

**CONTRACT FOR CONSULTANT SERVICES BETWEEN
THE CITY OF WATSONVILLE AND INFOSEND, INC.**

THIS CONTRACT, is made and entered into this _____, by and between the **City of Watsonville**, a municipal corporation, hereinafter called "City," and **InfoSend, Inc.**, hereinafter called "Consultant."

WITNESSETH

WHEREAS, the City needs to obtain certain professional, technical and/or specialized services of an independent contractor to assist the City in the most economical manner; and

WHEREAS, Consultant has represented that consultant has appropriate skill, training, qualifications, and experience to render such services called for under this Contract to City.

THE PARTIES HEREBY AGREE AS FOLLOWS:

SECTION 1. SCOPE OF SERVICES. Consultant shall perform those services described in detail in Exhibit "A," entitled "SCOPE OF SERVICES" which exhibit is attached hereto and incorporated herein.

SECTION 2. TERM OF CONTRACT. The term of this Contract shall be from November 1, 2024, to October 31, 2027, inclusive.

SECTION 3. SCHEDULE OF PERFORMANCE. The services of Consultant are to be completed according to the schedule set out in Exhibit "B," entitled "SCHEDULE OF PERFORMANCE," which is attached hereto and incorporated herein. Consultant will diligently proceed with the agreed Scope of Services and will provide such services in a timely manner in accordance with the "SCHEDULE OF PERFORMANCE."

SECTION 4. COMPENSATION. The compensation to be paid to Consultant including both payment for professional services and reimbursable expenses as well as the rate and schedule of payment are set out in Exhibit "C" entitled "COMPENSATION," which is attached hereto and incorporated herein. This amount shall not exceed \$150,000/per year.

SECTION 5. METHOD OF PAYMENT. Except as otherwise provided in Exhibit "C," each month, Consultant shall furnish to the City a statement describing the work performed for compensation during the preceding month. Such statement shall also include a detailed record of the month's actual reimbursable expenditures.

SECTION 6. INDEPENDENT CONSULTANT. It is understood and agreed that Consultant, in the performance of the work and services agreed to be performed by Consultant, shall act as and be an independent Consultant and not an agent or

employee of City, and as an independent Consultant, shall obtain no rights to retirement benefits or other benefits which accrue to City's employees, and Consultant hereby expressly waives any claim it may have to any such rights.

SECTION 7. ASSIGNABILITY. Consultant shall not assign or transfer any interest in this Contract nor the performance of any of Consultant's obligations hereunder, without the prior written consent of City, and any attempt by Consultant to so assign this Contract or any rights, duties or obligations arising hereunder shall be void and of no effect.

SECTION 8. INDEMNIFICATION. Consultant represents that Consultant has the expertise and experience necessary to perform the services and duties agreed to be performed by Consultant under this Contract, and City is relying upon the skill and knowledge of Consultant to perform said services and duties. Consultant agrees to defend, indemnify and hold harmless City, its officers, agents, and employees, against any loss or liability arising out of or resulting in any way from work performed by or on behalf of Consultant under this Contract or the errors or omissions by Consultant.

SECTION 9. INSURANCE.

A. Auto and Commercial General Liability Insurance. Consultant shall also maintain in full force and effect for the term of this Contract, automobile insurance and commercial general liability insurance with an insurance carrier satisfactory to City, which insurance shall include protection against claims arising from bodily and personal injury, including death resulting therefrom, and damage to property resulting from any actual occurrence arising out of the performance of this Contract. The amounts of insurance shall not be less than the following:

(1) Commercial general liability insurance, or equivalent form, with a combined single limit of not less than \$1,000,000.00 per occurrence. If such insurance contains a general aggregate limit, such limit shall apply separately to each project Consultant performs for City. Such insurance shall (a) name City, its appointed and elected officials, and its employees as insureds; and (b) be primary with respect to insurance or self-insurance programs maintained by City and (c) contain standard separation of insured's provisions.

(2) Business automobile liability insurance, or equivalent form, with a combined single limit of not less than \$1,000,000.00 per occurrence. Such insurance shall include coverage for owned, hired and non-owned automobiles.

B. Workers' Compensation Insurance. In accordance with the provisions of Section 3700 of the Labor Code, Consultant shall be insured against liability for Workers' Compensation or undertake self-insurance. Consultant agrees to comply with such provisions before commencing performance of any work under this Contract.

C. Proof of Insurance to City before Notice to Proceed to Work. Consultant shall satisfactorily provide certificates and endorsements of insurance to the City Clerk before Notice to Proceed to Work of this Contract will be issued. Certificates and policies shall state that the policy shall not be canceled or reduced in coverage without thirty (30) days written notice to City. Approval of insurance by City shall not relieve or decrease the extent to which Consultant may be held responsible for payment of damages resulting from services or operations performed pursuant to this Contract. Consultant shall not perform any work under this Contract until Consultant has obtained the required insurance and until the required certificates have been submitted to the City and approved by the City Attorney. If Consultant fails or refuses to produce or maintain the insurance required by these provisions, or fails or refuses to furnish City required proof that insurance has been procured and is in force and paid for, City shall have the right at City's election to forthwith terminate this Contract immediately without any financial or contractual obligation to the City. As a result of such termination, the City reserves the right to employ another consultant to complete the project.

D. Written notice. Contractor shall provide immediate written notice if (1) any insurance policy required by this Contract is terminated; (2) any policy limit is reduced; (3) or any deductible or self insured retention is increased.

SECTION 10. NON-DISCRIMINATION. Consultant shall not discriminate, in any way, against any person on the basis of age, sex, race, color, creed, national origin, or disability in connection with or related to the performance of this Contract.

SECTION 11. TERMINATION.

A. City and Consultant shall have the right to terminate this Contract, without cause, by giving not less than ten (10) days written notice of termination.

B. If Consultant fails to perform any of its material obligations under this Contract, in addition to all other remedies provided by law, City may terminate this Contract immediately upon written notice.

C. The City Manager is empowered to terminate this Contract on behalf of City.

D. In the event of termination, Consultant shall deliver to City copies of all work papers, schedules, reports and other work performed by Consultant and upon receipt thereof, Consultant shall be paid in full for services performed and reimbursable expenses incurred to the date of termination.

SECTION 12. COMPLIANCE WITH LAWS. Consultant shall comply with all applicable laws, ordinances, codes and regulations of the federal, state and local governments. Consultant shall obtain and maintain a City of Watsonville business license during the term of this Contract.

SECTION 13. GOVERNING LAW. City and Consultant agree that the law governing this Contract shall be that of the State of California. Any suit brought by either party against the other arising out of the performance of this Contract shall be filed and maintained in the Courts of the County of Santa Cruz.

SECTION 14. PRIOR CONTRACTS AND AMENDMENTS. This Contract represents the entire understanding of the parties as to those matters contained herein. No prior oral or written understanding shall be of any force or effect with respect to those matters covered hereunder. This Contract may only be modified by a written amendment.

SECTION 15. CONFIDENTIAL INFORMATION. Except as may be required by law, all data, documents, discussions, or other information developed or received by or for Consultant in performance of this Contract are confidential and not to be disclosed to any person except as authorized by the City Manager.

SECTION 16. OWNERSHIP OF MATERIALS. All reports, documents or other materials developed or received by Consultant or any other person engaged directly by Consultant to perform the services required hereunder shall be and remain the property of City without restriction or limitation upon their use.

SECTION 17. COVENANT AGAINST CONTINGENT FEES. The Consultant covenants that Consultant has not employed or retained any company or person to solicit or secure the Contract, and that Consultant has not paid or agreed to pay any company or person, any fees, commissions, percentage, brokerage fee, gift, or any other consideration contingent on or resulting from the award or making of this Contract. For breach or violation of this covenant, the City shall have the right to annul this Contract without liability, or in its discretion, to deduct from the contract price or consideration or otherwise recover, the full amount of such fee, commission, percentage fee, gift, or contingency.

SECTION 18. WAIVER. Consultant agrees that waiver by City or any one or more of the conditions of performance under this Contract shall not be construed as waiver of any other condition of performance under this Contract.

SECTION 19. CONFLICT OF INTEREST.

A. A Consultant shall avoid all conflict of interest or appearance of conflict of interest in performance of this Contract. Consultant shall file a FPPC Form 700 disclosure statement, which form shall be filed with the City Clerk within thirty (30) days from the effective date of this Contract as applicable.

B. No member, officer, or employee of the City, during their tenure, or for one (1) year thereafter, shall have any interest, direct or indirect, in this Contract or the proceeds thereof and Consultant agrees not to allow, permit, grant, transfer, or

otherwise do anything which will result in such member, officer, or employee of the City from having such interest.

SECTION 20. AUDIT BOOKS AND RECORDS. Consultant shall make available to City, its authorized agents, officers and employees, for examination any and all ledgers and books of account, invoices, vouchers, canceled checks and other records or documents evidencing or related to the expenditures and disbursements charged to the City, and shall furnish to City, its authorized agents and employees, such other evidence or information as City may require with respect to any such expense or disbursement charged by Consultant.

SECTION 21. NOTICES. All notices shall be personally served or mailed, postage prepaid, to the following addresses, or to such other address as may be designated by written notice by the parties:

CITY

City Clerk's Office
275 Main Street, Suite 400
Watsonville, CA 95076
(831) 768-3040

CONSULTANT

InfoSend, Inc.
4240 E. La Palma Ave.
Anaheim, CA 92807
(714) 993-2690

SECTION 22. EXHIBITS:

- Exhibit A: Scope of Services
- Exhibit B: Schedule of Performance
- Exhibit C: Compensation

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WITNESS THE EXECUTION HEREOF, on the day and year first hereinabove written.

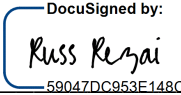
CITY

CONSULTANT

CITY OF WATSONVILLE

INFOSEND, INC.

BY _____
Tamara Vides, City Manager

BY  _____
Russ Rezai, President

ATTEST:

BY _____
Irwin I. Ortiz, City Clerk

APPROVED AS TO FORM:

BY _____
Samantha W. Zutler, City Attorney

EXHIBIT "A"

SCOPE OF SERVICES

The scope of services is as follows:

As described in the proposal submitted by InfoSend, Inc. in response to the Request for Proposals for Utility Bill Print, Online and Mailing Services.

See attachment labeled **EXHIBIT "A"**.

EXHIBIT "B"

SCHEDULE OF PERFORMANCE

Services shall commence immediately upon execution of this Contract. All services performed under the provisions of this Contract shall be completed in accordance with the following schedule:

November 1, 2024, to October 31, 2027.

EXHIBIT "C"

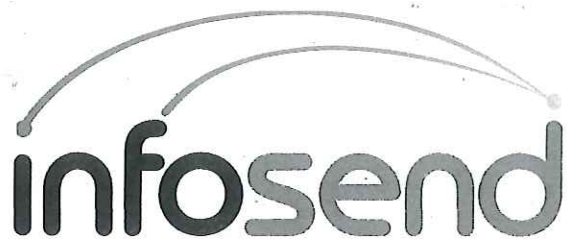
COMPENSATION

a. Total Compensation. The total obligation of City under this Contract shall not exceed \$150,000 per year for three (3) years.

b. Basis for Payment. Payment(s) to Consultant for services performed under this contract shall be made as follows and shall include payment for reimbursable expenses:

Payment in the form of a check will be mailed to Consultant within Net 30 days from invoice date.

c. Payment Request. Consultant shall submit a request for payment for services on a monthly basis by letter to Director, or said Director's designated representative. Such request for payment shall cover the preceding monthly period during the term hereof, shall note the City's purchase order number for this contract, shall contain a detailed listing of the total number of items or tasks or hours for which payment is requested, the individual dates on which such services were rendered, and invoices for reimbursable expenses, if any. Upon receipt in the Office of Director of said payment request, Director shall cause payment to be initiated to Consultant for appropriate compensation.



An Innovative Outsourcing Partner

InfoSend, Inc. Response to:

City of Watsonville

UTILITY BILL PRINT, ONLINE AND MAILING SERVICES

Due: October 1, 2024

Time: 4:00 p.m. (PST)

Prepared for: Gabriel Gordo

gabriel.gordo@watsonville.gov

Provided by: Kelly Law
Territory Sales Manager
kelly.l@infosend.com
Office: 714.993.2690
Mobile: 949.566.3891

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SECTION 1 – Introduction

September 27, 2024

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

City of Watsonville
Attn: Gabriel Gordo, Public Works and Utilities Administrative Services Manager
250 Mail Street, Watsonville, CA
Watsonville, CA 95076

Re: City of Watsonville RFP for Utility Bill Print, Online and Mailing Services

Dear Mr. Gordo,

InfoSend, Inc. is pleased to present this response to the City of Watsonville in response to its RFP for Utility Bill Print, Online and Mailing Services, due October 1, 2024. 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 250 million print and electronic documents annually across multiple channels, InfoSend proudly maintains an industry best client retention and satisfaction rate. We are proud to be the City's incumbent vendor for utility bill print, mailing, and online billing services, having worked with the City for over 15 years.

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. Our primary mission is to provide high quality service and support that leads to long term relationships with our clients. Many firms in our industry purchase market share by offering services at or slightly above cost only to later sell the company to an investment firm. InfoSend has taken the opposite approach by bidding attractive yet sustainable fees in exchange for high quality services with a low risk of ownership changes and the service degradations that often result from those changes when new owners slash costs to create a return on their investment.

InfoSend provides a comprehensive outsourced bill printing, mailing, and eBilling/payments setup to over 800 clients nationwide. InfoSend's team is confident that our offering and benefits presented herein will continue to provide the City of Watsonville 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 will continue to support the City's print and mail services from our InfoSend California 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.

Key Advantages of InfoSend

- 15+ year working relationship processing the City of Watsonville's data for printing, mailing, and electronic billing
- Company culture prioritizes client satisfaction, leading to industry best client retention and satisfaction rate.

- Over 220 employees across multiple states, with high employee retention ensuring clients are handled with consistent knowledge and care.
- Wholly owned and operated out of 5 regional production facilities. We never use subcontractors to sub excess printing volume out to other vendors.
- Modern Electronic Billing, Payment and Presentment platform, with PCI-Level 1 certification, IVR and SMS.
- Specializes in supporting 700+ utility clients nationwide, out of our 800+ clients.
- InfoSend has 124 clients outputting data from a Tyler interface. 18 of these clients, including the City of Watsonville, send files from Tyler Munis.
- 28+ years of expertise working with the USPS, guaranteeing the lowest cost presort and most efficient setup, never marking up postage from USPS rates.
- We manufacture our own #10 outgoing and #9 return envelopes
- Capacity to handle both high-volume and low-volume, specialized print and mailing requests with fast turn-around times.
- PCI DSS Level 1 Compliant and SOC 2 Type I & II Audited as well as other regulatory compliance.

EBPP Savings and Options

InfoSend has been in discussions with the City in the recent past regarding our new EBPP platform offering. InfoSend is continuing to support our legacy EBPP portal, the version that the City of Watsonville utilizes today, while offering our clients the chose to move to the new platform if interested. This proposal represents two choices for the City of Watsonville: 1. Stay on the legacy platform as-is today, with an option to save money by switching payment processors, or 2. Move to InfoSend's new platform, to include switching payment processors. You will note in the pricing section of this response that **InfoSend expects to facilitate \$2,000 monthly savings for the City of Watsonville** via our new pricing structure and by switching merchant processors. If selected as the City's vendor, we are looking forward to discussing EBPP portal options as well as providing our detailed analysis of current payment processor costs and anticipated lower pricing going forward under our new recommended merchant setup.

Contract Review

InfoSend has reviewed the City's provided contract and only has one revision to request:

Section 9. Insurance, Item A. (1) refers to a per project general aggregate limit of \$1,000,000. InfoSend's policy does not have a per project aggregate but has a \$5,000,000 umbrella. We respectfully request the City's acceptance of this coverage per the current agreement with the City of Watsonville and InfoSend.

Summary

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 28 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's Customer Communications Management (CCM) platform distributes critical documents across multiple channels, including InfoSend's own manufacturing environments in Texas, California, 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.

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

Thank you for the opportunity.



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



Kelly Law
Territory Sales Manager
kelly.l@infosend.com
Mobile: 949.566.3891

This proposal is valid for 90 days.

SECTION 2 – Scope of Work

A. Experience:

1. Vendor must have a national footprint with multiple print and mail production facilities that are operated by the vendor (not contracted out to another vendor).

(Y) InfoSend owns and operates five print and mail production facilities strategically located across the nation.

InfoSend Facilities Highlights

- InfoSend is located strategically across the nation, ensuring both disaster mitigation and regional access to the USPS.
- Corporate Headquarters, Primary Data Center & Western US Production Facility located in Anaheim, California.
- Midwest, Backup Data Center & Northeastern US Production Facility located in Downers Grove, IL, near Chicago.
- Texas & Central US Production Facility located in Carrollton, TX, near Dallas.
- Florida & Southeastern Production Facility located in Fort Myers, FL, near Tampa.
- Massachusetts and Northeastern Production Facility located in Haverhill, MA near Boston.

2. Vendor must have been in continuous business for and under the same principal ownership for a minimum of 10 years and under the same principal ownership for a minimum of 3 years>.

(Y) InfoSend Inc was founded in 1996 and has been in business for 28 years under the same ownership for the duration of its existence.

3. Vendor must have at least 10 or more clients in the utility/government sector.

(Y) InfoSend currently has over 650 clients in the utility/government sector.

4. Vendor must have at least 10 current utility/government clients processing 15,000 per month each.

(Y) 650+ of InfoSend's 800 total clients are public agencies. We are currently processing 25,000,000-30,000,000 mail pieces per month on behalf of our clients.

5. Vendor must have proven financial stability and sustainability. Vendor shall indicate any private equity investment it has received. Vendor must provide audited financials upon request.

(Y) InfoSend has proven stability and sustainability and is willing to provide audited financials to the City upon request.

B. Security, Compliance and Disaster Recovery:

1. Vendor must be "Red Flag Rules" compliant per the Fair and Accurate Credit Transactions Act of 2003 (FACTA).

(Y) InfoSend is "Red Flag Rules" compliant per the Fair and Accurate Credit Transactions Act of 2003 (FACTA).

2. Vendor must be SSAE18 audited with either a SOC 1 Type II or SOC2 Type II report. Vendor will provide details on the audit in response, including name of the auditor and most recent report date.

(Y) InfoSend is SSAE18 audited with a SOC 1 Type II and SOC2 Type II report and has included certificates with auditor details below.

Certificate of Completion

This certifies that

InfoSend, Inc.

has undergone an examination of its internal controls for the period of

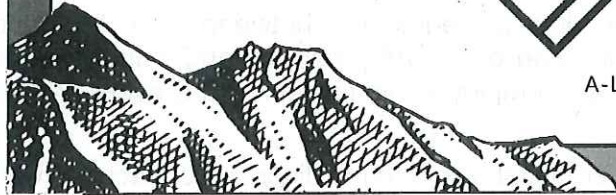
July 1, 2022 to August 31, 2023

conducted in accordance with the guidelines established by the AICPA for the reporting standard SOC 2 Type 2.



A-LIGN

A-LIGN.COM



InfoSend Regulatory Compliance Highlights

InfoSend is committed to providing secure and reliable services to clients across an array of industries. InfoSend's systems and processes are currently subject to the rules and regulations of multiple laws and or audit types:

- PCI Level-1 Certification
- HIPAA Compliance
- SSAE18 SOC 1 & 2 audit and reporting
- Gramm-Leach-Bliley Act (GLBA) Compliant
- FACTA Red Flag Rules (Identity Theft Prevention) Compliant

3. Vendor must be PCI Level 1 Certified. Vendor will provide most recent PCI certificate in the response.
(Y) InfoSend takes card and data security very seriously. InfoSend is PCI Level One certified and compliant will all PCI rules. Our PCI certificate has been included later in this response.

4. Vendor must have a comprehensive Information Security policy and complete set of procedures. Vendor must provide details on policies and procedures in the response.
(Y) InfoSend has a comprehensive Information Security Policy with a complete set of procedures and has provided details with this response.

InfoSend Security Procedures

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

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

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

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

Physical Security Details

InfoSend facilities employ physical site security measures such as zoned and controlled access, cameras, alarms and other theft deterrents. In addition, InfoSend ensures that only approved personnel handle client information and materials. Buildings are locked at all times with approved personnel access controlled by key cards. All visitors are required to sign a visitor log, wear a visitor badge and will be escorted while in the building. Additionally, InfoSend maintains a West Coast Headquarters and a Midwest facility for business continuity, as well as to support the growing needs of our customers. These production facilities are located in Anaheim, CA, Downers Grove, IL, Carrollton, TX and Fort Myers, FL. Each facility operates with mirrored processes and compatible equipment. InfoSend has a tested disaster recovery plan and a secure off-site data center.

Systems Hardening

InfoSend performs the following systems hardening functions:

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

Continuous Improvement

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

Incident Response Plan

InfoSend's Incident Response Plan is a component of our Information Security Policy, which is confidential and proprietary. InfoSend will provide our detailed Incident Response Plan upon execution of a non-disclosure agreement.

InfoSend has a Computer Incident Response Team (CIRT) comprised of both management and information security employees responsible for implementation of our Incident Response Plan in response to cyber-attacks that includes the following components:

- Detection
- Confinement
- Establishment of Emergency Business Continuity Plan
- Analysis of Intrusion/Forensic Investigation
- Post Forensic Recovery from the Intrusion
- Ensure Proper Security of the System & Network
- Restore Affected Services
- Implement Mandated Reporting
- Update Security Policy to Reflect Lessons Learned

5. Vendor must have a disaster recovery plan to process City of Watsonville billing if the main facility becomes inoperable. Provide locations and information about all disaster recovery facilities.

(Y) InfoSend has a robust disaster recovery and business continuity plan that is supported without needing to utilize external resources or vendors. The City of Watsonville's main InfoSend production facility is our Anaheim

California Headquarters, which is backed up by our Illinois, Texas, Florida, and Massachusetts locations. InfoSend's DR plan is as follows:

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.

InfoSend Corporation Disaster Levels and Definitions				
Level	Extent of Damage?	RPO	RTO	Loss of Function
Level 1	<ul style="list-style-type: none"> • No critical damage to the location • Primary facility and all operations will become accessible in 6-hour timeframe • Limited damage to equipment • Equipment damage could include hardware, software, mechanical and/or electrical • Data and print operations can be continued at the site and repairs started immediately 	N/A	2 to 6 hours	None to Minimal
Level 2	<ul style="list-style-type: none"> • Some damage to the location • Facility is accessible but cannot be fully occupied • Some of the equipment must be replaced • Data and print operations can resume within 4 business days 	N/A	6 to 96 hours	Minimal to Moderate
Level 3	<ul style="list-style-type: none"> • Heavy damage to the location • Facility is inaccessible or completely destroyed • Some or all equipment must be replaced • Data and print operations can be restored within 7 business days 	6 to 12 Hours	24 hours +	Moderate to Complete

Maximum Acceptable Outages (MPO) for critical services:

- Provide limited replacement of lost functions within 24 hours

- Recover to normal operation within 7 days

Testing and Documentation

InfoSend's disaster recovery procedures are continuously improved. Documentation is regularly updated as necessitated by new requirements or changes to internal procedure or systems engineering. InfoSend tests the DR Plan annually with executive management review and approval.

6. Vendor must own and operate at least one disaster recovery facility that must be located in a geographically diverse location from the main production site.

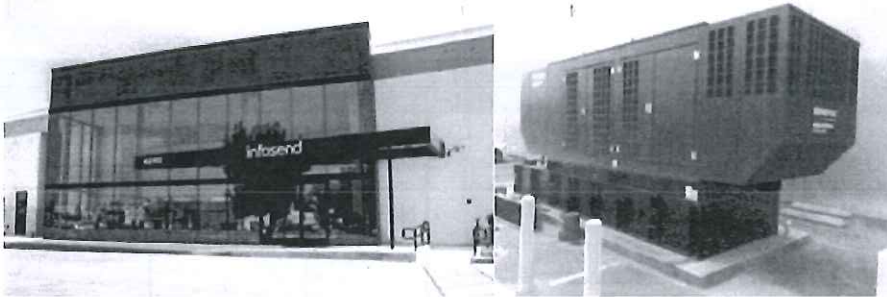
(Y) Facility mirroring at InfoSend's 5 nationwide locations allows utilize all five facilities as disaster recovery facilities should a localized shut-down result in sudden impacts

7. Vendor must have a backup generator at its data center and primary production facility that can power entire operation for continuity in the event of a power grid failure.

(Y) Our Data center and corporate location in Anaheim, CA is equipped with a 600KW backup generator that can power the entire facility in the event of a grid failure.

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.

C. Customer Support:

1. Vendor must provide unlimited customer support to City of Watsonville personnel during vendor's business hours.

(Y) InfoSend is capable of providing unlimited customer support to the City of Watsonville personnel during business hours.

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.

InfoSend offers emergency an after-hours support line. An after-hours answering service is available 24/7/365. The answering service contacts InfoSend employees sequentially until one receives and acknowledges the call.

Requests can be answered within 4 hours. InfoSend provides escalation phone number and contacts during the implementation. After-hours support may be billable. Please note, with the extensive support hours and support channels available, the after-hours answering service being used is extremely rare. Please see typical support channels overview below:

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.

2. Vendor must provide a list of company holidays.

(Y) InfoSend recognizes the below holidays and will be closed should they fall on a weekday.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

3. Vendor must provide a dedicated project manager for implementation. Additional support representatives must be available as well to perform routine support work such as canceling a file uploaded in error or pulling a printed document before it's mailed.

(Y) InfoSend previously has already designated a project manager responsible for supporting representatives as well as routine support. Implementation will not be necessary as the City of Watsonville is already integrated with InfoSend systems. Should the City of Watsonville choose to move forward with changes on the print or eBilling applications, InfoSend will assign a dedicated account manager in that instance.

4. Vendor must provide weekly status updates during all project implementations.

(Y) InfoSend agrees to this requirement and will provide weekly status updates for any new project implementations or conversions.

5. Vendor must provide an online, two-way communication tool for City of Watsonville staff to open support tickets. Support tool must include the ability to assign an open or closed status.

(Y) InfoSend provides a support ticketing tool as a way for the City of Watsonville to communicate with our Client Services team for support requests. The city is also welcome to email or call us directly.

Inbound Support Ticketing, Escalation, and Resolution Workflow

All issues or questions reported to support can be tracked via an online support ticket. Account Managers can provide support via telephone, email or the online support ticket tool that can be accessed by logging into www.infosend.com.

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

Proactive File Halt, Validation Error and Quality Control Support Procedures

InfoSend's data processing platform is designed to validate client data and will halt if any anomalies or incomplete data is detected. In addition, InfoSend's dedicated QC process will review all printed outputs to check for issues caused by client data. When issues are detected:

1. **Alert Notification:** InfoSend's internal system will automatically place the Job on hold, open a ticket and alert the CS department via an internal alert system, identifying the client and type of output.
2. **Assessment and Follow Up:** InfoSend's CS personnel will assess and then follow up with the relevant client contacts to notify of the issue.
3. **Resolution:** CS personnel will work with the client on how to address the data, either with a new data file or with programming adjustments.

File Cancellation and Document Pull Request Procedures

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

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

processed for mailing. The document to be pulled will then be intercepted after the document is printed. Pulled documents can either be recycled or returned to the Client.

6. Vendor must provide support for all applications listed in this scope.

(Y) InfoSend is currently providing support for all applications listed in the scope.

SCOPE OF WORK: DATA PROCESSING, PRINT AND MAIL

A. File Transfer, Data Processing, Printing, Quality Control:

1. Vendor must have the ability to accept daily bill files using an HTTPS upload or a standard FTP or SFTP transmission with PGP encryption support. City of Watsonville must be able to log into the Vendor's server and transmit the files 24/7.

(Y) This is fully supported. InfoSend is already processing the City's utility billing exports for the bill print and mail service we provide for the city. The city may continue to send data files via secure web upload, or secure FTP transfer option with capability to transmit file 24/7.

2. Vendor must be able to accept City of Watsonville files in their current format, as City of Watsonville may be unable to change the bill file format without manual intervention and/or a modification to the billing system. Vendor must be able to process: a. Data files are flat files (ASCII), PDF files, CSV files, etc.

(Y) InfoSend is the City's incumbent vendor for utility bill printing/mailing and is currently accepting file uploads for processing. InfoSend's electronic billing platform utilized the same data transfer and import, meaning the city will be able to continue sending data files as-is, with InfoSend supporting a multi-channel offering with print, EBPP, IVR, and SMS. InfoSend's EBPP implementation will not require vetting and programming of the City's utility billing exports because that work has already been completed on the print side.

3. Vendor must be able to combine multiple data files that all contain data related to the same batch upload, and combine it to create a single mailing. Vendor must have prior experience with these types of implementations and live clients today who send more than one data file per batch of bills.

(Y) InfoSend is adept in combining multiple data files that all contain data related to the same batch and upload it to create a single mailing. InfoSend currently processes the City's printing and mailing which serves as an example of InfoSend's capability in fulfilling this requirement.

4. Vendor must have at least three full time programmers on staff who can perform implementations and billing data into modern-looking bills.

(Y) InfoSend employs over 40 full time programmers on staff who can perform implementations and billing data into modern-looking bills. The city is welcome to engage with InfoSend on document re-designs or updates to the City's current PDF export if interested.

5. Vendor must backup all client document processing programs at least once per week. Vendor must be able to restore a backup copy if a live document processing application an issue that makes restoring to backup necessary.

(Y) InfoSend automatically backs up all client document processing programs and is capable restoration if a live document processing application has an issue that makes restoring to backup necessary. provide automatic backup and restoration of live operating systems.

6. The vendor must provide a web-based interface to: •Track the status of job types through the production process •View reports •Manage inserts •Process exception or special handling of documents •Manage ad hoc messages displayed on job output •Upload test files •Contact vendor customer service

(Y) InfoSend provides each of these capabilities via logging in to our secure web client tracking portal. Information includes:

InfoSend.com Web Administration

A key component InfoSend's Customer Communications Management (CCM) platform is the full web administration provided to clients on www.infosend.com. The InfoSend website allows clients on a 24/7 basis to upload, view, approve, control messaging on output, as well as interact with InfoSend Client Services.

Secure SaaS Cloud Solution

InfoSend's website is fully hosted at www.infosend.com and does not require clients install any software beyond a modern web browser (Chrome, Firefox, Internet Explorer, Safari, etc.). The solution utilizes the latest encryption technology required to ensure communications are unable to be intercepted or accidentally exposed. All sessions occur over HTTPS with TLS encryption, and each client user must be uniquely registered to an email address by an Administrator.

The website provides options to set both user roles and permissions, ensuring only the appropriate level of access is granted to the user at the client organization.

File Submission and Job Tracking:

Clients are able to upload files directly to InfoSend over the HTTPS connection, allowing users to send the input data for InfoSend processing on demand (note: PGP file encryption and secure FTP also available).

All status on the fulfillment of client output is displayed via the online tool: confirmation of receipt, processing status, sample file and approval status (optional), Printing, Quality Control, Mail Prep and Confirmation of distribution. Clients are able to check the "Viewed" box to confirm that the batch was reviewed internally.

CLICK HERE TO



UPLOAD FILES

Show Filenames - Yes No | Job Type - | Only Show Active Jobs - Yes No

Job Code: | Filename:

Job Type	Job Code	Filename	Received	Processing	Sample File	Sample Status	Printing	QC	Mail Prep.	Confirmation	Viewed
RETURN_BILLS	INF0323B	RETURNS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	<input type="checkbox"/>
REGULAR_BILLS	IN10323A	REGULARS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	<input type="checkbox"/>
DELINQUENT_NOTICE	IN10323A	DELINQUENTS.2012.TXT	2012-03-23 10:28:01	Done	2012-03-23 10:45:06	Approve Reject	Pending	Pending	Pending	Pending	<input checked="" type="checkbox"/>

Sample Approval

This optional workflow allows clients to download a sample of the output, with an included Process Summary report of the input/output counts, inserts to be included, suppressions and a postage estimate. The sample file can contain the entire output or a subset based on client criteria. Upon approval, the sample output is released for production and distribution by InfoSend.

Message Manager

This 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.

Below you will find a list of all messages your company currently has pending:

File Type	Message Name	Message Type	Message Area	Start Date	End Date	Status	Test?	Message
STATEMENTS	Rate Change Notice	HimlMessage	HTMLBox	2013-01-01	2013-02-28	Active	No	Rates are ...
STATEMENTS	Holiday Schedule	HimlMessage	HTMLBox	2012-12-01	2012-12-31	Active	No	Please not...
STATEMENTS	Fall Marketing Message	HimlMessage	HTMLBox	2012-10-01	2012-11-30	Active	No	This fall ...
STATEMENTS	New Community Center	HimlMessage	HTMLBox	2012-08-01	2012-09-30	Active	No	Visit the ...
STATEMENTS	Revised Business Hours	HimlMessage	HTMLBox	2012-08-01	2012-07-31	Active	No	Business h...

Add Message For:

File Type: STATEMENTS

Message Type: HtmlMessage - HTMLBox

Message Name:

Start Date (YYYY-MM-DD): - -

End Date (YYYY-MM-DD): - -

(See Description Above):

Customers who are signed up for Online BillPay and have elected to go paperless will automatically be entered in a raffle. Enable paperless billing by May 14th to be eligible for the raffle. A customer will be selected at random and will win a \$400 gift card to Best Buy.

Message:


Test (Check this if this is a test message that should "HOT" be included on production jobs):

Insert Management

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

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

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



InfoSend Produced Insert Request

Please provide billing information.

Insert Name: **Quarter 2 Update**

Insert Type: **InfoSend Produced**

Billing Options: Please Choose
 Regular Invoice
 Separate Invoice, Instructions Below
 Third-party Billing, Contact Information Below

Print Image Archive and Mail Tracking

This optional service is a document archiving tool used by client customer service representatives to download PDF copies of any document that InfoSend produces. This web application allows authorized users to query the database by customer name, account number, or up to **three other custom fields**. Clients can also email documents directly to customers from the application.

Clients who purchase the Print Image Archive service then you will automatically get Mail Tracking at no additional cost. The USPS data is provided via the IMB Tracing service, where all qualified mail with an Intelligent Mail Barcode that is scanned at a sort facility is logged. This data provides insight into the estimated delivery time frame of mail to the customer. *Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.*

*The city is not currently utilizing this feature due to archives being housed in InfoSend's EBPP platform. InfoSend will extend 2 months of mail tracking service via our Print Image Archive portal for the city should we be selected to continue as the City's vendor. Additionally, if the city chooses to move to InfoSend's new EBPP platform, archives will be housed in this interface as well as on the EBPP portal.

Example Search and Results:

Navigation controls: First Page, Back Ten Pages, Previous Page, Next Page, Forward Ten Pages, Last Page. Includes a 'Show 25 Records Per Page' option.

Name	Cyc	Rte	CID	LID	Address	Received Date	SPCL	Amount	Mail Sequence	Mailed ZipCode	Mailed Time	Current ZipCode	Current Time	Save	View
INFOSEND, INC	71	7102	0128309000		4240 E LA PALMA AVE	07-14-15		14619.08798081317							
INFOSEND, INC	71	7102	0128309000		4240 E LA PALMA AVE	06-11-15		12620.63766148527	92899	2015-06-13 23:30:15	92899	2015-06-14 22:58:18			
INFOSEND, INC	71	7102	0128309000		4240 E LA PALMA AVE	08-13-15		13956.22824470245	92899	2015-08-15 17:08:47	92899	2015-08-16 19:16:43			

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Support Tracking

This tool allows clients to submit change or support requests directly to InfoSend staff via a secure, transparent ticketing system. Clients are able to include file attachment securely, and receive responses from InfoSend staff. The tool allows multiple client contacts to collaborate on the request, and email alerts are sent anytime an update has been made by clients or InfoSend. The tool shows historical requests and allows filtration by Issue Category, as well as the Status of Open or Closed.

Contact Client Services

This page allows you to view your inquiries, attachments and correspondence with the InfoSend Client Services team.

Subject:	Question Regarding File We Uploaded	Created By:	Pat Mirjahangir
Status:	Open	Created On:	07/27/16 11:28am
Category:	Data Processing, Print & Mail Service		
Message:			
Attachments:	Attach File		
Pat Mirjahangir 07/27/16 11:28am PIA-1.png	<p>**Example Message**</p> <p>We had a request regarding the file we uploaded this morning. We would like to cancel this batch and will upload a new file later this morning.</p> <p>Thank you.</p>		

Back Save

Reporting

InfoSend's standard reporting automatically posts report files to the secure website for client retrieval. The typical standard reports include the Process Summary, Process Confirmation and Address update reports. Clients may choose to download the reports at any time.

Process Confirmations	Reports
Process Summary Reports	Process Confirmation Reports View and download Process Confirmation Reports.
Address Updates	Process Summary Reports View and download Process Summary Reports.
Monthly Reports	Address Update Reports You may view your ACS/NGOA reports by clicking on the corresponding links.
Daily Reports	Monthly Confirmations View and download Monthly Confirmation Reports.
Manager Reports	Daily Confirmations View and download Daily Confirmation Reports.
	Manager Reports View and download Manager Reports.

7. Vendor must provide City of Watsonville the ability to view and approve sample bills online before they are printed and mailed. Included with the sample bills must be a summary of the total counts of printed bills, suppressed bills, and a count of any inserts included with the batch. Vendor shall state any optional configurations

(Y) InfoSend.com allows the ability view and approve sample bills online before they are printed and mailed and also provides a report which details the status of each job as it progresses through our system.

8. Vendor must mail documents within one business day of receipt of file transfer.

(Y) InfoSend will continue to provide the city with next business day completion of files for printing, mailing, and electronic bill presentment.

9. Vendor must have the capability to suppress the printing of bills and/or envelopes for certain customers, based on City of Watsonville requirements. Suppression could be on a one-time or ongoing basis.

(Y) InfoSend is capable of suppressing the printing of bills and /or envelopes for certain customers, based on the City's requirements on a one-time or ongoing basis. As standard, InfoSend will suppress the #9 return envelope for credit balance bills, zero balance bills, and AutoPay enrolled customers.

10. Vendor must configure the remittance stub to work with the remittance processing equipment and software used to process the incoming checks.

(Y) InfoSend is has configured the remittance stub to work with the remittance processing equipment and software used to process the incoming checks.

11. Vendor must provide an interface that will allow City of Watsonville to update requirements for bill messages and bill inserts on an ad-hoc basis. Interface must allow City of Watsonville to include/exclude inserts and messages based on City of Watsonville requirements including customer type, account number, or other parameter within the data file.

(Y) InfoSend has an interface that allows the city to update requirements for bill messages and bill inserts on an ad-hoc basis, including selective inserting and messaging.

12. Vendor must have in place and provide as part of the response a comprehensive Quality Control plan for ensuring the data, printing and mailing is error free. Please describe.

(Y) InfoSend has a detailed quality control process in place and has included key points below:

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. Data/Print Quality Control & Staging**
- 5. Manual Fulfillment**
- 6. Bulk Mail Insertion and Checks**
- 7. Daily SLA Checks**

Automated 2D Barcode Accuracy System

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

2D Barcode Scanner



2D Barcode System Monitor



Printing

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

Scanning

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

Reconciling

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

13. Vendor must provide a process of "pulling" a bill from live production file. Vendor must indicate in the response whether fees apply.

(Y) InfoSend is happy to continue to support the city with document pull requests. Additionally, InfoSend can offer a new sample files view that has an integrated document pull request feature. We are happy to demo this feature for the city if interested.

14. Vendor must support full color variable roll fed printing from its primary production facility as well as the designated Disaster Recovery site.

(Y) InfoSend supports full color variable roll fed printing at each of our production facilities.

15. Vendor must have procedures for ensuring that the bill file transmissions are completed successfully. Vendor must provide in the response details on what happens if file transfer errors.

(Y) InfoSend provides a File Transfer Acknowledgement Report, Process Summary Report, Process Confirmation Report and Job tracking tool for each bill file submission.

Data Processing, Print and Mail Reporting

InfoSend's Customer Communications Management (CCM) platform provides clients with the necessary reports to reconcile and receive updates throughout the Data Processing, Print and Mail (DPPM) process. InfoSend standard reporting workflow is provided by default, and is able to provide certain reports in a variety of methods including text files, comma delimited files, HTML formatted reports and in some cases, PDFs.

All reports are available either through the InfoSend website and can also be emailed or transmitted via secure FTP. In addition, clients have the capability of assigning internal contacts that have permissions to access/receive reports.

File Transfer Acknowledgement Report

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

Client File Transfer Acknowledgement

FROM : INFOSEND, INC.
 DATE : 03/19/2014
 RE : FILE TRANSFER ACKNOWLEDGEMENT

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


THANK YOU.

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

TOTAL PAGES/RECORDS: 2441

Process Summary Report

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

		<h2>Process Summary Report</h2>					
		Job Code: INF0929A Report Generated 10:04am September 20, 2013					
Data Files							
Filename	File Received						
INFOSEND_BILLINGDATA_20130929A.TXT	2013-09-20 09:25am						
INFOSEND_CYCLEDATA_20130929A.TXT	2013-09-20 09:25am						
Document Input							
Accounts	First Pages	Total Pages	Dalch Amount				
12,000	12,000	18,000	\$900,000.00				
Print Output							
Accounts	First Pages	Total Pages	Amount	Multipieces	Non-Barcoded Multipieces	Householded Multipieces	NCOA Updates
11,000	10,000	14,000	\$800,000.00	10,005	77	95	38
Suppressions							
Accounts	First Pages	Total Pages	Amount	Name			
260	250	250	\$25,000	Undeliverable Address			
260	250	250	\$25,000	Client Suppression Rule(s)			
250	250	250	\$25,000	eBilling Paperless Suppression			
250	250	250	\$25,000	InfoSend Exception Processing			
Inserts							
Name				Count			
N3990 - Online Payment Options				5,160			
N3904 - Fall Water Conservation				10,000			
Postage Summary							
Name	Count	Amount					
Presorted Multipieces	9,000	\$3600.00					
Non-Presorted Multipieces	500	\$220.00					
Non-Barcoded Multipieces	350	\$154.00					
Extra Postage (Non-Standard Mailpiece)	150	\$112.50					

Process Confirmation Report

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

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

PROCESS CONFIRMATION REPORT

TO : INFOSEND CLIENT

FROM : INFOSEND, INC.
 DATE : 03/20/2014
 RE : PROCESSING CONFIRMATION REPORT

IF YOU HAVE ANY QUESTIONS ABOUT THIS DOCUMENT, PLEASE CONTACT US AT (714) 993.2690 OR TOLL-FREE (800) 955.9330. THANK YOU.

NO.	REFERENCE FILE(S)/SPECIAL NOTE	AMOUNT(S)	ORIGINAL	SINGLES	MULTIPLES	UAR/SPECIAL	TOTAL
1.	DLY0319A STATEMENT DATE: 3/19/2014 FROM: DLY.0319.STMT.TXT	332950.60	2441	2363	27	0	2390
TOTALS =		332950.60	2441	2363	27	0	2390

INFOSEND CLIENT UNDELIVERABLE ADDRESS REPORT DATE: 03/20/2014 PAGE: 1

FILENAME: DLY0319A[DLY.0319.STMT.TXT]

NO.	ACCOUNT	ERROR CODE ERROR MESSAGE	AMOUNT
1.	01212460-56 SAMPLE C 101 HALL STREET DALY CITY CA 94015	411 - Mailed out anyway Invalid Primary Number	51.63
2.	19418560-48 SAMPLE CUSTOM 124 BALMOR TERRACE SAN FRANCISCO CA 94112	491 - Mailed out anyway ZIP+4 coded but failed DPV	80.36

Job Tracking Tool

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

Job Tracking

Here is a list of the last 100 jobs submitted by your organization. Jobs with a gray background have been placed on hold. Please contact an InfoSend representative if further details are required.

Show Filenames - [Yes] | Job Type - [All Types] | Only Show Active Jobs - [No]

Job Code: [] | Filename: [] | [Search] | [Clear]

Job Type	Job Code	Filename	Received	Processing	Sample File	Sample Status	Printing	QC	Mail Prep	Confirmation	Viewed
RETURN_BILLS	INF0323D	RETURNS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	()
REGULAR_BILLS	IN10323A	REGULARS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	()
DELINQUENT_NOTICE	IN10323A	DELINQUENTS.2012.TXT	2012-03-23 10:28:01	Done	2012-03-23 10:45:55	Approve Reject	Pending	Pending	Pending	Pending	()

Address Update Report

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

Address Updates

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

Date	Jobcode	Viewed
2014-03-20 12:10:45	N_DLY0319A	<input type="checkbox"/>
2014-03-14 16:54:16	N_DLY0313A	<input type="checkbox"/>
2014-03-07 13:06:08	N_DLY0306A	<input type="checkbox"/>
2014-03-04 16:50:55	N_DLY0304A	<input type="checkbox"/>

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Mails Sequenc MailID	JobCode	AccountNum	OAddr1	OAddr2	OCity	OSt	OZip	MAddr1	MAddr2	MCity	MSt	MZip	COAType	Reason
2	700003880	107315	INFO307A	000000-01	123 Water St	WOODLAND CA		91364	123 Water St		Woodland HI CA		91357-4545	NCOA	
3	700004170	107315	INFO307A	000000-02	4240 E La Palma	LOS ANGELES CA		90011-5518	4240 E La Palma		Los Angeles CA		90011-3329	NCOA	
4	700004156	107315	INFO307A	000000-03	5454 Main St	LOS ANGELES CA		90011-3721	5454 Main St		LOS ANGELES CA		90011-3721	UAA	491:ZIP+4 coded but failed DPV because of invalid primary
5	700004182	107315	INFO307A	000000-04	456 Water St	TORRANCE CA		90501	456 Water St		TORRANCE CA		90501	UAA	411:Invalid Primary Number
6	700004080	107315	INFO307A	000000-05	124 Water St	LOS ANGELES CA		90013	124 Water St		LOS ANGELES CA		90013	UAA	491:ZIP+4 coded but failed DPV because of invalid primary
7	700004048	107315	INFO307A	000000-06	4241 E La Palma	LONG BEACH CA		90802	4241 E La Palma		LONG BEACH CA		90802	UAA	491:ZIP+4 coded but failed DPV because of invalid primary
8	700003938	107315	INFO307A	000000-07	5455 Main St	LOS ANGELES CA		90007	5455 Main St		LOS ANGELES CA		90007	RETURN-UAA	V - Vacant
9	700003967	107315	INFO307A	000000-07	5455 Main St	LOS ANGELES CA		90007	5455 Main St		LOS ANGELES CA		90007	RETURN-COA	

16. Vendor must have mailing equipment that can keep track of mail piece sequencing to prevent mailing.

(Y) InfoSend utilizes True Check accuracy scanners with each of our inserter machines:

Document Grouping and Sequencing

- All records are scanned for the destination. Documents destined for the same recipient and address are grouped as a single mail piece.
- All mail pieces are assigned a unique control number.
- All mail pieces are given a 2D barcode that corresponds to the control number allowing select equipment in the InfoSend system to perform sequencing and validation.
- All mail pieces are given optical mark reading line (OMR) hash marks to instruct envelope insertion equipment.
- All mail pieces that cannot be presorted (e.g., address does not validate, international mail, number of pages will not fit in a standard envelope) are separated (when necessary) for special handling.

B. Materials

1. Vendor must support the following paper stock: paper is 8.5" x 11", 24# white paper stock, with perforation

(Y) InfoSend supports the following paper stock: paper is 8.5" x 11", 24# white paper stock, with perforation

2. Vendor must be able to provide: a) A double window #10 mailing envelope, 20# white paper stock b) A single window #9 security return envelope, 20# white paper stock If envelopes are obtained from a 3rd party, Vendor must describe its approach to mitigating supply chain issues and price spikes.

(Y) InfoSend produces and provides standard #10 and #9 envelopes that are stocked at each of our production facilities in order to support true disaster recovery switchover.

3. Vendor must provide the ability to print inserts, newsletters or other notices to be included with regular mailings.

(Y) InfoSend provides the ability to print inserts, newsletter and other notices to be included with mailing.

InfoSend Direct Communication Service Highlights

- **Single Source Production:** InfoSend produced one-time or recurring print runs for special outbound customer communications; avoid juggling vendors and excessive drop shipping costs by producing content with InfoSend.
- **High Quality Output Range:** support for low cost black and white through full color communications on uncoated or glossy paper stock. Communication can be:
 - Buck Slips
 - Postcards
 - Letters
 - Flyers
 - Folded Brochures
- **Online Management & Excellent Customer Service:** dedicated online web request tools and support personnel that provide quotes for any required services, from artwork design through fulfillment.
- **Selective Inserting:** support for inserting materials within existing customer transactional document, with the capability to selectively insert for specific customers based on client criteria.
- **Inline and Electronic Inserting:** support for printing marketing materials on the fly, "inline" with customer transactional billing document, as well as show with electronic images produced by InfoSend, for just-in-time manufacturing and reduced postage costs.
- **Envelope Messaging:** ability to apply special messages that show through windows or directly on the envelope to ensure customer visibility.

4. Vendor must agree to receive shipments of inserts and store/warehouse all forms and envelopes used to process City of Watsonville bills.

(Y) InfoSend agrees to receive shipments of inserts and store/warehouse all forms and envelopes used to process City of Watsonville bills.

5. Vendor must be able to perform intelligent/selective inserting based on customer type or other parameters provided in the data.

(Y) InfoSend performs intelligent/selective inserting based on customer type or other parameters as a common practice.

- **Selective Inserting:** support for inserting materials within existing customer transactional document, with the capability to selectively insert for specific customers based on client criteria.

6. Vendor must be able to optionally print 8.5x11" inserts "on demand". These inserts must print online with the bills and letters as additional pages and folded and inserted by the mail inserter instead of being printed and folded separately. On demand insert printing should be available to support simplex and duplex printing, black or grayscale printing, and full color printing.

(Y) InfoSend is capable of optionally printing 8.5x11 inserts on demand and inserting inline with bills and letter. InfoSend currently provides this service to the city.

- **Inline and Electronic Inserting:** support for printing marketing materials on the fly, "inline" with customer transactional billing document, as well as show with electronic images produced by InfoSend, for just-in-time manufacturing and reduced postage costs.

C. Archived Documents

1. Vendor must be able to archive as PDF files of document images. PDF images must be available on the same day that data files are processed.

(Y) InfoSend is capable of archiving PDF files of document images allowing files to be available the same day as files are processed

InfoSend Archiving Services Highlights

- **Multiple Channels:** Capable of hosting documents within an InfoSend database as well as shipping PDFs via secure FTP or DVD media.
- **InfoSend Hosted Option:** Secure cloud solution where InfoSend hosts documents for a client-specified historical retention, allowing for reprints and emailing documents on demand.
- **API Access for Hosted Docs:** For clients who choose to have InfoSend host, an API is made available that enables paperless integrations with ERP/CIS/billing systems, as well as online payment providers.
- **Insert Communications Included:** The InfoSend system is also capable of including the insert communications as additional pages in the PDF (eInserts), ensuring clients and their customers are viewing the complete document which was distributed.
- **USPS Mail Tracking:** For clients using the hosted solution, USPS mail tracking info is provided for eligible First-Class mail, using the IMb Tracing™ service.
- **Remit Tracking:** Also, for clients using the hosted solution, InfoSend can provide a report of checks mailed back by customers using the included remit stub. A daily report of customer mail and amounts due will be provided, assisting clients with cashflow expectations.
- **Final Document Transfer:** InfoSend can push PDFs via secure FTP in a standard or customized format, allowing clients or third parties to archive documents on other systems.

2. Vendor must supply an online interface to City of Watsonville to view the document images produced. Must be capable of indexing at least 5 data fields for searching via online interface. Vendor must provide details about the interface capabilities. • Screen shots of the interface • Search capability • Print capability • Process for viewing archived bill images • Process for emailing archived bill images to specific customer email addresses

(Y) InfoSend's print image archive interface fully supports these items.

3. Vendor must be able to store document images for 12 months.

(Y) InfoSend is currently archiving the City of Watsonville's documents for 18 months via our EBPP portal.

4. Vendor must be capable of taking static PDF images from the City of Watsonville of inserts, notifications or newsletters and including them with the bill image that is archived.

(Y) InfoSend is capable of incorporating inserts as "eInserts" into electronic files.

D. USPS Presort and Mail

1. Vendor must either produce and deliver mail to the USPS from a DMU (Detached Mail Unit), or be enrolled in USPS Seamless Acceptance.

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

2. Vendor must mail via presorted First-Class mail to maximize postal discounts.

(Y) Information on InfoSend's USPS efficiencies passed on to our clients is as follows:

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 including a now \$0.005 per piece discount as of July 2024.
- 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.

3. Vendor must use the USPS Full-service Intelligent Mail Barcode for all outgoing mail pieces. Vendors must pass on the automation discount per mail piece applied by the USPS for all Full-service IMB barcoded mail pieces.

(Y) InfoSend uses USPS Full-service Intelligent Mail Barcodes for all outgoing mail pieces and passes the automation discount per mail piece to the city.

Full Service with Intelligent Mail Barcode (IMb)

In 2009 the USPS introduced the cost-saving Full-Service mailing option using the Full-Service Intelligent Mail barcode. The Full-Service option provides a number of benefits for qualifying mail pieces. One of the most significant is a postage discount of \$0.005 on each qualifying mail piece below the normal lowest pre-sort 5-digit postage rate. InfoSend, by default, will implement the Full-Service Intelligent Mail barcode within client documents produced, saving clients many thousands of dollars in postage costs.

4. Vendor must provide the NCOALink or ACS move update service and report updates electronically.

(Y) InfoSend provides NCOALink and ACS move update services and reports updated electronically.

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

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

printed as-is and forwarded to the new address by the USPS.

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

5. Vendor must be able to provide proof of delivery to the USPS on an as-requested basis.

(Y) InfoSend provides a process confirmation which is the final receipt of the batch execution sent automatically via email.

Process Confirmation Report

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

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

6. Vendor must be able to match multiple bills destined to the same customer and mailing address in the same batch (also known as "house-holding"). Matched bills must be inserted into one appropriate size envelope and metered first-class separately, and delivered to the USPS at the same time as all other bills are delivered.

(Y) Householding is a common practice at InfoSend.

- **Householding:** InfoSend has default workflow to "household" into one envelope all statements destined for one mailing address. Householding reduces both the number of envelopes and inserts that are used.

7. Vendor must prepay for postage on City of Watsonville behalf and confirm the City of Watsonville will only be billed for actual postage used on a monthly basis.

(Y) For clients utilizing the Sample Approval workflow, a Process Summary report is presented with details on the work to be performed, along with an estimate of postage.

Process Summary Report

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

8. Vendor must be able to optionally provide outbound USPS tracking data for individual mail pieces. Vendor must provide an interface in its online account management portal to facilitate searching for and viewing tracking data for individual mail pieces. The tracking data source must come from the USPS (IMb Tracing data).

(Y) InfoSend provides outbound mail tracking within our Print Image Archive functionality. The city is not currently utilizing this feature due to archives being housed in InfoSend's EBPP platform. InfoSend will extend 2 months of mail tracking service via our Print Image Archive portal for the city should we be selected to continue as the City's vendor. Additionally, if the city chooses to move to InfoSend's new EBPP platform, archives will be housed in this interface as well as on the EBPP portal.

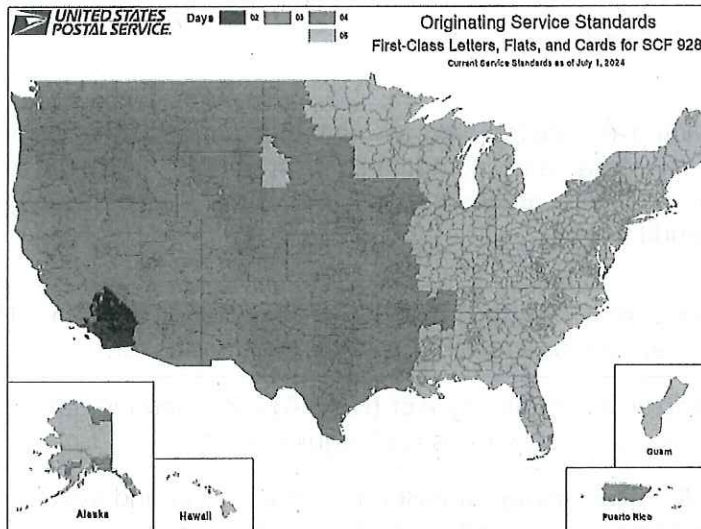
9. Vendor must be able to optionally provide inbound USPS tracking data for mail that customers have remit back to the City of Watsonville. This data must be viewable in an online interface and tie back to the outbound mail piece. In addition, the vendor must be able to report a total balance for the estimated payments contained in the remitted mail on a daily basis.

(Y) InfoSend is capable of providing inbound USPS tracking for mail that customer have remit back to the City of Watsonville.

Remit Tracking: For clients utilizing the Print Image Archiving service, InfoSend can also track inbound mail from customers utilizing an included remittance stub in the outbound mail. With Remit Tracking, clients will be able to see when a customer responded to the original mail piece, as well as get a daily report of inbound mail with an estimated value of payment remittances based on the outbound mail, assisting with cashflow expectations.

10. Vendor must produce the mail in a location proximate to the City of Watsonville that is able to achieve 1–3-day delivery from the USPS.

(Y) InfoSend is currently producing mail for the City of Watsonville from our Anaheim, California facility. The USPS does not guarantee First Class mail delivery timelines, however per the USPS Service Standards Map (<https://postalpro.usps.com/ppro-tools/service-standards-maps>), mail pieces are estimated to be delivered within 3 days. We cross-referenced InfoSend's mail tracking capability and can confirm that pieces are reaching the local USPS hub in Watsonville within 2-3 days.



11. Vendor must produce and deliver to the USPS from a California facility.

(Y) InfoSend is currently producing mail for the City of Watsonville from our Corporate Headquarters, Primary Data Center & Western US Production Facility located in Anaheim, California.

E. Reporting

1. Vendor must provide an email confirming receipt of file transmission for data processing.

(Y) InfoSend provides an automatically generated report via InfoSend's secure web portal with each batch upload.

2. Vendor must provide daily production confirmation reports. This report should contain the following details, at a minimum: • Number of bills received for processing • Number of bills printed • Number of suppressions • Postage presort breakdown including actual rates • Inserts used and insert counts • Total \$ value of bills contained in data file

(Y) InfoSend provides the Process Summary report which is available in the portal in PDF form.

3. Vendor must provide an NCOA or ACS Move update report that includes customer name, account number, previous address, updated (new) address.

(Y) Additional detail provided in Section A. File Transfer, Data Processing, Printing, Quality Control: #15

F. Third Party Support

1. Vendor document archiving system must have a secure, encrypted API to allow third party integration to access bill images, if necessary.

(Y) **API Access for Hosted Docs:** For clients who choose to have InfoSend host, an API is made available that enables paperless integrations with ERP/CIS/billing systems.

SCOPE OF WORK: ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

A. Hosted, Single Vendor, PCI-Compliant EBPP

1. Vendor application must be accessible via a link on the City of Watsonville's existing web site: www.watsonville.gov and all EBPP customers must be serviced via hosted application entirely run-on vendor's domain, security certificate and PCI-Level 1 compliant infrastructure.

(Y) InfoSend is currently supporting the City's Online BillPay portal which is accessed via a link from the City's current website. This solution is PCI Level 1 compliant.

InfoSend Regulatory Compliance

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

Payment Card Industry Data Security Standard (PCI DSS) - InfoSend holds a PCI DSS Certificate of Compliance and undergoes an annual on-site audit by a third-party auditor.
Health Insurance Portability and Accountability Act (HIPAA) - InfoSend is defined as a Business Associate and is compliant with the associated rules and regulations.
SSAE18 Auditing with SOC 1 & 2 Reporting - InfoSend's organization and systems are audited on an annual basis by an AICPA certified firm to produce SOC reports.
Gramm-Leach-Bliley Act (GLBA) - InfoSend is compliant with the associated rules and regulations that apply to providing services to clients covered by GLBA.
Fair and Accurate Credit Transactions Act of 2003 (FACTA) - InfoSend is compliant with the "Red Flags Rules" that clients covered by FACTA must follow. This includes maintaining an Identity Theft Prevention Program (ITPP).

2. Vendor must store all billing account (payment vehicle) information securely at all times within a network that is PCI Level 1 certified.

(Y) InfoSend takes card and data security very seriously. InfoSend is PCI Level One certified and compliant will all PCI rules. Documentation can be provided upon request.

3. All components of vendor solution (whether provided by vendor or provided by payment processing sub-contractors) must currently be PCI DSS Level 1 compliant and audited. Please provide a copy of your audit certificate. No exceptions and no other level of PCI DSS compliance will be accepted. Responses or proposals not meeting this requirement will be deemed non-responsive and rejected.

(Y) Please see the attached AOC and PCI DSS Level 1 compliance certificate.

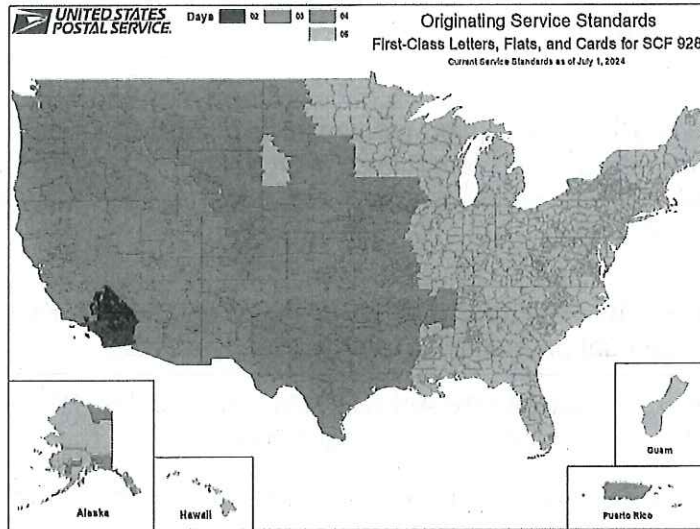
9. Vendor must be able to optionally provide inbound USPS tracking data for mail that customers have remit back to the City of Watsonville. This data must be viewable in an online interface and tie back to the outbound mail piece. In addition, the vendor must be able to report a total balance for the estimated payments contained in the remitted mail on a daily basis.

(Y) InfoSend is capable of providing inbound USPS tracking for mail that customer have remit back to the City of Watsonville.

Remit Tracking: For clients utilizing the Print Image Archiving service, InfoSend can also track inbound mail from customers utilizing an included remittance stub in the outbound mail. With Remit Tracking, clients will be able to see when a customer responded to the original mail piece, as well as get a daily report of inbound mail with an estimated value of payment remittances based on the outbound mail, assisting with cashflow expectations.

10. Vendor must produce the mail in a location proximate to the City of Watsonville that is able to achieve 1–3-day delivery from the USPS.

(Y) InfoSend is currently producing mail for the City of Watsonville from our Anaheim, California facility. The USPS does not guarantee First Class mail delivery timelines, however per the USPS Service Standards Map (<https://postalpro.usps.com/ppro-tools/service-standards-maps>), mail pieces are estimated to be delivered within 3 days. We cross-referenced InfoSend's mail tracking capability and can confirm that pieces are reaching the local USPS hub in Watsonville within 2-3 days.



11. Vendor must produce and deliver to the USPS from a California facility.

(Y) InfoSend is currently producing mail for the City of Watsonville from our Corporate Headquarters, Primary Data Center & Western US Production Facility located in Anaheim, California.

E. Reporting

1. Vendor must provide an email confirming receipt of file transmission for data processing.

(Y) InfoSend provides an automatically generated report via InfoSend's secure web portal with each batch upload.

2. Vendor must provide daily production confirmation reports. This report should contain the following details, at a minimum: • Number of bills received for processing • Number of bills printed • Number of suppressions • Postage presort breakdown including actual rates • Inserts used and insert counts • Total \$ value of bills contained in data file

(Y) InfoSend provides the Process Summary report which is available in the portal in PDF form.

3. Vendor must provide an NCOA or ACS Move update report that includes customer name, account number, previous address, updated (new) address.

(Y) Additional detail provided in Section A. File Transfer, Data Processing, Printing, Quality Control: #15

F. Third Party Support

1. Vendor document archiving system must have a secure, encrypted API to allow third party integration to access bill images, if necessary.

(Y) **API Access for Hosted Docs:** For clients who choose to have InfoSend host, an API is made available that enables paperless integrations with ERP/CIS/billing systems.

SCOPE OF WORK: ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

A. Hosted, Single Vendor, PCI-Compliant EBPP

1. Vendor application must be accessible via a link on the City of Watsonville's existing web site: www.watsonville.gov and all EBPP customers must be serviced via hosted application entirely run-on vendor's domain, security certificate and PCI-Level 1 compliant infrastructure.

(Y) InfoSend is currently supporting the City's Online BillPay portal which is accessed via a link from the City's current website. This solution is PCI Level 1 compliant.

InfoSend Regulatory Compliance

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

Payment Card Industry Data Security Standard (PCI DSS) - InfoSend holds a PCI DSS Certificate of Compliance and undergoes an annual on-site audit by a third-party auditor.
Health Insurance Portability and Accountability Act (HIPAA) - InfoSend is defined as a Business Associate and is compliant with the associated rules and regulations.
SSAE18 Auditing with SOC 1 & 2 Reporting - InfoSend's organization and systems are audited on an annual basis by an AICPA certified firm to produce SOC reports.
Gramm-Leach-Bliley Act (GLBA) - InfoSend is compliant with the associated rules and regulations that apply to providing services to clients covered by GLBA.
Fair and Accurate Credit Transactions Act of 2003 (FACTA) - InfoSend is compliant with the "Red Flags Rules" that clients covered by FACTA must follow. This includes maintaining an Identity Theft Prevention Program (ITPP).

2. Vendor must store all billing account (payment vehicle) information securely at all times within a network that is PCI Level 1 certified.

(Y) InfoSend takes card and data security very seriously. InfoSend is PCI Level One certified and compliant will all PCI rules. Documentation can be provided upon request.

3. All components of vendor solution (whether provided by vendor or provided by payment processing sub-contractors) must currently be PCI DSS Level 1 compliant and audited. Please provide a copy of your audit certificate. No exceptions and no other level of PCI DSS compliance will be accepted. Responses or proposals not meeting this requirement will be deemed non-responsive and rejected.

(Y) Please see the attached AOC and PCI DSS Level 1 compliance certificate.

B. Secure Data Communications

1. Vendor must be able to provide secure web and/or sFTP file transfer options for upload of the billing file for processing.

(Y) This is fully supported.

2. Vendor must be able to accept City of Watsonville files in their current format, as City of Watsonville may be unable to change the bill file format without manual intervention and/or a modification to the billing system. Vendor must be able to handle: a. Data files are.b.

(Y) As InfoSend is already processing the print and mail for the city no implementation is necessary. No change the bill file format or manual intervention and/or a modification to the billing system is needed.

3. Vendor application must be able to accept a daily file from City of Watsonville billing system containing all account balances, then use this information to update all account balances in the application to reflect all receivables activity.

(Y) This is fully supported. InfoSend will pull the amount due from data files transmitted for utility bill print/mail. Additionally, we recognize that balances will update during the billing cycle. InfoSend will share a balance update file with the city, reflecting payments that have been made on our EBPP portal. Additionally, the city can provide a balance update to InfoSend to update for cash payments received at the city, and any other mid-cycle payments.

4. Vendor application must be able to accept a daily file from City of Watsonville billing system containing all accounts, then use this information to add new customers who have enrolled for services between billing cycles.

(Y) InfoSend meets this requirement.

5. Vendor application must be able to provide reports via secure FTP.

(Y) This is fully supported. InfoSend will upload reports via InfoSend.com or by SFTP transfer.

6. Vendor application must be able to provide reports via a secure portal that requires a username, password and PCI-compliant HTTPS to access

(Y) InfoSend fully meets this requirement.

7. Vendor must provide the option to use PGP encryption on any file or report exchange to ensure secure communications.

(Y) InfoSend fully meets this requirement.

C. Portal Design and Branding

1. Vendor application which is available to City of Watsonville customers must be branded with City of Watsonville, logo, and color scheme.

(Y) InfoSend fully meets this requirement. If the City chooses to transition to InfoSend's new EBPP portal offering, that portal can be configured to include the logos, fonts, and colors to match the City of Watsonville branding.

2. Vendor application must be capable of including City of Watsonville defined Terms of Service, Privacy Policy, and Return Policy.

(Y) InfoSend fully meets this requirement.

3. Vendor application must include City of Watsonville logo on all outbound emails generated by the application.

(Y) InfoSend fully meets this requirement.

4. Vendor application must be mobile and tablet compatible using a "Responsive Web Design" approach. The web application must not require specific mobile device manufacturers or an app store download.

(Y) InfoSend fully meets this requirement.

5. Vendor application must not segment mobile from the desktop version: the same username and password in the mobile should be usable on a desktop view, and vice versa. The same merchant account for payments must be used as well. D. Customer Enrollment and Configuration

(Y) InfoSend fully meets this requirement.

1. Vendor application must provide the ability for customers to self-enroll with user-generated logins and passwords.

(Y) This is a standard configuration as the user will setup their personal user ID and password during the enrollment process.

2. Vendor application enrollment process must require that customer provide two pieces of information (example: account number and service address) in order to validate access.

(Y) Customers start the enrollment process using their account number and one other validation field. InfoSend validates customer enrollment by sending an email containing an activation link that the customer must click on. Once their account is set up, the customer can store their payment methods for future use.

3. Vendor application must verify the email address entered by the user by emailing an activation link before allowing access to EBPP for paperless, payments or enrollment

(Y) The InfoSend Online Payment Portal validates customer enrollment by sending an email containing an activation link that finalizes the enrollment process.

4. Vendor application must guide user on the through an enrollment setup process to assist setting preferences and the creation of payment account. These options must be shown and selected by the user before any bills are presented or payments are made.

(Y) During the enrollment process the user will have the ability to add additional email addresses and phone numbers that can be used for the notification process. Users will also have the ability to turn on paper suppression, email reminders, and stored payment methods.

5. Vendor application must be capable of providing the user with a default option of paperless in the interface, with the alternate choice to keep paper.

(Y) This is a supported feature of the payment portal.

6. Vendor application must allow users to enroll additional accounts and have them viewable with the existing username, password and email.

(Y) The InfoSend Online Payment Portal has the ability to support 99 linked accounts allowing the user to view and pay multiple accounts during a single sign-on session.

7. Vendor application must allow users with multiple accounts to pay with the existing payment account, and not require payment information be re-entered to pay on additional accounts.

(Y) Users can initiate a single payment to facilitate payment for multiple accounts. Re-entering payment details is not required.

8. Vendor application must be capable of showing a summary of all accounts belonging to the user upon login, including the total amount due for all accounts enrolled to the single username.

(Y) The InfoSend Online Payment Portal meets this requirement. Users will have the ability to view a summary of all linked accounts as well as detailed information for single accounts. Users will also have the ability to view a PDF replica of the bill and bill history within the portal and using a single login session.

9. Vendor application must allow users to change their email or password at any time. Action must not be required by customer service or admin staff to assist in this function.

(Y) This is a supported feature of the portal.

10. Vendor application must be capable of allowing users who have forgotten their passwords to reset and receive a temporary password in the email. Action must not be required by customer service or admin staff to assist in this function.

(Y) This is a supported feature of the portal.

11. Vendor application must allow customers to add multiple email addresses so that additional customers may receive billing and payment notifications.

(Y) This is a supported feature of the portal.

E. Bill Presentment and Delivery

1. Vendor application must provide the ability to display PDF bills to ensure an exact replica of the information, look and feel of the printed bill output. HTML rendering of bills is not acceptable and will be deemed non-responsive.

(Y) This is standard functionality.

2. Vendor application must send a new bill email notice containing the account number, amount due and due date each time a new bill is available for review and payment. All bill notices will contain a link back to the application login page.

(Y) This is standard functionality.

3. Vendor application must allow the email notice to contain a message relating to the document. For example, for past due/shutoff documents, the system would say "Your service will be discontinued if no payment received by 5pm on the Due Date."

(Y) InfoSend supports multiple versions of eBill templates to notify the consumer of new bill, late, and final disconnect notices.

4. Vendor application must provide an interface that allows City of Watsonville to create "ad hoc" messages that are included within the body of the bill notice email.

(Y) This is a supported feature.

5. Vendor application must provide the ability to display up to 24 months of bill history in the portal.

(Y) This is a supported feature.

6. Vendor application must remind customers signed up for automatic payments that the payment will be drafted prior to the payment date.

(Y) InfoSend's new Online Payment Portal can send reminders up to 15 prior to payment draft date. This functionality is available to the City of Watsonville should you decide to convert to our new platform.

7. Vendor application must provide the ability to display the most recent account balance from the daily export of the CIS/billing system.

(Y) InfoSend will pull the amount due from data files transmitted for utility bill print/mail. Additionally, we recognize that balances will update during the billing cycle. InfoSend will share a balance update file with the city, reflecting payments that have been made on our EBPP portal. Additionally, the city can provide a balance update to InfoSend to update for cash payments received at the city, and any other mid-cycle payments.

8. Vendor application must be capable of taking static PDF images from the City of Watsonville of inserts, notifications or newsletters and including them with the PDF bill that is emailed and shown online. Vendor application must also provide a link to the monthly bill inserts on the portal.

(Y) This is standard functionality.

9. Vendor application must be capable of sending reminders when bills are coming due and/or have gone past due. Customers must be able to turn on / turn off email bill reminders; email bill reminders must contain a link to the online portal.

(Y) Reminder emails is standard functionality for InfoSend's new platform.

10. Vendor application must be capable of allowing customers to sign up for SMS notifications via mobile phone. The SMS must send new bill notifications and reminders.

(Y) This is standard functionality for InfoSend's new platform. The Online Biller Portal supports Bill Notifications and Reminders that include automatic notification when there is a new bill, a bill is coming due or has gone past due. SMS Notification and Payments are also available to allow the customer ability to enroll in Text and Text-to-Pay options for both new bill and reminder notifications.

F. Regular and Recurring Payments

1. Vendor application must allow payment by Visa, Mastercard, Discover, Amex and eCheck (ACH).

(Y) InfoSend's Online BillPay supports all the ways that a payer prefers to pay: Credit Cards, Debit Cards, American Express Discover, Bank Account Checking & Savings, and PayPal. Enrolled customers can store their preferred method in a wallet for future 1-click re-use, as well as sign up for recurring AutoPay, which automatically drafts based on the bills received.

2. Vendor application must allow customers to make a one-time payment without registering for an online account.

(Y) The payment portal supports the ability for customers to make a simple Guest Payment without enrolling.

3. Vendor application must allow enrolled users to create and store multiple payment accounts for use when making payments.

(Y) Each payment method stored by the customer will be available as a drop-down for future use. Payment methods are stored in a PCI compliant manner, with digits of the full credit card or bank account numbers masked. Customers initiating one-time payments via the enrolled user portal, scheduling payments, or signing up for AutoPay will have the option of selecting their preferred payment method.

4. Vendor application must get real time authorizations for all credit card payments (CC).

(Y) The InfoSend online payment portal supports real time authorizations. Clients have the ability to add fraud mitigation techniques such as AVS or CVV checking. Transaction responses are provided within seconds of the transaction request and users will receive both a visual and emailed status for their transaction attempt.

5. Vendor application must allow users to schedule one-time payments up to 6 months into the future. Vendor application must display and allow enrolled users to edit or cancel any pending payments.

(Y) This is a standard feature of the Online Payment Portal.

6. Vendor application must be capable of notifying the user with a payment failure email notification if a scheduled CC payment is rejected or an ACH payment is returned by the processor for any reason.

(Y) This is a standard feature of the Online Payment Portal.

7. Vendor application must provide the user with the option to enroll for recurring payments with a stored payment account.

(Y) This is a standard feature of the Online Payment Portal.

8. Vendor application must notify the user via email that an automatic payment was scheduled and be capable of sending the customer a reminder prior to the draft date.

(Y) This is a standard feature of the Online Payment Portal.

9. Vendor application must send the user a failure notification if a recurring payment is rejected by the processor for any reason.

(Y) This is a standard feature of the Online Payment Portal.

10. Vendor application must reference the account balance prior to initiating a recurring balance. If the CIS system reflects a lesser balance (implying a credit given or payment taken via another channel), then the system must adjust the draft amount accordingly. If the account balance is \$0, then the system must cancel the recurring payment.

(Y) The InfoSend Online Payment Portal supports this requirement and will cancel any \$0 autopay payment request.

11. Vendor application must send an email to users signed up for recurring payments with a credit card (CC) that the card is going to expire at the beginning of the expiration month. This email must recommend the user take action to avoid disruption to future automatic payments.

(Y) This is a standard feature of the Online Payment Portal.

12. Vendor application must show up to 24 months of payment history.

(Y) This is a standard feature of the Online Payment Portal.

13. Vendor application must allow the user to cancel/void any payment transaction which has not yet settled.

(Y) This is a standard feature of the Online Payment Portal.

14. Vendor application must be capable of providing the option for customer to pay a donation amount as part of the transaction, with the breakdown of payment and donation amounts included in the confirmation.

(Y) The InfoSend Online Payment Portal supports the use of Add on Payments which can be used for payments such as donations. Users can have the options of selecting multiple donation types, included with bill payment, or a single payment outside of the normal bill pay.

15. Vendor application must be capable of providing reports which detail customer payment breakdown of donation, payment amount and transaction total.

(Y) The Online Payment Portal supports this type of reporting. We also support using a different DDA account to ensure donation deposits are not comingled with normal bill pay settlements.

16. Vendor application must be able to prevent select customers from paying by eCheck (ACH) based on a list of accounts provided to the vendor.

(Y) The Online Payment Portal supports ACH blocking.

G. Requirements: Interactive Voice Response (IVR) Payments

1. Vendor IVR application must not require any software installation and be fully hosted by vendor.

(Y) The InfoSend IVR is fully cloud-based and does not require any software installation.

2. Vendor IVR application must include professionally recorded voice prompts.

(Y) InfoSend supports this requirement.

3. Vendor IVR application must support both English and Spanish language speech.

(Y) The InfoSend IVR supports both English and Spanish language options.

4. Vendor IVR application must allow customers to make payments by Visa, Mastercard, Discover, Amex and eCheck (ACH).

(Y) Customers using the IVR will have the ability to pay with the above cards and ACH options along with Signature Debit cards.

5. Vendor IVR application must require customer enter two pieces of information (e.g., Account Number and Service Address Number) to validate access.

(Y) This is standard configuration.

6. Vendor IVR application must present customer with their most current Account Balance provided to the vendor.

(Y) This is standard configuration.

7. Vendor IVR application must allow customers to pay partial or greater amounts than the past due balance.

(Y) This is standard configuration.

8. Vendor IVR application must be able to prevent select customers from paying by eCheck (ACH) based on a list of accounts provided to the vendor.

(Y) This is standard functionality.

H. Requirements: Customer Service Interface

1. Vendor application must supply an interface for Customer Service Representatives (CSRs) to administrate the application

(Y) This is standard functionality.

InfoSend Online BillPay Customer Service Rep (CSR) Admin Portal

InfoSend's Online BillPay Customer Service Rep (CSR) Admin Portal provides client staff with the tools needed to view activity and support customers. From one admin login, the client CSR is able to search and see billing, payment and customer activity from an intuitive and easy to use interface.

The CSR Admin provides a Search to find customers by the Account Number, Name, Login or Email. Once the Customer Dashboard is pulled up, the CSR is able to view the complete billing and payment history, which include the exact PDF replica bill presented to the customer. From this view, the CSR "sees what the customer sees" so that support inquiries are handled with ease.

In addition to viewing activity, the CSR Admin allows operators with access to help customers with enrollment, including setting up a username and email. For customers having trouble with enrolling or logging in, the CSR is able to make changes or issue password resets to help a customer with the Online BillPay access. The CSR Admin also has options to help customers make payments or make changes to the saved wallet pay methods with Add/Edit/Remove functions. Lastly, for customers enrolled in AutoPay, CSRs are able to help customers enroll or make changes to their enrollment.

The application provides the ability to search and view both payment and customer enrollment activity. Included with the Search results is the ability to export to a CSR, Excel or PDF document, ensuring any research or statistical reporting can be done with ease.

The CSR Admin Portal includes roles that can be assigned to the CSR login, ensuring staff will only have access to functions necessary to their responsibilities. Roles include view only, reporting only, or manager access to setup other CSRs.

2. Vendor application CSR interface must be hosted by the vendor, be accessible via web, and require no software be installed on customer service machines.

(Y) The InfoSend CSR Portal is cloud based and does not require any software installation.

3. Vendor application must require a CSR username and password.

(Y) This is a supported feature of the CSR Portal.

4. Vendor application must have multiple CSR access levels, including an administrator level that allows City of Watsonville administrators to create and modify other CSR users.

(Y) The CSR Admin Portal includes roles that can be assigned to the CSR login, ensuring staff will only have access to functions necessary to their responsibilities. Roles include view only, reporting only, or manager access to setup other CSRs. The city will have access to create & edit CSR users.

5. Vendor application must allow CSRs to set their own passwords.

(Y) This is a supported feature.

6. Vendor application must allow CSRs to search for accounts by account number, account first or last name, as well as email address.

(Y) The CSR Portal provides a Search to find customers by the Account Number, Name, Login or Email. Once the Customer Dashboard is pulled up, the CSR is able to view the complete billing and payment history, which include the exact PDF replica bill presented to the customer. From this view, the CSR "sees what the customer sees" so that support inquiries are handled with ease.

7. Vendor application must allow CSRs to view the account balance as passed from the CIS system in the most recent file.

(Y) The CSR's will have the ability to view exact PDF replica bill that is presented to customer online or via regular mail, as well as see historical payments and see what the customer sees in their Online BillPay.

8. Vendor application must allow CSRs to view billing and payment history, up to 24 months.

(Y) This is a standard feature of the CSR Portal.

9. Vendor application must allow CSRs to view the exact same PDF bill that was delivered to the customer.

(Y) Once the Customer Dashboard is pulled up, the CSR is able to view the complete billing and payment history, which include the exact PDF replica bill presented to the customer.

11. Vendor application must allow CSRs to set up or cancel enrollment in the recurring payments program on behalf of a user.

(Y) This is a supported feature of the CSR Portal.

12. Vendor application must allow CSRs to change the paperless preference of the user.

(Y) This is a supported feature of the CSR Portal.

13. Vendor application must allow CSRs to change the email address for the user.

(Y) This is a supported feature of the CSR Portal.

14. Vendor application must allow CSRs to reset the password for the user, sending a temporary password via email that the CSR does not see.

(Y) This is a supported feature of the CSR Portal.

15. Vendor application must allow CSRs to enroll new users for the service, including setting up the username, email and preferences. Users enrolled by CSR must receive an email notifying of the enrollment that includes a temporary password.

(Y) This is a supported feature of the CSR Portal.

16. Vendor application must allow CSRs to deactivate a user to prevent login to the application.

(Y) This is a supported feature of the CSR Portal.

17. Vendor application must allow CSRs to remove payment accounts from a user's login.

The CSR Portal supports the ability to help customers with their saved wallet pay methods with Add/Edit/Remove functions, as well as the ability to help customers with AutoPay enrollment.

18. Vendor application must allow CSRs to initiate payments on a user's behalf using the stored payment account.

(Y) The CSR Portal users have options to help customers make payments on their behalf.

19. Vendor application must allow CSRs to initiate payments on accounts where no user has enrolled. These payment accounts must be one-time use and not be stored.

(Y) This is a supported feature of the portal.

20. Vendor application must allow CSRs to view all payments made in the system real-time. This includes both payments by web and payments by IVR.

(Y) The CSR Portal provides the ability to search and view both payment and customer enrollment activity in real time by all payment channels.

21. Vendor application must allow CSRs to cancel/void any payments in the system which have not yet settled, as well as perform refunds on transactions completed in the system.

(Y) The CSR Portal supports this requirement and can be managed by user access levels.

I. Requirements: Reporting and Payment Reconciliation

1. Vendor application must allow for searching all payment transactions processed by the application for both Web and IVR, including pending payments that have not posted to City of Watsonville billing system. This information must be real time.

(Y) The CSR Portal provides the ability to search and view both payment and customer enrollment activity. Included with the Search results is the ability to export to a CSR, Excel or PDF document, ensuring any research or statistical reporting can be done with ease. Payment reporting is available in real time and across all payment channels.

2. Vendor application must be capable of delivering reports via email, FTP or placed securely within the vendor portal for download.

(Y) Report configurations include daily reports via Email, FTP or Web on a schedule, and Search screen allows export to CSV, Excel or PDF.

3. Vendor application must provide a daily report of payments made for posting into City of Watsonville billing system.

(Y) This is a supported feature of the portal.

InfoSend's standard payment report provides details of who, when, where and how a payment was made. Payment reports from InfoSend drive an Easy Reconciliation process. Based on the funding timeline selected, a daily payment batch is generated that is a 100% match the deposit funding that will arrive either next or 2 business days later.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
TransactionID	Transaction	Payment Time	AccountNum	Amount	Channel	Enrollment	Payment Type	Acct Type	Last 4	Customer Email	Customer Phone	Invoice	Memo	Scheduled	ProcessorID	Deposit Code
310000559	PAYMENT	3/1/19	70000-02	93.18	WEB	ENROLLED	ONE-TIMEPAY	ACH	2345	customer@email.com	555-555-5555			3/1/19 14:07		
310000560	PAYMENT	3/1/19	70000-02	93.18	WEB	ENROLLED	ONE-TIMEPAY	VISA	1885	customer@email.com	555-555-5555			3/1/19 14:09	110641	
310000561	PAYMENT	3/1/19	70000-01	21.22	WEB	ENROLLED	ONE-TIMEPAY	VISA	8619	customer@email.com	555-555-5555			3/1/19 14:11	110642	
310000562	PAYMENT	3/1/19	70000-02	55	CSR	ENROLLED	ONE-TIMEPAY	VISA	1885	customer@email.com	555-555-5555			3/1/19 14:13	110642	
310000563	PAYMENT	3/1/19	70000-03	1	WEB	ENROLLED	ONE-TIMEPAY	ACH	2345	customer@email.com				3/1/19 14:41		
310000564	PAYMENT	3/1/19	70000-03	2	WEB	ENROLLED	ONE-TIMEPAY	VISA	1885	customer@email.com				3/1/19 14:42	110644	
310000457	REVERSAL	3/1/19	70000-02	-93.18	CSR	UNENROLLED	ONE-TIMEPAY	ACH	2345	customer@email.com	555-555-5555			3/1/19 15:31		
310000458	REVERSAL	3/1/19	70000-01	-2	CSR	UNENROLLED	ONE-TIMEPAY	ACH	2345	customer@email.com	555-555-5555			3/1/19 15:31		
310000565	PAYMENT	3/4/19	70000-03	21.22	WEB	ENROLLED	ONE-TIMEPAY	ACH	2345	customer@email.com				3/1/19 14:42		
310000568	PAYMENT	3/4/19	12000-01	44.56	CSR	ENROLLED	ONE-TIMEPAY	ACH	2345	customer@email.com	555-555-5555	8124928		3/1/19 15:32		
310000569	PAYMENT	3/4/19	12000-02	45.71	CSR	ENROLLED	ONE-TIMEPAY	ACH	2345	customer@email.com	555-555-5555	8124928		3/1/19 15:34		
310000570	PAYMENT	3/4/19	70000-01	44.56	WEB	ENROLLED	AUTOPAY	ACH	2345	customer@email.com	555-555-5555	8124928		3/2/19 1:00		
310000571	PAYMENT	3/4/19	70000-02	45.71	WEB	ENROLLED	AUTOPAY	VISA	8619	customer@email.com	555-555-5555	8124928		3/2/19 1:00	110729	
310000572	PAYMENT	3/4/19	70000-03	46.86	WEB	ENROLLED	AUTOPAY	ACH	2345	customer@email.com		8124928		3/2/19 1:00		
3100172192	PAYMENT	7/27/20	70000-04	201.05	IVR	UNENROLLED	ONE-TIMEPAY	MASTER CARD	3368	customer@email.com	555-555-5555			7/25/20 14:13	756157	
3100172193	PAYMENT	7/27/20	70000-05	7.45	IVR	UNENROLLED	ONE-TIMEPAY	VISA	5635	customer@email.com	555-555-5555			7/25/20 14:19	756157	

Included in the standard report are any CSR-issued refunds or ACH returns or reversals, enabling back-office staff to get a quick glance at all financial activity.

Custom Payment Reporting

For clients with a back-office system with limited import capability, InfoSend's reporting engine can be configured to generate an output in a format compatible with the existing importing process. Typically, this format matches a "lockbox" file, enabling back-office staff to save time by avoiding any manipulation prior to posting the payments. InfoSend has extensive experience with a wide array of back-office systems, and maintains a library of formats to be referenced with each new client implementation.

The InfoSend Dashboard displays all activity real-time, but some clients may desire the back-office system be updated more frequently than the daily reporting process. For clients who can provide a programming interface (API) to InfoSend, the Online BillPay system is capable of posting payments as they occur real-time.

4. Vendor application must provide a daily report of any returned bank account (ACH) transactions for reversal of transactions in City of Watsonville billing system

(Y) This is a supported feature of the portal. Included in the standard report are any ACH returns or reversals, enabling back-office staff to get a quick glance at all financial activity.

5. Vendor application must provide an online user demographics report: for each account list the username, email address, paperless preference and if automatic payments are enabled.

(Y) This is a supported feature of the portal. InfoSend's Online BillPay provides users with a registration and preferences, including email address, paperless preference and AutoPay enrollment. If a client prefers to update the back-office system with user preferences, or would like to run statistical analysis, the InfoSend User Enrollment Activity report provides a complete breakdown of each user's enrollment activity.

The Customer Service Portal includes over forty canned reports. These include but not limited to:

- Deposit Detail and Summary
- Payment Detail and Summary
- Future Payments
- Payment Status
- Payment Batch Detail and Summary
- Automatic Payments
- Returned Transactions
- Card Declines
- Paper Suppression
- Account Updater Detail and Summary
- Consumer Enrollment
- Profile Changes

6. Vendor application must provide reporting that is based on settled transactions so that bank deposits can be matched back to reports.

(Y) This is a supported feature of the portal. Based on the funding timeline selected, a daily payment batch report is generated that is a 100% match the deposit funding that will arrive either next or 2 business days later.

7. Vendor application must be capable of providing a lockbox file in alternate formats for posting back to City of Watsonville's billing system.

(Y) This is a supported feature of the portal. InfoSend's payment platform will consolidate web, telephone, SMS, CSR, in-person EMV and bank payments into a single, configurable lockbox file.

SECTION 3 – Project Schedule

Include a project schedule for each key focus area of the project, as identified in the Scope of Work. This schedule should contain key project milestones and timelines for deliverables. Identify assumptions used in developing the schedule.

InfoSend is the incumbent vendor for utility bill printing, mailing, and electronic billing services for the City of Watsonville and therefore does not require an implementation project for the continuity of services.

InfoSend is not compelling the city to consider our new EBPP portal, but does have the option for the city to convert from the current portal to our new setup. In the case of a conversion, we anticipate 16 weeks, with all of the work happening in the background while the existing portal will continue with the current functionality. Should the City decide with this path, InfoSend will work with the City's project team to scope out the project needs and provide a detailed Statement of Project Requirements (SPR) prior to beginning the conversion project.

SECTION 4 – Project Cost

InfoSend Data Processing, Print and Mail Pricing

Document Production Summary	
Typical Mail Piece Package Package includes: one printed page up to 4/4 ink, InfoSend outgoing #10 envelope, InfoSend #9 return envelope	\$0.1595

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 green cells below provide 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	
Data Processing Fee to include document rendering for print and electronic billing, printing, and mailing operations (per document)	\$0.0723

Printing and Mailing Service	
Printing and mailing services fee, up to 4/4 (full color) print	\$0.0252
USPS Postage	Pass-through A postage deposit will be required prior to starting service.
Inline Insert Print Fee*	\$0.05 Black printing \$0.07 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)	\$0.30 NCOA \$0.30 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)	\$0.015
Standard Double Window Outgoing #10 Envelope	\$0.025
Standard Single Window Return #9 Envelope	\$0.022
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.19

Insert Services	
InfoSend Produced	Quoted based on specification
Envelope Messaging (Snipes)	Quoted based on specification
Electronic Inserts	\$0.01 per insert
Inserting Fee	\$0.01 per insert
<p>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.</p> <p>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.</p>	

Optional Document Services	
Print Image Archiving (Per Document Image), with included USPS mail tracking	18 months of archives is currently included with EBPP. InfoSend will also turn on 2 months of Print Image Archive so that they City will have access to mail tracking, at zero additional cost.
Professional Services Rate (per hour)	\$175.00
Returned Mail Handling	\$0.35 per reported returned mail piece
Remit Tracking	\$100 monthly support fee

Fee Explanations

Data Processing

- **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.
- **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

- **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.
- **Professional Services Fee:** per hour and performed only upon request for customizations made to processing program or document format after go-live. Work is only started after receiving client approval of a formal quote.
- **Returned Mail Handling:** InfoSend will provide electronic reporting of mail that is returned by USPS, saving clients the hassle of receiving and opening returned mail to update records. All records which are not delivered will be securely destroyed and recycled after reporting.
- **Remit Tracking:** for clients utilizing the Print Image Archiving service, InfoSend can also track inbound mail from customers utilizing an included remittance stub in the outbound mail. With Remit Tracking clients will be able to see when a customer responded to the original mail piece, as well as get a daily report of inbound mail with an estimated value of payment remittances based on the outbound mail.

InfoSend Electronic Payments and Presentment Pricing

Multi-Channel Payments	
Bank Account (ACH)	\$0.40 per payment
Credit Card (CC)	\$0.40 per payment Interchange: pass-through

Above fees cover payment initiation through all channels hosted by InfoSend. All Payment Processing fees will be assessed by a registered ISO of TSYS and included in a merchant statement. All pricing is based on "Client Volume Assumptions" listed and excludes applicable sales tax.

Online BillPay Platform	
Online BillPay Setup Fee	\$0.00 – already live
Monthly Maintenance	\$125.00
Per eBill Loaded – increase from 18-month retention to 24 months, to build upon deployment	\$0.03
Per Enrolled Customer Fee	\$0.095

InfoSend Note:

The Online BillPay Platform pricing above represents pricing for the City of Watsonville’s current legacy EBPP with InfoSend, or the option to move to our new platform. The new platform does entail an EBPP conversion process as well as a completely different user interface and set of CSR reporting and tools. InfoSend would like to meet with the City to discuss current portal needs to determine whether the switch to the new platform suits your business needs. We have provided optional add-on services in the tables below and listed whether they are compatible with InfoSend’s legacy platform, new platform, or both.

IVR Platform (Optional with Legacy Platform or New Platform)	
IVR Setup Fee	\$0.00 - Waived
Second Language Recording Setup Fee (Optional)	\$550.00
Monthly Maintenance	\$250.00
IVR Per Call Fee	\$0.25

SMS Platform (Optional with New Platform Only)	
SMS Setup Fee	WAIVED
Monthly Maintenance	WAIVED
SMS Per Text Fee	\$0.05

Misc. Payment Fees (all setups)	
ACH Return Fee	\$3.50
Chargeback Fee	\$20.00
In-Person Virtual Terminal Payments	Included (Must purchase device separately)

Online Banking Payment Consolidation (Optional with Legacy Platform or New Platform)	
Setup Fee	\$0.00 - Waived
Per Bank Payment Fee	\$0.13
Per Rejected Payment Fee	\$0.07
Per Reversal (Optional)	\$3.00

Outbound Notifications (Optional with Legacy Platform or New Platform)	
Setup Fee	\$0.00 - Waived
Monthly Minimum (for 3000 IVR Minutes and SMS Messages)	\$110.00
Per IVR Minute after Minimum	\$0.11
Per SMS after Minimum	\$0.11

Pricing Review

We have priced the City's Online BillPay Platform fees under a new, more streamlined, structure. Total new Online BillPay Platform fees are slightly less than current day EBPP invoice fees to the tune of \$35 saved monthly.

InfoSend believes that we can save the city a substantial amount of money (**approx. \$2000 per month based off of current metrics**) by switching merchant processors from EPX to Pace. Pace is an InfoSend partner and can be used on our legacy platform. They are currently the only processor option when switching to our new EBPP platform. We have performed drill-down calculations and believe that we can significantly reduce the number of fees that are currently being charged today. At the \$0.40 per payment fee priced in the first table above, InfoSend's fee plus the processor fees including the utility discount interchange program should total in the \$15,750 range monthly. Current EPX merchant processor fees and interchange are in the area of \$17,750 monthly. InfoSend is happy to meet with the City to further discuss our proposed setup as well as walk the City through our pricing review.

Fee Explanations

Payments

- **Bank Account (ACH):** per payment made by customer Bank Account, otherwise known as ACH or "eCheck." Applies to all payment channels.
- **Credit Card (CC):** per payment made by customer credit card. Applies to all payment channels.

Online BillPay Platform

- **Online BillPay Setup Fee:** covers the InfoSend staff project management and configuration involved in application setup.
- **Monthly Maintenance:** covers the hosting, support and daily payment batch-based reporting, as well as routine PCI audit fees incurred by InfoSend.
- **Per eBill Loaded:** covers the loading of an electronic PDF bill for the customer. The bill notification is received via email and is available for viewing online.
- **Per Enrolled Customer Fee:** covers the enrolled customer, and notification via email or SMS of the new bill.

IVR Platform

- **IVR Setup Fee:** covers the InfoSend staff project management and configuration involved in application setup.
- **Monthly Maintenance:** covers the hosting and support performed as well as routine PCI audit fees incurred by InfoSend.
- **Per Call Fee:** covers the line costs associated with accepting customer calls to check balance and make payment by phone. Calls are up to 5-minutes in length, with each additional 5-minute period counted as an additional Call.

SMS Platform

- **SMS Setup Fee:** covers the InfoSend staff project management and configuration involved in application setup.
- **Monthly Maintenance:** covers the hosting and support performed as well as routine PCI audit fees incurred by InfoSend.
- **Per SMS Fee:** covers the cost to send and receive an SMS message from a customer paying via text message.

Misc. Payment Fees

- **ACH Returns:** any customer payment made by Bank Account that is later rejected by the network incurs a fee.
- **CC Chargebacks:** if a customer disputes a payment charge with their credit card company, a fee is assessed.
- **Monthly Minimum:** base cost for merchant processing. Should the total ACH and CC payment fees exceed Monthly Minimum, then will not apply.

Online Banking Payment Consolidation Fees

- **Setup Fee:** covers the InfoSend MasterCard RPPS network setup costs, in addition to staff project management and configuration involved in application setup.
- **Per Bank Payment Fee:** per payment made by customer via their preferred Online Banking website (BoFA, Wells Fargo) that is intercepted and reported within the InfoSend lockbox file.
- **Per Rejected Payment Fee:** per payment received from customer where billing account number not found and Client rejects the payment back to customer.
- **Per Reversal (Optional):** if the client would like to reverse (refund) a payment to a customer via the Bank BillPay channel, this feature can be enabled and will have a per reversal fee.

Outbound Notifications

- **Setup Fee:** covers the InfoSend staff project management and configuration involved in application setup.
- **Monthly Minimum:** base cost for hosting outbound IVR and SMS application, and includes a monthly package of IVR minutes and SMS messages.
- **Per IVR Minute:** per minute used when outbound call is made to customer. Applicable after minimum package is used.
- **Per SMS Message:** per SMS message submit to a customer mobile phone. Applicable after minimum package is used.

Price Escalations to InfoSend Fees

Section 1. Price Escalations to InfoSend Fees

InfoSend reserves the right to increase InfoSend Fees on an annual basis starting with the first anniversary of the Effective Date to account for increases in the cost of materials, labor, and other overhead. The Client will be notified, in writing, at least thirty (30) days prior to such price increase. An amendment to the Agreement will not be required if the Fees are changed, unless other terms or conditions of the Agreement have changed. Should a price increase be deemed necessary, the increase will not exceed actual CPI data and percentage change as published for the Bureau of Labor Statistics – Los Angeles-Long Beach-Anaheim area. Postage fees can change at any time per USPS regulations and do not require an amendment to the Agreement.

Additionally, if Client uses DPPM Services, InfoSend reserves the right to increase paper, form, and envelope fees as needed, with thirty (30) days' written notice to Client, in the event of extraordinary increases to the cost of paper.

InfoSend pricing is predicated on Client representations of Client and Client User transactional usage. Should Client's actual continuous volume and/or recurring frequency deviate by more than thirty percent (30%) from what Client has represented to InfoSend in Section 2 below, then InfoSend reserves the right to invalidate the Fees listed in this Agreement. Should this situation arise then InfoSend will notify Client immediately and negotiate with Client in good faith to pass on any increased costs to Client, in accordance with actual Client and Client User transactional usage. Should InfoSend and Client fail to agree upon updated Fees, InfoSend reserves the right to terminate this Agreement with one hundred and eighty (180) days' notice.

Section 2. Client Representations

Client Volume Representations
<p><u>Customers Contacted or Billed Monthly</u></p> <ul style="list-style-type: none"> - Printed pages: 11,565 monthly - Mail pieces: 10,908 monthly
<p><u>EBPP load</u></p> <ul style="list-style-type: none"> - Approximately 15,000 invoices monthly - Approximately 8,000 enrolled users
<p><u>Average Customer Payment Amount</u></p> <ul style="list-style-type: none"> - Approx. 3500 credit card payments monthly - Approx. 3100 ACH payments monthly

SECTION 5 – References

Provide a description of projects similar in nature and scope that the vendor has completed in the last five years. Include client names, addresses, and telephone numbers. Also, please list how many government agencies have discontinued your services for quality, production, or breach of contract issue within the last 5 years.

InfoSend has never had a client leave for a service, quality, production, or break of contract issue in the history of our company. We have provided references below for California Cities with similar project scope to the City of Watsonville.

City of Gilroy, CA	408.846.0234
610 Foster City Blvd.	Arica Hernandez, Customer Service Manager
Foster City, CA 94404	arica.Hernandez@cityofgilroy.org
<ul style="list-style-type: none"> • Contracted Since: 2006 • Billing System: SunGard Pentamation • Volume: Approximately 14,000 Mail Pieces Monthly • InfoSend Products Used: Data Processing Print and Mail, Online BillPay, Electronic Bill Presentment and Payment 	

City of Chino, CA	909.334.3359
13220 Central Ave.	Nikki Love, Billing Manager
Chino, CA 91710	nlove@cityofchino.org
<ul style="list-style-type: none"> • Contracted Since: 2006 • Billing System: Tyler Munis • Volume: Approximately 20,000 Mail Pieces Monthly • InfoSend Products Used: Data Processing Print and Mail, Electronic Bill Presentment and Payment 	

City of Hollister, CA	831.636.4303
375 Fifth Street	Becky Quezada
Hollister, CA 95023-3832	becky.quezada@hollister.ca.gov
<ul style="list-style-type: none"> • Contracted Since: 2009 • Billing System: Tyler- Incode • Volume: 3,500 Mail Pieces Monthly • InfoSend Products Used: Data Processing Print and Mail, Electronic Bill Presentment and Payment 	

South Tahoe PUD	530.543.6281
1275 Meadow Crest Drive	Chris Skelly
South Lake Tahoe, CA 96150	cskelly@stpud.us
<ul style="list-style-type: none"> • Contracted Since: 2008 • Billing System: Springbrook/Accela • Volume: Approximately 17,000 Mail Pieces Monthly • InfoSend Products Used: Data Processing Print and Mail, Online Payment Portal, Electronic Bill Presentment and Payment, QuickPay 	

City of Healdsburg, CA	707.431.3583
401 Grove Street	Katherine Ahlborn, Accounting Manager
Healdsburg, CA 95448	kahlborn@ci.healdsburg.ca.us
<ul style="list-style-type: none"> • Contracted Since: 2010 • Billing System: Harris- NorthStar • Volume: Approximately 5,000 Mail Pieces Monthly • InfoSend Products Used: Data Processing Print and Mail, Electronic Bill Presentment and Payment 	

SECTION 6 – Conflicts of Interest

Vendors submitting a proposal in response to this RFP must disclose any actual, apparent, direct, indirect, or potential conflicts of interest that may exist with respect to the vendor, management, or employees of the vendor or other persons relative to the services to be provided. If a vendor has no conflicts of interest, include a statement to that effect in the proposal.

InfoSend does not have known conflicts of interest with the City of Watsonville.