



**COUNTY OF HENRICO
DEPARTMENT OF FINANCE
PURCHASING DIVISION
CONTRACT EXTRACT
NOTICE OF AWARD/RENEWAL**

DATE:	May 1, 2024
CONTRACT COMMODITY/SERVICE: <i>(include contracting entity if cooperative)</i>	Printing and Mailing Services for Finance
CONTRACT NUMBER:	2513A
COMMODITY CODE:	915.58
CONTRACT PERIOD:	May 1, 2024 through April 30, 2026
RENEWAL OPTIONS:	Four one-year renewals through 2030
USER DEPARTMENT:	DPU
Contact Name:	Evelyn McGuire
Phone Number:	804-501-4442
Email Address:	Mcg20@henrico.gov
HENRICO COOPERATIVE TERMS INCLUDED:	Yes
SUPPLIER: Name:	InfoSend Inc.
Address:	4240E. La Palma Avenue
City, State:	Anaheim, CA 92807
Contact Name:	Marty Bielecki
Phone Number:	239-600-6722 or cell 239-247-4419
Email address:	Marty.b@infosend.com
ORACLE SUPPLIER NUMBER:	399719
BUSINESS CATEGORY:	Non-Swam
PAYMENT TERMS:	Net 45
DELIVERY:	N/A
FOB:	N/A
BUYER: Name:	Eileen M. Falcone, CPPB
Title:	Purchasing Manager
Phone:	804-501-5637
Email:	Fal51@henrico.gov

This contract is the result of a competitive solicitation issued by the Department of Finance, Purchasing Division. A requisition must be generated for all purchases made against this contract and the requisition must reference the contract number.

Pricing per Exhibit B of contract



COMMONWEALTH OF VIRGINIA
County of Henrico

Non-Professional Services Contract
Contract No. 2513A

This Non-Professional Contract (this "Contract") entered into this 13th day of May 2024, by InfoSend, Inc. (the "Contractor") and the County of Henrico, Virginia (the "County")

WHEREAS the County has awarded the Contractor this Contract pursuant to Request for Proposals No. 23-2513-3EMF, as modified by Addendum 1 dated August 4, 2023 (the "Request for Proposals"), for Printing and Mailing Services for the Department of Public Utilities.

WITNESSETH that the Contractor and the County, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the County as set forth in the Contract Documents.

COMPENSATION: The compensation the County will pay to the Contractor under this Contract shall be pursuant to Exhibit B, and summarized on Attachment A.

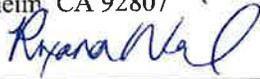
CONTRACT TERM: The initial Contract term shall be for a period of two (2) years beginning May 1, 2024. Pricing shall remain the same for the initial contract term. The County may renew the Contract for up to five (5) one-year terms giving 30 days' written notice before the end of the term unless Contractor has given the County written notice that it does not wish to renew at least 90 days before the end of the term.

CONTRACT DOCUMENTS: This Contract hereby incorporates by reference the documents listed below (the "Contract Documents") which shall control in the following descending order:

1. This Non-Professional Services Contract between the County and Contractor.
2. The General Contract Terms and Conditions included in the Request for Proposals.
3. The Negotiated Modifications (Exhibit A).
4. Contractor's Best and Final Offer dated February 15, 2024 (Exhibit B)
5. Contractor's Original Proposal dated August 16, 2023 (Exhibit C).
6. The Scope of Services included in the Request for Proposals.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound hereby.

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



Signature

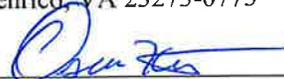
Roxana Weil, EVP

Printed Name and Title

05/13/2024

Date

County of Henrico, Virginia
P.O. Box 90775
Henrico, VA 23273-0775



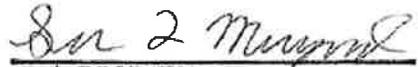
Signature

Oscar Knott, CPP, CPPO, VCO
Purchasing Director

5/13/24

Date

APPROVED AS TO FORM



Asst. COUNTY ATTORNEY 5/13/2024

EXHIBIT A

NEGOTIATED MODIFICATIONS TO AGREEMENT DOCUMENTS FOR CONTRACT NO. 2513A

These Negotiated Modifications are hereby incorporated into Contract No. 2513A (the “Contract”) for the consulting services for the employee benefits program as of the effective date of the Contract.

WHEREAS, the Contract expressly incorporates by reference the “Contract Documents,” which the Contract defines to include Request for Proposals No. 23-2513-3EMF, as modified by Addendum No. 1, dated October 6, 2023 (the “RFP”).

WHEREAS, the County and Contractor desire to agree in writing to modify the final terms and conditions of the Contract.

THEREFORE, in consideration of the Recital set forth above and good and valuable consideration as set forth in the Contract, the parties agree that the Contract Documents are modified as follows as of the date of the Contract:

1. RFP Sec.V.D. – General Contract Terms and Conditions – Compensation (page 9), shall be revised to read as follows:
The Successful Offeror must submit complete itemized invoices for services that are performed under the Contract. The County shall pay the Successful Offeror for satisfactory compliance with the Contract within thirty (30) days after receipt of proper invoice.
2. Limit of Liability – In no event shall either party be liable for indirect, special or consequential damages arising out of a default or breach under this Agreement, even if the party has been advised of the possibility of such potential claim, loss or damage. The foregoing limitation of liability and exclusion of certain damages shall apply regardless of the success or effectiveness of other remedies but shall not limit or otherwise affect the County’s remedies under Sec.V. General Contract Terms and Conditions Sec. F. Termination by County or Sec. N. Indemnification of the RFP.
3. Force Majeure – Neither the County nor InfoSend shall be responsible for any delay caused by any contingency beyond their control, including, but not limited to, war or insurrection, fires, natural calamities, riots, or demands or requirements of governmental agencies other than the County.

RFP 23-2513-3EMF
Questions for Clarification
February 15, 2024

1. During the presentation on January 9th the committee noticed certain things that may help improve the efficiency of the current business process. Since the implementation of the current system was about four years ago, would your firm provide a business process overview at no additional cost if awarded the contract?

Yes, InfoSend is willing to provide a business process overview to Henrico County as well as offer retraining sessions to DPU employees at no additional cost to the County.

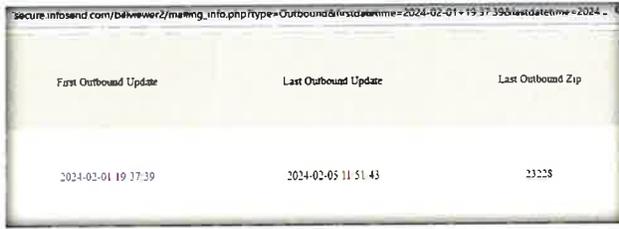
2. Does your platform provide a way to track bills as they are sent or delivered to customers in order to allow DPU verification if a customer says they have not received them? Is this provided as part of the proposed package or is there an additional cost? If there is a cost provide that information.

Yes, InfoSend currently provides this service to Henrico County. The pricing that is currently being paid as well as the proposed pricing allows for the individual pieces to be identified by the USPS as they scan the intelligent mail barcode. This is something Henrico County already uses and InfoSend already provides. Henrico County has access to the inbound and outbound scans. Mail tracing is a function of the Print Image Archive that Henrico County is currently utilizing, so there is no additional cost to what the County uses now.

The screenshot shows the 'PIA Viewer 2.0 Search Fields' interface. It includes search criteria for Name, Account Number, Job Code (HRCHRC240131A - 4493), Bill Date, Due Date, Amount Due, Received Date (MM/DD/YY), and SPCL Status. A 'Submit Search' button is present. Below the search fields are navigation buttons for 'First Page', 'Back Ten Pages', 'Previous Page', 'Next Page', 'Forward Ten Pages', and 'Last Page'. A 'Show 25 Records Per Page' option is also visible.

er	Job Code	Bill Date	Due Date	Amount Due	Received Date	SPCL
371	HRCHRC240131A	2024-01-31	2024-03-01	1427.30	2024-01-31	
787	HRCHRC240131A	2024-01-31	2024-03-01	202.06	2024-01-31	
036	HRCHRC240131A	2024-01-31	2024-03-01	300.36	2024-01-31	
060	HRCHRC240131A	2024-01-31	2024-03-01	114.64	2024-01-31	
122	HRCHRC240131A	2024-01-31	2024-03-01	123.21	2024-01-31	
314	HRCHRC240131A	2024-01-31	2024-03-01	248.70	2024-01-31	

The Outbound scan shows when InfoSend mails it and when the USPS destination hub scans it. The Inbound scan shows when the customer mails the remit and when Henrico County receives it.



Outbound update



Inbound update (remittance tracking)

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. Henrico Utilities is set up with this feature as shown above. Sample report is shown below:

	A	B	C	D	Formula Bar	F	G	H	I	J
	Name	Account Num	Job Code	Amount	Inbound Entry Time	Entry Zip	Final Outbound	Bill Date	Bill Due Date	Amount Due
2	JOE CUSTOMER	165975-86246	INF0221A	87.23	3/31/2020 20:44	92799	2/26/2020 9:42	2/21/2020	3/12/2020	\$87.23
3	JOE CUSTOMER	96171-68338	INF0221A	62.73	3/31/2020 20:29	92799	2/29/2020 10:41	2/26/2020	3/17/2020	\$62.73
4	JOE CUSTOMER	261097-69062	INF0221A	87.23	3/31/2020 20:31	92799	2/29/2020 11:24	2/26/2020	3/17/2020	\$87.23
5	JOE CUSTOMER	57033-62358	INF0221A	324.65	3/31/2020 20:33	92799	3/2/2020 10:53	2/27/2020	3/18/2020	\$324.65
6	JOE CUSTOMER	204521-63070	INF0221A	51.21	3/31/2020 20:31	92799	3/2/2020 10:58	2/27/2020	3/18/2020	\$51.21
7	JOE CUSTOMER	289699-70380	INF0221A	66.2	3/31/2020 22:39	92799	3/2/2020 10:53	2/27/2020	3/18/2020	\$66.20
8	JOE CUSTOMER	89497-95498	INF0221A	142.69	3/31/2020 20:39	92799	3/4/2020 10:15	2/28/2020	3/19/2020	\$142.69
9	JOE CUSTOMER	140915-87848	INF0221A	367.54	3/31/2020 21:29	92799	3/9/2020 12:27	3/3/2020	3/23/2020	\$367.54
10	JOE CUSTOMER	983-866	INF0221A	96.6	3/31/2020 20:31	92799	3/9/2020 14:28	3/3/2020	3/23/2020	\$96.60
11	JOE CUSTOMER	40541-15240	INF0221A	86.78	3/31/2020 19:10	92799	3/7/2020 10:53	3/4/2020	3/24/2020	\$86.78
12	JOE CUSTOMER	281597-5254	INF0221A	54.21	3/31/2020 20:39	92799	3/7/2020 9:46	3/4/2020	3/24/2020	\$54.21
13	JOE CUSTOMER	145881-102620	INF0221A	138.1	3/31/2020 20:59	92799	3/7/2020 13:05	3/4/2020	3/24/2020	\$138.10
14	JOE CUSTOMER	153657-3648	INF0221A	61.5	3/31/2020 20:18	92799	3/7/2020 10:57	3/4/2020	3/24/2020	\$61.50
15	JOE CUSTOMER	75175-56990	INF0221A	89.88	3/31/2020 16:32	90052	3/9/2020 10:58	3/5/2020	3/25/2020	\$89.88
16	Expected Remit									\$1,716.55

The Daily report is being provided in XLS format as the RT_HRCMMDD.CSV report. A sample copy of the report shown below. It is located under the "daily reports" tab on the infoSEND.com client portal.

**BAFO PRICING
Pricing Matrix – UTILITIES**

UTILITIES		Notes
SERVICE	Volume	Unit Price
IMPLEMENTATION	Costs	
One-time Implementation Fee	1	\$ -
Other: Profession Services Fee	1	\$ 150.00
Other:		\$ 150.00
MAINTENANCE		
Monthly Maintenance	1	\$ -
Other:		\$ -
Other:		
FILE PROCESSING		
File Transmission	1,200	\$ -
Other: NCOA	1	\$ 0.003
Other: Data Processing Per Record	1	\$ 0.005
PRINT PRODUCTION		
8 1/2 x 11 (24 lb.) paper stock with 3.5" bottom perforation	800,000	\$ 0.014
Images printed: Black /grayscale (per side)	1,600,000	\$ 0.0180
Images printed: Black plus 1 color (per side)	1	\$ 0.0195
Images printed: Black plus 2 colors (per side)	1	\$ 0.0210
Images printed: Color on front and black/grayscale on back	1	\$ 0.0220
Images printed: Full color (CMYK) (per side)	1	\$ 0.0240
Other: Optional FinalDoc Transfer (per individual PDF with custom index file) - Per record	1	\$ 0.010
Other: Optional Print Image Archive (Hosted PDF archive - 12 months retention) - per record	1	\$ 0.012
MAILING		
Automated Rendering	800,000	\$ -
#9 single window return envelope with security tint	755,000	\$ 0.020
#10 double window with security tint	800,000	\$ 0.023
9 x 12 envelope	1	\$ 0.17
First Class Presort postage	800,000	\$ 0.504
Metered Overweight Mail	1	Varies
Foreign postage	1	\$ 1.55
Overnight mail	1	At Cost
Counter	1	At Cost
Manual mailing (bills too large to be inserted by machine)	1	\$ 0.35
Inserts	1	Quote on Spec
Other: Inserting Fee	1	\$ 0.010

Henrico County will not incur a One-Time Implementation Fee since these programs are already implemented with InfoSend
As need for change management and program development projects

To make this math fit your description we have cut the \$0.036 duplex rate in half - InfoSend does not charge "per image per side"
To make this math fit your description we have cut the \$0.039 duplex rate in half - InfoSend does not charge "per image per side"
To make this math fit your description we have cut the \$0.042 duplex rate in half - InfoSend does not charge "per image per side"
To make this math fit your description we have cut the \$0.044 duplex rate in half - InfoSend does not charge "per image per side"
To make this math fit your description we have cut the \$0.048 duplex rate in half - InfoSend does not charge "per image per side"

Page insertion is included in the Print Production cost

Estimate is based on 5-digit Presort rates with \$0.003 IMB full service discount
Additional weight mail varies by number of ounces

This estimate is based on all USPS first class "foreign mail" price groups up to 1 ounce
This is a pass thru Cost
This is a pass thru Cost

Hand inserting surcharge for householding and groupings longer than 7 pages which require a 9x12 envelope
Inserts are quoted on a project by project basis and depends on insert size, quantity, paper stock, coverage and number of colors
Inserting fee for client supplied inserts

BAFO PRICING
Department of Public Utilities

Job 1: Regular Bills: *Quantity is estimate only for evaluation purposes*

Offeror Name: InfoSend, Inc.

DESCRIPTION	RATE	VOLUME	TOTAL COST
Setup charge:		1	\$0.00
NCOA charge per piece	\$0.003	2,300	\$6.90
#9 Return Envelope per piece	\$0.020	2,300	\$46.00
First Class Presort Postage Rate -Qualified mail	\$0.504	2,100	\$1,058.40
First Clas Presor Postage Rate - Non-qualified mail	\$0.571	200	\$114.20
Insertion/Rendering fees	\$0.000	2,300	\$0.00
B&W Printing/Paper/Duplexing	\$0.055	2,300	\$126.50
#10 Outgoing envelope	\$0.023	2,300	\$52.90
Total			\$1,404.90
List and itemize any additional charges related to			
Job 1 that are not listed above:			
Total for additional charges			
Total Cost for Job #1	\$ 1,404.90		

BAFO PRICING
Department of Public Utilities

Job 2: Past due and Final Bills: *Quantity is estimate only for evaluation purposes*

Offeror Name: InfoSend, Inc.

DESCRIPTION	RATE	VOLUME	TOTAL COST
Setup charge:	\$0.00	1	\$0.00
NCOA charge per piece	\$0.003	1,000	\$3.00
#10 Envelope per piece	\$0.023	1,000	\$23.00
First Class Presort Postage Rate - Qualified mail	\$0.504	800	\$403.20
First Class Presort Postage Rate - Non-qualified mail	\$0.571	200	\$114.20
Insertion/Rendering fees	\$0.00	1,000	\$0.00
B&W Printing/Paper/Duplexing	\$0.055	1,000	\$55.00
#9 Envelope per piece	\$0.020	1,000	\$20.00
Total			\$618.40
<u>List and itemize any additional charges related to Job 2 that are not listed above:</u>			
Total for additional charges			
Total Cost for Job #2	\$618.40		

BAFO PRICING
Department of Public Utilities

Job 3: Flyers -- *Quantity is estimate only for evaluation purposes*

Offeror Name: InfoSend, Inc.

DESCRIPTION	RATE	VOLUME	TOTAL COST	Notes
Setup charge:	\$300.00	1	\$300.00	
B&W Printing/Paper/Duplexing	\$ 0.055	1,000	\$55	
			\$355.00	
List and itemize any additional charges related to Job 3:				
Postage Estimated at 5-digit presort	\$ 0.504	1000	\$ 504.00	Postage would not apply if the flyer is being inserted with the bill
Inserting Fee	\$ 0.010	1000	\$ 10.00	
#10 Double window envelope	\$ 0.023	1000	\$ 23.00	Envelope cost would not apply if the flyer is being inserted with the bill
#9 Return window envelope	\$ 0.020	1000	\$ 20.00	Envelope cost would not apply if the flyer is being inserted with the bill
Total for additional charges	\$ 557.00			
Total Cost for Job #3	\$912.00			
ENVELOPES				
Item #1: #10 Carrier envelopes – 2 windows	\$ 0.023			
Item #2: #10 Carrier envelopes – 1 window	\$ Not Quoted*			
Item #3: #9 Return Envelopes	\$ 0.020			
*Provide any minimum charges that may apply for this job only				

*Custom Envelope printing is based on a minimum quantity order of 400,000. InfoSend procures, stores, decrements, and manages re-orders. Please note – the envelopes quoted above are standard envelopes. The double window envelope will have the InfoSend permit indicia printed on the face. The #9 envelope will not have back printing. All InfoSend standard envelopes are in perpetual supply, at all facilities.

Pricing / Cost Proposal - Fixed for initial 2-year term

In this tab, Offerors shall provide a price list for all items required to perform the Scope of Services. Offerors shall then provide pricing on Attachment H (Excel Price Sheet) for each tab for jobs 1-3 for evaluation purposes. (Note: There is a Tab for each job and then after each job there is a tab for Offerors to itemize the cost for that job.)

Client Volume Assumptions

Customers Contacted or Billed Monthly

- Regular Bills – 2,500 per day
- Past Due – 3,100 per week
- Final Bills – 100 per week
- Approximately 1,000,000 water and sewer bills, past due notices and final notices on a bi-monthly basis

Number of Batches Monthly

- Data is sent on a daily basis for Regular Bills and 2x per week for Past Due and Final Bills

Document Production Summary

Regular Bills, Past Due and Final Bills – Package includes: one printed page up to 1/1 ink, InfoSend outgoing #10 envelope, InfoSend #9 return envelope and NCOA processing

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 1:30PM local time at the production facility designated for your account. If samples are required then they must be approved by 3:30PM local time for the file to be mailed by the next business day.

The below provides the components of the summary price given above. All pricing is based on “Client Volume Assumptions” listed below and excludes applicable sales tax.

Data Processing

Setup Fee - Express PDF Input Files	\$0.00 – Waived for Existing Client
Setup Fee – Data Only Input Files	\$0.00 – Waived for Existing Client
Document Re-Design Fee	\$150.00 per hour after Go Live
Data Processing Fee (per document)	\$0.005

Printing and Mailing Service

Regular Bills, Past Due and Final Bills Printing & Mailing Fee per Page with up to 1/1 Ink	\$0.036
USPS Postage	Pass-through A postage deposit will be required prior to starting service.
Print Color Options (colors per side) *	\$0.036 for 1/0 or 1/1 printing \$0.039 for 2/0, 2/1 or 2/2 printing \$0.042 for 3/0, 3/1 or 3/3 printing \$0.044 for 4/0 or 4/1 printing \$0.048 for 4/4 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)	\$0.25 NCOA or \$0.003 per record processed \$0.25 ACS

Materials	
Standard 8.5" x 11" Paper Stock (per sheet)	\$0.014
Standard Double Window Outgoing #10 Envelope	\$0.023
Standard Single Window Return #9 Envelope	\$0.020
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.17

Insert Services	
InfoSend Produced	Quoted based on specification
Envelope Messaging (Snipes)	Quoted based on specification
Electronic Inserts	\$0.006
Inserting Fee	\$0.01 per insert

Optional Document Services	
Print Image Archiving (Per Document Image), with included USPS mail tracking	\$0.012 - For 12 Months of Retention \$0.018 - For 24 Months of Retention \$0.025 - For 36 Months of Retention
Print Image Archive API Monthly Support Fee	\$150.00
Final Doc Transfer (FDT)	\$0.010 per image InfoSend Batch File \$0.015 per image Custom File Format
Professional Services Rate (per hour)	\$150.00
Returned Mail Handling	\$0.35 per reported returned mail piece
Remit Tracking	\$50 monthly support fee



BillPrint. eBills. Delivered.

An Innovative Outsourcing Partner

InfoSend, Inc. Response to:

Due:
Time:

Prepared for:

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

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Tab 1 – Introduction and Signed Forms

In this tab, the following items should be provided:

a. Cover Letter

On company letterhead, signed by a person with the corporate authority to enter into contracts in the amount of the proposal.

August 15th 2023

County of Henrico
Division of Purchasing
8600 Staples Mill Road
Henrico, VA 23273-0775Re: RFP No. 23-2513-3EMF

To the Review Team:

InfoSend, Inc. is pleased to present this response to Henrico County 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.

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 provide "Entity" and its customers with the greatest value in the market today. InfoSend meets or exceeds the requirements specified in the scope of work, and additional to quoting services pertaining to the requirements we have also included supplemental information about our processing setup, data security, and bill print/mail solution. We propose to continue to provide the County's print and mail services from our InfoSend Illinois facility without the use of subcontractors for any portion of the production, including disaster recovery. InfoSend has five production facilities strategically positioned across the country and has provided detail on each location in this response document.

Key Advantages of InfoSend

- 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 650+ utility clients nationwide, out of our 800+ clients.
- InfoSend is CIS agnostic and has interfaced with more than 50 different CIS platforms, including over 130 clients operating on a Harris platform and over 30 operating Advanced Infinity.

- 26+ years of expertise working with the USPS, guaranteeing the lowest cost presort and most efficient setup, never marking up postage from USPS rates.
- Excellent account management tools and personnel with continued attention to cost savings.
- No need to order preprinted stock, due to our full color duplex variable printing capabilities and customer targeted messaging.
- 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.

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 26 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
Russ.r@infosend.com
O. 714.993.2690
M: 817.800.2199



Marty Bielecki
Sales Executive
marty.b@infosend.com
M. 239.247.4419
O. 800.955.9330 x 705

b. Proposal Signature Sheet – Attachment A

ATTACHMENT A PROPOSAL SIGNATURE SHEET

My signature certifies that the proposal as submitted complies with all requirements specified in this Request for Proposal (“RFP”) No. **23-2513-3EMF- Printing and Mailing Services for the Department of Public Utilities**.

My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter into any agreement, participate in any collusion, or otherwise take any action in the restraining of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

LEGAL NAME OF OFFEROR (DO NOT USE TRADE NAME):	InfoSend, Inc.
ADDRESS:	4240 E. La Palma Ave., Anaheim, CA 92807
FEDERAL ID NO:	33-0748516
SIGNATURE:	
NAME OF PERSON SIGNING (PRINT):	Roxana Weil
TITLE:	Executive Vice President
TELEPHONE:	(800) 955-9330
FAX:	(714) 993-1306
EMAIL ADDRESS:	sales@infosend.com
DATE:	8/16/23

c. Business Classification Form – Attachment B

ATTACHMENT B BUSINESS CATEGORY CLASSIFICATION FORM

Company Legal Name: InfoSend, Inc.

This form completed by: Signature: Anara Nail Title: EVP

Date: 8/16/23

PLEASE SPECIFY YOUR BUSINESS CATEGORY BY CHECKING THE APPROPRIATE BOX(ES) BELOW.

(Check all that apply.)

- SMALL BUSINESS
- WOMEN-OWNED BUSINESS
- MINORITY-OWNED BUSINESS
- SERVICE-DISABLED VETERAN
- EMPLOYMENT SERVICES ORGANIZATION
- NON-SWaM (Not Small, Women-owned or Minority-owned)

SUPPLIER REGISTRATION – The County of Henrico encourages all suppliers interested in doing business with the County to register with eVA, the Commonwealth of Virginia's electronic procurement portal, <http://eva.virginia.gov>.

eVA Registered? Yes No

If certified by the Virginia Minority Business Enterprises (DMBE), provide DMBE certification number and expiration date.
_____ NUMBER _____ DATE

DEFINITIONS

For the purpose of determining the appropriate business category, the following definitions apply:

"Small business" means a business, independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business.

"Women-owned business" means a business that is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

"Minority-owned business" means a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals.

"Minority individual" means an individual who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:

1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.
2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka and who is regarded as such by the community of which this person claims to be a part.
3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.
4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

"Service disabled veteran business" means a business that is at least 51 percent owned by one or more service disabled veterans or, in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more individuals who are service disabled veterans and both the management and daily business operations are controlled by one or more individuals who are service disabled veterans.

"Service disabled veteran" means a veteran who (i) served on active duty in the United States military ground, naval, or air service, (ii) was discharged or released under conditions other than dishonorable, and (iii) has a service-connected disability rating fixed by the United States Department of Veterans Affairs.

"Employment services organization" means an organization that provides community-based employment services to individuals with disabilities that is an approved Commission on Accreditation of Rehabilitation Facilities (CARF) accredited vendor of the Department of Aging and Rehabilitative Services.

d. Virginia State Corporation Commission Registration Information – Attachment C

**ATTACHMENT C
Virginia State Corporation Commission (SCC)
Registration Information**

The Offeror:

is a corporation or other business entity with the following SCC identification number:
F2047845 -OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust -OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Bidder's out-of-state location) -OR-

is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned Bidder's current contracts with Virginia and describes why those contracts do not constitute the transaction of business in Virginia within the meaning of §13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids:

e. Proprietary/Confidential Information – Attachment D

ATTACHMENT D PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION

NAME OF OFFEROR: InfoSend, Inc.

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Va. Code § 2.2-4342(F) in writing, either before or at the time the data or other materials are submitted. The Offeror must specifically identify the data or materials to be protected including the section(s) of the proposal in which it is contained and the pages numbers, and state the reasons why protection is necessary. A summary of trade secrets and proprietary information submitted shall be submitted on this form. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. Va. Code § 2.2-4342(F) prohibits an Offeror from classifying an entire proposal, any portion of a proposal that does not contain trade secrets or proprietary information, line item prices, or total proposal prices as proprietary or trade secrets. If, after being given reasonable time, the Offeror refuses to withdraw such classification(s), the proposal will be rejected.

SECTION/TITLE	PAGE NUMBER(S)	REASON(S) FOR WITHHOLDING FROM DISCLOSURE
N/A		

f. Responsible Offeror Certification per Sec.VI.L

L. Responsible Offeror Certification 1. “Responsible offeror” means a person who has the capability, in all respects, to perform fully the contract requirements and the moral and business integrity and reliability that will assure good faith performance, and who has been prequalified, if required.

2. In determining whether an Offeror is responsible, the County will consider whether the Offeror has defaulted on any government contract in the last five years; whether any government has terminated a contract with the Offeror for cause in the last five years; and whether Offeror or any of its officers, directors, partners, or owners is currently barred from participating in any procurements by any federal, state, or local government agency.

3. As part of its proposal, Offeror must certify that it has not defaulted on any government contract in the last five years or must explain any such default in reasonable detail. The County may deem any such explanation of default insufficient if it does not include contact information for the government on whose contract Offeror defaulted.

4. As part of its submission, Offeror must certify that no government has terminated a contract with the Offeror for cause in the last five years or must explain any such termination for cause in reasonable detail. The County may deem any such explanation of termination for cause insufficient if it does not include contact information for the government that terminated a contract with the Offeror for cause.

5. As part of its submission, Offeror must certify that neither it nor any of its officers, directors, partners, or owners is currently barred from participating in any procurements by any federal, state, or local government body. If Offeror cannot make such certification, Offeror must explain any ban in reasonable detail. The County may deem any such explanation insufficient if it does not include contact information for the public body that barred Offeror or Offeror’s officer, director, partner, or owner from participating in any procurement on any federal, state, or local government body’s contract.

6. If the Offeror fails to submit certifications or explanations in accordance with this section, the Purchasing Division may require prompt submission of missing information and/or give a lowered evaluation of the proposal.

7. The Offeror must notify the County immediately if the Offeror discovers that its certification was erroneous when submitted or has become erroneous.

8. The fact that an Offeror defaulted on a government contract in the last five years; the fact that a government terminated a contract with the Offeror for cause in the past five years; or the fact that Offeror or any of its officers, directors, partners, or owners has been barred from bidding on contracts by any federal, state, or local government body will not necessarily result in the County deeming the Offeror nonresponsible.

9. If it is later determined that the Successful Offeror knowingly made a false certification, the County may terminate the contract for cause.

InfoSend certifies the above and accepts this requirement.

Addendum 1



DEPARTMENT OF FINANCE
Oscar Knott, CPP, CPPO, VCO
Purchasing Director

Addendum No. 1

Date: August 4, 2023
Request for Proposal: #23-2513-3EMF Printing and Mailing Services for DPU
Receipt Date/Time: August 17, 2023; 2:00 p.m.
Subject: Updated Attachment H Job Pricing

Ladies/Gentlemen,
Please make the following corrections, deletions and/or additions to the above referenced IFB:

ATTACHMENT H – JOB PRICING HAS BEEN REVISED. SEE SEPARATE ATTACHED EXCEL SPREADSHEET

All other specifications and General Terms and Conditions shall remain the same.

Bidders must take due notice and be governed accordingly. Failure to acknowledge this addendum may result in your bid being declared non-responsive.

Questions and Answers on following pages.

Sincerely,
Eileen M. Falcone
Assistant Division Director
Fal51@henrico.us

ACKNOWLEDGEMENT:

Signature: *Roxana Weil*
Print Name: Roxana Weil
Company: InfoSend, Inc.
Date: 8/16/23

Page 1 of 3

Tab 2 – Statement of the Scope

In this tab, Offerors, in concise terms, shall state their understanding of the Scope of Services requested by this RFP in Section II.

As the County's current provider of these services, InfoSend has a demonstrated and intimate understanding of the Scope of Services.

To further demonstrate our understanding, we have included a line-by-line response to the Scope of Services in the following section.

Response to II. SCOPE OF SERVICES

The Successful Offeror shall provide all labor, materials, equipment, and supervision necessary to provide the following services during the term of the contract awarded pursuant to this RFP.

As the current provider of services to Henrico County, InfoSend has provided all labor, materials, equipment, and supervision necessary to provide these services.

A. General Requirements

The Successful Offeror shall provide the following minimum general requirements:

1. Provide customer support to County staff during its regular business hours of Monday through Friday from 8:00 A.M. to 4:30 P.M. Eastern Standard Time.

Standard hours of support are from 9:00 AM Eastern to 9:00 PM Eastern, Monday through Friday, excluding designated statutory holidays. Weekend assistance is available and must be scheduled in advance and in most cases is billable. The County will have the ability to request a support ticket 24/7.

2. Provide an account representative for daily communication for the printing and mailing process. The account representative shall perform routing support work such as canceling an uploaded file or pulling a printed document before it is mailed.

If InfoSend is retained as the City's provider, the City shall retain Bob Woods as their dedicated Account Manager. Bob Woods's resume is provided later in this response.

3. Operate under SSAE18 standards with a SOC 2 Type II report.



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.

4. Provide a web-based interface to track the status of job types, view reports, upload and view test files, etc. This shall be a secure site using a supported browser such as Chrome with access up to 10 users.

InfoSend.com Web Administration Highlights

- **Secure SaaS Cloud Solution:** secure, hosted, infoSEND.com website allows clients to administer their InfoSend applications, as well as user roles and permissions from any modern web browser 24/7.
- **File Submission and Job Tracking:** providing transparency into each file received as it progresses through data processing and manufacturing by InfoSend. Also allows clients to securely upload files via the web.
- **Sample Approval:** optional workflow, allowing clients to view output and approve prior to manufacturing and distribution.
- **Message Manager:** allows clients to self-administer ad-hoc and scheduled messaging on customer-facing output.
- **Insert Management:** allows clients to requests additional materials be included with output, such as flyers, buck slips, newsletters etc.
- **Print Image Archive and Mail Tracking:** allows clients to view images of each document produced, reprint or email the document, as well as view USPS delivery tracking information for qualified documents.
- **Support Tracking:** allows clients to open tickets and securely communicate with InfoSend staff on change requests or issues.
- **Reporting:** reports on the details of each client Job are posted to the website for secure viewing and download.

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 | Job Type - | Only Show Active Jobs - 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	HtmlMessage	HTMLBox	2013-01-01	2013-02-28	Active	No	Rates are ...
STATEMENTS	Holiday Schedule	HtmlMessage	HTMLBox	2012-12-01	2012-12-31	Active	No	Please not...
STATEMENTS	Fall Marketing Message	HtmlMessage	HTMLBox	2012-10-01	2012-11-30	Active	No	This fall ...
STATEMENTS	New Community Center	HtmlMessage	HTMLBox	2012-08-01	2012-09-30	Active	No	Visit the ...
STATEMENTS	Revised Business Hours	HtmlMessage	HTMLBox	2012-06-01	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):

Message:

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.

Test (Check this if this is a test message that should "NOT" 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.

Show All Inserts

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

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



Insert Request

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

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

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

Same as above

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



Insert Request

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

Insert Name:	Quarter 2 Update
Insert Type*:	<input checked="" type="checkbox"/> Please Select <input type="checkbox"/> InfoSend Produced <input type="checkbox"/> Drop Shipped <input type="checkbox"/> Online Billing (EBPP Only)

(*) Insert Type

- InfoSend Produced:** Printing of the insert will be performed at InfoSend's facility.
- Drop Shipped:** Printing of the insert will be performed by either the client or a 3rd party, and will be shipped to InfoSend for insertion.
- Online Billing (EBPP Only):** Insert art-work is made available for download by Electronic Billing users.

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

Insert Name:	<input type="text" value="Quarter 2 Update"/>
Insert Type*:	<input type="text" value="InfoSend Produced"/>
Paper:	<input type="text" value="White (24lb)"/>
Insert Size:	<input type="text" value="8.5 x 3.66"/>
Duplex Printing:	<input checked="" type="checkbox"/>
Front Print Color:	<input type="text" value="4 Colors"/>
Back Print Color:	<input type="text" value="Black Only"/>
Folding Required:	<input type="text" value="Yes"/>
Cutting Required:	<input checked="" type="checkbox"/>
Display with Online Bills**:	<input checked="" type="checkbox"/>
Art-work File:***	To help ensure accuracy, please attach a copy of the insert artwork. <input type="button" value="Choose File"/> <input type="text" value="Q2 Update.pdf"/>

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

Insert Name:	Quarter 2 Update
Insert Type:	InfoSend Produced
Insert With*:	<input type="checkbox"/> PARKING_CITATIONS (DMO) <input type="checkbox"/> PAST DUES (DMP) <input checked="" type="checkbox"/> STATEMENTS (INF)
Estimated Quantity:	<input type="text" value="150,000"/>
Run Dates:	<input type="text" value="Start on Date & run until supply is depleted"/>
Start Date:	<input type="text" value="08/29/2011"/> <input type="button" value="📅"/> (mm/dd/yyyy)
If Mail Piece Weight Exceeds 1 Ounce:	<input type="text" value="Please Contact Us Before Sending"/>
Notes:	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>
Selective Inserting**:	<input type="checkbox"/>

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

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.*

Example Search and Results:

Navigation controls including 'First Page', 'Back Ten Pages', 'Previous Page', 'Next Page', 'Forward Ten Pages', and 'Last Page' buttons. Below these is a 'Show 25 Records Per Page' dropdown menu.

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		12628.63766148527	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 <input type="button" value="v"/>	Created On:	07/27/16 11:28am
Category:	Data Processing, Print & Mail Service <input type="button" value="v"/>		
Message:	<div style="border: 1px solid gray; height: 60px;"></div>		
Attachments:	<input type="button" value="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>		
<input type="button" value="Back"/> <input type="button" value="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/NCOA 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.

5. Provide climate-controlled environment to store all printing and mailing materials during the term of the contract.

InfoSend Warehousing and Inventory Management Highlights

- Excess warehousing capacity in all locations, with 49,000 square feet of warehouse space in Anaheim alone.
- Warehouses optimally placed within facilities to ensure efficient and smooth print and mail production flow.
- Dedicated warehouse personnel on staff to manage inventory and enhance client support and notification.
- Strictly controlled intake procedure ensures all drop shipped or internally produced materials match expected quality and counts before storage.
- Inventory controls ensure that InfoSend staff manages client reorder points while monitoring inventory levels with daily, weekly and monthly counting cycles.

6. Have an annual review period for DPU to assess all print source documents for changes and updates.

InfoSend does conduct reviews in cadence with post implementation and after production time has elapsed to ascertain satisfaction as well as promote continuous improvement. InfoSend will be happy to conduct an annual

review with the County as desired. Please note that changes and updates do not need to be withheld for an annual review. InfoSend's client services support is attentive to needs as they arise as well as proactive in offering suggestions that may improve the bill output or process.

7. The Successful Offeror shall provide a secure location to perform all work under the contract. The location shall provide continuous security and supervision.

InfoSend Security Procedures Highlights

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

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

InfoSend Security Procedures

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

- 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.

8. The Successful Offeror shall have a disaster recovery plan, including off-site facilities that would be utilized in the event of a disaster.

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery Highlights

InfoSend approaches the risk of technology failure or operational interruption via the following methodologies:

- Operations run under capacity for Data Center, Equipment and Labor Force potential
- Specific pandemic protocols to prevent labor shortages and protect employees
- Operational and Procedural Documentation
- Redundant Communication Lines
- Server Virtualization Used
- Multiple Forms of Data Redundancy: RAID, SAN, VPN Data Sync and Off-Site Hard Drive Backup
- Automated Alerts and 24/7 Employee Coverage
- Disaster Recovery Plan and Preparedness

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery

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

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

InfoSend's approaches business continuity through:

A. Risk Mitigation

B. Disaster Recovery Plan

A. Risk Mitigation

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

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

Organizational Design

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

Data Center Design

- Redundant data centers; system architecture uses industry-standard security practices and a multi-layered security approach
- Redundancy for all critical servers, switches, etc. Virtualization used to provide automatic backup and restoration of live operating systems
- Highly scalable; system scales horizontally so that additional processing power can be added quickly. Load balancing for high availability
- Multiple methods of secure data transmission with firewall failover are available to ensure that client data reaches InfoSend securely, quickly, and in whole
- Each InfoSend facility has high speed Internet connections with a minimum of 10mb of bandwidth. Both the primary data center facility (corporate H.Q.) and DR data center use a fiber optic Internet connection from AT&T with a minimum of 100mb of bandwidth. The primary data center also has a backup wireless Internet connection from a different provider.
- UPS systems for battery backup and 600KW backup generator to power data center automatically in the event of grid failure
- Large secure storage array; all network storage uses RAID and SAN technology
- Backup copies of all data files are made before processing; data is backed up to external hard drives, stored in a fireproof safe, and picked up by an enterprise media vaulting service provider
- System and facility capacity and responsiveness are constantly monitored with Icinga protocol; alerts sent to internal systems administration staff when potential issues arise
- The system is scaled to prepare for upcoming volume increases.
- InfoSend's security and compliance procedures ensure infrastructure is constantly improved and evolved.

Data Backup Design

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

Four separate backup methods are in place to protect data and assure systems are fully restored after a disaster of any type:

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

Network Security

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

Labor Management

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

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

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

- Facility mirroring at InfoSend's 5 nationwide locations allows InfoSend to load balance client production across facilities should a localized shut-down result in sudden impacts

Client Materials Redundancy

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

Equipment Mirroring

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

Facility Mirroring

- InfoSend owns and operates facilities in 5 different states: California, Texas, Illinois, Florida and Massachusetts (affiliate). By not relying on third party contracts for DR capacity InfoSend has true Disaster Recovery.
- Large clients can opt to have their jobs split from two facilities on a normal day to day basis. This ensures that DR capabilities are continually tested.
- All facilities utilize inkjet printing onto white paper and stock standard envelopes (see above sections).

B. Disaster Recovery

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

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

DR Response Levels

InfoSend maintains 3 levels of disaster response.

Level 1: no critical damage to the facility to prevent operations, same day recovery expected.

Level 2: some damage to the facility, full failover not required. Some operations re-routed, full operations expected within 5 days.

Level 3: facility is inoperable, full failover enacted.

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

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

Testing and Documentation

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

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

9. Have a quality control program in place.

InfoSend Quality Control Highlights

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

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).

10. Purchase and maintain all printing and mailing materials including paper and envelope stock.

- **Standardized Environment:** InfoSend's standardization in production and materials provides reliability and cost effectiveness for clients with a diverse array of needs across countless industries.
- **Effective Paper Stock:** standard 24 lb. blank paper utilized to strike the right balance between cost and reliability.
- **Customized Perforation:** multiple perforation locations are supported to ensure lockbox compatibility.
- **High Speed Digital Printing:** printing using laser or inkjet technology: black, grayscale, black plus one or more spot colors, and full color printing are all supported.
- **Effective Envelope Stock:** standard and reliable outgoing #10 and return #9 envelopes predominantly manufactured and stocked by InfoSend, include strategically placed windows to allow client logos to be visible for the customer prior to opening, as well as tinting to ensure data privacy.

B. Printing Services Requirements

The Successful Offeror shall provide the following minimum print service requirements:

1. Utility Documents (see samples in Attachment I)

See below.

a. Regular and ACH Utility Bills - 2,500 daily (multi page invoice format - 2 to 4 pages)

See below.

b. Past Due Notices – 3,100 per week (multi page invoice format - 2 pages)

See below.

c. Final Notices – 100 per week (multipage letter 2 pages)

As the current provider, InfoSend is familiar with the sample provided and, if awarded, can continue producing these documents without interruption.

In the case that the County would like any design or program changes to these bills, we offer:

Client Application Change Management

InfoSend's Client Services team is experienced in assisting clients with change requests that range from quick document updates through complex conversions that affect the underlying data and complete document design. Throughout the life of the application, InfoSend's dedicated Account Manager will remain the point of contact, providing client-specific insight and knowledge to ensure change requests are handled with expertise and first hand experienced. InfoSend maintains a tightly controlled Client Application Change Management program to ensure accuracy, quality, and timeliness of changes to output.

InfoSend's manages changes to client applications with the following controls:

1. **Requirements Gather:** the client request is logged in the InfoSend internal CRM tool by the dedicated Account Manager. Required assets such as mockups and example data files are gathered from the client, if required, to ensure the scope is defined.
2. **Scoping and Statement of Work (SOW):** the Account Manager reviews the request internally and defines a scope with the assistance of the InfoSend IT programmer assigned to the project. Once a scope is determined, InfoSend will present the client with a Statement of Work (SOW), which will include the Professional Services hours (PS) and timeline to delivery. InfoSend's change request delivery times vary based on the scope:

1 PS Hour – Up to 3 business days

2-3 PS Hours – Up to 4 business days

4-5 PS Hours – Up to 6 business days

6-10 PS Hours – Up to 2 calendar weeks

11-20 PS Hours – Up to 5 calendar weeks

21-30 PS Hours – Up to 8 calendar weeks

> 30 PS Hours – TBD based on requirements and scope of work

1. *InfoSend does not bill for changes that require under 1 PS Hour
2. **Application Build, Testing, Tracking:** upon client approval of the SOW, the change request enters the InfoSend queue and works begins according to the timeline. The changes are built, approved with the following milestones:

- **Project Tracking:** Depending on the scope of the change request, a project tracking document may be utilized to ensure all scope items are monitored, reviewed and approved by the client.
 - **Development Environment:** changes are made by the InfoSend programmer in a controlled, separated development environment, using code source control.
 - **Sample Review and Approval:** InfoSend's dedicated Account Manager reviews samples, and if acceptable provides them for Client review, feedback and sign off. If a project tracking doc was utilized, all open scope items are reviewed individually with the client prior to approval.
3. **Deployment:** client approval is logged in the CRM tool, and the code deployment is scheduled. Code changes are checked in and deployment to production is performed by authorized personnel. For projects where output was completely redesigned, InfoSend's Account Manager is required to complete a First Live run review, and complete a Go Live checklist to ensure accuracy. At client discretion, InfoSend may also enable Sample Approval workflow for the client to review the first live run prior to release to customers.

InfoSend Document Design Services

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

InfoSend maintains a wide array of printing and finishing equipment necessary to handle transactional and promotional document production, including:

- Grayscale and full-color laser printers
- Full-Color Inkjet printer
- High-capacity offline folding equipment
- High-capacity industrial cutting equipment
- Variable speed mail inserting equipment
- Proprietary and licensed software solutions for processing data, creating client outputs and maintaining USPS compliance

InfoSend Document Design Services for Utilities

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

InfoSend maintains a wide array of printing and finishing equipment necessary to handle transactional and promotional document production, including:

- Grayscale and full-color laser printers
- Full-Color Inkjet printer
- High-capacity offline folding equipment
- High-capacity industrial cutting equipment
- Variable speed mail inserting equipment

- Proprietary and licensed software solutions for processing data, creating client outputs, maintaining USPS compliance
- Full compliance with any OCR, barcode or remittance specification, including lockbox testing with the delivery of production samples prior to Go-Live.

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

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

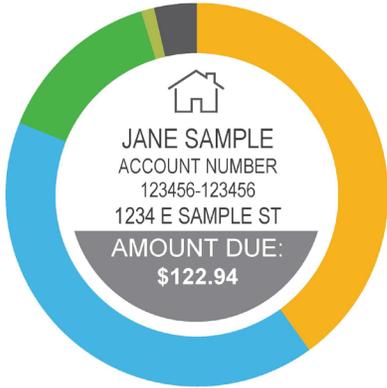
Front:



UTILITY SERVICES STATEMENT



Last Bill	Payments/Credits	Deposits	Adjustments	Balance Forward	Current Charges	Amount Due
\$138.43	-\$138.43	\$0.00	\$0.00	\$0.00	\$122.94	\$122.94
Bill Date	Service Period	Due Date				
06/18/20	05/19/20 to 06/17/20	07/08/20				



SEWER

\$49.29

Phone: 520-724-6609



WATER

\$50.28

Phone: 520-791-3242



ENVIRON. SVC.

\$17.58

Phone: 520-791-3171



GREEN STORMWATER

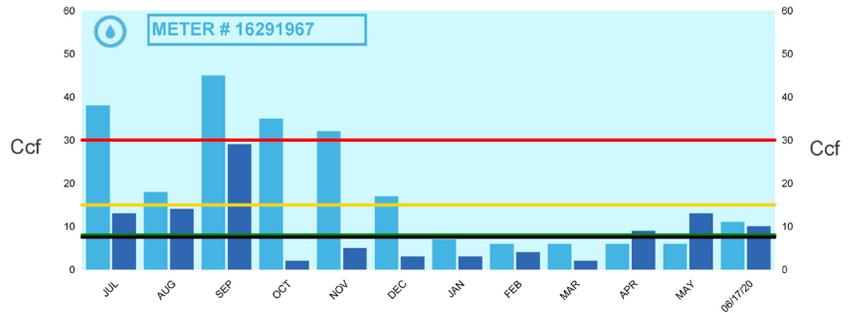
\$1.30



MISCELLANEOUS

\$4.49

Breakdown of charges on reverse



■ CURRENT USAGE	— VOL 0-7 at \$2.07/Ccf
■ LAST YEAR USAGE	— VOL 8-15 at \$3.82/Ccf
	— VOL 16-30 at \$8.39/Ccf
	— VOL 31+ at \$12.93/Ccf
	— Annual Residential AVG. = 8 Ccf

Projected Next Read: 07/17/20

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
13-53	961	951	10
Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)	
Current Usage:	7480	10	
Last Year Usage:	8228	11	

Please fold on perforation before tearing and return bottom portion with your payment.



UTILITY SERVICES STATEMENT
PO BOX 27210
TUCSON, AZ 85726-7210

Pay online at: www.tucsonaz.gov/pay-utility-bill
Pay by phone: 520-791-3242

Service Address: 1234 E SAMPLE ST

Addressee

TUA0618A 8581 1 AV 0.389
7000009001 00.0033.0155 8581/1



JANE SAMPLE
1234 E SAMPLE ST
TUCSON AZ 85711-3802

Service Period	Due Date	Account Number
05/19/20 to 06/17/20	07/08/20	123456-123456
Optional Open Space/Riparian Donation	Amount Due	Amount Paid
<input type="checkbox"/> \$2.00	\$122.94	\$
<input type="checkbox"/> \$5.00		
<input type="checkbox"/> \$10.00		
<input type="checkbox"/> \$ _____		

Additional information on reverse

Please Make Checks Payable And Remit To



CITY OF TUCSON
PO BOX 52771
PHOENIX, AZ 85072-2771

000123405000678912000000342567

Back:

Billing Detail

Your Water Provider is: TUCSON WATER

	SERVICE FEE	\$13.00
	SEWER RESIDENTIAL VOL 10.00	\$36.29
	SEWER SUBTOTAL	\$49.29

	MONTHLY SERV CHRGR WA	\$16.33
	VOL 7.00 @ \$ 2.07 WA	\$14.49
	VOL 3.00 @ \$ 3.82 WA	\$11.46
	CAP CHARGE \$.70/CCF	\$7.00
	CONSRV FEE \$.10/CCF	\$1.00
WATER SUBTOTAL	\$50.28	

	GRNDWTR PROTECT FEE	\$1.13
	GARB 300 SHRD ALLEY	\$16.00
	RECYCLING SURCHARGE	\$0.45
	ENVIRONMENTAL SERVICES SUBTOTAL	\$17.58

	CITY SALES TAX	\$1.34
	STATE SALES TAX	\$3.15
	MISCELLANEOUS SUBTOTAL	\$4.49

	GRNSTRM FEES .13/CCF	\$1.30
	GREEN STORMWATER SUBTOTAL	\$1.30

CURRENT CHARGES

\$122.94

Questions?



Pima County
Regional Wastewater Reclamation Department
Phone: 520-724-6609
www.pima.gov/wastewaterreclamation



Tucson Water Customer Service:
Phone: 520-791-3242
Outside Tucson: 800-598-9449
www.tucsonaz.gov/water



City of Tucson Environmental Services: Phone:
520-791-3171
www.tucsonaz.gov/esd

MESSAGE CENTER

On June 17, a new payment system will require all customers who pay online or use auto-payment to establish a new account. There will be information posted on how to register and set up your new account. If you would like a reminder alert for June 17 by text or email, sign up at www.tucsonaz.gov/payutility. After June 17, you may go to the page to create your new account.

How to read your bill in English:
www.tucsonaz.gov/read-my-bill-english

Taxes are calculated based on the Water Subtotal.

Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions, and other applicable charges.

TERMS AND CONDITIONS

Due date applies to current charges ONLY . Any past due balance is due now. Please allow 7 days for payments to post to your account. A \$28.00 fee will be charged for any returned checks.

Pay your bill ONLINE for same day credit to your account at www.tucsonaz.gov/pay-utility-bill

Address Change If you have a change of mailing address, please check the box to the left and fill out the information below

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

For name change call Customer Service at (520) 791-3242

Your tax-deductible Open Space/Riparian donation will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit www.tucsonaz.gov/water/checkbox to learn more. Your optional donation will not affect your service fees.

Utility Bill Design Highlights:

- Information hierarchy based on customer feedback, ensuring Amount Due and Due Date are very clear. Amount Due is placed strategically in multiple locations.
- Color schemes are utilized to enhance labeling of various services and/or charges.
- Usage and historical information are given prime real estate.
- A dynamic message area for clients to place customizable messages to all customers or customers falling under specified criteria.
- Graph done in a circular manner, utilizing multiple colors to communicate the various charges that lead to the total.
- Backside of the bill utilized to communicate details of charges and payment options, labeled with different colors by channel.
- We offer multilingual support and are able to present bills in multiple languages.

2. Print Specifications

a. Black and white

InfoSend supports both full-color and black and white printing.

b. Portrait

InfoSend is capable of printing in both portrait and landscape orientations.

c. Standard – 8.5 x 11, bottom perforation – bottom fold solution; mailing address left-hand side

InfoSend supports custom perforation for lockbox compatibility.

d. Printing simplex - Duplex, back-side is a combination variable and static verbiage

InfoSend supports both duplex and simplex printing as a standard.

e. Invoice and Letter backer verbiage be sent to Successful Offeror as a template and provided by DPU

As the current provider, InfoSend currently produces the County's documents in their desired format.

3. Font Type and Size

a. Specific areas will be bolded and/or italicized

InfoSend supports this requirement.

b. All URL fields will be underlined

InfoSend supports this requirement.

c. Capitalization will be dependent on DPU's needs

InfoSend supports this requirement.

d. Recommended font Arial – Sizes 9 - 12

InfoSend supports this requirement.

4. Envelopes

a. The remittance return address is static address Utility Bills uses the 90799 Box Number and zip.

InfoSend proposes and Henrico County currently uses our standard #10 outgoing double window and #9 reply single window envelope. Any addresses, logos or PO Box will show through the window instead of being

imprinted. This saves a production step as well as saving the County on cost. It also allows for same day disaster recovery since the standard envelopes are pre-staged at all 5 of our production facilities.

5. Provide printing services for the County's daily utility bills, other associated mailings for DPU, and other departments as deemed appropriate by the County. (Other departments may want inserts included in the mailings for special events.) a. There may be up to 6 other inserts included with Utility Bills.

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.

InfoSend Direct Communication Service

InfoSend's Direct Communications Service allows clients to reach their customers with impactful messaging campaigns, leveraging InfoSend's expertise as document production and mailing specialists. With the same emphasis on excellent customer service as InfoSend's core services, InfoSend's Direct Communications (DC) Team provide a comprehensive source to design, develop and send information to your customers in just the right format. The DC Team helps clients avoid juggling vendors and excessive drop shipping costs by producing their content "in house" with InfoSend.

With online tools to request and track production, InfoSend is able to produce an array of communication types, with a range low cost black and white through full color on glossy stock:

- **Buckslips**
- **Postcards**
- **Letters**
- **Flyers**
- **Folded Brochures**
- **Envelope Graphics**

Communications produced by InfoSend leverage InfoSend's Customer Communications Management (CCM) platform to ensure the message is delivered to the right customers on-time and in the desired channels. Communications can be inserted with existing client mailings performed by InfoSend, or printed "inline" with the existing document as an additional page. The communication can also be inserted "selectively", allowing clients to target specific customers.

All mailings and communications can include graphical messaging on the mailed envelope as well, allowing clients to communicate to customers even before the mail pieces is opened. InfoSend can accept up to 6 inserts.

b. Universal inserts need to be supported by the Successful Offeror.

InfoSend accepts this requirement. See response to item a. above.

c. Successful Offer may be required to create inserts or DPU may provide inserts.

InfoSend accepts this requirement. See response to item a. above.

6. Provide data using electronic file transmission or another electronic medium as mutually agreed upon by DPU and the Successful Offeror.

On a 24/7 basis, data files can be sent to InfoSend via FTP or SFTP or clients can also log in to InfoSend's secure website and upload files using the HTTPS file upload method. Optionally, and depending on client security requirements, password protected or PGP/GPG encryption can be utilized on the files. When a file is received, it is automatically time-stamped and logged in InfoSend's Job Tracking database.

7. Accept electronic print files, which may be in .txt, .csv, or PDF format. These files can be text or image based.

InfoSend's Data Processing platform is completely adaptable to client output, accepting both data-only text files (e.g. flat files, csv, XML, etc.) and print-output PDF files.

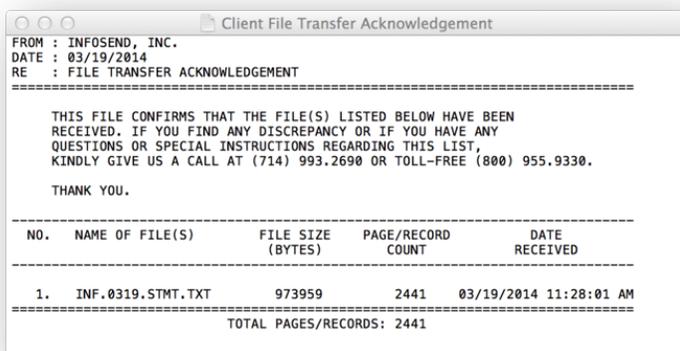
8. Electronic data transmissions must comply with industry standards to protect and secure the data transmission and to County specifications.

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:

9. Provide real time file transmission status notifications of failed and successful file transmissions.

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.



1. Client Input-Data Transfer and Acknowledgement

- **Secure File Upload Options:** On a 24/7 basis, data files can be sent to InfoSend via FTP or SFTP or clients can also log in to InfoSend's secure website and upload files using the HTTPS file upload method. Optionally, and

depending on client security requirements, password protected or PGP/GPG encryption can be utilized on the files. When a file is received, it is automatically time-stamped and logged in InfoSend's Job Tracking database.

- **Duplicate File Prevention:** All data transfers are checked against an archive of file-level hashes and if a match is found, the system will detect the file as a duplicate. If a duplicate is detected, the processing program is halted and a warning is generated, calling for immediate follow up by InfoSend support personnel.
- **Multi-File Inputs:** InfoSend's system can be configured to create batches based on multiple source files, as well as wait a predetermined amount of time for more client records to be transferred before beginning the batch processing.
- **Process Confirmation:** Successfully transferred files are identified by client input type, resulting in a confirmation receipt sent.

2. Data Processing and Validation

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

10. Print bills, notifications and other mailings within required timelines, unless another date is mutually agreed upon by DPU and the Successful Offeror as identified in the table in Section II Background. above, after receipt of approved electronic file.

InfoSend's turnaround time, from receipt of file with pre-set cut-off times, is next business day. This is a standard part of our workflow.

11. Provide quality control inspection of all printing to ensure there are no damaged forms or issues with the printing ink including fading, smudges, spots, etc. Reprinting due to poor quality will be reprinted by the Successful Offeror at no cost to DPU and must be mailed the same day or as agreed to by DPU.

Print Operator Checks

InfoSend provides print operators with in-depth Quality Control training. When jobs are processed, InfoSend creates a Job Ticket that is attached to each job. Batches are given unique job codes that are reflected on each Job Ticket. In addition to printing specifications, Job Tickets also reflect materials specifications including paper and envelope type as well as any inserts that are required.

In addition to the Job Ticket the printing department has a quality checklist that requires the following checks to be performed:

Pre-Print Check

- Verify Job Ticket, retrieve necessary paper stock.
- Verify printing equipment used. Check for insertion of correct paper type.
- Check for printing OMR hash marks, check printing type.

First 100 Sheets Check

- Fan first 100 for quality/issue alignment; then every 10,000 pages after that.
- Check for deletion and other defects.
- Verify that job code on Job Ticket matches code on printed statements.

Primary Checks

- Fan job – look for quality issues/alignment
- Check hash mark alignment
- Verify counts

- Check to see if printer jams occurred. If so, verify sequence and log control number of jams. When printer resumes make sure the control continues with the correct sequence.
- Upon completion of printing remove stock from the printer and put it away in the designated location

Secondary Checks

- Check sheets at end of the job for any printer issues.
- Check to ensure the job was printed on the correct form with the correct orientation
- Check to ensure the insert list match the Job Ticket
- Primary and Secondary Sign-offs, then transfer the job to the Data and Print Quality Control Department.

12. Have the ability to print Optical Character Recognition (OCR) barcode or other indicator on bills to segregate by account where single page and multiple bills are intermingled. Optical Character Recognition (OCR)

- Utility Bills- Start 5/16” from the bottom edge, Start 4.5” from the left edge, Mod-10 Weighted 1212**
- Utilities Account Number – 15 characters, Amount Due – 9 characters, Check Digit – 1 character Mod-10 Weighted 1212, Total – 25 characters, Font – OCRA (Font style AOA) Size 10**
- EBP DATA PROCESSING IINDICSTORS**
- Account Number [BHD-3] and [BHD-4] Customer Number should be L’7-L’8.**
- ACH Direct Payment: [BHD-11] ='Y’**
- Title needs to be added ‘DIRECT PAYMENT’ in the same title location as Late and Final Notices.**
- In the Amount Due box found on remit coupon, replace [BHD-8] with ‘DO NOT PAY – DIRECT PAYMENT’.**
- Coupon-below the header boxes displays “Your Bank Account will be Debited on [BHD-12].”**
- No Return envelope for ACH DIRECT PAYMENT**

InfoSend currently produces the bills and ensures that all print quality is maintained. Barcodes and OCR fonts are crisp and machine readable.

13. Print scan line and/or Intelligent Mail Barcodes (IMBs) or industry’s best practice to ensure an efficient rendering process.

Full Service with Intelligent Mail Barcode (IMb)

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

14. Provide ink colors as requested by DPU for inserts.

InfoSend accepts this requirement. Additional ink options have been provide in our price detail.

15. Provide appropriate weight, color, size and type of paper required by DPU for each job, including perforated paper.

- **Effective Paper Stock:** standard 24 lb. blank paper utilized to strike the right balance between cost and reliability.
- **Customized Perforation:** multiple perforation locations are supported to ensure lockbox compatibility.

16. Shall be able to print supplemental messages, codes, and other information on the bills, notices, and envelopes at the request of DPU.

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	HtmlMessage	HTMLBox	2013-01-01	2013-02-28	Active	No	Rates are ...
STATEMENTS	Holiday Schedule	HtmlMessage	HTMLBox	2012-12-01	2012-12-31	Active	No	Please not...
STATEMENTS	Fall Marketing Message	HtmlMessage	HTMLBox	2012-10-01	2012-11-30	Active	No	This fall ...
STATEMENTS	New Community Center	HtmlMessage	HTMLBox	2012-08-01	2012-09-30	Active	No	Visit the ...
STATEMENTS	Revised Business Hours	HtmlMessage	HTMLBox	2012-06-01	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): - -
Accounts: (See Description Above):
Message:
 Test (Check this if this is a test message that should *NOT* be included on production jobs):

Envelope Messaging

Show Document Messages through the Envelope Window

Important messages can be printed on the documents in black or **full color** and shown through the outgoing envelope window. This is the most economical form of showing brief messages or images to the customer before they open the mail piece. This can help incentivize the customer to open the envelope right away by printing messages such as "INVOICE ENCLOSED".

Print Messages on the Outside of the Standard Envelope - "Sniping"

Custom messages and images can be printed onto the standard InfoSend #10 double window envelope. This allows a high amount of content to be printed on the outside of the envelope as both sides of the envelope can be printed on. This type of printing is usually used to print temporary content that would only be printed on a small quantity of envelope stock. It is more cost effective to digitally inkjet print this content onto pre-manufactured envelopes than to order truly custom stock that was manufactured specifically for you.

17. Provide DPU .pdf images of bills and notices generated in a billing cycle.

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.

InfoSend Archiving Services

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

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

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

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

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

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

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

Example PIA Search Screen with Mail Tracking Results:

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

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

Name:

Account Number: 216031-1240

Job Code: All Jobs

Received Date (MM-DD-YY): To

SPCL Status:

Submit Search

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

Show 25 Records Per Page

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

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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.

#	A	B	C	D	E	F	G	H	I	J
Name	Account Num	Job Code	Amount	Inbound Entry	Time Entry	Zip	Final Outbound	Bill Date	Bill Due Date	Amount Due
1	JOE CUSTOMER	165975-86246	87.23	3/31/2020	20:44	92799	2/26/2020	9:42	2/21/2020	\$87.23
2	JOE CUSTOMER	96171-68338	62.73	3/31/2020	20:29	92799	2/29/2020	10:41	2/26/2020	\$62.73
3	JOE CUSTOMER	261097-69062	87.23	3/31/2020	20:31	92799	2/29/2020	11:24	2/26/2020	\$87.23
4	JOE CUSTOMER	57033-62358	324.65	3/31/2020	20:33	92799	3/2/2020	10:53	2/27/2020	\$324.65
5	JOE CUSTOMER	204521-63070	51.21	3/31/2020	20:31	92799	3/2/2020	10:58	2/27/2020	\$51.21
6	JOE CUSTOMER	289699-70380	66.2	3/31/2020	22:39	92799	3/2/2020	10:53	2/27/2020	\$66.20
7	JOE CUSTOMER	89497-95498	142.69	3/31/2020	20:39	92799	3/4/2020	10:15	2/28/2020	\$142.69
8	JOE CUSTOMER	140915-87848	367.54	3/31/2020	21:29	92799	3/9/2020	12:27	3/3/2020	\$367.54
9	JOE CUSTOMER	983-866	96.6	3/31/2020	20:31	92799	3/9/2020	14:28	3/3/2020	\$96.60
10	JOE CUSTOMER	40541-15240	86.78	3/31/2020	19:10	92799	3/7/2020	10:53	3/4/2020	\$86.78
11	JOE CUSTOMER	281597-5254	54.21	3/31/2020	20:39	92799	3/7/2020	9:46	3/4/2020	\$54.21
12	JOE CUSTOMER	145881-102620	138.1	3/31/2020	20:59	92799	3/7/2020	13:05	3/4/2020	\$138.10
13	JOE CUSTOMER	153657-3648	61.5	3/31/2020	20:18	92799	3/7/2020	10:57	3/4/2020	\$61.50
14	JOE CUSTOMER	75175-56990	89.88	3/31/2020	16:32	90052	3/9/2020	10:58	3/5/2020	\$89.88
									Expected Remit	\$1,716.55

18. Have the capability to suppress the printing of bills based on defined business rules or on ad-hoc basis at the County's request.

As the current provider, InfoSend has programmed custom logic for paperless suppression using flags in your data.

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

19. Must be capable of creating, printing and/or receiving inserts or other notices to be included with regular mailings.

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.

InfoSend supports this requirement.

20. Must configure the customer remittance stub to work with the remittance processing equipment and software used to process incoming lockbox payments. The current lockbox contract is with Wells Fargo. See example bill for dimensions.

As the current provider, InfoSend is already supporting this. InfoSend is happy to reconfigure and re-test the remittance stub with Wells Fargo at any time for quality control purposes.

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

21. Shall provide DPU staff access to track printing progress electronically.

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 grey background have been placed on hold. Please contact an InfoSend representative if further details are required.

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 10:45:08	Approve Reject	Pending	Pending	Pending	Pending	<input checked="" type="checkbox"/>

22. Must distinguish bill images identified as E-Bill Only and images that will be printed and mailed and batched accordingly. The E-Bill indicator is contained within a specific field in the .txt file transmitted to the print vendor. These must be suppressed from mailing but still created into a bill image that is sent back to the utility for online bill presentment. The County has contracted with Paymentus to present E-Bills to customers who have signed up for this service.

As the current provider, InfoSend supports this requirement. Custom logic for paperless suppression has been programmed using flags in your data.

23. Provide a customizable PDF Index data file for utilities that contains the following (Attachment G)

a. File name of each .pdf contained in the .zip folder

b. Amount Due associated with the .pdf filename

c. Due date associated with the .pdf file name

d. Account number associated with each .pdf file name

InfoSend supports this required currently for Henrico County DPU. See example below:

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 style="text-align: center;">Process Summary Report</h2> <p style="text-align: center;">Job Code: INF0929A Report Generated 10:04am September 29, 2013</p>					
Data Files							
Filename		File Received					
INFOSEND_BILLINGDATA_20130929A.TXT		2013-09-29 09:25am					
INFOSEND_CYCLEDATA_20130929A.TXT		2013-09-29 09:25am					
Document Input							
Accounts	First Pages	Total Pages	Batch Amount				
12,000	12,000	18,000	\$900,000.00				
Print Output							
Accounts	First Pages	Total Pages	Amount	Mailpieces	Non-Barcoded Mailpieces	Household Mailpieces	NCOA Updates
11,000	10,000	14,000	\$800,000.00	10,005	77	95	38
Suppressions							
Accounts	First Pages	Total Pages	Amount	Name			
250	250	250	\$25,000	Undeliverable Address			
250	250	250	\$25,000	Client Suppression Rule(s)			
250	250	250	\$25,000	eBilling Paperless Suppression			
250	250	250	\$25,000	InfoSend Exception Processing			
Inserts							
Name			Count				
N3896 - Online Payment Options			5,460				
N3904 - Fall Water Conservation			10,000				
Postage Summary							
Name	Count	Amount					
Presorted Mailpieces	9,000	\$3690.00					
Non-Presorted Mailpieces	500	\$220.00					
Non-Barcoded Mailpieces	350	\$154.00					
Extra Postage (Non-Standard Mailpiece)	150	\$112.50					

24. Must provide a method by which DPU can make content changes to the front or back of bills and notices within 3-5 business days. Examples of these would be a specified area of the bill such as the bill message box or the text that prints on the back of every bill (fee amounts, address, website specifications. in accordance with executive or legislative changes or requests.

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	HtmlMessage	HTMLBox	2013-01-01	2013-02-28	Active	No	Rates are ...
STATEMENTS	Holiday Schedule	HtmlMessage	HTMLBox	2012-12-01	2012-12-31	Active	No	Please not...
STATEMENTS	Fall Marketing Message	HtmlMessage	HTMLBox	2012-10-01	2012-11-30	Active	No	This fall ...
STATEMENTS	New Community Center	HtmlMessage	HTMLBox	2012-08-01	2012-09-30	Active	No	Visit the ...
STATEMENTS	Revised Business Hours	HtmlMessage	HTMLBox	2012-06-01	2012-07-31	Active	No	Business h...

Add Message For: Please Select Add Message

File Type: STATEMENTS

Message Type: HtmlMessage - HTMLBox

Message Name:

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

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

Accounts (See Description Above):

Message:

Test (Check this if this is a test message that should *NOT* be included on production jobs):

Next

Client Application Change Management

InfoSend's Client Services team is experienced in assisting clients with change requests that range from quick document updates through complex conversions that affect the underlying data and complete document design. Throughout the life of the application, InfoSend's dedicated Account Manager will remain the point of contact, providing client-specific insight and knowledge to ensure change requests are handled with expertise and first hand experienced. InfoSend maintains a tightly controlled Client Application Change Management program to ensure accuracy, quality, and timeliness of changes to output.

InfoSend's manages changes to client applications with the following controls:

- Requirements Gather:** the client request is logged in the InfoSend internal CRM tool by the dedicated Account Manager. Required assets such as mockups and example data files are gathered from the client, if required, to ensure the scope is defined.
- Scoping and Statement of Work (SOW):** the Account Manager reviews the request internally and defines a scope with the assistance of the InfoSend IT programmer assigned to the project. Once a scope is determined, InfoSend will present the client with a Statement of Work (SOW), which will include the

Professional Services hours (PS) and timeline to delivery. InfoSend's change request delivery times vary based on the scope:

1 PS Hour – Up to 3 business days

2-3 PS Hours – Up to 4 business days

4-5 PS Hours – Up to 6 business days

6-10 PS Hours – Up to 2 calendar weeks

11-20 PS Hours – Up to 5 calendar weeks

21-30 PS Hours – Up to 8 calendar weeks

> 30 PS Hours – TBD based on requirements and scope of work

1. *InfoSend does not bill for changes that require under 1 PS Hour
2. **Application Build, Testing, Tracking:** upon client approval of the SOW, the change request enters the InfoSend queue and work begins according to the timeline. The changes are built, approved with the following milestones:
 - **Project Tracking:** Depending on the scope of the change request, a project tracking document may be utilized to ensure all scope items are monitored, reviewed and approved by the client.
 - **Development Environment:** changes are made by the InfoSend programmer in a controlled, separated development environment, using code source control.
 - **Sample Review and Approval:** InfoSend's dedicated Account Manager reviews samples, and if acceptable provides them for Client review, feedback and sign off. If a project tracking doc was utilized, all open scope items are reviewed individually with the client prior to approval.
3. **Deployment:** client approval is logged in the CRM tool, and the code deployment is scheduled. Code changes are checked in and deployment to production is performed by authorized personnel. For projects where output was completely redesigned, InfoSend's Account Manager is required to complete a First Live run review, and complete a Go Live checklist to ensure accuracy. At client discretion, InfoSend may also enable Sample Approval workflow for the client to review the first live run prior to release to customers.

C. Mailing Services

The Successful Offeror shall provide the following minimum mailing service requirements:

1. Rendering – Mail Preparation

InfoSend employs finishers with up to 6 insert feeders per machine. These are modular and additional feeders can be added. Generally, our customers have no more than 5 inserts per bill package included with the billing/communication documents. One of the 6 insert feeders is typically used to trigger the reply envelope. InfoSend automates the insertion of up to 7 pages and a return envelope into a #10 envelope. InfoSend charges a cost per page for services including that page being inserted into the envelope. any offline inserts (triggered from the insert feeders) to be included with the main documents are charged per insert as depicted in the pricing. Should any finished mail packages require 8 or more documents, these will be handled offline and the pages will be inserted into 9x12, flat envelopes.

Tri-fold Custom # 10 with preprinted indicia – 1 to 7 pages

As the current provider, InfoSend supports this requirement.

2. Mailing

a. first class, pre-sort

b. REMIT ADDRESS IMB Barcode Requirements: 00050106837[CounterL'9]23228079999

USPS Compliance and Efficiency Highlights

- InfoSend maintains ongoing USPS regulatory compliance and cost savings on behalf of clients, standard.
- Full Service with Intelligent Mail Barcode (IMb) certified, ensuring clients with qualified mailings receive lowest automated postage rate.
- Address validation applied via Coding Accuracy Support System (CASS) and Delivery Point Validation (DPV), improving the accuracy of addresses and lowering postage.
- Customer Move Updates optionally applied and reported via the NCOALink database or Address Change Service (ACS).
- 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. Provide mailing services to include inserting, sealing, metering and mailing County bills, past due notifications and supplemental billings, and or other associated mailings for the DPU and other departments as deemed appropriate by the County.

As the current provider, InfoSend has provided these services to the County since 2020.

4. Postage will be paid for the County on monthly invoices that are itemized by job.

InfoSend accepts this requirement.

5. Use certified postal software to qualify mail at the lowest rate including, but not limited to, pre-sort using zip+4 address assignment and provide enhanced address labeling and IMB barcodes to obtain the lowest possible postage rate. DPU billings are mailed via USPS First Class.

USPS Compliance and Efficiency

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

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

Full Service with Intelligent Mail Barcode (IMb)

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

Coding Accuracy Support System (CASS)

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

6. A process to verify, standardize, and notify DPU electronically, of addresses needing to be updated and correct the addresses submitted to DPU to include the following:

- a. Coding Accuracy Support System (CASS) certified address standardization**
- b. Presort Accuracy Validation & Evaluation (PAVE) for address hygiene**
- c. National Change of Address (NCOA) processing**
- d. Any additional address scrubbing, proofing and corrections**

Coding Accuracy Support System (CASS)

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

USPS Move Updates

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

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

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

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

7. Mail bills and notices within the required timelines identified in the table in Section II. Background.

As the current provider, InfoSend follows these timelines currently, and will continue to do if awarded.

8. Meet or exceed postal standards for processing mail pieces, included but not limited to NCOA listing.

InfoSend accepts this requirement.

9. Produce and deliver mail within 24 hours of printing to the United States Postal Service (USPS).

InfoSend's standard turnaround from receipt of data is next business day, with pre-set cutoff times. As the incumbent vendor, InfoSend is already performing to Henrico County's requested Service Level. We will continue to perform the production and delivery of mail to the USPS on the next business day.

10. Must use USPS full-service Intelligent Mail Barcode (IMB) and Seamless Acceptance.

InfoSend accepts this requirement.

11. Provide proof of delivery to the USPS as requested.

InfoSend accepts this requirement.

12. Provide a method by which DPU staff can request specific bills be pulled from the mailing process (for cases where a bill should not actually go out) within a mutually agreeable time frame.

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.

13. Provide intelligent inserting, not manual process.

Yes, InfoSend meets this requirement. The documents destined for mailing are inserted on Intelligent Inserters with Mail Piece integrity that ensures all mail pieces are undamaged and accounted for after insertion in preparation for delivery to the USPS.

14. Mail documents in batches as required by County.

As the current provider, InfoSend supports this requirement.

15. Fold, stuff and insert documents specific to the mailings.

As the current provider, InfoSend supports this requirement.

D. Reporting Services

The Successful Offeror shall provide the following minimum reporting services:

1. Continuous analytics on return mail and offer DPU recommended improvements.

Return Mail Processing Service

InfoSend's Return Mail Processing Service provides clients with the option to not receive and process mail physically returned by the USPS. By having InfoSend handle the processing and reporting of returned mail, client staff time is freed for more valuable duties.

The process for InfoSend's Return Mail Processing Service is simple.

- Return Address printed on mailed documents contains a PO Box managed by InfoSend.
- InfoSend receives return mail from USPS, scanning in information and matching to the original mailing in the InfoSend database.
- An electronic report is generated, detailing which customer and mail piece could not be delivered, along with the USPS reason code supplied.

Immediate return on investment (ROI) is available to any client utilizing this service, as the headache of receiving and opening returned mail is handled expertly by InfoSend in an efficient and cost-effective manner.

2. Provide daily production confirmation reports that contain the following details at minimum:

- a. Number of bills received for processing.
- b. Number of bills printed.
- c. Number of suppressions,
- d. Postage presort breakdown including actual rates,
- e. Inserts used and inserts counts

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.

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

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

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

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

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

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

3. Provide daily reconciliation reports listing the total number of actions. (i.e. approved, cancelled, hold etc.)

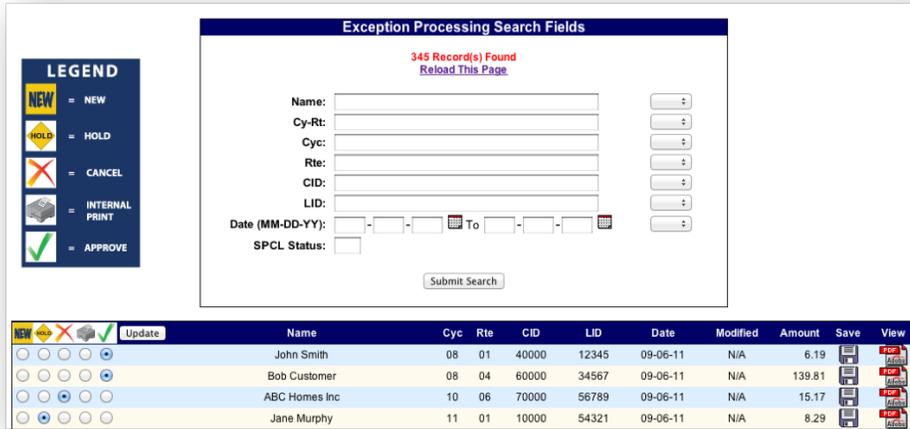
See response to item 2 above.

4. Monthly exception report showing the number of approved bills cancelled bills at a minimum.

InfoSend Exception Processing

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

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



Criteria

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

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

Reporting

There are two kinds of Exception Processing reports:

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

5. Provide reporting options available and the delivery method, such as control logs, status reports, turnaround time, geographical reports, etc.

Data Processing, Print and Mail Reporting

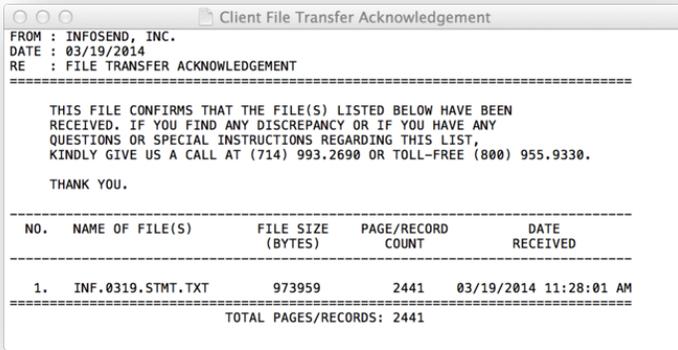
InfoSend's Customer Communications Management (CCM) platform provides clients with the necessary reports to reconcile and receive updates throughout the Data Processing, Print, and Mail (DPPM) process. InfoSend standard reporting workflow is provided by default, and is able to provide certain reports 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.



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.

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

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

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

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

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

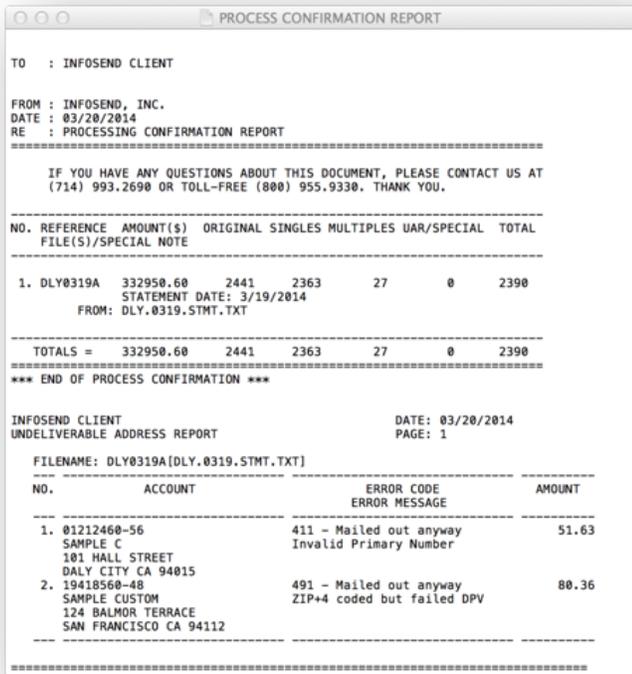
Name	Count	Amount
Presorted Mailpieces	9,000	\$3690.00
Non-Presorted Mailpieces	500	\$220.00
Non-Barcoded Mailpieces	350	\$154.00
Extra Postage (Non-Standard Mailpiece)	150	\$112.50

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.

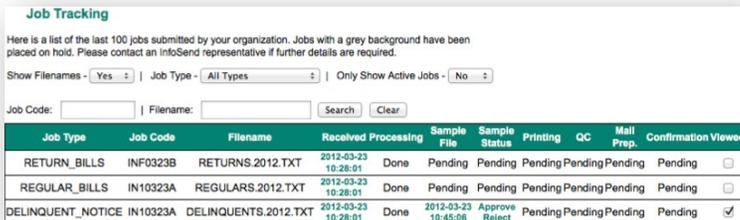
This report provides the name of the file(s) mailed along with a detailed mail count. For statements, invoices, and other financial documents, the total dollar amount is also provided. Additional information can be provided

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.



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.



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
MailSequence	MailerID	JobCode	AccountNumber	OAddr1	OAddr2	OCity	OSt	OZip	MAddr1	MAddr2	MCity
700003880	107315	INF0307A	000000-01	123 Water St		WOODLAND HILLS	CA	91364	123 Water St		Woodland H
700004170	107315	INF0307A	000000-02	4240 E La Palma		LOS ANGELES	CA	90011-5518	4240 E La Palma		Los Angeles
700004156	107315	INF0307A	000000-03	5454 Main St		LOS ANGELES	CA	90011-3721	5454 Main St		LOS ANGELE
700004182	107315	INF0307A	000000-04	456 Water St		TORRANCE	CA	90501	456 Water St		TORRANCE
700004080	107315	INF0307A	000000-05	124 Water St		LOS ANGELES	CA	90013	124 Water St		LOS ANGELE
700004048	107315	INF0307A	000000-06	4241 E La Palma		LONG BEACH	CA	90802	4241 E La Palma		LONG BEACH
700003938	107315	INF0307A	000000-07	5455 Main St		LOS ANGELES	CA	90007	5455 Main St		LOS ANGELE

6. Provide accounting and postal reports to include but not limited to comparison of total bill count printed and mailed to electronic file count.

See our **Process Confirmation Report** in the item above.

7. An electronic NCOA update report that includes at minimum the customer's name, previous address, and updated address.

See **Address Update Report** in item 5 above.

E. Technical Requirements

The Successful Offeror shall provide the following minimum technical requirements:

1. Process bills daily Monday through Friday.

As the current provider, InfoSend meets this requirement.

2. Receive the files via FTP/SFTP daily by 12:00 p.m. Eastern Standard Time unless an automated process or application programming interface (API) is available. The County is using Advanced Utility Systems "CIS Infinity" Customer Information & Billing Software (CIS) version 3.1, build 3.1.26a_HN.

As the current provider, InfoSend meets this requirement.

3. Process input bills, past due notices, and final notices files that are in PDF, TXT, CSV, or EBP file format.

As the current provider, InfoSend meets this requirement.

InfoSend's Data Processing platform is completely adaptable to client output, accepting both data-only text files (e.g. flat files, csv, XML, etc.) and print-output PDF files.

4. Provide notifications via Email for EBP, PDF, TXT or CSV files received (in-bound) and process into billing documents for printing/mailing (out-bound) within 1 hour of receipt of the data files.

As the current provider, InfoSend meets this requirement.

5. Provide file error handling process with email notifications with immediate notification of any errors found in the EBP, PDF, TXT or CSV billing file with the 15-digit account number, customer name and or amount due.

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.

6. Have the ability for DPU to resend a file with the identified error removed the same day for same day processing SLA's

As the current provider, InfoSend meets this requirement.

7. Create multi page bills, past due notices, final notices by extracting data from an EBP file, PDF document or notice document text files.

InfoSend accepts this requirement. InfoSend has created these document types for Henrico County. InfoSend accepts both raw data (.txt) files as well as print image files such as PDF as inputs. InfoSend is familiar with the EBP files for Henrico and can add any other document type as needed.

8. Create document image pdfs for multi-page bills, past due notices, final notices from the documents created from the EBP file data.

See response to item 7 above.

9. The proposed solution shall have the ability to perform PDF or Flat file Data processing decision making. Example: Page counting/sorting, direct payment indicator - no return envelope, bill amount high limit.

As the current provider, InfoSend meets this requirement. InfoSend is well versed in parsing print files or adding logic to perform conditions for the outputs such as omitting return envelopes or presenting special messages based on these conditions in the data.

10. Each document image pdf shall be given a unique name identifier. The pdf name should include account number, customer number, bill number, current date time (yyyymmddhhmm), and unique value.pdf).

As the current provider, InfoSend meets this requirement. See response to item 7 above.

11. Zip individual multi-page document pdf images in a file for each document type (multi page bills, past due notices and final notices).

As the current provider, InfoSend meets this requirement. See response to item 7 above.

12. Create a daily index file for document images of each document type. Index image file requirements attached Attachment G. The index file must be in a .csv file format.

FDT Delivery: Secure FTP

InfoSend is able to provide the archived documents in PDF format, transferred via secure FTP to the server of the client's choice. Each time InfoSend completes a batch for a client, the PDF will be automatically packaged up and sent via this FTP channel with a standard XML companion file to assist in indexing the contents of the file.

Secure FTP Transfer Workflow

1. **Client FTP Type:** InfoSend recommends transfer via secure FTP (sFTP). However, depending on the client's capabilities and security requirements regular FTP can be supported.
2. **PDF File Name:** InfoSend will provide the PDF File with the following format: <InfoSend Job Code>YYYY.PDF. Example: INF0419A2012.PDF.
3. **XML Index File Name:** InfoSend will provide the XML Index File with the following format: <InfoSend Job Code>YYYY.TXT. Example: INF0419A2012.XML.
4. **Encryption:** InfoSend can optionally encrypt the PDF and XML files using PGP encryption to ensure safety in transit. The encryption key will be cut during setup.

FDT Delivery: Custom, Secure FTP

InfoSend is able to provide the archived documents in PDF format, transferred via secure FTP to the server of the client's choice. Each time InfoSend completes a batch for a client, the PDF will be automatically packaged up and sent via this FTP channel. With this option, however, InfoSend is able to control when the file is transferred as well as provide the PDFs by batch or by individual account, and can also provide a custom companion file to index the contents of a batch file.

With the custom option, full requirements are captured during setup and a Statement of Work will be presented for client sign off prior to beginning the implementation.

Custom Secure FTP Transfer Workflow

1. **Delivery Timing:** InfoSend recommends performing the delivery after the batch is completed by InfoSend (mailed via USPS, documents mailed out, etc). However, should the client prefer to get the batch immediately, InfoSend can configure the application to send as soon as the client file is processed by InfoSend, or as soon as the Sample File is approved (if client performs this step).
2. **Client FTP Type:** InfoSend recommends transfer via secure FTP (sFTP). However, depending on the client's capabilities and security requirements regular FTP can be supported.

3. **Custom PDF File Structure:** With the custom option, InfoSend will be able to provide the PDF either in a complete batch, or provide individual PDFs per account or other criteria. Please note: the criteria needed will require analysis during implementation, and depending on how the batches are grouped could impact the ability to also use InfoSend Portal search or Web Services Integration.
4. **Custom PDF File Name:** With the custom option, InfoSend can create a naming convention for the PDF files that match the client's criteria.
5. **Custom Index File Name:** With the custom option, InfoSend can create a naming convention for the Index files that match the client's criteria.
6. **Custom Index File Format:** With the custom option, InfoSend can add custom data elements to the standard XML file format or create an entirely new index file to match the requirements of the client to assist in providing information on the PDF contents.
7. **Encryption:** InfoSend can optionally encrypt the PDF and XML files using PGP encryption to ensure safety in transit. The encryption key will be cut during setup.

13. Provide a daily secure process to send the index files and document image pdfs to DPU.

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

- **Secure FTP Transfer**
- **Custom Secure FTP Transfer**

Tab 3 – Default, Termination and Barred Certification Statement

Pursuant to Section VI, Items L(3), L(4) and L(5), in this tab, Offerors shall certify (i) that it has not defaulted on any government contract in the last five years, (ii) that no government has terminated a contract with the Offeror for cause in the last five years, and (iii) that neither it nor any of its officers, directors, partners, or owners is currently barred from participating in any procurements by any federal, state, or local government body. If any of the aforementioned certifications cannot be made, Offerors must explain in reasonable detail.

InfoSend certifies that (i) that it has not defaulted on any government contract in the last five years, (ii) that no government has terminated a contract with the Offeror for cause in the last five years, and (iii) that neither it nor any of its officers, directors, partners, or owners is currently barred from participating in any procurements by any federal, state, or local government body.

Tab 4 - Qualifications, Experience, Resumes and Financial Capacity

In this tab, Offerors should demonstrate the Offeror’s and their staff’s qualifications and experience in providing the services as requested in the Request for Proposal (RFP). Provide resumes of staff that would be assigned to this contract to include the account manager. Offerors should provide, at a minimum, documentation demonstrating that their firm is a firm regularly engaged in providing the services solicited in this RFP. If sub-consultants are to be utilized provided similar documentation to what has been requested of the Offeror in this section. Provide appropriate documentation to support:

InfoSend's Key Support Personnel

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

Executive Management and Sales:

InfoSend designated Contract Administrator: Russ Rezai, President

InfoSend designated Contract Manager: Matt Schmidt, COO

InfoSend sales contact: Marty Bielecki, Sales Executive

Delivery Team:

- **Executive Management and Sales Team:** will serve as the main contact for RFP questions and contract negotiations.
- **Client Services Team:** manage ongoing processing, and will be main points of contact during the new client implementation process. Primary and secondary Client Services contacts will be assigned during the contracting phase if InfoSend is selected as the successful vendor. These contacts will report directly to Matt Schmidt, COO and Josue Martinez, Director of Client Services.
- **IT team:** will provide back-end support on this project. IT works in conjunction with InfoSend Client Services during any improvement projects and actively monitors program functions after go-live. IT personnel report to Vedat Aral, Chief Technology Officer .

Name	Matt Schmidt
Experience	<p>InfoSend, Inc. Anaheim, CA (2007 – present)</p> <p>Chief Operating Officer</p> <ul style="list-style-type: none"> • Manages Operations for InfoSend's 4 facilities • Manages Client Services team responsible for all client implementation and support • Works with management team on new product planning, development and support • Works on strategic planning for operations including new technologies and services <p>InfoSend, Inc. Anaheim, CA</p> <p>Director, Client Services</p> <ul style="list-style-type: none"> • Supervise employees and operations of the Client Services, Quality Control and Direct Communications departments. Provided consultative solutions for prospect and clients. • Develop, monitor and improve client implementation and support procedures.

	<ul style="list-style-type: none"> Coordinate and implement internal cross-functional processes in an environment of continuous improvement. Work with executive management to develop and evaluate long-term strategies to achieve organizational goals.
Education	MBA - University of California, Irvine BA - California State University, Chico

Name	Vedat Aral
Experience	<p>InfoSend, Inc. Anaheim, CA (2004 – present) Chief Technology Officer</p> <ul style="list-style-type: none"> Manages research and development New product and service development and deployment – including Data Processing Print and Mail, and eBusiness Services <p>Gourmet Shuttle Huntington Beach, CA (2002 – 2003) Software Engineer</p> <p>Denge Bilisim Istanbul, Turkey (1994 – 2001) Owner, Software Engineer</p> <p>Halici Bilgi Islem Ankara, Turkey (1991 – 1994) Software Engineer</p>
Education	MFA, Cinema & TV 1997, Marmara University – Istanbul Turkey BS, Computer Science & Engineering 1991, Hacettepe University – Ankara Turkey Proficient in Website/Forms Design using Following Applications/Languages: Mainframe, IBM S/36-AS/400, K-Series COBOL, RPG, Visual Basic, Visual FoxPro, Delphi, C#, ASP.NET SABRE, HDLC, X.25, Mercator, EDIHTML, Crystal Reports, Adobe Illustrator

Name	Bob Woods
Experience	<p>InfoSend, Inc Carrollton, TX (2014-present) Senior Account Manager</p> <ul style="list-style-type: none"> Manage new client implementation projects in a variety of verticals Provide ongoing personal support to clients Coordinate between clients and internal departments to ensure compliance with best practices and procedures

	<p>DataProse, Inc Coppell, TX (2011-2014)</p> <p>Strategic Account Manager</p> <ul style="list-style-type: none"> • Responsible to build relationships and maintain Clientele • Manage internal and external client relationships • Ensure prompt issue resolution, client education and communications. • Responsible for knowing client's business as well as the client's objectives and challenges. <p>CSG Systems, Inc. Coppell, TX (2010-2011)</p> <p>Senior Account Manager</p> <ul style="list-style-type: none"> • Serves as main contact between CSG and client base of 90 • Works closely with other departments to ensure quality of product, timeliness of delivery and client satisfaction • Plans and manages project timelines, budgets and priorities
Education	<p>MBA Candidate, University of Phoenix</p> <p>BA, Marketing and Management, Long Island University, Long Island, NY</p>

Name	Ali Ajami
Experience	<p>InfoSend, Inc. Anaheim, CA (2011 – present)</p> <p>Developer, IT</p> <ul style="list-style-type: none"> • Developed and update client data processing programs including medical, county, city and property tax. • Experience in multiple programming languages • Experience in parsing various data formats • Assist with system improvements and delivering high volume projects on time
Education	MS, Computer Information Systems 2015, CalUMS

a. Years in business;

Since 1996; over 26 years.

b. Years providing printing and mailing services;

Since 1996; over 26 years.

c. Average number of years' experience of account manager and line staff;

Our listed staff have over a century of cumulative industry experience. On average, they have over 14 years of experience each,

d. Number of current printing and mailing customers;

InfoSend currently has over 800+ printing and mailing customers nationwide of which approximately 650 are municipal and county utilities.

e. Average number of printing and mailing transactions;

InfoSend processes over 21 million mail pieces monthly and over 250 million print and electronic documents annually.

f. Identify key measures of your firm's financial strength. Include copies of the most recent audited financial statements and subsequent un-audited quarterly financial statements;

InfoSend is a financially solvent corporation and has never filed for bankruptcy. We have also never been involved in litigation or a lawsuit which would impact our services or financial wellbeing. We have completed a number of acquisitions in recent years which bolster our resources and plan for continued expansion into the future.

We have included two years of financial statements as an appendix to this response.

Tab 5 - References

In this tab Offerors shall provide references, from at least three (3) project/contracts, where services have been provided which are similar in nature to this RFP and/or size to the County, within the last five (5) years. This information shall include a contact person, email address and telephone number. Offerors may not use Henrico County as one of their references.

Emerald Coast Utilities Authority, FL	(850) 969-5818
9255 Sturdevant St.	Justin Smith - Finance
Pensacola, FL 32514	justin.smith@ecua.fl.gov
<ul style="list-style-type: none"> • Contracted Since: 2021 • Billing System: SunGard • Volume: Approximately 165,000 Mail Pieces Monthly • InfoSend Products Used: Data Processing Print and Mail 	

Collier County Utilities, FL	Ph - 239-252-8744 Fx - 239-252-6585
4370 Mercantile Ave.	Annia Machin - Manager – Utility Billing & Customer Service
Naples, FL 34104	anniam.machin@colliercountyfl.gov
<ul style="list-style-type: none"> • Contracted Since: 2020 • Billing System: Harris - inHANCE • Volume: Approximately 45,000 Mail Pieces Monthly • InfoSend Products Used: Data Processing, Printing and Mailing Services 	

Manatee County Utilities Department, FL	Ph - 941-792-8811 x5246 Fx - 941-745-3790
4410 66th Street West	Tina Neri - Business Systems Support Manager
Bradenton, FL 34210	tina.neri@mymanatee.org
<ul style="list-style-type: none"> • Contracted Since: 2019 • Billing System: Banner • Volume: Approximately 110,000 Mail Pieces Monthly • InfoSend Products Used: Data Processing Print and Mail 	

Tab 6 – Service Approach, Implementation and Training

In this tab Offerors shall provide the following information:

a. Briefly describe the printing and mailing processing environment:

InfoSend's Data Processing, Print & Mail Solutions

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

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

InfoSend's Data Processing, Print & Mail Solutions

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

i. Years of providing printing and mailing processing services under any other name;

InfoSend has had no other business name.

ii. Hours of operation;

Midwest & Northeastern US Production Facility

1406 Centre Circle · Downers Grove IL 60515



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

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.

iii. Holidays observed;

InfoSend's recognizes the below holidays and will be closed should they fall on a weekday.

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

iv. Availability of staff capable of resolving inquiries;

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

v. Turnaround time anticipate for inquiries;

InfoSend Inc. Client Services/Support Information

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

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

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

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

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

vi. Toll free and email access availability;

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

Toll Free: 800.955.9330

www.infosend.com

vii. Equipment including hardware and software used;

InfoSend Print and Mail Equipment Highlights

Printing Equipment:

- Roll-fed full color (CMYK) inkjet printing is the primary production method.
- Production sheet-fed full color (CMYK) inkjet printing is also utilized
- Sheet-fed full color and monochrome laser printers for small or specialty jobs and reprints.
- Full-color capacity is over 130 Million images per month via full color.
- InfoSend prints images well under capacity for business continuity, new installs, and spikes in volume.

Inserting Equipment:

- 4 to 6 station insert feeders and can be expanded if necessary.
- Supports various folds including "C", "V", "Z" and Double "V", etc.
- Capacity to finish over 86 Million pieces per month.
- Mail Piece Integrity and Document Verification systems read OMR and industry standard barcodes such as 3 of 9, 2 of 5 Interleaved, 2D.
- InfoSend finishes mail pieces well under capacity for business continuity, new installs, and spikes in volume.

InfoSend Print and Mail Equipment

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

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InfoSend Print and Mail Equipment Full Listing (Updated March 2023)

Printers

Type	Printer	QTY	Images per hour (total output if more than 1 machine)
Full Color	Canon Océ JetStream 2200	1	128,820
Full Color	Canon i300	1	18,000
Full Color	Ricoh Pro VC60000	1	128,820
Full Color	Ricoh Pro VC40000	1	128,820
Full Color	Xerox Rialto 900 MP	2	54,960
Full Color	Ricoh Pro C9100	1	6,600
Monochrome	Ricoh Pro 8320	1	8,160
Full Color	Xerox 1000i Color Press	1	4,800
Full Color	Riso GD9630	7	67,200
Full Color	Riso GD9150	1	9,000
Monochrome	Kodak Digimaster HD150	3	27,000

Inkjet Printing Technology

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

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

Inserters

Insert Type	QTY	Insertions Per Hour (total output if more than 1 machine)
Sensible Technologies/Bell & Howell Intelligent Inserter with Mail Piece Integrity	26	195,000

Pitney Bowes/BlueCrest FPS/Rival Line of Inserters	10	120,000
Pitney Bowes/BlueCrest MPS Line of Inserters	1	15,000
MB Inserters	5	74,000

Envelope Manufacturing

Equipment Type	QTY	Envelopes Manufactured Per Hour
W+D Model 202	1	84,000
W+D Model 102	3	48,000
W+D Model 627	1	54,000

viii. Level of hardware and software technical support;

Technical hardware and software support are available through our Client Services Support channels, such as our toll-free 800 number, email and 24/7 access to www.infosend.com.

Information Technology and Quality Control departments work closely with Client Services Support to solve any technical issues, ensuring that expert knowledge is always available.

ix. Data communications hardware and protocols supported;

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery Highlights

InfoSend approaches the risk of technology failure or operational interruption via the following methodologies:

- Operations run under capacity for Data Center, Equipment and Labor Force potential
- Specific pandemic protocols to prevent labor shortages and protect employees
- Operational and Procedural Documentation
- Redundant Communication Lines
- Server Virtualization Used
- Multiple Forms of Data Redundancy: RAID, SAN, VPN Data Sync and Off-Site Hard Drive Backup
- Automated Alerts and 24/7 Employee Coverage
- Disaster Recovery Plan and Preparedness

x. Transmission security; and,

- **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.
- **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.
- **Secure Disposal of Client Data:** All client data, whether digital or printed is disposed of securely with degaussing and shredding required.

xi. Processing deadlines.

Processing deadlines are per SLA. Currently Henrico County has a 1:30pm upload and 3:30pm approval time frame for next business day mailing.

b. Discuss training for DPU staff to include the number of hours, on-site or webinar training, number of hours and the number of attendees.

Clients are trained on how to use InfoSend tools and reporting to support the application at the end of go-live.

The hour-long, web-based training covers:

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

c. Provide your specific procedures for printing and mailing. Include the methods used to handle printing errors such as misfeeds or damaged documents and insertion of various sizes of documents.

InfoSend Data Process Flow

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

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

1. Client Input-Data Transfer and Acknowledgement

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

2. Data Processing and Validation

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

3. Document Composition and Sample Approval

- **Job Batch Creation:** InfoSend's system will take validated input data and begin processing by assigning a unique production Job Code specific to the client input file(s). This Job Code identifies and accompanies the output through InfoSend's processing.
- **Document Layout and Business Logic:** the input data is rendered by the InfoSend application, resulting in the layout defined during the implementation. Any client defined special business logic conditions are applied at this time.
- **USPS & Special Messaging:** During processing, the system will also validate customer mailing addresses, optionally apply National Change of Address (NCOA) updates, and perform record suppression based on client-defined criteria. The system also performs USPS pre-sorting of records, applying the Intelligent Mail Barcode (IMB) and ensuring the records are in the correct order to maximize postal efficiency. Additionally, InfoSend's CCM platform will check the database for any scheduled messages or inserts to be included with the output.
- **Rendered Output and Sample Review:** Once a file has successfully been rendered, clients have the option to review a sample file containing a PDF output of the documents. Sample outputs can contain a percentage of or the complete output and includes a Process Summary report cover page which lists details on the output work to be performed by InfoSend. Clients are provided the option to either reject and resend their data file with corrections or approve the batch. Once files are approved, an email confirmation of the approval is sent, and the output is released to the manufacturing environment for distribution.

4. Printing

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

5. Quality Control

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

6. Mailing and Electronic Distribution

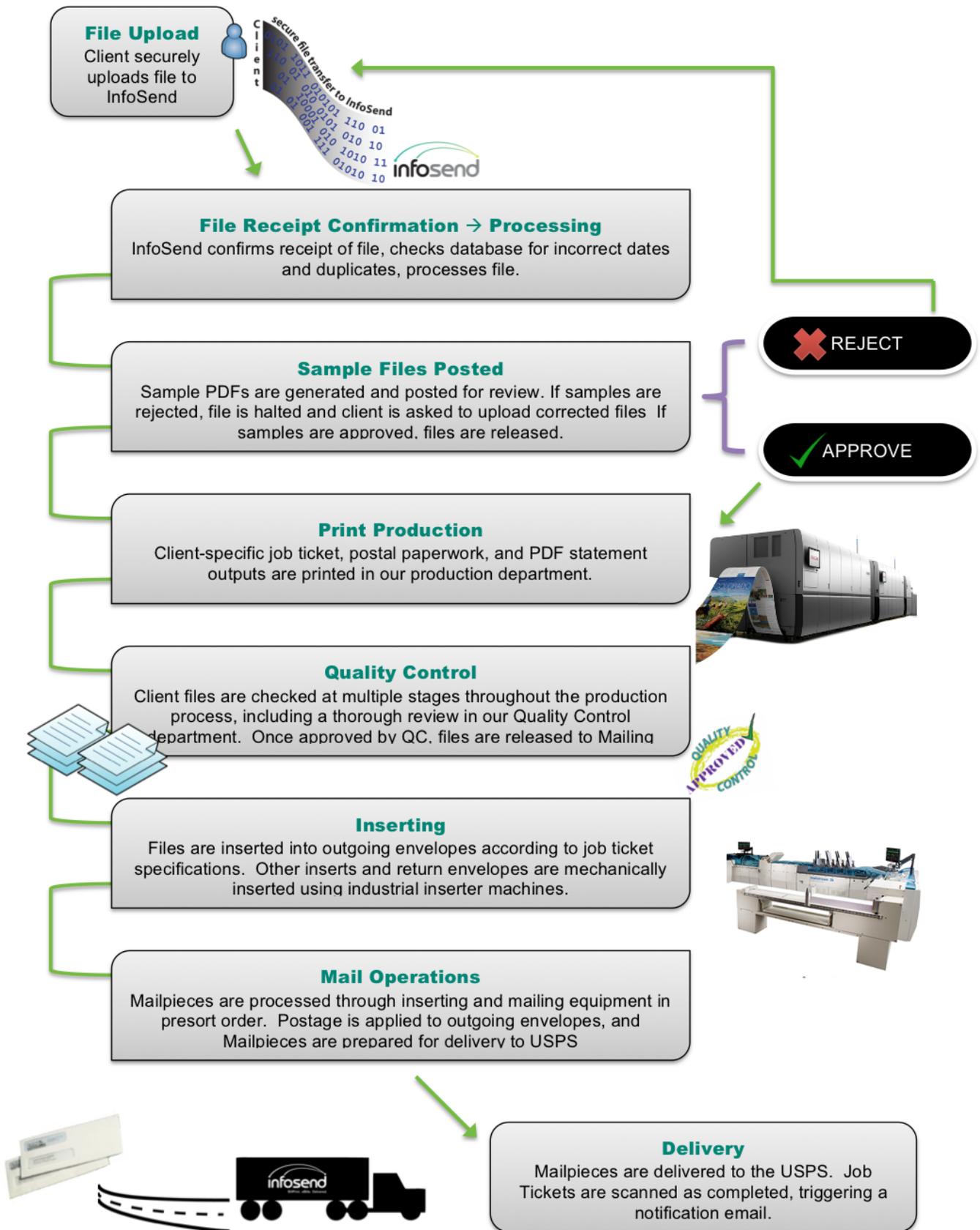
- **Mailing Department:** once a job has gone through Quality Control, it is released to the printing department for fulfillment. All printed pages are matched to the correct materials per the Job Ticket and inserted into the envelope for mailing. Mail that has been inserted is then delivered to the USPS with the appropriate postal paperwork for the USPS to validate prior to induction. Upon delivery to the USPS, either at the onsite Detached Mail Unit (DMU) or local distribution center, the job batch is scanned as completed by an InfoSend operator.

- **Electronic, Multi-Channel Distribution:** upon completion of the job batch, InfoSend's CCM platform begins the electronic distribution of customer records to the InfoSend archive, hosted eBusiness system, back to the client, or other third-party distribution networks.

7. Confirmation and Reporting

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

Data Processing Workflow Diagram:



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).

d. Recommend any new services that could more effectively streamline the current services and describe the pros and cons of using this service and quantify any costs savings.

As mentioned below, InfoSend strives to manage operational, technology and process efficiencies. These are not always exposed to the client; however, these efforts help InfoSend contain costs as well as provide competitive pricing. Also mentioned below are initiatives in which we partner with clients to reduce costs

Cost Containment Strategies Generally:

Self-Reliance

While InfoSend has bulk purchasing power, multiple suppliers and emergency suppliers for paper materials for sheets, envelopes, inserts, etc., InfoSend manages most production needs internally by simply purchasing rolls of paper. InfoSend has various equipment to manage the variations of inserts, the envelope conversions (we manufacture the bulk of our own envelope use) and, of course, the document production and finishing using the “white paper” mentality. Essentially self-reliance with the ability to manage costs through fewer suppliers.

In-house Development

InfoSend employs a healthy percentage of staff for not only client project development, but internal systems and processes. InfoSend's staff is responsible for our proprietary document processing engine, internal integrations and development projects. We do not have to manage third-parties and the cost associated with this.

Mirrored Facilities and Process Workflow

InfoSend is operationally efficient, automating all workflow and maintaining the exact same procedures in all 5 facilities. Operational inefficiencies add overhead which would eventually have to be passed to the client to remain profitable. InfoSend mitigates these inefficiencies on behalf of our clients.

Web Administration tools and Automation

InfoSend provides a suite of management tools as mentioned in this response, not only to provide added functionality, information, and transparency to our clients, but also to ease the billing management burden for our clients. Client time saved is money saved.

Beyond Bill Print

InfoSend provides a broad offering to assist our clients in the full revenue cycle. InfoSend is not only an expert document composition and print/presentation company, but also offers a suite of eServices such as eBilling and full Online Bill Pay. This relates to the print/mail costs as InfoSend assists our clients with this offering in support of paperless billing, multi-channel communications, multi-channel remittance of payments with associated reporting – All under one roof.

Cost Containment Strategies Specifically:

InfoSend is a leader in producing transactional documents for government agencies. Our 650+ public agency clients represent the largest segment of our client base and we have focused on increasing efficiencies and reducing costs in response to their reduced budgets. Our approach includes:

Postage: The *most expensive component* of mailed document production, a very important cost consideration when selecting a document production partner and not all vendors provide the most cost-saving discounts available. In 2009 the USPS introduced the cost-saving Full-Service mailing option using the Full-Service Intelligent Mail barcode. The Full-Service option provides a number of benefits for qualifying mail pieces. One of the most significant is a postage discount of \$0.003 on each qualifying mail piece below the normal lowest pre-sort 5-digit postage rate. InfoSend, by default, will implement the Full-Service Intelligent Mail barcode within client documents produced, saving clients many thousands of dollars in postage costs.

Effective Paper Stock: standard 24 lb. blank paper utilized to strike the right balance between cost and reliability.

High Speed Digital Printing: printing using laser or inkjet technology: black, grayscale, black plus one or more spot colors, and full color printing are all supported and eliminate the need for costly pre-printed forms.

Effective Envelope Stock: Unique in our industry, InfoSend invested in envelope manufacturing equipment to produce our own standard outgoing #10 and return #9 envelopes with strategically placed windows to allow client logos to be visible for their customers prior to opening, as well as tinting to ensure data privacy. Eliminating the middle man's cost for standard envelopes controls costs for our customers.

InfoSend Produced Inserts: InfoSend has developed tools and workflow to support clients in efficiently communicating with customers, saving on postage and materials where possible. InfoSend produced offline inserts are competitively priced and eliminate shipping costs from 3rd party producers. InfoSend's inline inserts are cost effective and eliminate waste as only the specific number of necessary inserts are produced during the bill printing process.

USPS Mail Tracking: Using the hosted Print Image Archive from InfoSend, clients are automatically given Mail Tracking. With Mail Tracking, the USPS data is provided via the IMb Tracing™ service, where all qualified mail with an Intelligent Mail Barcode that is scanned at a USPS sort facility is logged. This data provides insight for client’s CSR’s into the estimated USPS delivery time frame of statements and expedites discussions with customers claiming not to have received their bills.

e. Provide a detailed implementation schedule indicating tasks, critical tasks and number of days for completion of each.

InfoSend is the incumbent vendor for Henrico County. As the current provider of services, InfoSend does not need to take time to implement services, saving the County time, effort and resources. Instead, the time that would have been used for implementation could be used to discuss potential improvements or changes to the services provided.

In an effort to be compliant with the RFP, we have included a sample implementation timeline below to show how we would go about implementing services. This is for demonstration purposes only since the County is already “Live” with InfoSend services.

InfoSend Data Processing, Print and Mail Project Plan

Based on previous experience with Clients of similar size and structure, the following timeline has been provided for project implementation. The implementation timeline begins once the contracting phase has been completed and InfoSend has received test files and mockups from the Client. Receipt of the test files and mockups will allow the Account Manager to begin the technical implementation.

This is only a sample 12-week timeline and assumes the Client will be attending weekly meetings and remaining responsive in providing deliverables necessary to complete the project.

Milestone: Requirements Gathering Weeks 1-3	Responsibility
Kick-Off Meeting: Familiarize each party with the project managers assigned to the implementation	InfoSend & Client
Kick-Off Meeting: Review, confirm and discuss the client specifications and requirements	InfoSend & Client
Kick-Off Meeting: Discuss requested formatting changes to client output	InfoSend & Client
Kick-Off Meeting: Begin development of mockups incorporating client feedback	InfoSend
Kick-Off Meeting: Fill out Standardized Client Installation Checklist	InfoSend
Kick-Off Meeting: Begin to discuss data processing details and data mapping in correlation to mockup	InfoSend & Client
Follow Up: Finalize any open items on the Client Installation Checklist	InfoSend
Follow Up: Review mock-ups via online meeting to incorporate Client feedback in real-time	InfoSend & Client

Follow Up: All Client deliverables received and documented, access to web applications	Client
Follow Up: Continue gathering data processing details and developing programming logic	InfoSend
Follow Up: Provide proofs for custom preprinted form and envelope (if applicable)	InfoSend
Finalize: Approve InfoSend document mockups	Client
Finalize: InfoSend will present the Client with a formal Statement of Work (SOW) which captures all requirements for the implementation project and production of outputs.	InfoSend
Finalize: Client reviews SOW and requests changes/clarification on any relevant items.	Client
Finalize: Client approves the SOW, Requirements Gathering complete	Client
Milestone: Application Build Weeks 4-7	
Development: InfoSend Account Manager meets internally with the InfoSend programming team to execute application per the SOW	InfoSend
Development: Application Development Begins	InfoSend
Development: As needed, InfoSend Project Manager verifies additional requirements with Client	InfoSend & Client
Development: Internal Testing and Review of Applications is completed by Project Manager	InfoSend
Development: Internal Development Checklist reaches 100%	InfoSend
Go-Live Planning: Finalize Go-Live schedule, with relevant dates based on Client billing cycle schedule and staff availability for training	InfoSend & Client
Go-Live Planning: Production web application access provisioned	InfoSend
Milestone: User Acceptance Testing (UAT), Training, Go-Live Coordination Weeks 8-11	
UAT: InfoSend provides first set of samples for review	InfoSend
UAT: Client reviews the output samples and provides feedback to your Account Manager about requested changes	Client
UAT: Client feedback is communicated to InfoSend's development team for incorporation into the outputs	InfoSend
UAT: Begin payment/lockbox/other ancillary testing (if applicable)	InfoSend & Client

UAT: Additional rounds of sample review are conducted for the outputs during weekly meetings	InfoSend & Client
UAT: Final round of changes are conducted for the outputs	InfoSend
UAT Complete: Provide final approval on the outputs	Client
UAT Complete: Provide confirmation of payment/lockbox/other ancillary testing completed	Client
UAT Complete: Review Statement of Work (SOW) during weekly meeting and confirm all requirements met	InfoSend & Client
Training: Conduct training for Client staff on InfoSend systems and application management	InfoSend & Client
Go-Live Coordination: Begin parallel testing of application, including any automation scripts	InfoSend & Client
Go-Live Coordination: Complete parallel testing of application	InfoSend & Client
Go-Live Coordination: Internal Go-Live readiness checklist completed by Project Team and Management	InfoSend
Milestone: Go-Live Week 12	
Go-Live: Receive and process first live file for distribution	InfoSend
Go-Live: Internal "First Live Run" Checklist completed, with review and signatures required from each department manager	InfoSend
Follow Up and Support: continue weekly meetings to cover additional questions or training until client satisfaction	InfoSend & Client
Follow Up and Support: send implementation survey and make management team available to ensure satisfaction	InfoSend

i. Indicate tasks that will occur concurrently.

An implementation is not necessary, as InfoSend is the current provider of services to Henrico County. However, for typical implementations, please refer to our implementation schedule provided in the item above.

ii. Show the total number of workdays required to complete the implementation.

An implementation is not necessary, as InfoSend is the current provider of services to Henrico County. However, for typical implementations, please refer to our implementation schedule provided in the item above.

iii. Is an implementation team assigned? If so provide details as to how many staff and their responsibilities.

An implementation is not necessary, as InfoSend is the current provider of services to Henrico County. Henrico's current project team would stay in their current roles, unless a change is desired by the County.

The current project team consists of a Sales Representative, Client Services Representative and a Developer for IT Support. InfoSend has redundant staff and management to assist when individuals are out of office or issues need to be escalated.

iv. Describe the support provided during implementation including training, technical assistance, manuals on-site visits, etc. Testing must be conducted in a secure test environment.

As InfoSend is the current provider for Henrico's services, no implementation is required and work can continue immediately upon award. However, our typical implementation support approach is described below:

InfoSend Implementation Highlights

- Dedicated Account Manager acts as primary contact and project manager, coordinating all internal setup activities with InfoSend programming and operations staff.
- All setup and training performed virtually, using phone, email, and web-based tools for issue tracking and screen sharing.
- All communications, documentation and test files tracked and stored securely within the InfoSend CRM system, allowing other InfoSend personnel to contribute or take ownership of the project.
- Key milestones are established at kickoff, then tracked and reported throughout the project with 4 key phases: Requirements Gathering, Application Build, User Acceptance Testing (UAT), Go-Live.
- During Application Build, InfoSend's Data Processing platform is configured to automate client-specific Quality Assurance (QA) during client data processing.
- All web facing applications are internally validated and then provided to client for training and User Acceptance Testing (UAT) prior to go live.
- Parallel Testing is run prior to Go-Live, ensuring all aspects of the application are validated before launch.
- Go-Live includes an "all-hands" approach, with all key InfoSend managers required to review the launch day activity and sign off before application go-live is final.

InfoSend Implementation

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

All InfoSend implementations have 4 key phases.

- 1. Requirements Gathering**
- 2. Application Build**
- 3. User Acceptance Testing (UAT), Samples, Parallel Testing, and Training**
- 4. Go-Live and Follow Up**

Requirements Gathering

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

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

Application Build

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

Samples, Parallel Testing, and Training

During the last phase of the implementation, output and application web access is provided to clients for User Acceptance Testing (UAT). Once the application build is validated and accepted by the client, the application is put into Parallel Testing mode. During this time clients are encouraged to transfer copies of live data to InfoSend to be automatically processed and output for review, simulating go-live. Clients check the web application and output to ensure that it is satisfactory and any requested revisions will be completed before go-live. Any payment related applications are tested to ensure payment deposits are received and reconciled. Clients are also trained on how to use InfoSend tools and reporting to support the application at this time.

The hour-long, web-based training covers:

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

Go-Live and Follow Up

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

v. Describe how your company will transition the County from its current process to meet this proposals Scope of Services.

Since InfoSend is the current provider, the County will not need to change its current process if we are awarded.

vi. Describe how your company will transition at the end of the contract term should the contract expire or not be renewed.

InfoSend is the current provider and hopes to remain working with Henrico County for the long-term. Also, InfoSend is proud of its current client retention rate of over 98%. However, should the contract with Henrico come to end of term and we part ways, InfoSend will work closely with Henrico County on a smooth transition. InfoSend and Henrico County will schedule final data files to be produced to ensure that no billings are missed in the transition. But typically for the print/mail service, there is not much to do on the Client side. Once Henrico County has made the transition, they just do not need to send print files. InfoSend will look to support the transition any way we can.

Internally, InfoSend has specific procedures to shut down the existing programs, destroy any client data as well as return or recycle any client specific materials used, if applicable. Once the final production date is determined and passed, InfoSend will remove all systems access.

InfoSend will return any postage deposit on file within 15 days of termination and final billing.

f. Describe the mailing method your firm will use to obtain the lowest possible postal rate.\ g. Provide any documents the County maybe required to sign. Include copies of the documents in your response to this RFP.

USPS Compliance and Efficiency

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

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

Full Service with Intelligent Mail Barcode (IMb)

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

Coding Accuracy Support System (CASS)

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

Ongoing USPS Enhancements

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

h. What differentiates your printing and mailing processing service with others in the industry?

InfoSend currently has more than 130 clients using Harris CIS platforms, including more than 30 clients using Harris Advanced Utility Systems – CIS Infinity. Your unique data is transferred into our database where it can then be output to multiple destination channels – print, web, or telephone. With our online tools and outstanding customer service, we know the County will be getting value no other company can provide.

Through our strength as a document outsource provider, InfoSend offers the County unique advantages beyond document printing. These include:

- Extensive experience with implementing printing and mailing services with Harris Advanced Utility Systems – CIS Infinity software. We are proud to be a preferred vendor for all Harris CIS systems.
- Comprehensive document design services.
- Highly automated data center and production operation that boasts intelligent inserters with 2D bar codes.
- Manual and ad hoc projects and reports for all billing functions as needed.
- Mix of black to full color production for all bill statements, notices, and inserts.
- Ability to work with any raw data as well as print image files such as PDF for processing.
- World class customer service.

- Close proximity to major USPS airport hub for each of our facilities allowing for the fastest mail delivery time possible.
- Proprietary quality control systems.
- Over 220 employees across multiple states, with high employee retention ensuring clients are handled with consistent knowledge and care.
- Attentive support with 24/7/365 request tools and multiple support points of contact.

Key Differentiators

- InfoSend's web-based reporting portal allows the County to manage its print operations remotely using the job tracking system. The County can see when a file arrives, when it was processed, how many transactions were processed, when the job was completed, total postage usage, and additional production details.
- InfoSend is SSAE 18 SOC1 Type II audited and certified, and PCI Level 1 Compliant. We understand that data security and privacy are of the utmost importance.
- InfoSend offers a fully redundant processing solution, with mirrored production facilities strategically located in Texas, Illinois, Massachusetts, Florida and California. This ensures complete disaster recovery mitigation.
- True business continuity and Disaster Recovery with 5 synchronized and mirrored facilities across the country
- Self-contained for all services required, including InfoSend's own envelope manufacturing.
- Complete Revenue Cycle Management Solutions including Customer Engagement Solutions for the Web, IVR, SMS, Bank Payments, and Mobile Wallet.
- InfoSend is privately held and is a long standing, family own business with no intentions of selling. The continuity of ownership, well tenured management and zero volatility from not having private equity reduces risk for our clients.

Tab 7 – Technical, Quality Assurance and Security

In this tab Offerors shall provide the following information regarding your firm’s technical quality assurance and security practices. Provide information as to how your firm’s solution meets the Technical requirements of this RFP and provide the following information:

a. Discuss your firm’s ability to provide an indicia for Henrico County. If the County indicia is not available, discuss options such as “ghosting indicia” and if there is an additional charge?

InfoSend does support the use of the County's indicia should the County want to manage the postal funds and ensure adequate funds are available at the time of mailings. InfoSend has a number of clients supported this way. Typically, InfoSend uses its own permit and either meters or provides our indicia tied to our permit. Essentially, using the County indicia is not a problem.

Henrico County is an InfoSend client and currently uses a double window #10 envelope with InfoSend indicia

b. Provide a flowchart of the printing and mailing process and show at what point Quality Assurance occurs.

InfoSend Data Process Flow

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

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

1. Client Input-Data Transfer and Acknowledgement

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

2. Data Processing and Validation

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

3. Document Composition and Sample Approval

- **Job Batch Creation:** InfoSend's system will take validated input data and begin processing by assigning a unique production Job Code specific to the client input file(s). This Job Code identifies and accompanies the output through InfoSend's processing.
- **Document Layout and Business Logic:** the input data is rendered by the InfoSend application, resulting in the layout defined during the implementation. Any client defined special business logic conditions are applied at this time.
- **USPS & Special Messaging:** During processing, the system will also validate customer mailing addresses, optionally apply National Change of Address (NCOA) updates, and perform record suppression based on client-defined criteria. The system also performs USPS pre-sorting of records, applying the Intelligent Mail Barcode (IMB) and ensuring the records are in the correct order to maximize postal efficiency. Additionally, InfoSend's CCM platform will check the database for any scheduled messages or inserts to be included with the output.
- **Rendered Output and Sample Review:** Once a file has successfully been rendered, clients have the option to review a sample file containing a PDF output of the documents. Sample outputs can contain a percentage of or the complete output and includes a Process Summary report cover page which lists details on the output work to be performed by InfoSend. Clients are provided the option to either reject and resend their data file with corrections or approve the batch. Once files are approved, an email confirmation of the approval is sent, and the output is released to the manufacturing environment for distribution.

4. Printing

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

5. Quality Control

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

6. Mailing and Electronic Distribution

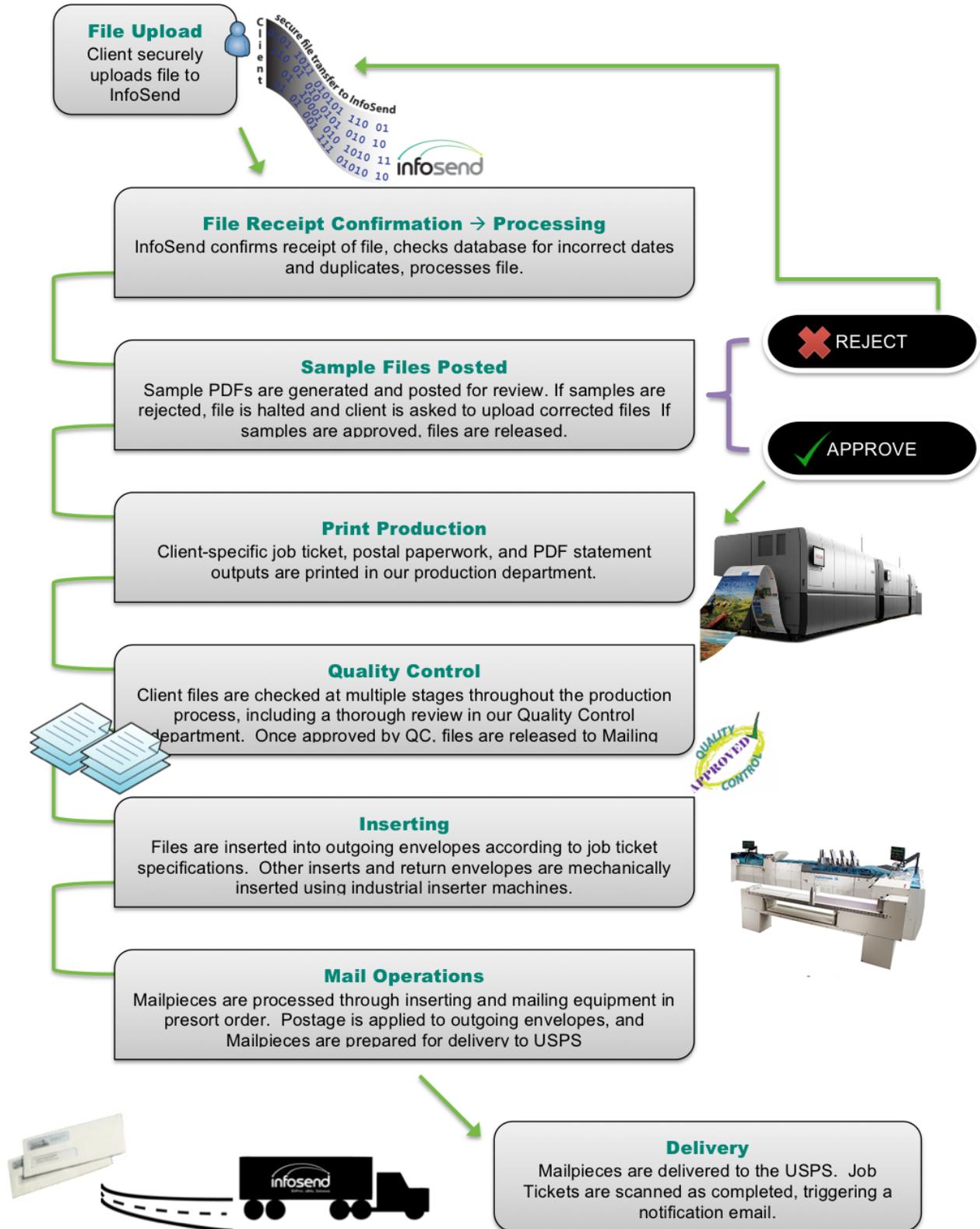
- **Mailing Department:** once a job has gone through Quality Control, it is released to the printing department for fulfillment. All printed pages are matched to the correct materials per the Job Ticket and inserted into the envelope for mailing. Mail that has been inserted is then delivered to the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

7. Confirmation and Reporting

- **Process Confirmation:** once InfoSend has completed the distribution of the client job batch, a confirmation receipt is sent to the client with details on the job batch execution. This receipt serves as the final notification regarding the input data received.

- Reporting:** InfoSend's platform also provides robust reporting back to clients on the output services performed. InfoSend offers detailed address update and suppression reporting, as well as customized, detailed breakdown of the fulfillment.

Data Processing Workflow Diagram:



c. Describe your quality assurance philosophies and who will be the person dedicated for quality assurance.

InfoSend Quality Control Highlights

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

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.

d. Describe your technical assistance team and if one person will be dedicated to our account.

Yes, we provide a dedicated Account Manager to monitor and provide support.

This is Bob Woods who serves as the current account manager and will remain as the account manager should Henrico select InfoSend for award.

Name	Bob Woods
Experience	InfoSend, Inc Carrollton, TX (2014-present)

	<p>Senior Account Manager</p> <ul style="list-style-type: none"> • Manage new client implementation projects in a variety of verticals • Provide ongoing personal support to clients • Coordinate between clients and internal departments to ensure compliance with best practices and procedures <p>DataProse, Inc Coppell, TX (2011-2014)</p> <p>Strategic Account Manager</p> <ul style="list-style-type: none"> • Responsible to build relationships and maintain Clientele • Manage internal and external client relationships • Ensure prompt issue resolution, client education and communications. • Responsible for knowing client's business as well as the client's objectives and challenges. <p>CSG Systems, Inc. Coppell, TX (2010-2011)</p> <p>Senior Account Manager</p> <ul style="list-style-type: none"> • Serves as main contact between CSG and client base of 90 • Works closely with other departments to ensure quality of product, timeliness of delivery and client satisfaction • Plans and manages project timelines, budgets and priorities
Education	<p>MBA Candidate, University of Phoenix</p> <p>BA, Marketing and Management, Long Island University, Long Island, NY</p>

InfoSend's Client Services department provides web, phone and email support channels for clients, with dedicated support staff available to resolve client requests. Support staff is trained to monitor, analyze, escalate and respond to incoming requests, as well as provide proactive support in the event internal Quality Control procedures detect issues with client data.

e. What is the percentage of client web portal outages?

InfoSend's portal downtime is extremely low (less than 0.01%). InfoSend maintains over 99.9% uptime.

f. Has your firm created a bill using an electronic bill print (EBP) data file?

Yes. As the County's current provider, InfoSend has demonstrated capability of meeting this requirement.

i. If yes are there any bill printing or processing limitations when using the EBP data file?

InfoSend currently works with Henrico County's EBP file and has no issues with this data input. InfoSend anticipates no limitations going forward or with adding new document types.

ii. Does your proposed solution make bill printing decisions using specific fields in the EBP data file?

Yes. Data located in a particular field can be used as a trigger for programming, messaging, highlights, etc. We can program logic based on specified criteria or business rules. InfoSend is well versed in Advanced data structure and can assist Henrico County in employing logic so that the outputs display the information correctly.

iii. How many of your customers use the EBP file format for bill printing? Provide some examples.

Many of our 650+ utilities use .txt files for inputs. Specifically, about half of our 30+ Advanced clients use this exact input format. A few examples of customer utilizing this format are Beaufort Jasper Water and Sewer Authority SC, City of Fullerton CA, Pensacola FL, Missoula MT, Richland WA, Englewood CO, Chester Water PA, Mount Pleasant Water Works SC, Manitowoc WI, New London CT and many others.

Henrico County is a specific example of InfoSend's familiarity with the EBP file format as we have provided services to read this data and create the outputs for the County.

g. Has the proposed solution created a past due notice/final notice from a txt data file? (see sample data file Attachment J)

Yes. InfoSend's Data Processing platform is completely adaptable to client output, accepting both data-only text files (e.g. flat files, csv, XML, etc.) and print-output PDF files.

h. What is the estimated time to create an initial bill from an electronic bill print file? (see sample data file Attachment J)

InfoSend has created the current outputs for Henrico County as the current provider. There is not install period since the outputs are currently in production. However, InfoSend does have install timelines for new implementations ranging from 4 to 12 weeks depending on the CIS and input files in which to create a new program for processing.

Any bill redesigns with the existing input data can range from several business days to weeks depending on the complexity of the change.

i. What is the estimated time to create an initial past due notice and final notice from a txt data file? (see sample data file Attachment J)

Please see above response.

j. How does your firm automate address changes back to the County?

USPS Move Updates

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

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

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

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

In an effort to help Henrico County automate the Address Update reports and read them back into the system, InfoSend can provide these in machine readable format.

k. Describe your policies and procedures that ensure access to government information is limited to only those employees/contractors who require access to perform your proposed services.

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, Fort Myers, FL and Haverhill, MA. 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.

I. Identify any third party which would host or have access to County information.

InfoSend does not have any third-party host who will have access to County information.

m. Describe your hiring procedures and safeguards to for screening employees and contractors who have access to County information.

1. **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.
2. **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.

3. **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.

n. Describe your policies, procedures, and practices for the physical security of your data centers and the safeguards that are in place to prevent unauthorized use, reuse, distribution transmission, manipulation, copying, modification access or disclosure of private information.

Please see response to item k. above.

o. Describe your business continuity plan and/or contingency plan in the event of a disaster, or in the event that the equipment used in the performance of the contract should fail. Include your provisions for processing, hardware, software and communications backup. Provide date of last disaster recovery testing and outcome.

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery Highlights

InfoSend approaches the risk of technology failure or operational interruption via the following methodologies:

- Operations run under capacity for Data Center, Equipment and Labor Force potential
- Specific pandemic protocols to prevent labor shortages and protect employees
- Operational and Procedural Documentation
- Redundant Communication Lines
- Server Virtualization Used
- Multiple Forms of Data Redundancy: RAID, SAN, VPN Data Sync and Off-Site Hard Drive Backup
- Automated Alerts and 24/7 Employee Coverage
- Disaster Recovery Plan and Preparedness

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery

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

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

InfoSend's approaches business continuity through:

A. Risk Mitigation

B. Disaster Recovery Plan

A. Risk Mitigation

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

- **Organizational Design**
- **Data Center Design**
- **Data Backup Design**
- **Network Security**

- **Labor Management**
- **Client Material Redundancy**
- **Equipment Mirroring**
- **Facility Mirroring**

Organizational Design

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

Data Center Design

- Redundant data centers; system architecture uses industry-standard security practices and a multi-layered security approach
- Redundancy for all critical servers, switches, etc. Virtualization used to provide automatic backup and restoration of live operating systems
- Highly scalable; system scales horizontally so that additional processing power can be added quickly. Load balancing for high availability
- Multiple methods of secure data transmission with firewall failover are available to ensure that client data reaches InfoSend securely, quickly, and in whole
- Each InfoSend facility has high speed Internet connections with a minimum of 10mb of bandwidth. Both the primary data center facility (corporate H.Q.) and DR data center use a fiber optic Internet connection from AT&T with a minimum of 100mb of bandwidth. The primary data center also has a backup wireless Internet connection from a different provider.
- UPS systems for battery backup and 600KW backup generator to power data center automatically in the event of grid failure
- Large secure storage array; all network storage uses RAID and SAN technology
- Backup copies of all data files are made before processing; data is backed up to external hard drives, stored in a fireproof safe, and picked up by an enterprise media vaulting service provider
- System and facility capacity and responsiveness are constantly monitored with Icinga protocol; alerts sent to internal systems administration staff when potential issues arise
- The system is scaled to prepare for upcoming volume increases.

- InfoSend's security and compliance procedures ensure infrastructure is constantly improved and evolved.

Data Backup Design

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

Four separate backup methods are in place to protect data and assure systems are fully restored after a disaster of any type:

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

Network Security

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

Labor Management

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

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

- Require face coverings in all common areas
- Distance production staff and equipment by at least 6 feet, following social distancing protocols
- Enable remote working arrangements for workers who can perform their duties remotely by providing necessary equipment and secure remote access as needed
- Facility mirroring at InfoSend's 5 nationwide locations allows InfoSend to load balance client production across facilities should a localized shut-down result in sudden impacts

Client Materials Redundancy

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

Equipment Mirroring

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

Facility Mirroring

- InfoSend owns and operates facilities in 5 different states: California, Texas, Illinois, Florida and Massachusetts (affiliate). By not relying on third party contracts for DR capacity InfoSend has true Disaster Recovery.
- Large clients can opt to have their jobs split from two facilities on a normal day to day basis. This ensures that DR capabilities are continually tested.
- All facilities utilize inkjet printing onto white paper and stock standard envelopes (see above sections).

B. Disaster Recovery

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

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

DR Response Levels

InfoSend maintains 3 levels of disaster response.

Level 1: no critical damage to the facility to prevent operations, same day recovery expected.

Level 2: some damage to the facility, full failover not required. Some operations re-routed, full operations expected within 5 days.

Level 3: facility is inoperable, full failover enacted.

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

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

Testing and Documentation

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

InfoSend conducts a formal test of our disaster recovery system once a month. During this test we will determine a job to test and will reassign it to another location for processing and mailing. Our team will assess the materials requirements for the job to ensure that adequate supply of envelopes and inserts (if applicable) are available at the DR location prior to making this change. Operations managers at the various sites are notified and briefed on the requirements for these jobs. We track progress and to date this test has always been successful.

In addition to these formal tests, we have other notable experience in this area. We regularly load-balance work for some of our national accounts, assigning jobs to different locations for production runs based on a number of factors. Reassign jobs have been configured to automatically update with the correct USPS information and to pick up any site-specific requirements during the transition. Additionally, in 2022 during Hurricane Ian our Ft Myers facility was directly impacted by the hurricane making landfall in the direct vicinity. We were able to anticipate the downtime at that site and took steps to move production volume to other locations in advance of and during the storm to minimize delays and process client jobs according to our SLAs. Even while the local USPS was closed in Ft Myers we were able to produce work seamlessly for our clients using our DR processes.

p. What controls are in place to detect security breaches? What is the policy of informing the County of any security breach?

InfoSend facilities employ physical site security measures such as zoned and controlled access, cameras, alarms and other theft deterrents. 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.

q. How will County information be managed after contract termination? Will County information provided to the Successful Offeror be deleted or destroyed and what time frame at the completion of the contract?

InfoSend employs a comprehensive "shut-down" procedure should the contract terminate and County programs are no longer necessary. Any data existing on InfoSend systems will be securely disposed of, including degaussing and any custom paper materials can be returned to the County at cost or securely recycled at cost. InfoSend will work closely with the County to prepare an orderly wind down that correlates with the County's needs. Final destruction of existing data will be at the instruction of the County.

r. Provide certificate of security for data processed and data stored, including physical access, control access, encrypted storage and encryption during data transmission of electronic files.



s. List any procedures, certifications or awards received that demonstrate that adequate security controls are in place to properly store, manage and process government information. Provide the County with most recent and future audit reports related to these procedures or certifications?

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 2 audit and reporting
- Gramm-Leach-Bliley Act (GLBA) Compliant
- FACTA Red Flag Rules (Identity Theft Prevention) 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 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).

CERTIFICATE *of* COMPLETION

This certifies that

InfoSend, Inc.

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

July 1, 2021 to June 30, 2022

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



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t. Specify the location(s) where printing services will occur. Identify the backup location and provide evidence of a contingency plan.

InfoSend Facilities

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

Primary Operating Facility

Midwest & Northeastern US Production Facility

1406 Centre Circle · Downers Grove IL 60515



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

Out-of-State Disaster Recovery Facilities

Florida & Southeastern US Production Facility

13891 Jetport Loop · Fort Myers FL 33912



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

Texas & South-Central US Production Facility

1624 W Crosby Road #128 · Carrollton TX 75006



InfoSend's 21,000 sq. ft. Texas Production facility is located near Dallas and is the main production center for clients in the South and the Central US. This facility also provides out-of-state disaster recovery for InfoSend's other locations. InfoSend is currently in the process of negotiating the lease of a larger building to move to that will be over twice the size of this facility.

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.

Other Facilities

InfoSend Northeast Production Facility

41 Rogers Road

Haverhill, MA 01835



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

Ensuring Business Continuity through Process Redundancy and Mirroring

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

Tab 8 – Reporting Services

In this tab, Offerors shall describe in detail their reporting capabilities as requested in the scope of services of this RFP. Offerors shall provide samples of reports that will be provided and if they are customizable.

Data Processing, Print and Mail Reporting Highlights

- **File Transmission and Processing:** InfoSend provides key reports during file transmission, after data processing, and upon file completion so clients are informed throughout the entire process.
- **Process and Postage Summary:** 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.
- **Job Tracking Tool:** As client batches are processed, InfoSend provides a web tool with real-time and historical information when a file has achieved a stage of production.
- **Address Update:** InfoSend provides a full suite of address updates, including National Change of Address (NCOA) reports.

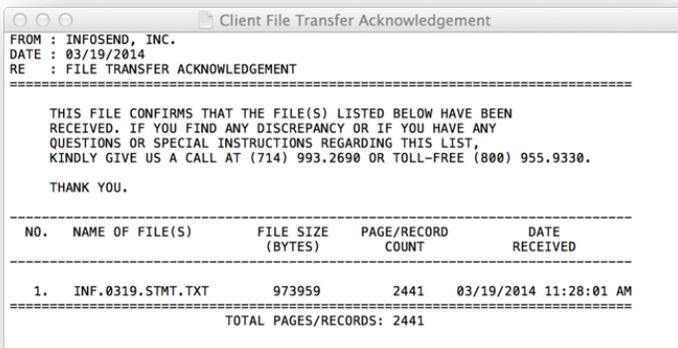
Data Processing, Print and Mail Reporting

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.



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.

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 grey background have been placed on hold. Please contact an InfoSend representative if further details are required.

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"/>

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	MailSequenc	MailerID	JobCode	AccountNum	OAddr1	OAddr2	OCity	OSt	OZip	MAddr1	MAddr2	MCity	MSt	MZip	COAType	Reason
2	700003880	107315	INF0307A	000000-01	123 Water St		WOODLAND CA		91364	123 Water St		Woodland Hi CA		91367-4545	NCOA	
3	700004170	107315	INF0307A	000000-02	4240 E La Palma		LOS ANGELE CA		90011-5518	4240 E La Palma		Los Angeles CA		90011-3329	NCOA	
4	700004156	107315	INF0307A	000000-03	5454 Main St		LOS ANGELE CA		90011-3721	5454 Main St		LOS ANGELE CA		90011-3721	UAA	491:ZIP+4 coded but failed DPV because of invalid primary
5	700004182	107315	INF0307A	000000-04	456 Water St		TORRANCE CA		90501	456 Water St		TORRANCE CA		90501	UAA	411:Invalid Primary Number
6	700004080	107315	INF0307A	000000-05	124 Water St		LOS ANGELE CA		90013	124 Water St		LOS ANGELE CA		90013	UAA	491:ZIP+4 coded but failed DPV because of invalid primary
7	700004048	107315	INF0307A	000000-06	4241 E La Palma		LONG BEACH CA		90802	4241 E La Palma		LONG BEACH CA		90802	UAA	491:ZIP+4 coded but failed DPV because of invalid primary
8	700003938	107315	INF0307A	000000-07	5455 Main St		LOS ANGELE CA		90007	5455 Main St		LOS ANGELE CA		90007	RETURN-UAA	V - Vacant
9	700003967	107315	INF0307A	000000-07	5455 Main St		LOS ANGELE CA		90007	5455 Main St		LOS ANGELE CA		90007	RETURN-COA	
10																

Tab 9 – Pricing / Cost Proposal

In this tab, Offerors shall provide a price list for all items required to perform the Scope of Services. Offerors shall then provide pricing on Attachment H (Excel Price Sheet) for each tab for jobs 1-3 for evaluation purposes. (Note: There is a Tab for each job and then after each job there is a tab for Offerors to itemize the cost for that job.)

Client Volume Assumptions
<p><u>Customers Contacted or Billed Monthly</u> -Regular Bills – 2,500 per day -Past Due – 3,100 per week -Final Bills – 100 per week -Approximately 1,000,000 water and sewer bills, past due notices and final notices on a bi-monthly basis</p> <p><u>Number of Batches Monthly</u> -Data is sent on a daily basis for Regular Bills and 2x per week for Past Due and Final Bills</p>

InfoSend Data Processing, Print and Mail Pricing

Document Production Summary	
<p>Regular Bills, Past Due and Final Bills – Fixed for initial 2-year term Package includes: one printed page up to 1/1 ink, InfoSend outgoing #10 envelope, InfoSend #9 return envelope</p>	\$0.109 per document

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 1:30PM local time at the production facility designated for your account. If samples are required then they must be approved by 3:30PM local time for the file to be mailed by the next business day.

The below provides the components of the summary price given above. All pricing is based on “Client Volume Assumptions” listed below and excludes applicable sales tax.

Data Processing	
Setup Fee - Express PDF Input Files	\$0.00 – Waived for Existing Client
Setup Fee – Data Only Input Files	\$0.00 – Waived for Existing Client
Document Re-Design Fee	\$150.00 per hour after Go Live
Data Processing Fee (per document)	\$0.006

Printing and Mailing Service	
Regular Bills, Past Due and Final Bills Printing & Mailing Fee per Page with up to 1/1 Ink	\$0.045
USPS Postage	Pass-through A postage deposit will be required prior to starting service.
Print Color Options (colors per side) *	\$0.045 for 1/0 or 1/1 printing \$0.045 for 2/0, 2/1 or 2/2 printing \$0.045 for 3/0, 3/1 or 3/3 printing \$0.045 for 4/0 or 4/1 printing \$0.048 for 4/4 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)	\$0.25 NCOA or \$0.003 per record processed \$0.25 ACS

Materials	
Standard 8.5" x 11" Paper Stock (per sheet)	\$0.015
Standard Double Window Outgoing #10 Envelope	\$0.023
Standard Single Window Return #9 Envelope	\$0.020
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.17

Insert Services	
InfoSend Produced	Quoted based on specification
Envelope Messaging (Snipes)	Quoted based on specification
Electronic Inserts	\$0.006
Inserting Fee	\$0.006 per insert

Optional Document Services	
Print Image Archiving (Per Document Image), with included USPS mail tracking	\$0.009 - For 12 Months of Retention \$0.018 - For 24 Months of Retention \$0.025 - For 36 Months of Retention
Print Image Archive API Monthly Support Fee	\$150.00
Final Doc Transfer (FDT)	\$0.009 per image InfoSend Batch File \$0.015 per image Custom File Format
Professional Services Rate (per hour)	\$150.00
Returned Mail Handling	\$0.35 per reported returned mail piece
Remit Tracking	\$50 monthly support fee

Fee Explanations

Data Processing

- **Setup Fee - Express PDF Input:** requires a final composed PDF is uploaded to InfoSend for processing. Clients maintain control of document look and feel, but InfoSend designs a program to parse the necessary data from the PDF.
- **Setup Fee - Data Only Input:** requires the client provide a flat data extract, InfoSend creates, hosts and maintains an application to generate documents. Existing document design is copied.
- **Document Re-Design Fee:** using the "Data Only Input" method, InfoSend's Client Services Team assists in redesigning the format of printed documents to improve communications or to take advantage of new printing capabilities.
- **Data Processing Fee:** per document image that is processed by the InfoSend system for output.

Printing and Mailing Service

- **Print Fee:** price includes baseline number of colors printed on the front and back of the document. All variable and static images are dynamically imaged onto white form with a perforation.
- **Postage:** clients are invoiced for the exact postage used. Leveraging InfoSend's USPS compliance and expertise, clients are provided the lowest possible USPS automated rates when client batches qualify.
- **Optional Color Upgrades:** Different options are available at different prices. Numbers fewer than 4 equal individual colors, 4 equals full color. The number 1 means black or grey. All sheets are billed at the same rate; the price for the sheet with the highest number of colors is the applicable fee. **4 equals CMYK (full color).**
- **Batch Fee:** assessed to cover InfoSend costs when batches transferred to InfoSend fall below threshold.
- **Inline Insert Print Fee:** price for inserts printed on demand as additional pages. Allows for more dynamic customer messaging without the extra pre-production lead time and overhead.
- **Excess Pages Handwork Surcharge:** surcharge is assessed per mail piece (not per page). This surcharge only applies to multiple page bills that have too many pages to be inserted into a #10 envelope by machine. This surcharge covers the necessary manual labor required to process these mail pieces.
- **Address Updates – NCOALink or ACS:** per reported update. InfoSend electronically reports the addresses it received in your data that need to be updated because the customer filed a Change of Address Report with the USPS. Cost is per update.

Materials

- **Paper Stock:** white paper stock with or without perforation. Paper is 8.5x11" and 24lb. Price includes all inventory costs. A larger 8.5x14" format is available at a higher material cost and higher printing cost.
- **Outgoing #10 Envelope:** #10 InfoSend Standard Double Window Outgoing Envelope. Includes security tint printed on the inside of the paper stock and clear film that prevent the contents of the envelope from being viewed. Sourced with sustainably logged paper (SFI).
- **Return #9 Envelope:** #9 InfoSend Standard Single Window Return Envelope. Includes the same security tint and SFI paper as the #10.
- **Outgoing Flat Envelope:** single window envelope, only used for multiple page statements that do not fit in the #10 envelope.

Insert Services

- **InfoSend Produced Inserts:** utilizing InfoSend printing and/or design services, inserts can be produced by InfoSend. Price quoted on request.
- **Envelope Messaging (Snipes):** custom messages and images can be printed onto the standard InfoSend #10 double window envelope as a more cost-effective alternative to pre-manufactured custom envelopes. The price depends on the artwork – number of colors and whether it prints on one or both sides of the envelope, as well as order quantity. Price is quoted upon request.
- **Electronic Inserts:** fee per digital image of a physically produced insert included in the PDF copy of a document. Ensures that client representatives and client customers can get the same information in the electronic bill as would go out physically.
- **Inserting Fee:** client provided or InfoSend produced inserts to be included with InfoSend produced mail. Additional fee applies if insert arrives at InfoSend but requires folding prior to insertion. Setup fees may apply for programming selective inserting. InfoSend-printed inserts are quoted upon request.

Optional Document Services

- **Enhanced Print Quality:** the baseline print image quality for transactional documents such as statements and invoices is 600 x 600 DPI. Work produced from InfoSend's Anaheim facility can be printed at an enhanced image quality at an additional cost. This option uses high definition pigment ink & variable drop sizes to achieve a perceived 1200 x 1200 DPI image quality.
- **Print Image Archiving:** fee per document to process, index, and store a document as a PDF for a set number of months. PDFs are securely accessed using an InfoSend website application, and includes USPS mail tracking for all outbound First Class mailed documents. Setup fees may apply depending on configuration needs.
- **Print Image Archive API Monthly Support Fee:** a flat monthly support fee to provide API access to documents in the InfoSend Print Image Archive. InfoSend will work with the designated third parties that a Client chooses, and provide support and open access to API calls on a monthly basis.
- **Final Doc Transfer FTP:** each completed InfoSend batch is indexed and transferred to you via FTP or SFTP to store on your own network. InfoSend's standard Batch File format is one PDF per batch with an XML companion file providing meta data and page numbers. If the client requires a custom scheme, including individual PDFs per each image in a batch, the Custom fee applies. Note: setup fees may also apply for some custom setups.
- **Professional Services Fee:** per hour and performed only upon request for customizations made to processing program or document format after go-live. Work is only started after receiving client approval of a formal quote.
- **Returned Mail Handling:** InfoSend will provide electronic reporting of mail that is returned by USPS, saving clients the hassle of receiving and opening returned mail to update records. All records which are not delivered will be securely destroyed and recycled after reporting.
- **Remit Tracking:** for clients utilizing the Print Image Archiving service, InfoSend can also track inbound mail from customers utilizing an included remittance stub in the outbound mail. With Remit Tracking clients will be able to see when a customer responded to the original mail piece, as well as get a daily report of inbound mail with an estimated value of payment remittances based on the outbound mail.

Tab 10 – Exceptions (if needed)

In this tab, Offerors shall list any exceptions taken to the Scope of Services and General Terms and Conditions of this Request for Proposals. The County intends to make the RFP and the Successful Offeror's proposal a part of the contract between the parties, so Offerors should list any exceptions for purposes of negotiating the contract.

InfoSend would like to request that any price increases upon renewal be capped at actual changes to CPI rather than 3% year over year. In the past few years we have seen CPI regularly exceed the 3% cap and anticipate that it will again be over 3% sometime during the next 7-year period (2 year fixed plus five 1-year optional renewals). We therefore ask that any rate increase reviews be tied to actual CPI.

InfoSend is the incumbent vendor and current payment terms are Net 30. We would like to request that payment terms remain at Net 30.

InfoSend would like to add the following to any agreement:

Limit of Liability - In no event shall either party be liable for indirect, special or consequential damages arising out of a default or breach under this Agreement, even if the party has been advised of the possibility of such potential claim, loss or damage. The foregoing limitation of liability and exclusion of certain damages shall apply regardless of the success or effectiveness of other remedies but shall not limit or otherwise affect the County's remedies under Section VI.F of the RFP.

Force Majeure - Neither the County nor InfoSend shall be responsible for any delay caused by any contingency beyond their control, including, but not limited to, war or insurrection, fires, natural calamities, riots, or demands or requirements of governmental agencies other than the County.

Tab 11 – Assumptions (if needed)

In this tab, offerors shall list any assumptions made when responding to this Request for Proposals.

InfoSend assumes that we will not need to provide VA workers compensation. InfoSend is located out of state and the services we provide are outsourced and fully remote. InfoSend does not have any staff on site or within the State of Virginia.

Postage rates are determined by the United States Postal Service. All postage rate changes are determined directly by USPS and are independent of any InfoSend service or materials fees. In no event shall any change in the postage rates affect the InfoSend service or materials fees. The Client will be invoiced the amount of excess for overweight and foreign mail.

InfoSend purchases the postage needed to mail Client documents on the day of mailing. The postage charges are later invoiced to Client based on the Client's payment terms. InfoSend requires Client to submit a postage deposit prior to the first mailing to facilitate the payment terms. This amount will remain in deposit for the duration of the Agreement. Upon Agreement expiration or termination Client must pay in full any outstanding invoices from InfoSend for payables created under this Agreement; the postage deposit will be refunded within fifteen (15) days of the date that the last open invoice is paid.

The postage deposit amount is calculated by multiplying the estimated number of mail pieces per month by the current 5-Digit pre-sorted first class postage rate. The postage deposit amount due for your account is:

Henrico County is an existing Client and has a Postage Deposit on account.

The postage deposit is subject to ongoing review and may be adjusted at any time to account for changes to Client average mailing volume or changes to USPS postage rates with at least thirty (30) days' written notice to Client.

13. Tab 12 – Appendices (if needed)

Optional for Offerors who wish to submit additional material that will clarify their response.

INFOSEND, INC.

Consolidated Financial Statements and
Independent Accountant's Report

Years Ended December 31, 2022 and 2021

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INDEPENDENT ACCOUNTANT'S REVIEW REPORT

To Management
InfoSend, Inc.
Anaheim, California

We have reviewed the accompanying consolidated financial statements of InfoSend, Inc. (an S corporation) and affiliates, which comprise the balance sheets as of December 31, 2022 and 2021, and the related statements of income, comprehensive income, retained earnings and cash flows for the years then ended, and the related notes to the financial statements. A review includes primarily applying analytical procedures to management's financial data and making inquiries of company management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the financial statements as a whole. Accordingly, we do not express such an opinion.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatements whether due to fraud or error.

Accountant's Responsibility

Our responsibility is to conduct the review engagements in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. Those standards require us to perform procedures to obtain limited assurance as a basis for reporting whether we are aware of any material modifications that should be made to the financial statements for them to be in accordance with accounting principles generally accepted in the United States of America. We believe that the results of our procedures provide a reasonable basis for our conclusion.

We are required to be independent of InfoSend, Inc. and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our review.

Accountant's Conclusion

Based on our review, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in accordance with accounting principles generally accepted in the United States of America.

Supplementary Information

The supplementary information included in Schedules I and II is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from, and relates directly to, the underlying accounting and other records used to prepare the financial statements. The supplementary information has been subjected to the review procedures applied in our review of the basic financial statements. We are not aware of any material modifications that should be made to the supplementary information. We have not audited the supplementary information and do not express an opinion on such information.



M. Blank & Company
Certified Public Accountants
Lake Forest, CA

May 23, 2023

INFOSEND, INC.
CONSOLIDATED BALANCE SHEET
DECEMBER 31, 2022 AND 2021

ASSETS

	2022	2021
Current Assets		
Cash	\$ 2,570,041	\$ 3,727,847
Accounts Receivable	19,180,230	17,639,858
Allowance for Doubtful Accounts	(99,847)	(99,847)
Inventory	2,692,867	1,723,818
Employee Advances	6,175	6,150
Prepaid Expenses	332,541	249,222
Stockholder Loans	405,678	183,377
Security Deposits	32,226	11,226
Other Receivables	64,731	23,903
Investment in Cryptocurrency (fair value)	16,547	46,306
Total Current Assets	25,201,189	23,511,860
Fixed Assets		
Buildings, Improvements & Equipment	29,142,234	26,818,075
Less: Accumulated Depreciation	(11,455,207)	(9,897,500)
Total Property and Equipment	17,687,027	16,920,575
Other Assets		
Equipment in Process	752,904	370,711
Operating Lease Right-of-Use Assets	1,612,978	-
Goodwill	1,742,078	17,700
Less: Accumulated Amortization	(149,304)	(3,837)
Total Other Assets	3,958,656	384,574
Total Assets	\$ 46,846,872	\$ 40,817,009

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC.
CONSOLIDATED BALANCE SHEET
DECEMBER 31, 2022 AND 2021

LIABILITIES AND STOCKHOLDERS' EQUITY

	2022	2021
Current Liabilities		
Accounts Payable	\$ 890,854	\$ 358,100
Current Portion of Long Term Debt	1,718,456	1,080,975
Line of Credit	500,000	1,300,000
Credit Cards Payable	48,740	20,203
Sales Tax Payable	52,355	43,992
Accrued Paid Time Off	245,890	208,110
401(k) Payable	33,443	-
Operating Lease Liabilities	797,656	-
Postage Deposits	11,463,527	9,559,764
Total Current Liabilities	15,750,921	12,571,144
Long Term Liabilities		
Deferred Taxes	312,742	277,327
Deferred Rent	-	14,873
Long Term Debt, net of current portion	9,358,126	9,656,953
Loan Fees net of amortization	(20,170)	(25,110)
Operating Lease Liabilities	887,356	-
Total Long Term Liabilities	10,538,054	9,924,043
Total Liabilities	26,288,975	22,495,187
Non-controlling Interest in Variable Interest Entities	2,733,071	2,332,066
Non-controlling Interest in Infosend NE, LLC	204,905	-
Stockholders' Equity		
Common Stock (50,000 authorized, 50,000 issued and outstanding)	50,000	50,000
Retained Earnings	17,623,374	15,963,450
Accumulated Other Comprehensive Income (Loss)	(53,453)	(23,694)
Total Stockholders' Equity	17,619,921	15,989,756
Total Liabilities and Stockholders' Equity	\$ 46,846,872	\$ 40,817,009

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC.
CONSOLIDATED STATEMENT OF INCOME AND COMPREHENSIVE INCOME
DECEMBER 31, 2022 AND 2021

	2022	2021
Revenues	\$ 41,310,917	\$ 32,748,893
Cost of Sales	21,818,596	15,737,853
Gross Profit	19,492,321	17,011,040
Operating Expenses	15,862,494	13,212,534
Other Income (Loss)		
Interest Income	17,150	145
Loss on Disposal of Fixed Assets	(1,637)	-
Total Other Income	15,513	145
Net Income Before Income Taxes	3,645,340	3,798,651
Provision for Income Taxes	57,086	66,117
Consolidated Net Income	3,588,254	3,732,534
Reversal of Income in Non-Controlling Interest in VIE's	451,572	443,268
Reversal of Income in Non-Controlling Interest in Infosend NE, LLC	(80,275)	-
Net Income	\$ 3,216,957	\$ 3,289,266
Other Comprehensive Income, net of tax		
Unrealized gain (loss) from cryptocurrency	(29,759)	17,356
Total Other Comprehensive Income (Loss)	(29,759)	17,356
Comprehensive Income	\$ 3,187,198	\$ 3,306,622

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC
CONSOLIDATED STATEMENT OF CHANGES IN STOCKHOLDERS' EQUITY
FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021

	<u>Common Stock</u>		<u>Retained Earnings</u>	<u>Accumulated</u>	<u>Total</u>
	<u>Shares Issued and Outstanding</u>	<u>Amount</u>		<u>Other Comprehensive Income (Loss)</u>	
Beginning Balance as of January 1, 2021	50,000	\$ 50,000	\$ 14,603,710	\$ (41,050)	\$ 14,612,660
Net Income			3,289,266	-	3,289,266
Net change in cryptocurrency			-	17,356	17,356
Stockholders' distributions	-	-	(1,929,526)	-	(1,929,526)
Ending Balance as of December 31, 2021	50,000	\$ 50,000	\$ 15,963,450	\$ (23,694)	\$ 15,989,756
Net Income			3,216,957		3,216,957
Net change in cryptocurrency				(29,759)	(29,759)
Stockholders' distributions	-	-	(1,557,033)	-	(1,557,033)
Ending Balance as of December 31, 2022	<u>50,000</u>	<u>\$ 50,000</u>	<u>\$ 17,623,374</u>	<u>\$ (53,453)</u>	<u>\$ 17,619,921</u>

INFOSEND, INC
CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021

	2022	2021
Reconciliation of net income to net cash		
flows from operating activities		
Consolidated Net income	\$ 3,588,254	\$ 3,732,534
Adjustments to reconcile net income to net cash		
Depreciation and amortization	1,809,110	1,434,820
Loss on disposal of fixed assets	1,637	-
Operating Lease Right-of-Use Assets	(1,612,978)	-
Changes in Assets and Liabilities		
(Increase) decrease in		
Accounts Receivable	(1,321,517)	(4,719,805)
Inventory	(861,646)	(164,348)
Employee Advances	(25)	(200)
Prepaid Expenses	(83,319)	23,343
Security Deposits	(21,000)	-
Equipment in Process	(382,193)	(262,584)
Other Receivables	(40,828)	(3,449)
Increase (decrease) in		
Accounts Payable	532,754	16,253
Credit Cards Payable	28,537	(6,099)
Operating Lease Liabilities	1,685,012	-
State Taxes Payable	-	(12,218)
Sales Tax Payable	8,363	11,497
Accrued Vacation	37,780	24,677
401(k) Payable	33,443	(31,623)
Deferred Taxes	35,415	49,784
Deferred Rent	(14,873)	(843)
Postage Deposits	1,903,762	1,711,405
Total adjustments	1,737,434	(1,929,390)
Net cash flows provided by operating activities	5,325,688	1,803,144
Cash flows from investing activities		
Acquisition of Assets in LLC	(576,258)	-
Investment in property and equipment	(2,062,814)	(992,363)
Proceeds from sale of equipment	4,250	-
Net cash flows used in investing activities	(2,634,822)	(992,363)

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC
CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021

	2022	2021
Cash flows from financing activities		
Shareholder Distributions	(1,557,033)	(1,929,526)
Shareholder Loans	(222,301)	(183,377)
Distributions from Non-controlling Interest, Variable Interest Entities	(50,567)	(226,512)
Contribution to Non-controlling Interest in LLC	311,179	-
Distributions from Non-controlling Interest in LLC	(26,000)	-
(Repayments) Advances of Principal on Long Term Debt	(1,503,950)	(1,285,860)
(Repayments) Advances of Principal on Line of Credit	(800,000)	1,300,000
Net cash flows used in financing activities	(3,848,672)	(2,325,275)
Net change in cash and cash equivalents	(1,157,806)	(1,514,494)
Cash and cash equivalents, beginning of year	3,727,847	5,242,341
Cash and cash equivalents, end of year	\$ 2,570,041	\$ 3,727,847
Supplemental disclosure for cash flows information:		
Interest expense paid	\$ 439,391	\$ 372,514
Income taxes paid (net of refunds)	\$ 13,764	\$ 44,138
Acquisition of Assets in LLC		
Purchase of property, equipment, and intangibles	\$ 2,418,863	\$ -
Financing acquired	(1,842,605)	-
Net cash paid in Acquisition of Assets in LLC	\$ 576,258	-

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 1 - Company Profile and Summary of Significant Accounting Policies

Company Profile

The Company was formed on January 15, 1997 under the corporation laws of the State of California. InfoSend, Inc. is in the business of bill printing, mailing and e-billing providing customized services for utility, financial, communications and various other industries throughout the United States. It operates out of facilities in Anaheim, California, Chicago, Illinois, Carrollton, Texas, and Fort Meyers, Florida, and in 2022 in Massachusetts under InfoSend, NE, LLC. In 2017, the Company began the production of envelopes in the Anaheim location for internal use and possible future sales to third parties.

Basis of Presentation

Assets, liabilities, revenues and expenses are recorded under the accrual method of accounting.

The consolidated financial statements include the accounts of two limited liability companies, M&R Rezai, LLC and Rezai and Son, LLC (“the LLCs”), from which the Company rents certain facilities (see Note 13). The LLCs that are owned by stockholders of the Company are considered variable interest entities (see definition below).

On March 3, 2022, InfoSend, Inc. and another stockholder of the company formed InfoSend NE, LLC and acquired the assets of Statement Outsourcing, LLC. Business operations are conducted at a rented facility in Massachusetts. The Company financials are also consolidated with 2022 activity from InfoSend NE, LLC. In connection with the transaction, the Company acquired the following assets and liabilities.

Accounts Receivable	\$	218,855
Inventory		107,403
Fixed Assets		368,226
Goodwill		1,724,379
Total Assets		<u>\$ 2,418,863</u>
Cash paid	\$	576,258
Contingent Liability - Earnout		1,650,000
Liabilities Assumed		192,605
Total Consideration		<u>\$ 2,418,863</u>

All significant intercompany balances and transactions have been eliminated in consolidation.

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 1 - Company Profile and Summary of Significant Accounting Policies (cont.)

Variable Interest Entities

Effective January 1, 2009, the Company adopted the FASB Accounting Standards Codification, *Consolidation of Variable Interest Entities* (ASC 810-10). The guideline establishes when an entity should consolidate a variable interest entity in its financial statements. ASC 810-10 provides the definition of a variable interest entity and requires a variable interest entity to be consolidated if the Company is at risk of absorbing the majority of the variable interest entity's expected losses, is entitled to receive a majority of the variable interest entity's residual returns, or both. The adoption of ASC 810-10 resulted in the consolidation of a company as referred to in Notes 1 and 13.

Use of Estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

Cash and Cash Equivalents

The Company considers all highly liquid investments with a maturity of three months or less when purchased to be cash equivalents.

Accounts Receivable

Accounts receivable are reported at the amount management expects to collect from outstanding balances. Differences between the amounts due and the amount management expects to collect are reported in the results of operations of the year in which those differences are determined, with an offsetting entry to a valuation allowance for accounts receivable. Balances that are still outstanding after management has used reasonable collection efforts are written off through a charge to the valuation allowance and a credit to the accounts receivable. As of December 31, 2022, and 2021, the valuation allowance was \$99,847 and \$99,847, respectively.

Inventory

Inventories consist of various supplies such as paper, envelopes and toner which are valued at lower of cost or net realizable value. Cost is determined under the weighted average cost method of valuation.

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 1 - Company Profile and Summary of Significant Accounting Policies (cont.)

Fixed Assets

Fixed assets are recorded at cost and are being depreciated over their estimated useful lives of 5 to 39 years on the straight-line method of depreciation.

Income Taxes

The Company, with the consent of its stockholders, has elected under the Internal Revenue Code to be an S corporation. In lieu of corporation income taxes, the stockholders of an S corporation are taxed on their proportionate share of the Company's taxable income. Therefore, no provision or liability for federal income taxes has been included in the financial statements. However, the Company does business in certain states which impose taxes on S corporations in addition to the taxes imposed on the stockholders of the corporation and therefore a provision and liability for state income taxes has been included in the financial statements.

Revenue Recognition

The Company's revenue is derived primarily from providing bill printing, mailing and e-billing services under written fixed-fee per piece arrangements. The revenue is recognized upon completion of the services provided under the contract in accordance with FASB ASC 606. Since postage does not have any markup, any amounts received as postage reimbursement are reported as a reduction of Cost of Goods Sold.

Reclassification of Financial Statement Presentation

Certain reclassifications or title changes have been made to the 2021 financial statements to conform to the 2022 financial statement presentation. Such reclassifications or title changes had no effect on the net income as previously reported.

Recent Accounting Pronouncements

In May 2014, the FASB issued Accounting Standards Update 2014-09, *Revenues from Contracts with Customers* (Topic 606). The guidance in this update supersedes the revenue recognition requirements in Topic 605, "Revenue Recognition". In addition, the existing requirements for the recognition of a gain or loss on the transfer of nonfinancial assets that are not in a contract with a customer (for example, assets within the scope of Topic 360, Property, Plant, and Equipment, and intangible assets within the scope of Topic 350, Intangibles-Goodwill and Other) are amended to be consistent with the guidance on recognition and measurement (including the constraint on revenue) in this Update. Under the new guidance, an entity should recognize revenue to depict the transfer of promised goods or services to customers in an amount that reflects the

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 1 - Company Profile and Summary of Significant Accounting Policies (cont.)

consideration to which the entity expects to be entitled in exchange for those goods or services. The amendments in ASU No. 2014-09 are effective for annual reporting periods beginning after December 15, 2017, including interim periods within that reporting period. Early application is not permitted. FASB Accounting Standards Update 2016-12 defers the effective date of Update 2014-09 by one year. The Company has adopted this standard for annual reporting periods beginning after December 15, 2018, and it does not have a material impact on its financial statements.

In February 2016, the Financial Accounting Standards Board (FASB) issued Accounting Standards Update (ASU) No. 2016-02, *Leases*, which created Topic 842. ASU No. 2016-02 requires lessees to record the assets and liabilities arising from all leases in the statement of financial position. Under ASU 2016-02, lessees will recognize a liability for lease payments and a right-of-use asset. When measuring assets and liabilities, a lessee should include amounts related to option terms, such as the option of extending or terminating the lease or purchasing the underlying asset, that are reasonably certain to be exercised. For leases with a term of 12 months or less, lessees are permitted to make an accounting policy election to not recognize lease assets and liabilities. ASU 2016-02 retains the distinction between finance leases and operating leases and the classification criteria remains similar. For financing leases, a lessee will recognize the interest on a lease liability separate from amortization of the right of use asset. In addition, repayments of principal will be presented within financing activities and interest payments will be presented within operating activities in the statement of cash flows. For operating leases, a lessee will recognize a single lease cost on a straight-line basis and classify all cash payments within operating activities in the statement of cash flows. In June 2020, FASB issued Accounting Standards Update 2020-05 to provide effective dates for Leases (Topic 842). After applying this update, the effective date is for fiscal years beginning after December 15, 2021. Early adoption was permitted but was not elected. The Company has implemented this standard as of January 1, 2022.

Note 2 - Concentrations of Credit Risk

Concentrations of credit risk consist principally of cash in checking and trade receivables. Concentrations of credit risk with respect to cash are minimized as all excess funds are first applied to pay off the existing line of credit. The FDIC insures each depositor up to \$250,000. As of December 31, 2022 and 2021, the Company's cash balances exceeded limits. The Company believes it is not exposed to any significant risk.

Concentrations of credit risk with respect to trade receivables are limited due to the large number of customers comprising the Company's customer base and their dispersion across different geographic locations. However, some risks exist due to the larger size of some individual receivables. Three customers represent 28% and two customers represent 28% of outstanding receivables as of December 31, 2022 and December 31, 2021, respectively.

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 3 - Related Party Transactions

As of December 31, 2022 and 2021, the company had \$405,678 and \$183,377 of outstanding stockholder loan receivable balances:

On August 18, 2021 a stockholder borrowed \$200,000 with interest and principal due in monthly installments with a maturity date of August 18, 2024. The balance outstanding as of December 31, 2022 and 2021 is \$116,805 and \$183,377, respectively.

On March 1, 2022 another stockholder borrowed \$311,179 with interest and principal due in monthly installments with a maturity date of March 1, 2032. The balance outstanding as of December 31, 2022 is \$288,873.

See Note 13 for information on related party rental of building facilities.

Note 4 - Fixed assets

Property and equipment, on a consolidated basis, consists of the following:

	December 31,	
	2022	2021
Building & Leasehold improvements	\$ 14,007,606	\$ 13,915,935
Printing machinery and equipment	14,327,988	12,225,450
Furniture and fixtures	183,369	175,218
Other Assets	50,434	50,434
Automobiles	<u>572,837</u>	<u>451,038</u>
Total fixed assets	29,142,234	26,818,075
Less accumulated depreciation	<u>11,455,207</u>	<u>9,897,500</u>
Net fixed assets	<u>\$ 17,687,027</u>	<u>\$ 16,920,575</u>

Depreciation expense for the years ended December 31, 2022 and 2021 were \$1,658,702 and \$1,428,110, respectively.

Note 5 – Investment in Cryptocurrency and Changes in Fair Value

In December 2017, the Company invested \$70,000 in cryptocurrency. The changes in the investment are as follows:

Beginning Balance as of 1/1/2021	<u>\$ 28,950</u>
Cash invested	-0-
Unrealized Gain	<u>17,356</u>
Ending Balance as of 12/31/2021	<u>\$ 46,306</u>
Cash invested	-0-
Unrealized Loss	<u>(29,759)</u>
Ending Balance as of 12/31/2022	<u>\$ 16,547</u>

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 6 - Compensated Absences

Salaried employees of the Company are entitled to paid time off depending on length of service. The amount of accrued paid time off as of December 31, 2022 and 2021 is \$245,890 and \$208,110, respectively.

Note 7 - Commitments and Contingencies

Leases

The company holds several leases with 3rd parties for its operating and office facilities. In addition, the company leases various equipment.

In 2012 the Company began a sublease agreement with an unrelated party in Carrollton, Texas. On September 21, 2018, the Company purchased the assets of the unrelated party in Carrollton, Texas it was subleasing from and took over the entire lease commencing on October 1, 2018 through June 30, 2024.

In 2020, the Company entered into a lease agreement with an unrelated party in Fort Myers, FL following an asset acquisition. The Fort Myers, FL lease commenced January 2020 and is for 38 months expiring on March 31, 2023. It is expected to be renewed for an additional three years.

In 2022, InfoSend NE, LLC entered into a facility lease agreement with an unrelated party in Haverhill, Massachusetts which commenced on April 1, 2022 and is due to expire on March 31, 2027.

Starting with the 2022 year, Right-of-Use Assets (ROU) and Lease Liabilities accounts were used for financial statement presentation under FASB ASC 842. As permitted by FASB ASC 842, the Company elects to use the risk-free rate as the discount rate for the underlying assets.

Operating ROU Assets and Operating Lease Liabilities are presented directly on the financials. However, Finance ROU Assets are within the corresponding Fixed Assets and Accumulated Depreciation accounts, and Finance Lease Liabilities are within corresponding current and long-term liabilities. Net Finance ROU Assets for 2022 are \$2,144,965. Current Finance Lease Liabilities are \$554,892 and Long-Term Finance Lease Liabilities are \$1,296,845.

The following are schedules of lease cost information for the 2022 year and the maturity analysis on both operating leases and finance leases. The maturity analysis also highlights the future minimum rental payments due to third parties under the property and equipment leases.

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 7 - Commitments and Contingencies (cont.)

	December 31,	
	2022	
Operating Lease Cost	\$ 1,685,012	
Finance Lease Cost:	\$ 1,851,738	
Amortization of right-of-use assets	\$ 342,176	
Interest on lease liabilities	\$ 70,799	
Other Information:		
Cash paid for amounts included in the measurements of lease liabilities:	\$ 1,412,370	
Operating cash flows from operating leases	\$ 799,746	
Finance cash flows from finance leases	\$ 612,625	
Right-of-use assets obtained in exchange for new operating lease liabilities	\$ 556,707	
Right-of-use assets obtained in exchange for new finance lease liabilities	\$ 163,087	
Weighted-average remaining lease term - operating leases	2.64	years
Weighted-average remaining lease term - finance leases	3.81	years
Weighted-average discount rate - operating leases	2.57%	
Weighted-average discount rate - finance leases	3.21%	

Operating Maturity Analysis	Cash	Interest Expense	Lease Liability Reduction
2023	\$ 829,735	\$ 33,438	\$ 796,297
2024	459,306	14,716	444,590
2025	257,972	7,889	250,083
2026	164,027	2,766	161,261
2027	32,919	138	32,781
Thereafter	-	-	-
Total	\$ 1,743,959	\$ 58,947	\$ 1,685,012

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 7 - Commitments and Contingencies (cont.)

Finance Maturity Analysis	Cash	Interest Expense	Lease Liability Reduction
2023	\$ 604,167	\$ 49,274	\$ 554,892
2024	458,859	32,366	426,494
2025	432,083	432,083	412,374
2026	374,759	8,326	366,433
2027	91,986	441	91,545
Thereafter	-	-	-
Total	\$ 1,961,854	\$ 522,490	\$ 1,851,738

Rent expense paid to third parties for the years ended December 31, 2022 and 2021 was \$814,162 and \$792,920, respectively.

Note 8 - Line of Credit

A line of credit was obtained in late 2019 for the amount of \$4,000,000 which was due to expire on December 31, 2022 but is in process of being extended. Borrowings on the new line of credit bear interest at the adjusted SOFR rate plus 2.25% per annum plus the unsecured to secured rate adjustment (.10% per annum). The line of credit is secured by substantially all assets of the Company and provides for maintenance of certain financial covenants of which the Company was in compliance with as of December 31, 2022 and 2021.

As of December 31, 2022 and 2021, there was \$500,000 and \$1,300,000 outstanding balances, respectively, on the line of credit.

Note 9 - Long Term Debt

Long term debt is comprised of the following:

	December 31,	
	2022	2021
Secured note payable to SchoolsFirst FCU. Interest accrues at 2.23%. Principal and interest due in monthly installments over four years, maturing in 2026.	85,375	-0-

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 9 - Long Term Debt (cont.)

Secured note payable to Chase Bank. Interest accrues at 3.99%. Principal and interest due in monthly installments over two years, maturing in 2022.	-0-	14,554
Secured note payable to Chase Bank. Interest accrues at 2.89%. Principal and interest due in monthly installments over seven years, maturing in 2027.	266,698	330,012
Secured note payable to Chase Bank. Interest accrues at 2.89%. Principal and interest due in monthly installments over seven years, maturing in 2027.	1,203,183	1,460,297
Secured note payable to Dell Financial. Interest accrues at 6.21%. Principal and interest due in monthly installments over 5 years, maturing in 2023.	121,044	255,740
Secured note payable to Great American Financial Svcs Technologies (Chicago location). Interest accrues at 6%. Principal and interest due in monthly installments over 4 years, maturing in 2022.	-0-	8,916
Secured note payable to Riso Pop Smart Technologies (Texas Location). Interest accrues at 10.31%. Principal and interest due in monthly installments over 4 years, maturing in 2022.	-0-	18,034
Secured note payable to Ricoh USA, Inc. Interest accrues at 4.493%. Principal and interest due in monthly installments over 5 years, maturing in 2024.	21,156	31,984
Secured note payable to Great American Financial Svcs (Chicago Location), guaranteed by the Company. Interest accrues at 10.494%. Principal and interest due in monthly installments over 4 years, maturing in 2023.	9,254	29,888

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 9 - Long Term Debt (cont.)

Secured note payable of M&R Rezai, LLC to Chase Bank, guaranteed by the Company. Interest accrues at 3.34%. Principal and interest due in monthly installments amortized over 17 years, with a loan term of 7 years maturing in February 2027. (See Note 13)	988,292	1,058,053
Purchase Price payable of InfoSend NE, LLC to Statement Outsourcing, LLC. Installment payments due monthly over 2.75 years.	1,200,000	-0-
Secured note payable of InfoSend NE, LLC to Net Print Solutions, Inc. Interest accrues at 2.53%. Principal and interest due in monthly installments amortized over 2 years.	10,336	-0-
Secured note payable of InfoSend NE, LLC to Net Print Solutions, Inc. Interest accrues at 3.97%. Principal and interest due in monthly installments amortized over 2 years.	16,661	-0-
Secured note payable of InfoSend NE, LLC to Leaf Capital Funding, LLC. Interest accrues at 4.20%. Principal and interest due in monthly installments amortized over 5 years.	118,033	-0-
Secured note payable of Rezai & Son, LLC to Chase Bank, guaranteed by the Company. Interest accrues at 3.34%. Principal and interest due in monthly installments amortized over 17 years, with a loan term of 7 years maturing in February 2027. (See Note 13)	<u>7,036,550</u>	<u>7,530,450</u>
Total Long-term debt	11,076,582	10,737,928
Less current portion	1,718,456	1,080,975
Long-term debt	<u>\$ 9,358,126</u>	<u>\$ 9,656,953</u>

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 9 - Long Term Debt (cont.)

Aggregate principal payments for the five years subsequent to December 31, 2022, for all notes, are as follows:

2023	\$	1,718,456	
2024		1,590,056	
2025		975,935	
2026		929,995	
2027		655,106	
2028 and beyond		<u>5,207,034</u>	
Total		<u>\$ 11,076,582</u>	

Note 10 - Income Taxes

For the years ended December 31, 2022 and 2021, the provision for income taxes consists of the following:

	December 31,	
	2022	2021
Current federal provision	\$ -0-	\$ -0-
Current state provision	<u>21,671</u>	<u>16,333</u>
Total current provision	<u>21,671</u>	<u>16,333</u>
Deferred federal provision	-0-	-0-
Deferred state provision	<u>35,415</u>	<u>49,784</u>
Total deferred provision	<u>35,415</u>	<u>49,784</u>
Total provision for income taxes	<u>\$ 57,086</u>	<u>\$ 66,117</u>

The tax effects of temporary differences that give rise to significant portions of the deferred tax assets and liabilities as of December 31, 2022 and 2021 were as follows:

	December 31,	
	2022	2021
<u>Deferred tax liabilities</u>		
Fixed assets	\$ 34,452	\$ 28,960
Accrual to cash adjustment	<u>278,290</u>	<u>248,367</u>
Deferred tax liabilities	<u>\$ 312,742</u>	<u>\$ 277,327</u>

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 10 - Income Taxes (cont.)

The company accounts for income taxes in accordance with FASB ASC Topic 740, *Income Taxes*. Deferred income tax assets and liabilities are recognized for future tax consequences attributable to differences between the financial statement carrying amounts of existing assets and liabilities and their respective tax bases.

The accounting treatment for the taxes assessed on pass-through entities requires a determination about whether, based on the laws and regulations of each specific jurisdiction, the taxes paid by the entity are attributable to the owners or attributable to the entity. If attributable to the owners, the transaction would be accounted for as a transaction with an owner (i.e., accounted for as an equity transaction). If attributable to the entity, the transaction would be accounted for in accordance with the requirements in FASB *Accounting Standards Codification* (FASB ASC) 740, *Income Taxes*, similar to other income taxes.

As of December 31, 2022 and 2021, the Company has no liability for uncertain tax positions. The Company files income tax returns in the U.S. federal jurisdiction and in multiple states. The Company's federal tax returns from 2019 and state tax returns from 2018 forward are subject to review by the taxing authorities.

Note 11 - Employee Benefit Plan

In 2005 the Company established a qualified cash or deferred compensation plan under section 401(k) of the Internal Revenue Code. This plan has most recently been amended as of January 1, 2017. Under the plan, employees may elect to defer up to 100% of their salary, subject to dollar limits established by the IRS. The Company contributes a matching 100% of the employees first 3% and an additional 50% for the employee's next 2% contributions. Company contributions vest over 6 years. Company contributions to the plan amounted to \$247,394 for 2022 and \$228,194 for 2021.

Note 12 - Common Stock

The Company has authorized 50,000 shares of \$1 par value common stock. At December 31, 2022 and 2021, 50,000 shares were issued and outstanding.

Note 13 - Variable Interest Entities

The Company rents office and warehouse space in Chicago, Illinois from M&R Rezai, LLC and office and warehouse space in Anaheim, California from Rezai and Son, LLC ("the LLCs"). The LLCs are owned by stockholders of the Company.

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 13 - Variable Interest Entities (cont.)

M&R Rezai, LLC. The Company entered into a 21-year lease with M&R Rezai in March 2009. The lease provides for monthly payments of \$15,000 plus adjustments if needed for debt service payments of both principal and interest on the first and second mortgages secured by the premises.

Rezai and Son, LLC. The Company entered into a 15-year lease with Rezai and Son, LLC in August 2010. The lease provides for monthly payments of \$50,000 which increased to \$60,000 in June 2018 and further increased to \$68,000 beginning in January 2021.

On February 14, 2020, Rezai & Son, LLC refinanced and combined its Construction loan and term loan with Bank of America into one 7-year loan with Chase Bank with an interest rate of 3.34% and paid off the outstanding principal and interest owed to Bank of America. As of December 31, 2022 and 2021, the principal amount owed to Chase Bank was \$7,036,550 and \$7,530,450, respectively.

On February 14, 2020, M&R Rezai, LLC refinanced with Chase bank and paid off its previous term loan outstanding with Bank of America. The loan now has a 7-year term with an interest rate of 3.34%. As of December 31, 2022 and 2021, the principal amount owed to Chase Bank was \$988,292 and \$1,058,053, respectively.

The LLCs' 2022 and 2021 debt of \$8,024,842 and \$8,588,503 is secured by cash, real property, personal property and intangible assets. The Company guarantees the LLC's debt and is, therefore, considered to be the primary beneficiary. The Company has determined that the LLCs meet the criteria of variable interest entities that require consolidation by the Company pursuant to ASC 810.

Assets and liabilities of the LLCs are comprised of the following and are incorporated in the consolidated financial statements:

	December 31,	
	2022	2021
Cash	\$ 129,448	\$ 68,570
Buildings and Improvements	12,912,926	12,912,926
Furniture & Fixtures	112,606	112,606
Accumulated Depreciation	<u>(2,352,614)</u>	<u>(2,134,040)</u>
Assets of VIE's	10,802,366	10,960,062
Long Term Debt, total	(8,024,842)	(8,588,503)
Loan Fees, net of Accum Amortization	<u>20,170</u>	<u>25,110</u>
Net Assets of VIE's	<u>\$ 2,797,694</u>	<u>\$ 2,396,669</u>

Depreciation expense for the VIE's for the years ended December 31, 2022 and 2021 was \$218,574 and \$225,125, respectively.

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2022 and 2021

Note 13 - Variable Interest Entities (cont.)

Amortization expense for the VIE's for the years ended December 31, 2022 and 2021 was \$4,940 and \$4,940, respectively.

Note 14- Goodwill

The accounting for the acquisition of assets of Southwest Direct, Inc. of Florida in 2019 resulted in recognizing goodwill of \$17,700.

In 2022, InfoSend NE, LLC's asset purchase agreement resulted in a goodwill of \$1,724,378. See Note 1 regarding InfoSend NE, LLC.

Goodwill represents the excess of the cost of business acquired over the fair value of the net assets in the acquisition. The Company accounts for goodwill according to FASB Accounting Standards Update (ASU) No. 2014-02, *Intangibles – Goodwill and Other (Topic 350), Accounting for Goodwill (a consensus of the Private Company Council)*. Goodwill represents the difference between the purchase price of an acquired business and the fair value of the identifiable tangible and intangible net assets acquired. Under ASU No. 2014-02, goodwill is amortized on a straight-line basis over ten years and assessed for impairment if events or circumstances indicate that the fair value of the Company (or reporting unit) may be less than its carrying amount. A goodwill impairment loss is recognized to the extent the carrying amount of the company (or reporting unit), including goodwill, exceeds its fair value. There was no impairment of goodwill during the years ended December 31, 2022 and 2021.

Amortization expense for goodwill for the years ended December 31, 2022 and 2021 was \$143,698 and \$1,770, respectively.

Expected future amortization expense related to goodwill is as follows:

2023	\$	174,208
2024		174,208
2025		174,208
2026		174,208
2027		174,208
2028 and beyond		<u>721,735</u>
Total	\$	<u>1,592,775</u>

Note 15 – Subsequent Events

Management has evaluated subsequent events through May 23, 2023, the date the financial statements were available to be issued.

There were no material subsequent events that require recognition or additional disclosure in these financial statements.

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SUPPLEMENTARY INFORMATION

INFOSEND, INC
SCHEDULE I - SCHEDULE OF COST OF SALES
FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021

	<u>2022</u>	<u>2021</u>
Cost of Sales		
Postage	\$ 122,143	\$ -
Envelopes	445,484	1,588,963
Printing and Reproduction	1,991,079	1,775,040
Forms and Paper	7,983,508	4,986,017
Supplies	255,914	145,845
Revenue Share Fees	616,615	340,571
Salaries, Benefits, and Taxes	7,338,435	5,329,872
Outside Vendor Services	<u>3,065,418</u>	<u>1,571,545</u>
Total Cost of Sales	<u>\$ 21,818,596</u>	<u>\$ 15,737,853</u>

See Independent Accountant's Review Report

INFOSEND, INC
SCHEDULE II - SCHEDULE OF OPERATING EXPENSES
FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021

	2022	2021
Operating Expenses		
Amortization	\$ 150,408	\$ 6,710
Auto	59,443	36,894
Bank Charges	7,462	5,825
Bad Debt (Recovery)	1,046	(393)
Bonds	1,800	2,961
Commissions	854,002	737,841
Computer Expense	470,630	477,805
Charitable Contributions	2,270	-
COVID-19 Related Expenses	886	4,842
Depreciation	1,658,702	1,428,110
Dues and Subscriptions	30,900	26,016
Equipment Rental	53,100	54,263
Insurance	748,379	646,819
Interest Expense	439,391	372,514
Legal and Accounting	84,502	110,613
Marketing and Promotion	38,904	10,897
Meals and Entertainment	73,372	39,277
Miscellaneous	19,361	17,598
Office Expense	122,900	74,471
Outside Services	1,201,778	804,632
Postage	548,375	214,318
Rent	451,785	273,397
Utilities	685,854	487,742
Repairs and Maintenance	750,529	705,389
Salaries, Benefits, and Taxes	7,067,086	6,350,061
Property Taxes	249,717	221,110
Telephone	58,155	80,066
Travel	31,757	22,756
	\$ 15,862,494	\$ 13,212,534
Total Operating Expenses	\$ 15,862,494	\$ 13,212,534

See Independent Accountant's Review Report

INFOSEND, INC.

Consolidated Financial Statements and
Independent Accountant's Report

Years Ended December 31, 2021 and 2020

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INDEPENDENT ACCOUNTANT'S REVIEW REPORT

To Management
InfoSend, Inc.
Anaheim, California

We have reviewed the accompanying consolidated financial statements of InfoSend, Inc. (an S corporation) and affiliates, which comprise the balance sheets as of December 31, 2021 and 2020, and the related statements of income, comprehensive income, retained earnings and cash flows for the years then ended, and the related notes to the financial statements. A review includes primarily applying analytical procedures to management's financial data and making inquiries of company management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the financial statements as a whole. Accordingly, we do not express such an opinion.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatements whether due to fraud or error.

Accountant's Responsibility

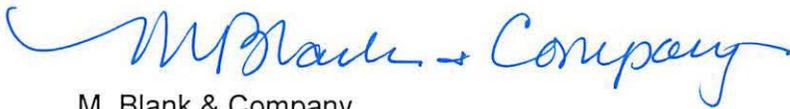
Our responsibility is to conduct the review engagements in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. Those standards require us to perform procedures to obtain limited assurance as a basis for reporting whether we are aware of any material modifications that should be made to the financial statements for them to be in accordance with accounting principles generally accepted in the United States of America. We believe that the results of our procedures provide a reasonable basis for our conclusion.

Accountant's Conclusion

Based on our review, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in accordance with accounting principles generally accepted in the United States of America.

Supplementary Information

The supplementary information included in Schedules I and II is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from, and relates directly to, the underlying accounting and other records used to prepare the financial statements. The supplementary information has been subjected to the review procedures applied in our review of the basic financial statements. We are not aware of any material modifications that should be made to the supplementary information. We have not audited the supplementary information and do not express an opinion on such information.



M. Blank & Company
Certified Public Accountants
Lake Forest, CA

April 29, 2022

INFOSEND, INC.
CONSOLIDATED BALANCE SHEET
DECEMBER 31, 2021 AND 2020

ASSETS

	2021	2020
Current Assets		
Cash	\$ 3,659,277	\$ 5,060,316
Accounts Receivable	17,639,858	12,920,053
Allowance for Doubtful Accounts	(99,847)	(99,847)
Inventory	1,723,818	1,559,470
Employee Advances	6,150	5,950
Prepaid Expenses	249,222	272,565
Stockholder Loan	183,377	-
Security Deposits	11,226	11,226
Other Receivables	23,903	20,454
Investment in Cryptocurrency (fair value)	46,306	28,950
	<u>23,443,290</u>	<u>19,779,137</u>
Fixed Assets		
Building, Improvements and Equipment	13,792,543	12,856,241
Less: Accumulated Depreciation	(7,763,460)	(6,610,036)
	<u>6,029,083</u>	<u>6,246,205</u>
Other Assets		
Variable Interest Entity Assets, net of depreciation and amortization	10,985,172	11,322,192
Equipment in Process	370,711	108,127
Goodwill	17,700	17,700
Accumulated Amortization	(3,837)	(2,067)
	<u>11,369,746</u>	<u>11,445,952</u>
Total Assets	\$ 40,842,119	\$ 37,471,294

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC.
CONSOLIDATED BALANCE SHEET
DECEMBER 31, 2021 AND 2020

LIABILITIES AND STOCKHOLDERS' EQUITY

	2021	2020
Current Liabilities		
Accounts Payable	\$ 358,100	\$ 341,847
Current Portion of Long Term Debt	1,080,975	1,285,860
Line of Credit	1,300,000	-
Credit Cards Payable	20,203	26,302
Sales Tax Payable	43,992	32,495
State Tax Payable	-	12,218
Accrued Vacation	208,110	183,433
401(k) Payable	-	31,623
Postage Deposits	9,559,764	7,848,359
Total Current Liabilities	12,571,144	9,762,137
Long Term Liabilities		
Deferred Taxes	277,327	227,543
Deferred Rent	14,873	15,716
Long Term Debt, net of current portion	9,656,953	10,737,928
Total Long Term Liabilities	9,949,153	10,981,187
Total Liabilities	22,520,297	20,743,324
Non-controlling Interest in Variable Interest Entity	2,332,066	2,115,310
Stockholders' Equity		
Common Stock (50,000 authorized, 50,000 issued and outstanding)	50,000	50,000
Retained Earnings	15,963,450	14,603,710
Accumulated Other Comprehensive Income (Loss)	(23,694)	(41,050)
Total Stockholders' Equity	15,989,756	14,612,660
Total Liabilities and Stockholders' Equity	\$ 40,842,119	\$ 37,471,294

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC.
CONSOLIDATED STATEMENT OF INCOME AND COMPREHENSIVE INCOME
DECEMBER 31, 2021 AND 2020

	2021	2020
Revenues	\$ 32,748,893	\$ 31,358,019
Cost of Sales	15,737,853	14,528,079
Gross Profit	17,011,040	16,829,940
Operating Expenses	13,212,534	13,349,011
Other Income (Loss)		
Interest Income	145	11,384
EIDL Advance	-	10,000
SBA PPP Loan Forgiveness	-	2,044,907
Loss on Disposal of Software License	-	(500,000)
Total Other Income	145	1,566,291
Net Income Before Income Taxes	3,798,651	5,047,220
Income Tax Expense	66,117	46,442
Income with Non-Controlling Interest in VIE's	3,732,534	5,000,778
Reversal of Income (Loss) in Non-Controlling Interest in VIE's	443,268	(50,331)
Net Income	\$ 3,289,266	\$ 5,051,109
Other Comprehensive Income, net of tax		
Unrealized gain from cryptocurrency	17,356	21,756
Total Other Comprehensive Income	17,356	21,756
Comprehensive Income	\$ 3,306,622	\$ 5,072,865

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC
CONSOLIDATED STATEMENT OF CHANGES IN STOCKHOLDERS' EQUITY
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	<u>Common Stock</u>		<u>Retained Earnings</u>	<u>Accumulated</u>	<u>Total</u>
	<u>Shares Issued and Outstanding</u>	<u>Amount</u>		<u>Other Comprehensive Income (Loss)</u>	
Beginning Balance as of January 1, 2020	50,000	\$ 50,000	\$ 11,132,540	\$ (62,806)	\$ 11,119,734
Net Income			5,051,109	-	5,051,109
Net change in cryptocurrency			-	21,756	21,756
Stockholders' distributions	-	-	(1,579,939)	-	(1,579,939)
Ending Balance as of December 31, 2020	50,000	\$ 50,000	\$ 14,603,710	\$ (41,050)	\$ 14,612,660
Net Income			3,289,266		3,289,266
Net change in cryptocurrency				17,356	17,356
Stockholders' distributions	-	-	(1,929,526)	-	(1,929,526)
Ending Balance as of December 31, 2021	<u>50,000</u>	<u>\$ 50,000</u>	<u>\$ 15,963,450</u>	<u>\$ (23,694)</u>	<u>\$ 15,989,756</u>

INFOSEND, INC
CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021	2020
Reconciliation of net income to net cash flows from operating activities		
Net income	\$ 3,289,266	\$ 5,051,109
Adjustments to reconcile net income to net cash		
Earnings attributable to non-controlling interest	443,268	(50,331)
Depreciation and amortization	1,434,820	1,487,692
Loss on disposal of fixed assets	-	493,492
SBA PPP Loan Forgiveness	-	(2,044,907)
EIDL Loan Advance Forgiveness	-	(10,000)
Changes in Assets and Liabilities		
(Increase) decrease in		
Accounts Receivable	(4,719,805)	185,494
Inventory	(164,348)	389,563
Employee Advances	(200)	(850)
Prepaid Expenses	23,343	(88,155)
Prepaid State Taxes	-	(11,226)
Equipment in Process	(262,584)	196,967
Other Receivables	(3,449)	(20,454)
Increase (decrease) in		
Accounts Payable	16,253	(372,355)
Credit Cards Payable	(6,099)	(29,640)
State Taxes Payable	(12,218)	11,600
Sales Tax Payable	11,497	(10,052)
Accrued Vacation	24,677	16,670
401(k) Payable	(31,623)	2,776
Deferred Taxes	49,784	3,638
Deferred Rent	(843)	1,983
Postage Deposits	1,711,405	906,447
Total adjustments	(1,486,122)	1,058,352
Net cash flows provided by operating activities	1,803,144	6,109,461
Cash flows from investing activities		
Change in Variable Interest Entity Assets, net of financing	(456,606)	(80,724)
Purchase of Intangible Assets, net of payable	-	(17,700)
Investment in property and equipment, net of financing	(985,863)	(718,978)
Net cash flows used in investing activities	(1,442,469)	(817,402)

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC
CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021	2020
Cash flows from financing activities		
Shareholder Distributions	(1,929,526)	(1,579,939)
Shareholder Loans	(183,377)	-
Distribution to Non-controlling Variable Interest Entity	(226,512)	(290,734)
(Repayments) Advances of SBA PPP Loan	-	2,044,907
(Repayments) Advances of EIDL Loan	-	10,000
(Repayments) Advances of Principal on Long Term Debt	(722,299)	(1,125,544)
(Repayments) Advances of Principal on Line of Credit	1,300,000	(808,915)
Payment of Deferred Financing costs	-	(34,579)
	<u>(1,761,714)</u>	<u>(1,784,804)</u>
Net cash flows used in financing activities		
	<u>(1,401,039)</u>	3,507,255
Net change in cash and cash equivalents		
	<u>5,060,316</u>	<u>1,553,061</u>
Cash and cash equivalents, beginning of year		
	<u>\$ 3,659,277</u>	<u>\$ 5,060,316</u>
Cash and cash equivalents, end of year		
	<u>\$ 3,659,277</u>	<u>\$ 5,060,316</u>
Supplemental disclosure for cash flows information:		
Interest expense paid	<u>\$ 372,514</u>	<u>\$ 488,938</u>
Income taxes paid (net of refunds)	<u>\$ 44,138</u>	<u>\$ 31,204</u>
Property and equipment		
Property and equipment purchased	\$ 985,863	\$ 3,384,783
Financing acquired	-	(2,665,805)
	<u>\$ 985,863</u>	<u>\$ 718,978</u>
Net cash investment in property and equipment		
	<u>\$ 985,863</u>	<u>\$ 718,978</u>

See Accompanying Notes and Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 1 - Company Profile and Summary of Significant Accounting Policies

Company Profile

The Company was formed on January 15, 1997 under the corporation laws of the State of California. InfoSend, Inc. is in the business of bill printing, mailing and e-billing providing customized services for utility, financial, communications and various other industries throughout the United States. It operates out of facilities in Anaheim, California, Chicago, Illinois, Carrollton, Texas, and Fort Meyers, Florida. In 2017, the Company began the production of envelopes in the Anaheim location for internal use and possible future sales to third parties.

Method of Accounting

Assets, liabilities, revenues and expenses are recorded under the accrual method of accounting. The consolidated financial statements include the accounts of two limited liability companies, M&R Rezai, LLC and Rezai and Son, LLC (“the LLCs”), from which the Company rents certain facilities (see Note 7 and Note 13). The LLCs that are owned by stockholders of the Company are considered variable interest entities. All significant intercompany balances and transactions have been eliminated on consolidation.

Use of Estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

Cash and Cash Equivalents

The Company considers all highly liquid investments with a maturity of three months or less when purchased to be cash equivalents.

Accounts Receivable

Accounts receivable are reported at the amount management expects to collect from outstanding balances. Differences between the amounts due and the amount management expects to collect are reported in the results of operations of the year in which those differences are determined, with an offsetting entry to a valuation allowance for accounts receivable. Balances that are still outstanding after management has used reasonable collection efforts are written off through a charge to the valuation allowance and a credit to the accounts receivable. As of December 31, 2021, and 2020, the valuation allowance was \$99,847 and \$99,847, respectively.

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 1 - Company Profile and Summary of Significant Accounting Policies (cont.)

Inventory

Inventories consist of various supplies such as paper, envelopes and toner which are valued at lower of cost or market. Cost is determined under the weighted average cost method of valuation.

Fixed Assets

Fixed assets are recorded at cost and are being depreciated over their estimated useful lives of 5 to 21 years on the straight-line method of depreciation.

Income Taxes

The Company, with the consent of its stockholders, has elected under the Internal Revenue Code to be an S corporation. In lieu of corporation income taxes, the stockholders of an S corporation are taxed on their proportionate share of the Company's taxable income. Therefore, no provision or liability for federal income taxes has been included in the financial statements. However, the Company does business in certain states which impose taxes on S corporations in addition to the taxes imposed on the stockholders of the corporation and therefore a provision and liability for state income taxes has been included in the financial statements.

Revenue Recognition

The Company's revenue is derived primarily from providing bill printing, mailing and e-billing services under written fixed-fee per piece arrangements. The revenue is recognized upon completion of the services provided under the contract in accordance with FASB ASC 606. Since postage does not have any markup, any amounts received as postage reimbursement are reported as a reduction of Cost of Goods Sold.

Reclassification of Financial Statement Presentation

Certain reclassifications or title changes have been made to the 2020 financial statements to conform to the 2021 financial statement presentation. Such reclassifications or title changes had no effect on the net income as previously reported.

Variable Interest Entities

Effective January 1, 2009, the Company adopted the FASB Accounting Standards Codification, *Consolidation of Variable Interest Entities* (ASC 810-10). The guideline establishes when an entity should consolidate a variable interest entity in its financial statements. ASC 810-10 provides the definition of a variable interest entity and requires a variable interest entity to be consolidated if the Company is at risk of absorbing the majority of the variable interest entity's expected losses,

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 1 - Company Profile and Summary of Significant Accounting Policies (cont.)

is entitled to receive a majority of the variable interest entity's residual returns, or both. The adoption of ASC 810-10 resulted in the consolidation of a company as referred to in Notes 1 and 13.

Recent Accounting Pronouncements

In May 2014, the FASB issued Accounting Standards Update 2014-09, *Revenues from Contracts with Customers* (Topic 606). The guidance in this update supersedes the revenue recognition requirements in Topic 605, "Revenue Recognition". In addition, the existing requirements for the recognition of a gain or loss on the transfer of nonfinancial assets that are not in a contract with a customer (for example, assets within the scope of Topic 360, Property, Plant, and Equipment, and intangible assets within the scope of Topic 350, Intangibles-Goodwill and Other) are amended to be consistent with the guidance on recognition and measurement (including the constraint on revenue) in this Update. Under the new guidance, an entity should recognize revenue to depict the transfer of promised goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The amendments in ASU No. 2014-09 are effective for annual reporting periods beginning after December 15, 2017, including interim periods within that reporting period. Early application is not permitted. FASB Accounting Standards Update 2016-12 defers the effective date of Update 2014-09 by one year. The Company has adopted this standard for annual reporting periods beginning after December 15, 2018, and it does not have a material impact on its financial statements.

In February 2016, the Financial Accounting Standards Board (FASB) issued Accounting Standards Update (ASU) No. 2016-02, *Leases*, which created Topic 842. ASU No. 2016-02 requires lessees to record the assets and liabilities arising from all leases in the statement of financial position. Under ASU 2016-02, lessees will recognize a liability for lease payments and a right-of-use asset. When measuring assets and liabilities, a lessee should include amounts related to option terms, such as the option of extending or terminating the lease or purchasing the underlying asset, that are reasonably certain to be exercised. For leases with a term of 12 months or less, lessees are permitted to make an accounting policy election to not recognize lease assets and liabilities. ASU 2016-02 retains the distinction between finance leases and operating leases and the classification criteria remains similar. For financing leases, a lessee will recognize the interest on a lease liability separate from amortization of the right of use asset. In addition, repayments of principal will be presented within financing activities and interest payments will be presented within operating activities in the statement of cash flows. For operating leases, a lessee will recognize a single lease cost on a straight-line basis and classify all cash payments within operating activities in the statement of cash flows. In June 2020, FASB issued Accounting Standards Update 2020-05 to provide effective dates for Leases (Topic 842). After applying this update, the effective date is for fiscal years beginning after December 15, 2021. Early adoption is

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 1 - Company Profile and Summary of Significant Accounting Policies (cont.)

permitted but has not been elected. The Company is currently evaluating the expected impact of ASU No. 2016-02 on its financial position and results of operations.

Note 2 - Concentrations of Credit Risk

Concentrations of credit risk consist principally of cash in checking and trade receivables. Concentrations of credit risk with respect to cash are minimized as all excess funds are first applied to pay off the existing line of credit. The FDIC insures each depositor up to \$250,000. As of December 31, 2021 and 2020, the Company's cash balances exceeded limits. The Company believes it is not exposed to any significant risk.

Concentrations of credit risk with respect to trade receivables are limited due to the large number of customers comprising the Company's customer base and their dispersion across different geographic locations. However, some risks exist due to the larger size of some individual receivables. Two customers represent 28% and 19% of outstanding receivables as of December 31, 2021 and December 31, 2020, respectively.

Note 3 - Related Party Transactions

As of December 31, 2021, the company has a stockholder loan receivable outstanding for \$183,377.

See Note 7 and Note 13 for information on related party rental of building facilities.

Note 4 - Fixed assets

Property and equipment, of InfoSend only, consists of the following:

	December 31,	
	2021	2020
Leasehold improvements	\$ 1,003,009	\$ 933,948
Printing machinery and equipment	12,225,450	11,352,595
Furniture and fixtures	148,421	148,421
Other Assets	50,434	50,434
Automobiles	<u>365,229</u>	<u>370,843</u>
Total fixed assets	13,792,543	12,856,241
Less accumulated depreciation	<u>7,763,460</u>	<u>6,610,036</u>
Net fixed assets	<u>\$ 6,029,083</u>	<u>\$ 6,246,205</u>

Depreciation expense for the years ended December 31, 2021 and 2020 were \$1,202,985 and \$1,239,811, respectively.

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 5 – Investment in Cryptocurrency and Changes in Fair Value

In December 2017, the Company invested \$50,000 in cryptocurrency. The changes in the investment are as follows:

Beginning Balance as of 1/1/2020	\$ 7,194
Cash invested	-0-
Unrealized Gain	21,756
Ending Balance as of 12/31/2020	<u>\$ 28,950</u>
Cash invested	-0-
Unrealized Gain	17,356
Ending Balance as of 12/31/2021	<u>\$ 46,306</u>

Note 6 - Compensated Absences

Salaried employees of the Company are entitled to paid time off depending on length of service. The amount of accrued paid time off as of December 31, 2021 and 2020 is \$208,110 and \$183,433, respectively.

Note 7 - Commitments and Contingencies

Commitments

In 2012, the Company leased office and warehouse space in Anaheim and Chicago, Illinois; both of which are from related parties. In addition, in 2012 the Company began a sublease agreement with an unrelated party in Carrollton, Texas. In 2020, the Company entered into a lease agreement with an unrelated party in Fort Myers, FL following an asset acquisition.

The Anaheim, California lease commenced August 2010 and is for 15 years. The Chicago, Illinois lease commenced on March 2009 and is for 21 years. These two leases are with the LLCs, which are considered variable interest entities. For additional information, see Note 13.

The Carrollton, Texas sublease commenced August 2012 was for 6 years. On September 21, 2018, InfoSend purchased the assets of the unrelated party it was subleasing from and took over the entire lease commencing on October 1, 2018 through June 30, 2024.

The Fort Myers, FL lease commenced January 2020 and is for 38 months.

In 2020, the Company entered into one new operating equipment lease agreement for the Florida location.

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 7 - Commitments and Contingencies (cont.)

The following is a schedule of future minimum rental payments due to third parties under the property and equipment leases.

2022	\$	791,535
2023		669,450
2024		230,765
2025		-0-
2026		-0-
Total		<u>\$ 1,691,750</u>

Rent expense paid to third parties for the years ended December 31, 2021 and 2020 was \$792,920 and \$768,646, respectively. For rent expense paid to the LLCs for the years ended December 31, 2021 and 2020, and for a schedule of future minimum rental payments due to the LLCs, see Note 13.

Contingencies

The Company's operations may be affected by the recent and ongoing outbreak of the coronavirus disease (COVID-19) which was declared a pandemic by the World Health Organization in 2020. Although the extent of the impact of COVID-19 is still unknown and is dependent upon certain developments, management has considered the consequences of COVID-19 and other events and conditions, and it has determined that based on the current situation they do not create a significant material uncertainty regarding the entity's ability to continue as a going concern. However, the future impact of the outbreak is still unknown and the effect on employees, vendors, and financial results of operations cannot be predicted.

Note 8 - Line of Credit

A line of credit was obtained in late 2019 for the amount of \$4,000,000 which was due to expire on December 31, 2021 but was later renewed to December 31, 2022. Borrowings on the new line of credit bear interest at the adjusted SOFR rate plus 2.25% per annum plus the unsecured to secured rate adjustment (.10% per annum). The line of credit is secured by substantially all assets of the Company and provides for maintenance of certain financial covenants of which the Company was in compliance with as of December 31, 2021 and 2020.

As of December 31, 2021 and 2020, there was \$1,300,000 and \$0 outstanding balances, respectively, on the line of credit.

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 9 - Long Term Debt

Long term debt is comprised of the following:

	December 31,	
	2021	2020
Secured note payable to Canon. Interest accrues at 10.98%. Principal and interest due in monthly installments over five years, maturing in 2021.	-0-	31,748
Secured note payable to Canon. Interest accrues at 4.30%. Principal and interest due in monthly installments over five years, maturing in 2021.	-0-	17,133
Secured note payable to Canon. Interest accrues at 4.48%. Principal and interest due in monthly installments over five years, maturing in 2021.	-0-	2,571
Secured note payable to Canon. Interest accrues at 4.93%. Principal and interest due in monthly installments over five years, maturing in 2021.	-0-	848
Secured note payable to Chase Bank. Interest accrues at 3.99%. Principal and interest due in monthly installments over two years, maturing in 2022.	14,554	185,551
Secured note payable to Chase Bank. Interest accrues at 2.89%. Principal and interest due in monthly installments over seven years, maturing in 2027.	330,012	391,523
Secured note payable to Chase Bank. Interest accrues at 2.89%. Principal and interest due in monthly installments over seven years, maturing in 2027.	1,460,297	1,710,094
Secured note payable to Dell Financial, guaranteed by the Company. Interest accrues at 6.21%. Principal and interest due in monthly installments over 5 years, maturing in 2023.	255,740	372,510

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 9 - Long Term Debt (cont.)

Secured note payable to Great American Financial Svcs Technologies (Chicago location). Interest accrues at 6%. Principal and interest due in monthly installments over 4 years, maturing in 2022.	8,916	34,625
Secured note payable to Riso Pop Smart Technologies (Texas Location). Interest accrues at 10.31%. Principal and interest due in monthly installments over 4 years, maturing in 2022.	18,034	34,309
Secured note payable to Ricoh USA, Inc. Interest accrues at 4.493%. Principal and interest due in monthly installments over 5 years, maturing in 2024.	31,984	42,336
Secured note payable to Great American Financial Svcs (Chicago Location), guaranteed by the Company. Interest accrues at 10.494%. Principal and interest due in monthly installments over 4 years, maturing in 2023.	29,888	48,475
Secured note payable of M&R Rezai, LLC to Chase Bank, guaranteed by the Company. Interest accrues at 3.34%. Principal and interest due in monthly installments amortized over 17 years, with a loan term of 7 years maturing in February 2027. (See Note 13)	1,058,053	1,127,815
Secured note payable of Rezai & Son, LLC to Chase Bank, guaranteed by the Company. Interest accrues at 3.34%. Principal and interest due in monthly installments amortized over 17 years, with a loan term of 7 years maturing in February 2027. (See Note 13)	<u>7,530,450</u>	<u>8,024,250</u>
Total Long-term debt	10,737,928	12,023,788
Less current portion	<u>1,080,975</u>	<u>1,285,860</u>
Long-term debt	<u>\$ 9,656,953</u>	<u>\$ 10,737,928</u>

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 9 - Long Term Debt (cont.)

Aggregate principal payments for the five years subsequent to December 31, 2021, for all notes, are as follows:

2022	\$	1,080,975
2023		1,045,671
2024		912,864
2025		912,973
2026 and beyond		<u>6,785,445</u>
Total		<u>\$ 10,737,928</u>

Note 10 - Income Taxes

For the years ended December 31, 2021 and 2020, the provision for income taxes consists of the following:

	December 31,	
	2021	2020
Current federal provision	\$ -0-	\$ -0-
Current state provision	<u>16,333</u>	<u>42,804</u>
Total current provision	<u>16,333</u>	<u>42,804</u>
Deferred federal provision	-0-	-0-
Deferred state provision	<u>49,784</u>	<u>3,638</u>
Total deferred provision	<u>49,784</u>	<u>3,638</u>
Total provision for income taxes	<u>\$ 66,117</u>	<u>\$ 46,442</u>

The tax effects of temporary differences that give rise to significant portions of the deferred tax assets and liabilities as of December 31, 2021 and 2020 were as follows:

	December 31,	
	2021	2020
<u>Deferred tax liabilities</u>		
Fixed assets	\$ 28,960	\$ 19,480
Accrual to cash adjustment	<u>248,367</u>	<u>208,063</u>
Deferred tax liabilities	<u>\$ 277,327</u>	<u>\$ 227,543</u>

See Independent Accountant's Review Report

INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 10 - Income Taxes (cont.)

The company accounts for income taxes in accordance with FASB ASC Topic 740, *Income Taxes*. Deferred income tax assets and liabilities are recognized for future tax consequences attributable to differences between the financial statement carrying amounts of existing assets and liabilities and their respective tax bases.

The accounting treatment for the taxes assessed on pass-through entities requires a determination about whether, based on the laws and regulations of each specific jurisdiction, the taxes paid by the entity are attributable to the owners or attributable to the entity. If attributable to the owners, the transaction would be accounted for as a transaction with an owner (i.e., accounted for as an equity transaction). If attributable to the entity, the transaction would be accounted for in accordance with the requirements in FASB *Accounting Standards Codification* (FASB ASC) 740, *Income Taxes*, similar to other income taxes.

As of December 31, 2021 and 2020, the Company has no liability for uncertain tax positions. The Company files income tax returns in the U.S. federal jurisdiction and in multiple states. The Company's federal tax returns from 2018 and state tax returns from 2017 forward are subject to review by the taxing authorities.

Note 11 - Employee Benefit Plan

In 2005 the Company established a qualified cash or deferred compensation plan under section 401(k) of the Internal Revenue Code. This plan has most recently been amended as of January 1, 2017. Under the plan, employees may elect to defer up to 100% of their salary, subject to dollar limits established by the IRS. The Company contributes a matching 100% of the employees first 3% and an additional 50% for the employee's next 2% contributions. Company contributions vest over 6 years. Company contributions to the plan amounted to \$228,194 for 2021 and \$205,210 for 2020.

Note 12 - Common Stock

The Company has authorized 50,000 shares of \$1 par value common stock. At December 31, 2021 and 2020, 50,000 shares were issued and outstanding.

Note 13 - Variable Interest Entities

The Company rents office and warehouse space in Chicago, Illinois from M&R Rezai, LLC and office and warehouse space in Anaheim, California from Rezai and Son, LLC ("the LLCs"). The LLCs are owned by stockholders of the Company.

M&R Rezai, LLC. The Company entered into a 21-year lease with M&R Rezai in March 2009.

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INFOSEND, INC.

Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 13 - Variable Interest Entities (cont.)

That lease provides for monthly payments of \$15,000 plus adjustments if needed for debt service payments of both principal and interest on the first and second mortgages secured by the premises.

Rezai and Son, LLC. The Company entered into a 15-year lease with Rezai and Son, LLC in August 2010. The lease provides for monthly payments of \$50,000 which increased to \$60,000 in June 2018 and further increased to \$68,000 beginning in January 2021.

On February 14, 2020, Rezai & Son, LLC refinanced and combined its Construction loan and term loan with Bank of America into one 7-year loan with Chase Bank with an interest rate of 3.34% and paid off the outstanding principal and interest owed to Bank of America. As of December 31, 2021 and 2020, the principal amount owed to Chase Bank was \$7,530,450 and \$8,024,250, respectively.

On February 14, 2020, M&R Rezai, LLC refinanced with Chase bank and paid off its previous term loan outstanding with Bank of America. The loan now has a 7-year term with an interest rate of 3.34%. As of December 31, 2021 and 2020, the principal amount owed to Chase Bank was \$1,058,053 and \$1,127,815, respectively.

The LLCs' 2021 and 2020 debt of \$8,588,503 and \$9,152,065 is secured by cash, real property, personal property and intangible assets with a net book value of \$10,985,172 and \$11,322,192 as of December 31, 2021 and 2020, respectively. The Company guarantees the LLC's debt and is, therefore, considered to be the primary beneficiary. The Company has determined that the LLCs meet the criteria of variable interest entities that require consolidation by the Company pursuant to ASC 810.

Assets and liabilities of the LLCs are comprised of the following:

	December 31,	
	2021	2020
Cash	\$ 68,570	\$ 182,025
Buildings and Improvements	12,912,926	12,906,425
Furniture & Fixtures	112,606	112,606
Accumulated Depreciation	(2,134,040)	(1,908,915)
Loan Fees	34,579	34,579
Accumulated Amortization	(9,469)	(4,529)
Assets of VIE's	10,985,172	11,322,191
Long Term Debt, total	(8,588,503)	(9,152,066)
Net Assets of VIE's	<u>\$ 2,396,669</u>	<u>\$ 2,170,125</u>

Depreciation expense for the VIE's for the years ended December 31, 2021 and 2020 was \$225,125 and \$219,309, respectively.

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Notes to Consolidated Financial Statements

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Note 13 - Variable Interest Entities (cont.)

Amortization expense for the VIE's for the years ended December 31, 2021 and 2020 was \$4,940 and \$26,800, respectively.

The following is a schedule of future minimum rental payments due the LLCs under the property leases:

2022	\$	996,000
2023		996,000
2024		996,000
2025		656,000
2026		180,000
Thereafter		<u>592,500</u>
Total	\$	<u>4,416,500</u>

The total rent paid was \$996,000 and \$900,000 for the years ended December 31, 2021 and 2020, respectively.

Note 14 – Government Grants

On April 16, 2020 the Company received a loan from Chase Bank in the amount of \$2,044,907 under the Paycheck Protection Program established by the Coronavirus Aid, Relief, and Economic Security (CARES) Act which allows the Company to use the proceeds to maintain payroll and certain other costs for 24 weeks following the April 16, 2020 funding date. The loan is subject to a note and bears interest at a rate of 1% and is payable in monthly installments of principal and interest over 24 months beginning 6 months from the date of the note. However, the Company may defer payments and apply for forgiveness within 10 months after the last day of the 24-week covered period which ended on September 30, 2020.

Under US GAAP there is no specific guidance on treatment of a forgivable loan from the government for a for-profit entity. FASB ASC-105-10-05-2 states that if the guidance for a transaction or event is not specified within a source of authoritative GAAP for that entity, an entity shall first consider accounting principles for similar transactions or events within a source of authoritative GAAP for that entity and then consider non-authoritative guidance from other sources.

Management has evaluated the specific facts and circumstances of the grant and believes the guidance under IAS 20 – Accounting for Government Grants from the International Financial Reporting Standards is the most appropriate guidance to look to for treatment of this loan. IAS 20 states that a forgivable loan from the government is treated as a government grant when there is reasonable assurance that the entity will meet the terms for forgiveness of the loan.

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Notes to Consolidated Financial Statements

December 31, 2021 and 2020

Note 14 – Government Grants (cont.)

As of December 31, 2020, the loan had not been forgiven by the SBA, however, the Company had met or exceeded the necessary costs for which the grant was intended to compensate and in order to recognize income over the period that is for the related expenses, the entire amount of \$2,044,907 has been included as Other Income on the 2020 financial statements.

On June 21, 2021, the loan of \$2,044,907 was fully forgiven by the SBA.

On April 23, 2020 the Company received a \$10,000 Economic Injury and Disaster Loan Advance from the Small Business administration under the Coronavirus Aid, Relief, and Economic Security (CARES) Act which allows the Company to use the proceeds to maintain payroll and certain other costs. Under the Consolidated Appropriation Act of 2021, this grant does not reduce the amount of forgiveness available for the Paycheck Protection Program, does not have to be repaid, and is a tax-free government grant. This has also been included as Other Income on the financial statements for 2020.

Note 15– Goodwill

The accounting for the acquisition of assets of Southwest Direct, Inc. of Florida in 2019 resulted in recognizing goodwill of \$17,700. The Company adopted the accounting alternative offered to nonpublic entities for the subsequent measurement of goodwill. In accordance with this alternative, the Company will amortize goodwill over ten years on the straight - line basis and will only evaluate goodwill for impairment at the entity level when a triggering event occurs. Amortization expense for goodwill for the years ended December 31, 2021 and 2020 was \$1,770 and \$1,772, respectively.

Note 16 – Subsequent Events

Management has evaluated subsequent events through April 29, 2022, the date the financial statements were available to be issued.

On March 3, 2022, InfoSend, Inc. and another stockholder of the company formed InfoSend NE, LLC and acquired the assets of Statement Outsourcing, LLC. Business operations will be conducted at a rented facility in Massachusetts.

There were no other material subsequent events that require recognition or additional disclosure in these financial statements.

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SUPPLEMENTARY INFORMATION

INFOSEND, INC
SCHEDULE I - SCHEDULE OF COST OF SALES
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	<u>2021</u>	<u>2020</u>
Cost of Sales		
Postage	\$ -	\$ 4,837
Envelopes	1,588,963	1,246,097
Printing and Reproduction	1,775,040	1,926,706
Forms and Paper	4,986,017	4,936,604
Supplies	145,845	138,858
Revenue Share Fees	340,571	245,505
Salaries and Benefits	5,329,872	4,604,535
Outside Vendor Services	1,571,545	1,424,937
	<u>15,737,853</u>	<u>14,528,079</u>
Total Cost of Sales	\$ <u>15,737,853</u>	\$ <u>14,528,079</u>

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INFOSEND, INC
SCHEDULE II - SCHEDULE OF OPERATING EXPENSES
FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

	2021	2020
Operating Expenses		
Amortization	\$ 6,710	\$ 28,572
Auto	36,894	42,540
Bank Charges	5,825	5,958
Bad Debt (Recovery)	(393)	(18,660)
Bonds	2,961	15,706
Commissions	737,841	631,679
Computer Expense	477,805	281,356
Contributions	-	99
COVID-19 Related Expenses	4,842	59,586
Depreciation	1,428,110	1,459,120
Dues and Subscriptions	26,016	22,791
Equipment Rental	54,263	61,497
Insurance	646,819	724,875
Interest Expense	372,514	488,938
Legal and Accounting	110,613	64,887
Loan Fee Expense	-	329,519
Marketing and Promotion	10,897	16,149
Meals and Entertainment	39,277	23,919
Miscellaneous	17,598	28,224
Office Expense	74,471	61,483
Outside Services	804,632	697,224
Pension Expense	170,013	205,210
Postage	214,318	280,439
Rent	273,397	292,259
Utilities	487,742	464,705
Repairs and Maintenance	705,389	674,693
Salaries and Payroll Taxes	6,180,048	6,101,481
Property Taxes	221,110	231,085
Telephone	80,066	55,773
Travel	22,756	17,904
	\$ 13,212,534	\$ 13,349,011
Total Operating Expenses	\$ 13,212,534	\$ 13,349,011