Ability to work with our lockbox provider to ensure proper handling of invoice upon receipt of payments
- Attention to internal controls which will ensure invoice accuracy
- Ability to comply with all USPS rules, regulations, and NCOA programs

2. COST PROPOSAL

Pricing Tables *(20 points max.)*– The pricing component shall be uploaded electronically in the Pricing Table Section. This section will be reviewed last. **Pricing shall not be mentioned anywhere in the body of the proposal**. *Please note that pricing is only a portion of the evaluation criteria for award*

- Total project cost, which includes all materials
- Professional fees and expenses

Fee will be a contributing, not deciding factor in the rankings. Cost savings to the City will also be a contributing factor. The City will enter into negotiations based on their submitted Fee Proposal with the highest ranked Proposer to finalize a contract for the project. If a contract cannot be successfully negotiated with the highest ranked Proposer, then negotiations will be terminated with that Proposer and the City will enter negotiations with the next highest ranked Proposer until an agreement is reached or an impasse is declared.

PRICING TABLE

IMPLEMENTATION SERVICE COST

Non-recurring engineering and interface development (migration of client data)

Line Item	Description	Unit of Measure	Unit Cost
1	Set Up and Implementation Fee	Lump Sum	

STATEMENT PROCESSING FEES

Line Item	Description	Unit of Measure	Unit Cost
2	First Page: includes full data processing and laser printing, variable fonts, logos, customized messaging, folding, insertion and mailing	Per Page	
3	Laser Printed Static Backer Page (per cost covers back impression, static or variable)	Per Page	
4	Additional Page of Multiple Documents	Per Page	

GENERIC MATERIALS FEES

Line Item	Description	Unit of Measure	Unit Cost
5	8.5" x 11", plain white, 24 lb	Each	
6	#10 Double Window Mailing Envelope	Each	
7	#9 BRE Single Window Remittance Envelope	Each	

CUSTOM MATERIALS FEES

Line Item	Description	Unit of Measure	Unit Cost
8	8.5" X 11", 24lb with a tear off stub. Stock contains 2 color front, and 1 color back	Each	

SERVICE FEES

Line Item	Description	Unit of Measure	Unit Cost
9	Intelligent Insertion of Statements	Per Statement	
10	Machine Insertion of Inserts	Per Insert	
11	Hand Insertion	Per Hour	
12	Statement Consolidating or "Householding" file	Per Billing	
13	Custom Programming (after initial client set-up)	Per Hour	
14	Modifications only	Per Modification	
15	Flat mailings in 9" X 12" envelopes (includes envelopes and special handling)	Each	
16	NCOA	Each	
17	Highlight Color	Per Impression	

MISCELLANEOUS FEES

Line Item	Description	Unit of Measure	Unit Cost
18	Processing time for delivery from BMU to Aurora Post Offices	Per Hour	
19	Insert turn-around – final draft approval to ready for inserting	Per Day	

EXAMPLE PRICING

See Attachment A & B

Line Item	Description	Unit of Measure	Unit Cost
A	Attachment A as an insert. Printing costs only. 48,000, full page, black ink only, double-sided	Lump Sum	
B	Attachment B as an insert. Printing costs only. 48,000, 1/3rd cut sheet, full-color ink, single-sided	Lump Sum	

YEAR 2 COST

First Optional Year

Line Item	Description	Unit of Measure	Percentage
20	Maximum Percentage Cost Increase Year 2	Total	

YEAR 3 COST

Second Optional Year

Line Item	Description	Unit of Measure	Percentage
21	Maximum Percentage Cost Increase Year 3	Total	

YEAR 4 COST

Third Optional Year

Line Item	Description	Unit of Measure	Percentage
22	Maximum Percentage Cost Increase Year 4	Total	

EVALUATION CRITERIA

<table>
<tr><th>No.</th><th>Evaluation Criteria</th><th>Scoring Method</th><th>Weight (Points)</th></tr>
<tr><td>1.</td><td>Organization, Personnel, and Staffing
Brief description of all key personnel to be involved and their relationship to the services to be provided.
Include names, titles, licenses, certificates, fields of expertise, and relevant state and local area experience for all proposed personnel and staff.
Identify the Project Manager for the proposed services.
Ability to provide individualized account specialist
Customer service quality, time and support team knowledge</td><td>Points Based</td><td>25
(25% of Total)</td></tr>
<tr><td>2.</td><td>Firm Qualifications, Experience, and References
The firm’s qualifications to perform the project work. Based on past relevant experience, including:
Quality and depth of references
Vendor experience in assisting organizations similar to City of Aurora, with similar projects, similar in size (population)
Municipal/Government Agency References (minimum of three)</td><td>Points Based</td><td>30
(30% of Total)</td></tr>
</table>

<table>
<tr><td>3.</td><td>Project Approach

The firm’s understanding of the project’s requirements and documents a logical technical approach to the project scope of work. Included a general work plan as well as the proposed approach to undertaking the scope of work described earlier in this RFP. Provided a detailed project schedule that illustrates the duration of each task.
Ease of file transfer process – may require vendor demonstration
Ability to interface with current utility billing software provider
Ability to work with lockbox provider to ensure proper handling of invoice upon receipt of payments
Attention to internal controls which will ensure invoice accuracy
Ability to comply with all USPS rules, regulations, and NCOA programs</td><td>Points Based</td><td>25
(25% of Total)</td></tr>
<tr><td>4.</td><td>Cost Proposal

The pricing component shall be uploaded electronically in the Pricing Table Section. This section will be reviewed last. Pricing shall not be mentioned anywhere in the body of the proposal. Please note that pricing is only a portion of the evaluation criteria for award
Total project cost, which includes all materials
Professional fees and expenses
Fee will be a contributing, not deciding factor in the rankings. Cost savings to the City will also be a contributing factor. The City will enter into negotiations based on their submitted Fee Proposal with the highest ranked Proposer to finalize a contract for the project. If a contract cannot be successfully negotiated with the highest ranked Proposer, then negotiations will be terminated with that Proposer and the City will enter negotiations with the next highest ranked Proposer until an agreement is reached or an impasse is declared.</td><td>Points Based</td><td>20
(20% of Total)</td></tr>
</table>

VENDOR SUBMISSIONS

1. Technical Proposal*

See Submittal Content Section for more information.

Pricing shall not be mentioned anywhere in the body of the Technical Proposal.

*Response required

2. Contact Information*
Please download the below documents, complete, and upload.

- COA_Contact_Information.docx

*Response required

3. References*
Sufficient references of all like public and/or private agencies must be presented below. Listing must include company name, contact person, telephone number and date purchased. All Proposers, as a condition of and prior to entry into a contract, agree that a complete background investigation of the principals of the Proposer and all employees who will work on the project may be made. Proposers agree to cooperate with the appropriate City of Aurora personnel to supply all information necessary to complete these investigations. The City of Aurora in its complete discretion may disqualify any Proposer, including low Proposer, and may void any contract previously entered into based on its background investigation.

*Response required

4. Sub-Contractor List
Please provide the following information for each subcontractor:

Company:

Address:

City, State, Zip:

Phone Number:

Contact Person:

5. Eligibility*
By signing this Proposal, the Proposer hereby certifies that they are not barred from bidding on this Proposal as a result of a violation of Article 33E, Public Bids of the Illinois Criminal Code of 1961, as amended (Illinois Compiled Statutes, 720 ILCS 5/33E-1).

☐ Please confirm

*Response required

6. Proposer's Certification*

I/We hereby certify that:

A. A complete set of proposal papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.

B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.

C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all equal employment practice requirements contained in Public Act 87-1257 (effective July 1, 1993) and 775 ILCS 5/2-105 (A).

D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.

E. The Proposer is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of “bid rigging” or “bid rotating” of any state or the United States.

F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

☐ Please confirm

*Response required

7. Proposer's Tax Certification*

The Proposer's Executing Officer, being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Proposer, that this despondent is authorized to make them and that the statements contained herein are true and correct.

Proposer deposes, states and certifies that Proposer is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

☐ Please confirm

*Response required

8. Additional Information

City of Aurora, IL
Purchasing
Jolene Coulter, Director of Purchasing
44 E Downer Place, Aurora, IL 60502
(630) 256-3540

ADDENDA REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

RESPONSE DEADLINE: July 16, 2025 at 11:00 am

Friday, September 12, 2025

Addenda Issued:

Addendum #1

Jul 2, 2025 1:07 PM

Please review Question and Answer Report 25-123

Attachments:

· Question & Answer Report 25-123

Addendum #2

Jul 9, 2025 8:49 AM

Please use the See What Changed link to view all the changes made by this addendum.

Addenda Acknowledgements:

Addendum #1

Proposal	Confirmed	Confirmed At	Confirmed By
A.B. Data, Ltd.	X	Jul 7, 2025 2:54 PM	Robin Cohen
Third Millennium Associates, Inc.	X	Jul 8, 2025 9:12 AM	Elizabeth Adducci
360S2G	X	Jul 9, 2025 12:28 AM	amanda g
Sebis Direct Inc.	X	Jul 7, 2025 4:14 PM	Anya Sanders
InfoSend, Inc	X	Jul 15, 2025 1:07 PM	Marty Bielecki
Beta Link Solutions	X	Jul 12, 2025 8:45 PM	Akindeji Jolasinmi

Addendum #2

Proposal	Confirmed	Confirmed At	Confirmed By
A.B. Data, Ltd.			
Third Millennium Associates, Inc.	X	Jul 9, 2025 9:25 AM	Elizabeth Adducci
360S2G	X	Jul 9, 2025 10:13 AM	amanda g

Sebis Direct Inc.	X	Jul 9, 2025 9:23 AM	Anya Sanders
InfoSend, Inc	X	Jul 15, 2025 1:07 PM	Marty Bielecki
Beta Link Solutions	X	Jul 12, 2025 8:45 PM	Akindeji Jolasinmi

EXHIBIT 2

(BID PROPOSAL FORM 25-123)

[INFOSEND, INC] RESPONSE DOCUMENT REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

RESPONSE DEADLINE: July 16, 2025 at 11:00 am

Report Generated: Friday, September 12, 2025

InfoSend, Inc Response

CONTACT INFORMATION

Company:
InfoSend, Inc

Email:
marty.b@infosend.com

Contact:
Marty Bielecki

Address:
4240 E. La Palma Ave
Anaheim, CA 92807

Phone:
(239) 600-6722

Website:
http://www.infosend.com/

Submission Date:
Jul 16, 2025 10:42 AM (Central Time)

ADDENDA CONFIRMATION

Addendum #1
Confirmed Jul 15, 2025 1:07 PM by Marty Bielecki

Addendum #2
Confirmed Jul 15, 2025 1:07 PM by Marty Bielecki

QUESTIONNAIRE

1. Technical Proposal*

See Submittal Content Section for more information.

Pricing shall not be mentioned anywhere in the body of the Technical Proposal.

City_of_Aurora_InfoSend_RFP_25-123_due_7.16.25_11am_CST_Final_1.pdf

2. Contact Information*

Pass

Please download the below documents, complete, and upload.

- COA_Contact_Information.docx

City_of_Aurora_COA_Contact_Information_Form_Signed.pdf

3. References*

Sufficient references of all like public and/or private agencies must be presented below. Listing must include company name, contact person, telephone number and date purchased. All Proposers, as a condition of and prior to entry into a contract, agree that a complete background investigation of the principals of the Proposer and all employees who will work on the project may be made. Proposers agree to cooperate with the appropriate City of Aurora personnel to supply all information necessary to complete these investigations. The City of Aurora in its complete discretion may disqualify any Proposer, including low Proposer, and may void any contract previously entered into based on its background investigation.

3.Firm Qualifications, Experience and References

Provide a narrative describing the firm's qualifications to perform the project work. Provide information on past relevant experience, including:

Get to Know InfoSend - A Reliable Partner

InfoSend has provided business process outsourcing services since 1996, handling the processing and distribution of over 300 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, Illinois, Florida and Massachusetts for Data Processing, Printing and Mailing (DPPM). InfoSend's hosted Electronic Billing, 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 goal to retain and provide complete satisfaction for each client. InfoSend has over 230 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 is well qualified to manage the City's project as InfoSend is the current provider with the current workflow and any changes, conversions, design efforts, etc. the City desires in the future. InfoSend has familiarity with City's project and support needs having served the City for 14 years.

- **Quality and depth of references**

Municipal/Government Agency References				
Customer Name	**City of Aurora, IL**	**Okaloosa County Water and Sewer**	**City of Rio Rancho**	**Wilkinsburg-Penn Joint Water Authority**

4. Sub-Contractor List
Pass

Please provide the following information for each subcontractor:

Company:

Address:

City, State, Zip:

Phone Number:

Contact Person:

InfoSend does not utilize subcontractors.

5. Eligibility*
Pass

By signing this Proposal, the Proposer hereby certifies that they are not barred from bidding on this Proposal as a result of a violation of Article 33E, Public Bids of the Illinois Criminal Code of 1961, as amended (Illinois Compiled Statutes, 720 ILCS 5/33E-1).

Confirmed

6. Proposer's Certification*
Pass

I/We hereby certify that:

A. A complete set of proposal papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.

B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.

C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all equal employment practice requirements contained in Public Act 87-1257 (effective July 1, 1993) and 775 ILCS 5/2-105 (A).

D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.

E. The Proposer is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of “bid rigging” or “bid rotating” of any state or the United States.

F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

Confirmed

7. Proposer's Tax Certification*
Pass

The Proposer's Executing Officer, being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Proposer, that this despondent is authorized to make them and that the statements contained herein are true and correct.

Proposer deposes, states and certifies that Proposer is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

Confirmed

8. Additional Information
Fail

City_of_Aurora_RFP_Due_71625_at_1100am_CST_COST_PROPOSAL_Final.pdf

PRICE TABLES

IMPLEMENTATION SERVICE COST

Non-recurring engineering and interface development (migration of client data)

Line Item	Description	Unit of Measure	Unit Cost
1	Set Up and Implementation Fee	Lump Sum	$0.00

STATEMENT PROCESSING FEES

Line Item	Description	Unit of Measure	Unit Cost
2	First Page: includes full data processing and laser printing, variable fonts, logos, customized messaging, folding, insertion and mailing	Per Page	$0.065
3	Laser Printed Static Backer Page (per cost covers back impression, static or variable)	Per Page	$0.00
4	Additional Page of Multiple Documents	Per Page	$0.083

GENERIC MATERIALS FEES

Line Item	Description	Unit of Measure	Unit Cost
5	8.5" x 11", plain white, 24 lb	Each	$0.018
6	#10 Double Window Mailing Envelope	Each	$0.00
7	#9 BRE Single Window Remittance Envelope	Each	$0.083

CUSTOM MATERIALS FEES

Line Item	Description	Unit of Measure	Unit Cost
8	8.5" X 11", 24lb with a tear off stub. Stock contains 2 color front, and 1 color back	Each	$0.00

SERVICE FEES

Line Item	Description	Unit of Measure	Unit Cost
9	Intelligent Insertion of Statements	Per Statement	$0.00
10	Machine Insertion of Inserts	Per Insert	$0.01
11	Hand Insertion	Per Hour	$0.35
12	Statement Consolidating or “Householding” file	Per Billing	$0.00
13	Custom Programming (after initial client set-up)	Per Hour	$205.00
14	Modifications only	Per Modification	$0.00
15	Flat mailings in 9” X 12” envelopes (includes envelopes and special handling)	Each	$0.25
16	NCOA	Each	$0.35
17	Highlight Color	Per Impression	$0.002

MISCELLANEOUS FEES

Line Item	Description	Unit of Measure	Unit Cost
18	Processing time for delivery from BMU to Aurora Post Offices	Per Hour	$1.00

Line Item	Description	Unit of Measure	Unit Cost
19	Insert turn-around – final draft approval to ready for inserting	Per Day	$5.00

EXAMPLE PRICING

See Attachment A & B

Line Item	Description	Unit of Measure	Unit Cost
A	Attachment A as an insert. Printing costs only. 48,000, full page, black ink only, double-sided	Lump Sum	$0.0357
B	Attachment B as an insert. Printing costs only. 48,000, 1/3rd cut sheet, full-color ink, single-sided	Lump Sum	$0.0587

YEAR 2 COST

First Optional Year

Line Item	Description	Unit of Measure	Percentage
20	Maximum Percentage Cost Increase Year 2	Total	2.77%

YEAR 3 COST

Second Optional Year

Line Item	Description	Unit of Measure	Percentage
21	Maximum Percentage Cost Increase Year 3	Total	6.66%

YEAR 4 COST

Third Optional Year

Line Item	Description	Unit of Measure	Percentage
22	Maximum Percentage Cost Increase Year 4	Total	2.78%

infosend

Anaheim, CA | Ft. Worth, TX | Downers Grove, IL | Ft. Myers, FL | Haverhill, MA

InfoSend, Inc. Response to:

City of Aurora, IL
Utility Invoice Production and Distribution Services
RFP 25-123
Technical Proposal

Due: July 16, 2025

Time: 11:00 am CST

Provided By: Marty Bielecki
Territory Sales Manager
O: 800.955.9330 x/705
marty.b@infosend.com

800.955.9330 | infosend.com

Table of Contents

1.Cover Transmittal Letter

July 16, 2025

City of Aurora - 44 East Downer Place, Aurora, IL 60507

Re: City of Aurora – DPPM 32K RFP

To the Review Team:

InfoSend, Inc. is pleased to present this response to City of Aurora. InfoSend, Inc., 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 300 million print and electronic documents annually across multiple channels, InfoSend proudly maintains an industry best client retention and satisfaction rate.

InfoSend has never been purchased by or taken funding from a Private Equity or Venture Capital firm. InfoSend's initial startup capital was provided by its CEO and all growth since that point has been funded by using bank loans and the company's own profits. This continuity of ownership has provided our clients with a stable partner because the company's priorities never change.

InfoSend provides a comprehensive outsourced bill printing, mailing, and eBilling/payments setup to nearly 900 clients nationwide. InfoSend's team is confident that our offering and benefits presented herein will provide City of Aurora and its customers with the greatest value in the market today. InfoSend meets or exceeds the requirements specified in the scope of work, and additional to quoting services pertaining to the requirements we have also included supplemental information about our processing setup, data security, and bill print/mail solution. We propose to provide the City of Aurora print and mail services from our InfoSend Illinois facility without the use of subcontractors for any portion of the production, including disaster recovery. InfoSend has five production facilities strategically positioned across the country and has provided detail on each location in this response document.

The InfoSend solution is a complete, proven technology practice that includes print/finish/mail services, and an enhanced print and delivery process. InfoSend provides unequalled technical support, based on our proven experience and significant investment in staff and R&D roadmap. We believe that efficiencies can be improved by introducing new thoughts and ideas. We are proud to say that in 29 years we have never had a public agency client discontinue services with InfoSend due to programming, production, quality, customer service, or operational issues. We think that makes us pretty unique in our industry.

InfoSend has been pleased to have provided services matching the scope of this project for the City of Aurora since 2011. We are grateful for the longstanding partnership and hope to continue for years to come. InfoSend's general approach to maintain the City's workflow with the lowest risk factor as the City will not have to manage a new implementation with potential "unknowns", including other cost factors and resource expenditure from the City. InfoSend has managed efficient workflow with the care the City deserves and we strive to continue this effort. InfoSend and the City of Aurora work well together.

InfoSend is well-positioned to meet the proposal's requirements, backed by proven experience and a strong client focus.

Thank you for the opportunity.

Russ Rezai, President
Email: russ.r@infosend.com
Office: 714.993.2690 x233

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

2.Organization, Personnel and Staffing

Provide a brief description of all key personnel to be involved and their relationship to the services to be provided.

InfoSend has been able to serve the City for 14 years. InfoSend's staffing has been adequate in our approach for the initial launch as well as the change management requested by the City using our well-organized approach to staffing. As a reminder, the below depicts our resources for oversight of the City's billing work.

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. InfoSend is the City's current vendor for print and mail, and therefore we don't require a project manager or project engineer to continue providing services to the City. That said, InfoSend's current support is managed by the departments and contacts provided below:

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
InfoSend Client Services contact: Josue Martinez, Head of Client Services

Delivery Team:

- Executive Management and Sales Team: will serve as City of Aurora's main contact for RFP questions and contract negotiations.
- Client Services Team: manage ongoing processing, and will be the main points of contact. These contacts will report directly to Matt Schmidt, COO and Josue Martinez, Director of Client Services.
- IT team: will provide back-end support for City of Aurora'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.

· Include names, titles, licenses, certificates, fields of expertise, and relevant state and local area experience for all proposed personnel and staff.

Please note the following brief resumes of the responsible parties with direct oversight for the City's projects and account management:

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 nationwide production 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	**Josue Martinez**
Experience	**Director of Client Services** InfoSend, Inc. │ 2016 – Present Responsible for client support services. Oversees client services and insert account management team. Acts as escalation point for InfoSend clients. Works with senior management to develop and support staff. **Senior Project Manager** InfoSend, Inc. │ 2000 – 2016
Education	**Bachelor of Arts, Business Administration & Information Systems** California State University, Fullerton

Name	**Ebony Crawford**
Experience	**InfoSend, Inc. Anaheim, CA (2021 – present)** **Client Services Manager** • **All previously outlined Business Analyst responsibilities** • **Provide training to Client Services staff** • **Compile and distribute documentation for Standard Operating Procedures for internal and client use** • **Act as Project Sponsor and Lead Analyst on complex implementations** **InfoSend, Inc. Anaheim, CA (2017 – 2021)** **Business Analyst** • **Continued responsibility for implementation and support services** • **First point of contact for Account Managers** • **Assist Director of Client Services as needed** • **Responsible for monthly Client Services reports, distributed to higher management** **InfoSend, Inc. Anaheim, CA (2016 – 2017)** **Senior Account Manager** • **Managed over 50+ implementations and software conversions, including complex data and requirements** • **Design new printed bill formats** • **Work with programming team to streamline processes** • **Data Processing, printing, Quality Control, and mailing experience.** **InfoSend, Inc. Anaheim, CA (2015 – 2016)** **Account Manager**

	• **Managed over 50+ 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	**Proficient in Website/Forms Design using Following Applications/Languages:** **HTML, Adobe Illustrator, Adobe Photoshop, Microsoft Office**
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
Education	MBA, University of Florida BS, University of Florida

· Identify the Project Manager for the proposed services.

Name	Bob Woods
Experience	**InfoSend, Inc** Carrollton, TX (2014-present) Senior Account Manager • Manage new client implementation projects in a variety of verticals • Provide ongoing personal support to clients • Coordinate between clients and internal departments to ensure compliance with best practices and procedures **DataProse, Inc** Coppell, TX (2011-2014) Strategic Account Manager • Responsible to build relationships and maintain Clientele • Manage internal and external client relationships • Ensure prompt issue resolution, client education and communications. • Responsible for knowing client's business as well as the client's objectives and challenges. **CSG Systems, Inc.** Coppell, TX (2010-2011) Senior Account Manager • Serves as main contact between CSG and client base of 90 • Works closely with other departments to ensure quality of product, timeliness of delivery and client satisfaction • Plans and manages project timelines, budgets and priorities
Education	MBA Candidate, University of Phoenix BA, Marketing and Management, Long Island University, Long Island, NY

o Ability to provide individualized account specialist

InfoSend agrees to this requirement and will ensure full compliance. Please see above for Account Management assignment. Please note that InfoSend also maintains another support group called Client Services Support Associates that are available for routine workflow items such as pull bills, file processing support and other functions to assist the City as well.

· Customer service quality, time and support team knowledge

Customer Service is a key focus for InfoSend and we trust the City has experienced our desire to prioritize customer satisfaction through focused support. InfoSend has several approaches to managing client needs based on client interaction desires. InfoSend's Client Services department provides web, phone and email support channels for clients, with dedicated support staff available to resolve client requests. Support staff is trained to monitor, analyze, escalate and respond to incoming requests, as well as provide proactive support in the event internal Quality Control procedures detect issues with client data.

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 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 Quality Control is well defined and has performed well for the City. Please note the following highlights of our QC features that have been and will be available to the City:

InfoSend Quality Control

InfoSend has been in business since 1996, with the founders starting the business with the assertion 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 demand 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. **Pre-production Review and 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).

3.Firm Qualifications, Experience and References

Provide a narrative describing the firm's qualifications to perform the project work. Provide information on past relevant experience, including:

Get to Know InfoSend - A Reliable Partner

InfoSend has provided business process outsourcing services since 1996, handling the processing and distribution of over 300 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, Illinois, Florida and Massachusetts for Data Processing, Printing and Mailing (DPPM). InfoSend's hosted Electronic Billing, 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 goal to retain and provide complete satisfaction for each client. InfoSend has over 230 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 is well qualified to manage the City's project as InfoSend is the current provider with the current workflow and any changes, conversions, design efforts, etc. the City desires in the future. InfoSend has familiarity with City's project and support needs having served the City for 14 years.

- **Quality and depth of references**

Municipal/Government Agency References				
Customer Name	**City of Aurora, IL**	**Okaloosa County Water and Sewer**	**City of Rio Rancho**	**Wilkinsburg-Penn Joint Water Authority**
Project Name	RFP 21-19 – Utility Invoice Production and Distribution	Utility Bill Print and Related Document Production	Utility Bill Print and Related Document Production	Utility Bill Print and Related Document Production
Award Amount	$265,000 Est Annual	$205,000 Est Annual	$310,000 Est Annual	$307,000 Est Annual
Award Date	2011	2020	2010	2019
Completion Date	present	present	present	present
Reference Contract	Krista Heinke HeinkeK@aurora.il.us	Michon Jackson majackson@myokaloosa.com	Henrietta Hughes hhughes@rrnm.gov	Lisa Lenick Lkavo@wpjwa.com
Project Description	Utility invoice production/ distribution	Utility invoice production/ distribution	Utility invoice production/ distribution	Utility invoice production/ distribution

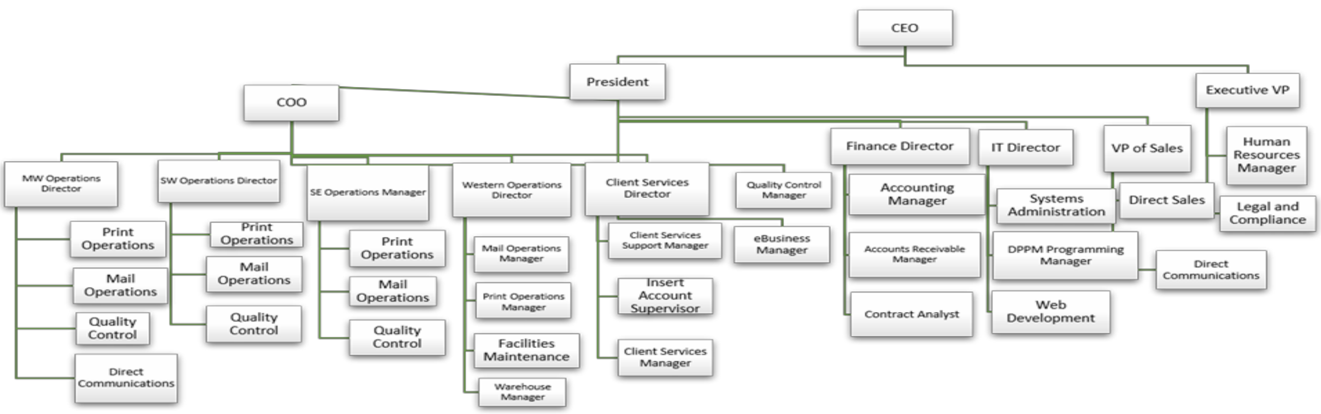
o Vendor experience in assisting organizations similar to City of Aurora, with similar projects, similar in size (population)

InfoSend is well versed in assisting organizations just like the City of Aurora, including the City of Aurora. InfoSend serves approximately 900 clients nationwide of which more than 700 are utilities. InfoSend has a large contingent of client utilities in the 25,000 to 100,000-meter connections with client sizes scaling up and down from there. InfoSend has dozens of client installs on the City's current CIS solution (Central Square) however InfoSend is CIS agnostic and works with clients on over 50 different CIS platforms. InfoSend also serves many of the City's neighbors in the IL area (Elgin, Joliet, Downers Grove, Bloomington, Moline, Utilities Inc, Orland Park and many others). InfoSend is currently implementing Springfield City Water & Light.

InfoSend Experience Continued

InfoSend's organization, facilities/infrastructure, data security and business continuity are outlined below:

Organization Chart



InfoSend Facilities

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

Corporate Headquarters & Western US Production Facility
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 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.

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.

Texas & South Central US Production Facility
4301 Cambridge Road Suite A · Fort Worth TX 76155

InfoSend's 46,000 sq. ft. Texas Production facility is located in the Dallas - Fort Worth Metroplex 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.

<u>InfoSend Northeast Production Facility</u>
41 Rogers Road · Haverhill MA 01835

InfoSend Northeast, LLC is an affiliate organization to InfoSend. It is located in Massachusetts and services clients in the Northeastern US of both InfoSend and InfoSend Northeast. InfoSend provides disaster recovery services to InfoSend Northeast.

InfoSend Print and Mail Equipment

InfoSend utilizes a mix of plain black, 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.
- Production sheet-fed full color (CMYK) inkjet printing is also utilized
- Sheet-fed full color and monochrome laser printers for small or specialty jobs and reprints.
- Full-color capacity is over 130 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.

Printers

Type	Printer	QTY	Images per hour (total output if more than 1 machine)
Full Color	Canon Colorstream 6900	1	109,080
Full Color	Canon i300	1	18,000
Full Color	Ricoh Pro VC60000	1	128,820
Full Color	Ricoh Pro VC40000	1	128,820
Full Color	Xerox Rialto 900 MP	2	54,960
Full Color	Ricoh Pro C9100	1	6,600

Type	Printer	QTY	Images per hour (total output if more than 1 machine)
Monochrome	Ricoh Pro 8320	1	8,160
Full Color	Bluecrest Accellejet	1	42,960
Full Color	Riso GD9630	7	67,200
Full Color	Riso GD9150	1	9,000
Monochrome	Kodak Digimaster HD150	3	27,000

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.

Inserters

Inserter Type	QTY	Insertions Per Hour (total output if more than 1 machine)
Sensible Technologies/Bell & Howell Intelligent Inserter with Mail Piece Integrity	26	195,000
Pitney Bowes/BlueCrest FPS/Rival Line of Inserters	10	120,000
Pitney Bowes/BlueCrest MPS Line of Inserters	1	15,000
MB Inserters	5	74,000

Envelope Manufacturing

Equipment Type	QTY	Envelopes Manufactured Per Hour
W+D Model 202	2	84,000
W+D Model 102	3	48,000
W+D Model 627	2	54,000

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, Fort Worth, 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.

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 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

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.

During periods of pandemic-related labor shortages and/or outbreaks, InfoSend has deployed the following strategies:

- Require face coverings in all common areas
- Distance production staff and equipment by at least 6 feet, following social distancing protocols
- Enable remote working arrangements for workers who can perform their duties remotely by providing necessary equipment and secure remote access as needed

- Facility mirroring at InfoSend's 5 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 5 different states: California, Texas, Illinois, Florida and Massachusetts (affiliate). 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).

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.

Maximum Acceptable Outages (MPO) for critical services:

- Provide limited replacement of lost functions within 24 hours
- Recover to normal operation within 7 days

4.Project Approach

Provide a narrative which shows your firm's understanding of the project's requirements and documents a logical technical approach to the project scope of work. Include a general work plan as well as the proposed approach to undertaking the scope of work described earlier in this RFP. Provide a detailed project schedule that illustrates the duration of each task.

InfoSend has previously installed the City's billing function on our platform and is not providing the detailed implementation schedule given the project is currently being maintained. InfoSend has resources and ability to manage any changes requested and will follow typical methodology in managing projects required by the City.

Client Application Change Management Highlights

- Dedicated Account Manager ensures client application specific knowledge and expertise.
- All aspects of client application change requests and project history logged within InfoSend CRM.
- Account Manager builds Statement of Work (SOW), accurately capturing scope for client sign off.
- Changes made and tested within a dedicated development environment, with source control check-in.
- Transparently tracked project, with samples and mockups provided to the client for sign off.
- Strict deployment procedure, which includes options for detailed sample review on the first live run.

· Ease of file transfer process – may require vendor demonstration

InfoSend has multiple file transfer protocols, including FTP, SFTP and Secure Web Upload to our system. The City currently utilizes our seamless secure web upload feature on secure.infosend.com. We can assist the City for secure FTP, should it be desired.

· Ability to interface with current utility billing software provider

InfoSend currently has 39 active clients using the SunGard (Central Square) platforms, with over 100 successful implementations over the last 2 decades (many of the Central Square users transitioned to a different CIS platform). InfoSend is well versed in working with the City's data on the current platform.

· Ability to work with our lockbox provider to ensure proper handling of invoice upon receipt of payments

InfoSend does have the ability and currently ensures full compliance. We have been providing data processing, printing, and mailing services to the City since 2011.

· Attention to internal controls which will ensure invoice accuracy

InfoSend ensures adequate internal controls and processes for invoice accuracy. InfoSend has an in-depth and detailed Quality Control program along with audited controls on an annual basis to comply with SOC 1 & 2 among others.

InfoSend Quality Control Highlights

- Company culture demands client satisfaction with over 99.99966% accuracy on an annual output in the tens of millions.
- Systems, personnel, and equipment are organized around well-defined processes that control and report the accuracy of work performed.
- Comprehensive Quality Control (QC) built into Data Processing platform, ensuring client output is verified prior to entering manufacturing environment.
- Unique QC process involving dedicated personnel and procedures executed after printing and designed to ensure consistent print quality and 100% accountability for each document
- Automated 2D Barcode Accuracy System utilized, providing individual document tracking and alerting to address errors (damaged or missing documents) real-time during fulfillment.
- Dedicated Quality Assurance Team that performs Root Cause Analysis, coordinates remediation and plans continual process improvements.

· Ability to comply with all USPS rules, regulations, and NCOA programs

InfoSend complies.

USPS Compliance and Efficiency Highlights

- 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).
- USPS Seamless Acceptance Provider verifying mail electronically for acceptance
- 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.

o Does your firm have the ability to interface with bill files created by Central Square NaviLine Utility application? Yes. The City is currently processing with InfoSend under this interface.

▪ The City of Aurora uses the Central Square NaviLine Utility application software for Utility Billing Software. Acknowledged.

▪ Proposers will indicate whether the ability to interface with bill files created by Central Square exists. InfoSend absolutely has the ability to interface with files created by Central Square.

• If not, indicate whether there will be any fees associated with any necessary programming. This project is currently installed. No set up fees necessary.

• The ability to interface with bill files created by Central Square Public NaviLine Utility must be proven before bid is awarded. Acknowledged.

o What is the name and location of the Bulk Mailing unit used for mailings? InfoSend's Downers Grove, IL production facility at 1406 Centre Circle, Downers Grove, IL 60515 is the current primary production location for the scope of this project. This facility is also a Detached Mail Unit (DMU) of the USPS for mail certification. USPS entry point is the Fox Valley BMEU located at 3900 Gabrielle Ln, Fox Valley, IL.

o How will bill modifications that the City will request be handled?

Client Application Change Management Highlights

- Dedicated Account Manager ensures client application specific knowledge and expertise.
- All aspects of client application change requests and project history logged within InfoSend CRM.
- Account Manager builds Statement of Work (SOW), accurately capturing scope for client sign off.
- Changes made and tested within a dedicated development environment, with source control check-in.
- Transparently tracked project, with samples and mockups provided to the client for sign off.
- Strict deployment procedure, which includes options for detailed sample review on the first live run.

o How are billing errors, last minute change requests and/or any other potential issues escalated?

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.

o Is your firm capable of producing inserts? Bill messages? Yes! InfoSend has a dedicated Direct Communications team to assist the City in managing bill inserts. The City utilizes InfoSend's team and Insert request tool currently. InfoSend also provides an Online Message Manager tool in which the City uses extensively to add content/messages to the billing output.

o How is the message field is handled and what are the parameters for content? Message Manager is a free account management tool is a custom-built web-based application that allows clients to control the messages that print on output. Clients can schedule the messages months or even years in advance, as well as set criteria to assign unique messages to different types of customers, or even to individual accounts. A PDF preview displays the message in the actual font that will be used. Parameters are simply subject to the space allocated in the document format.

o Explain internal control processes to be used to ensure billing accuracy and record keeping.

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

- **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.

o Provide any additional information on capabilities that your firm can provide including but not limited to electronic bill presentment and payment. Please see **Appendix A** for a preview of additional information on capabilities. We included this as an appendix due to the page count limitation for this section.

Resource Requirements

o The selected vendor must work effectively with the City of Aurora. InfoSend acknowledges this requirement and will adhere to it. InfoSend trusts the City has had an excellent working relationship with our team for the past 14 years.

o Address the amount of time and resources you will require of various City of Aurora personnel to implement the system. InfoSend will not impose on City staff for an implementation. This project is implemented. City staff will not only be free to manage other duties by selecting InfoSend to continue this work, but also mitigate risk by not having to implement this project with another provider.

o Approximately how long does your firm project it would take to complete the implementation?
Not applicable. City of Aurora is currently live on InfoSend's print and mail platform. Should the City of Aurora require program changes or a bill re-design, we will quote a Statement of Work prior to commencing work. This SOW will be specific to the program modification request and will include a detail of task assignments and management hours.

o What is the time frame for your resources to be available? City of Aurora is currently live on InfoSend's print and mail platform. The typical new client implementation is 10-12 weeks which is not applicable here.

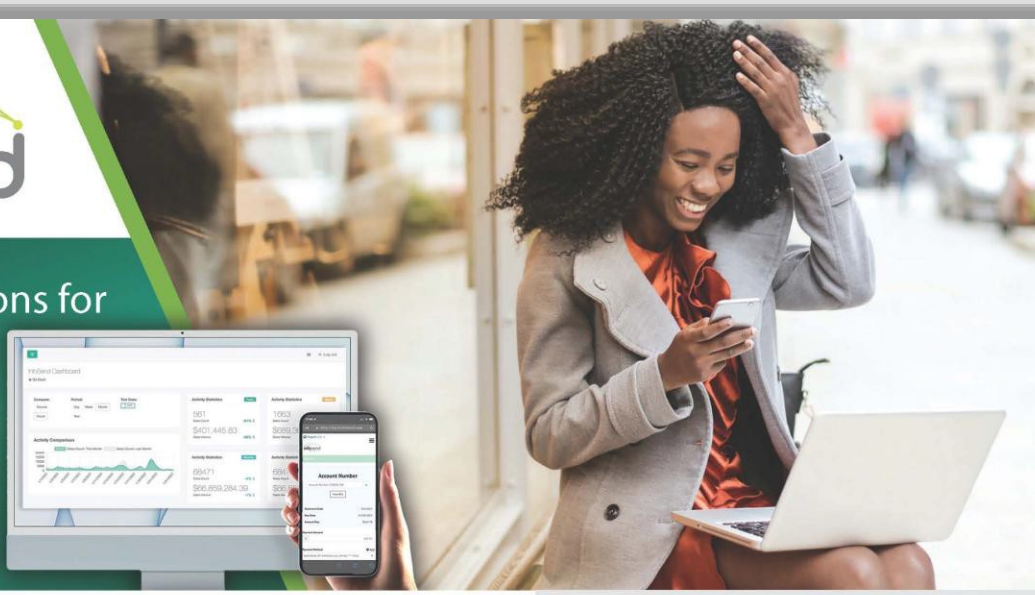
o List any terms and conditions within the proposed contract that would change the requirements of the Proposal. In the event that InfoSend is selected to continue providing services to the City, we respectfully request the following changes to the governing terms and conditions. We look forward to the opportunity to discuss these changes with the City to arrive at mutually agreeable language.

Request to add:
Limitation of Liability: Notwithstanding anything to the contrary in this Agreement, InfoSend’s aggregate liability arising from or relating to this Agreement shall be limited to the Service Fees that InfoSend received from the City in the six (6) months preceding the accrual of the claim.

Request to revise:
7. DEFAULT: Time is of the essence of this Proposal and if delivery of acceptable items or rendering of services is not completed by the time promised, the City reserves the right, without liability, in addition to its other rights and remedies, to terminate the Proposal by notice effective when received by Proposer, as to stated items not yet shipped or services not yet rendered. The City will procure articles or service from other sources and hold the Proposer responsible for any excess cost incurred as provided for in Article 2 of the Uniform Commercial Code for a period of up to three (3) months.

infosend

InfoSend Solutions for Bill & Payment *OUTSOURCING*



OUR MISSION

It is the mission of InfoSend, Inc. to provide the best possible Customer Engagement solution in an accurate, reliable, and timely manner, with an unparalleled client support culture that emphasizes personal touch.

ABOUT INFOSEND

Since 1996, InfoSend has provided innovative solutions for organizations seeking eBilling, ePayment, Data Processing, and BillPrint & Mail services. Delivering more than 250+ million print and electronic documents annually, InfoSend proudly maintains an industry-best client retention and satisfaction rate. Our strategic locations in CA, TX, FL, IL and MA ensure that InfoSend clients receive efficient document delivery service and disaster recovery protection. Billers deserve an approach that works, and InfoSend provides that by customizing solutions to fit our clients' needs while significantly reducing their total overhead costs and providing excellent service. Partner with InfoSend and enjoy the benefits of working with a seasoned data processor with extensive knowledge of document efficiencies. Together, let's reach your customers more effectively.

INDUSTRIES WE SERVE

- UTILITIES
- GOVERNMENT AGENCIES & MUNICIPALITIES
- FINANCE
- HEALTHCARE
- INSURANCE
- PARKING, RED LIGHT & TOLLWAY ENFORCEMENT
- TELECOM, BROADBAND & CABLE

And more ...

COMPLIANCE

- PCI Level-1
- HIPAA HITECH
- SSAE18 SOC 1 and SOC 2
- Gramm-Leach-Biley Act (GLBA)
- FACTA Red Flag Rules

A COMPLETE CUSTOMER ENGAGEMENT PROVIDER

ANAHEIM, CA | FORT WORTH, TX | DOWNERS GROVE, IL | FT. MYERS, FL | HAVERHILL, MA

CORE COMPETENCIES

CUSTOMER COMMUNICATIONS MANAGEMENT (CCM)

- Single Platform Multi-Channel Document Distribution
- Secure Website; FTP upload, optional PGP / SFTP encryption into PCI, HIPAA, & SOC audited environment
- Innovative Document Designs
- Online Proofing, Job & Mail Tracking
- Detailed Reporting
- Archiving & Secure Third-Party API Access
- Customizable Messaging & Business Rules

DATA PROCESSING, PRINT, & MAIL SERVICE (DPPM)

- Cloud Based Data Processing
- High Speed Digital Printing
- USPS Compliance & Automation
- Dynamic Data Solutions
- Fast Service Level Agreements (SLA)
- Automated High Speed Inserting

ELECTRONIC BILLING, PAYMENT & PRESENTMENT (EBPP)

- Web Payments with Mobile Ready Engagement
- SMS Text-to-Pay
- Interactive Voice Response (IVR)
- Electronic Bank Capture
- Outbound SMS & IVR Messaging
- Integrated Consumer Analytic Capabilities

KEY DIFFERENTIATORS

- Customer communications management within a single platform.
- 5 Production facilities ensuring regional access to the USPS and disaster mitigation.
- Never use subcontractors to sub-excess printing volume out to other vendors.
- Successfully implemented and serve over 800+ clients in several industries.
- 26+ Years expertise working with the USPS guaranteeing lowest cost presort & efficient setup, never marking up postage.
- In-house envelope production.
- Utilizes a Software as a Service (SaaS) approach.
- Full-color duplex variable printing capabilities and customer-targeted messaging.

BUSINESS CONTINUITY

- Disaster recovery plan & preparedness.
- Operations run under capacity for data center, equipment and labor force potential.
- Operational and procedural documentation.
- Redundant communication lines.
- Server virtualization used.
- Multiple forms of data redundancy: RAID, SAN, VPN data sync and tape backup.
- Automated alerts and 24/7 employee coverage.

CONTACT

Phone: (800) 955-9330

www.infosend.com

Email: sales@infosend.com

infosend

BILLING & PAYMENTS | CUSTOMER ENGAGEMENT | UNPARALLELED CLIENT SUPPORT

CITY OF AURORA, ILLINOIS

CONTACT INFORMATION

Vendor shall provide the following contact information assigned to service the City of Aurora account.

Customer Service/General Information: Ph: 800.955.9330

To place an order:

Name: Marty Bielecki
Ph: 239.247.4419 Fax: 714.993.1306
E-mail: marty.b@infosend.com

Billing & Invoicing questions:

Name: InfoSend Billing
Ph: 800.955.9330 Fax: 714.993.1306
E-mail: support@infosend.com

Questions:

Name: Marty Bielecki
Ph: 239.247.4419 Fax: 714.993.1306
E-mail: marty.b@infosend.com

Bidder's Name: InfoSend Inc.

Signature & Date: 7/16/2025

infosend

InfoSend, Inc. Response to:

City of Aurora, IL
Utility Invoice Production and Distribution Services
RFP 25-123
Cost Proposal

Due: July 16, 2025

Time: 11:00am CST

Provided By: Marty Bielecki
Territory Sales Manager
O: 800.955.9330 x/705
marty.b@infosend.com

Table of Contents

5. Cost Proposal

Pricing Tables – Submit fees in the pricing tables provided in OpenGov.

The Fees and Cost for Services will not be used to automatically disqualify any Respondent from consideration, rather it will be a consideration in the final selection and negotiation of the contract with the top ranked Respondent.

InfoSend acknowledges and accepts this requirement. Cost of services have been submitted online at OpenGov.com

a. Pricing for this RFP should include all costs for the utility invoicing and mailing services as listed.

InfoSend agrees to this requirement.

b. Provide detailed costs and totals based on the tables provided

Please see City of Aurora price table next page along with InfoSend price detail.

c. All costs are inclusive of any travel expenses

InfoSend agrees to this requirement and will ensure full compliance. InfoSend provides training and support remotely.

Fee will be a contributing, not deciding factor in the rankings. Cost savings to the City will also be a contributing factor. The City will enter into negotiations based on their submitted Fee Proposal with the highest ranked Proposer to finalize a contract for the project. If a contract cannot be successfully negotiated with the highest ranked Proposer, then negotiations will be terminated with that Proposer and the City will enter negotiations with the next highest ranked Proposer until an agreement is reached or an impasse is declared

InfoSend acknowledges and accepts this requirement.

PRICING TABLE

IMPLEMENTATION SERVICE COST

Non-recurring engineering and interface development (migration of client data)

Line Item	Description	Unit of Measure	Unit Cost
1	Set Up and Implementation Fee	Lump Sum	$0.00

STATEMENT PROCESSING FEES

Line Item	Description	Unit of Measure	Unit Cost
2	First Page: includes full data processing and laser printing, variable fonts, logos, customized messaging, folding, insertion and mailing	Per Page	$0.065
3	Laser Printed Static Backer Page (per cost covers back impression, static or variable)	Per Page	$0.00
4	Additional Page of Multiple Documents	Per Page	$0.083

GENERIC MATERIALS FEES

Line Item	Description	Unit of Measure	Unit Cost
5	8.5" x 11", plain white, 24 lb	Each	$0.018
6	#10 Double Window Mailing Envelope	Each	$0.026
7	#9 BRE Single Window Remittance Envelope	Each	$0.023

CUSTOM MATERIALS FEES

Line Item	Description	Unit of Measure	Unit Cost
8	8.5" X 11", 24lb with a tear off stub. Stock contains 2 color front, and 1 color back	Each	$0.00 - included in #2 and #5

SERVICE FEES

Line Item	Description	Unit of Measure	Unit Cost
9	Intelligent Insertion of Statements	Per Statement	$0.00
10	Machine Insertion of Inserts	Per Insert	$0.01
11	Hand Insertion	Per Hour	$0.35 per household
12	Statement Consolidating or "Householding" file	Per Billing	$0.00 - included
13	Custom Programming (after initial client set-up)	Per Hour	$205.00
14	Modifications only	Per Modification	see #13 above
15	Flat mailings in 9" X 12" envelopes (includes envelopes and special handling)	Each	$0.25
16	NCOA	Each	$0.35
17	Highlight Color	Per Impression	$0.002

MISCELLANEOUS FEES

Line Item	Description	Unit of Measure	Unit Cost
18	Processing time for delivery from BMU to Aurora Post Offices	Per Hour	1 to 3 days per USPS
19	Insert turn-around – final draft approval to ready for inserting	Per Day	5 to 7 bus days InfoSend produced 1 to 2 bus days drop

EXAMPLE PRICING

See Attachment A & B

Line Item	Description	Unit of Measure	Unit Cost
A	Attachment A as an insert. Printing costs only. 48,000, full page, black ink only, double-sided	Lump Sum	$0.0357
B	Attachment B as an insert. Printing costs only. 48,000, 1/3rd cut sheet, full-color ink, single-sided	Lump Sum	$0.0587

YEAR 2 COST

First Optional Year

Line Item	Description	Unit of Measure	Percentage
20	Maximum Percentage Cost Increase Year 2	Total	2.27%

YEAR 3 COST

Second Optional Year

Line Item	Description	Unit of Measure	Percentage
21	Maximum Percentage Cost Increase Year 3	Total	6.66%

YEAR 4 COST

Third Optional Year

Line Item	Description	Unit of Measure	Percentage
22	Maximum Percentage Cost Increase Year 4	Total	2.78%

Materials Increase: InfoSend reserves the right to increase paper, form, and envelope fees as needed, with thirty (30) days' written notice to City, in the event of extraordinary increases to the cost of paper.

Client Volume Assumptions
Customers Contacted or Billed Monthly -Approximately 6,300 Invoices weekly -Approximately 1,850 Delinquency Notifications weekly **Number of Batches Monthly** -Data is submitted on a weekly basis

InfoSend Data Processing, Print and Mail Pricing

Document Production Summary	
Utility Bill or Delinquency Notice Package includes: one printed page up to 2/2 ink, InfoSend outgoing #10 envelope, InfoSend #9 return envelope	**$0.132 per document – year 1** **$0.135 per document – year 2 (2.27%)** **$0.144 per document – year 3 (6.66%)** **$0.148 per document – year 4 (2.78%)**

Finished mail pieces are delivered to the USPS **within one (1) business day.** If electronic PDF 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 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	$0.00 – No charge for existing client
Setup Fee – Data Only Input Files	$0.00 – No charge for existing client
Document Re-Design Fee	$205.00 per hour after Go Live
Data Processing Fee (per document)	**Included**

Printing and Mailing Service	
Utility Bill or Notice Printing & Mailing Fee per Page with up to 2/2 Ink	**$0.065**
USPS Postage	**Pass-through** A postage deposit will be required prior to starting service.
Print Color Options (colors per side) *	$0.065 for up to 2/2 printing $0.068 for 4/0 or 4/1 printing $0.071 for 4/4 printing
Additional Highlight Color	$0.002
Inline Insert Print Fee*	$0.062 Black printing $0.071 Color printing
Batch Fee (per mailing batch under 200 mail pieces)	$5.00
Excess Pages Handwork Surcharge (per mail piece)	$0.35
Address Updates – per "hit" (address that gets updated)	$0.35 NCOA $0.35 ACS
*Prices assume normal ink/toner coverage for business documents. Flood coating the entire page in color or other types of extremely high coverage designs may cost more or not be technically feasible. Extremely high coverage designs can cause content to bleed through to the other side of the page or to cause the page to curl too much to work properly with high-speed mail inserting equipment.	

Materials	
Standard 8.5" x 11" Paper Stock (per sheet)	**$0.018**
Standard Double Window Outgoing #10 Envelope	**$0.026**
Standard Single Window Return #9 Envelope	**$0.023**
Outgoing Flat Envelope – used for mail pieces with excess pages	$0.25

Insert Services

InfoSend Produced	Quoted based on specification
8.5 x 11 Insert printed black duplex, folds to 8.5 x 3.66 (no perforation)	$0.0357
8.5 x 11 Insert printed full color simplex, folds to 8.5 x 3.66 (perforation)	$0.0587
Envelope Messaging (Snipes)	Quoted based on specification
Electronic Inserts	$0.01
Inserting Fee Fee to insert an InfoSend produced or Client provided marketing or informational insert. Client provided (drop-shipped) inserts must be professionally packaged and ready for usage. If folding is required then additional fees apply based on folding requirements. Minimum fee is $0.01 per insert for folding. If inserts are not professionally packaged and damaged in shipment or require additional labor to prepare for inserting then additional fees can apply. Per item fee assumes the insert will be included in all mail pieces. Selective inserting is available but requirements must be reviewed on a case by case basis to determine if additional fees will apply for setup and handling.	$0.01 per insert

Optional Document Services	
Print Image Archiving (Per Document Image), with included USPS mail tracking	$0.01 - For 12 Months of Retention $0.022 - For 24 Months of Retention $0.027 - For 36 Months of Retention
Print Image Archive API Monthly Support Fee	$200.00
Final Doc Transfer (FDT)	Option 1: $0.009 per document. One PDF will be provided per batch with multiple documents in it. InfoSend standard batch file format provides account and page numbers for each record in the batch. Option 2: $0.015 per document. Each document will be provided in a separate PDF file. A custom batch file format can be provided if the InfoSend standard format will not work.
Professional Services Rate (per hour)	$205.00
Returned Mail Handling	$0.35 per reported returned mail piece
Remit Tracking	$100 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