



**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:	2535A
COMMODITY CODE:	915.58
CONTRACT PERIOD:	May 1, 2024 through April 30, 2026
RENEWAL OPTIONS:	Four one-year renewals through 2030
USER DEPARTMENT:	Finance
Contact Name:	Louise Evans
Phone Number:	804-501-4972
Email Address:	Eva05@henrico.gov
HENRICO COOPERATIVE TERMS INCLUDED:	Yes
SUPPLIER: Name:	SouthData, Inc
Address:	201 Technology Lane
City, State:	Mount Airy, NC 27030
Contact Name:	Brook Millard
Phone Number:	336-783-5986
Email address:	stephanie.millard@osgcon-nect.com
ORACLE SUPPLIER NUMBER:	213768
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 Table 1 of contract

Contract Info	PO and Invoice Info
Output Services Group, INC. dba OSG	SouthData, Inc.
900 Kimberly Drive	201 Technology Lane
Carol Stream, IL 60188	Mount Airy, NC 27030
Supplier No: 754939	Supplier No: 213768



COMMONWEALTH OF VIRGINIA
COUNTY OF HENRICO

DEPARTMENT OF FINANCE
OSCAR KNOTT, CPP, CPPO, VCO
PURCHASING DIRECTOR

Contract 2535A

First Amendment

First Amendment to the Non-Professional Services Contract 2535A (this "First Amendment") dated November 13, 2024, between the County of Henrico County, Virginia (the "County") and Output Services Group, LLC ("Contractor"), amends the Non-Professional Services Contract between the County and the Contractor dated May 1, 2024 ("Contract").

Background

Pursuant to the Contract, the Contractor agrees to provide printing and mailing services for the Henrico County Department of Finance in accordance with the Contract.

The Contract was inadvertently executed as Output Services Group, LLC by the Contractor as stated in email dated October 29, 2024 from Contractor's general counsel, Exhibit A.

The Contractor's invoices state that invoices are to be paid to "SouthData, Inc." which is a wholly owned subsidiary of Output Services Group, Inc. in accordance with letter dated March 13, 2024, Exhibit B.

Accordingly, the parties agree as follows:

Amendment

1. Effective as of May 1, 2024, all references to Output Services Group, LLC are replaced with Output Services Group, Inc. in the Contract.
2. All purchases orders and invoices issued pursuant to the Contract shall be addressed to SouthData, Inc.
3. Except as amended by this First Amendment, the Contract remains unchanged and in full force and effect.

To evidence the parties' agreement to this First Amendment, each party has signed it on the date stated under that party's name.

Output Services Group, Inc.
900 Kimberly Drive
Carol Stream, IL 60188

County of Henrico County,
Virginia
P.O. 90775
Henrico, VA 23223-0775

Joseph Tetstone

Signature *Joseph Tetstone*

Printed Name and **Joseph Tetstone**
EVP of Client Experience
November 12, 2024 12:08 CT
joseph.tetstone@osgconnect.com

Date

Oscar Knott

Signature
Oscar Knott, CPP, CPPO, NIGP-CPP, VCO

Purchasing Director
11/13/2024

Date

APPROVED AS TO FORM

[Signature] 11/12/24

ASSISTANT COUNTY ATTORNEY



COMMONWEALTH OF VIRGINIA

County of Henrico

Non-Professional Services Contract
Contract No. 2535A

This Non-Professional Services Contract (this "Contract") entered into this 1st day of May 2024, by Output Services Group, LLC (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. 23-2535-5EMF, (the "Request for Proposals"), for Printing and Mailing Services for the Department of Finance.

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, summarized in the below Table 1.

Table 1
Basic Services
Description Unit Price
8 1/2 x 11 (24 lb) paper stock w/ perforation \$0.0094
Duplex Printed: Full Color or Black and White \$0.0421
#10 Double Window Envelope \$0.0300
#9 Remit Envelope \$0.0200
Optional Services
eStatements \$0.1199 per mail
Automated Return Mail (report only) \$0.10 each
Automated Return Mail (with skip tracing and remail) \$1.00 each
SecureArchive \$750.00/year
Return Listing Scanning \$500.00 setup
Lead page (includes scanning and indexing) \$0.145
Following page \$0.065
IMb Tracing \$500.00/year
Graphic Design Services \$150.00/hour
Voice Broadcast (static call only, no variable information) \$0.25 per call
NCOA - PO Box fee \$464.00/annually
Per piece fee waived

*Postage shall be based on USPS discounted rates and the Contractor shall pass-through postage without markup.

The Contractor shall provide a quote for any request for printing of inserts and shall require approval by the County before proceeding.

CONTRACT TERM: The initial Contract term shall be for a period of two (2) years beginning from date of contract execution. Pricing shall remain the same for the initial contract term. The County may renew the Contract for up to four (4) 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 120 days before the end of the term. If the Contractor requests an increase above 3%, the Contractor must provide justification for the increase for consideration by the Purchasing Director.

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 Questions for Clarification dated September 11, and Best and Final Offer Pricing (Exhibit B).
5. Contractor's Original Proposal dated July 12, 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.


Output Services Group, LLC
775 Washington Avenue
Carlstadt, NJ 07072

Joseph Tetstone

Joseph Tetstone

Joseph Tetstone
EVP of Client Experience
April 19, 2024 12:26 CT
joseph.tetstone@osgconnect.com

County of Henrico, Virginia
P.O. 90775
Henrico, VA 23223-0775



Signature

Oscar Knott, CPP, CPPO, VCO

Purchasing Director

5/1/24

Date

APPROVED AS TO FORM



Asst. COUNTY ATTORNEY 4/22/2024

EXHIBIT A

NEGOTIATED MODIFICATIONS TO AGREEMENT DOCUMENTS FOR CONTRACT NO. 2535A

These Negotiated Modifications are hereby incorporated into Contract No. 2535A (the "Contract") for Printing and Mailing Services for the Department of Finance as of the effective date of the Contract.

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, General Contract Terms and Conditions, Item D – Compensation, shall be revised to read as follows by adding:
The Successful Offeror must submit a complete itemized invoice 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 invoice.
Price increase Language
The Successful Offeror may change or increase the prices it charges County to reflect changes in rates from the postal authorities ("Postal Charges"). Postal Charges may include changes made by the United States Postal Service ("USPS") to the actual postage rates or to the presort discounts. The Successful Offeror must provide the County with notice of an increase in Postal Charges in writing.
2. RFP, Sec.V, General Contract Terms and Conditions, Item F – Termination by the County, shall be revised to read as follows:
 2. Termination for Cause
 - d. An equitable adjustment in the Contract price shall be made for unpaid services satisfactorily rendered and goods satisfactorily delivered before the date the Successful Offeror receives the notice of termination minus the County's cost to complete the Successful Offeror's work. The Successful Offeror shall not be entitled to payment for services rendered or goods delivered after the date the Successful Offeror receives the notice of termination or for reimbursement of any cost the Successful Offeror incurs after the date the Successful Offeror receives the notice of termination. If the County's cost to complete the Successful Offeror's work exceeds the unpaid balance due to the Successful Offeror, the County will not owe the Successful Offeror any money; instead, the Successful Offeror shall pay to the County the difference between the unpaid balance due and the County's cost to complete the work.
 - e. Unless the parties expressly agree in writing otherwise, the parties may transmit notices of default and termination for cause by email, USPS First-Class Mail®, or courier or overnight delivery service. The intended recipient of a notice shall be deemed to be in receipt of any notice emailed on the day the sender sends it. The intended recipient of a notice shall be deemed to be in receipt of any notice sent by USPS First-Class Mail® three business days after the date shown in the postmark. The Offeror intended recipient shall be deemed to be in

receipt of any notice the sender sends by courier or overnight delivery service on the date of delivery as confirmed by the courier or overnight delivery service.

- f. If the Successful Offeror receives two notices of default in one year, the County shall not be obligated to give the Successful Offeror the opportunity to cure any subsequent defaults but may terminate the contract in accordance with this section.
- h. omitted.

3. RFP, Sec.V, General Contract Terms and Conditions, Item N – Indemnification shall be revised to read as follows:

To the extent permitted by the laws of the Commonwealth of Virginia, each party (“Indemnifying Party”) agrees to indemnify, defend and hold the other party (“Indemnified Party”) and its shareholders, directors, officers, employees, agents, subsidiaries, and affiliates (“Indemnified Party Indemnitees”) harmless from and against any and all losses, injuries, claims, demands, liabilities, obligations, suits, penalties, forfeitures, costs or expenses of every type or kind, including reasonable attorneys’ fees actually incurred, disbursements and costs of investigation which are imposed upon, incurred by or asserted against the Indemnified Party Indemnitees to the extent it results from: (i) the breach of this Agreement by Indemnifying Party; (ii) the negligent act or omission of Indemnifying Party or any officer, employee or agent under the control or supervision of Indemnifying Party; or (iii) the violation of any applicable laws, regulations or rules by Indemnifying Party or any officer, employee or agent under the control or supervision of Indemnifying Party. Neither party shall be liable to the other, or to any third party claiming through a party, for indirect, incidental, special or consequential damages, punitive or exemplary loss, damage, cost, or expense arising out of or relating to this Agreement. The terms hereof shall survive the termination or expiration of this Agreement.

4. RFP, Sec. V, General Contract Terms and Conditions, Item – EE – Non-Exclusive Contract shall be revised to read as follows:

Nothing in this Request for Proposal constitutes an offer or promise to purchase any goods or services exclusively from the Successful Offeror. The County intends to primarily use the Successful Offeror for the printing and mailing services defined in the Contract Documents. The County reserves the right to purchase goods and services similar to, or the same as, the goods and services that are subject to this Request for Proposal from other sources if the County determines it is necessary to do so.

5. RFP, Sec. V, General Contract Terms and Conditions, Item HH – Liquidated Damages shall be revised to read as follows:

It is understood and agreed that time is of the essence in mailing Personal Property and Real Estate installment tax bills. The County must transmit the data file containing the tax bills to the Successful Offeror with sufficient time (as agreed upon by the County and the Successful Offeror) for the Successful Offeror to print and mail the bills in accordance with specifications in the Contract Documents. Successful Offeror must mail all Personal Property and Real Estate Tax (1st Half) bills on or before May 5. Successful Offeror shall pay to the County the sum of \$100 per day for each day during which any Personal Property and Real Estate Tax (1st Half) bills remain unsent after May 5.

Successful Offeror must mail all Personal Property and Real Estate Tax (2nd Half) bills on or before November 5. Successful Offeror shall pay to the County the sum of \$100 per day for each day during which any Personal Property and Real Estate Tax (2nd Half) bills remain unsent after November 5. All sums so payable because of Successful Offeror's failure to mail the bills by the stated deadlines shall be recoverable as liquidated damages or may be deducted by the County from any moneys due or becoming due to the Successful Offeror, and no such payment shall be waived except in writing by the County. If the County consents in writing to mailing deadlines other than May 5 or November 5 and if Successful Offeror fails to meet those mailing deadlines, this liquidated damages provision shall apply with equal force, with the agreed upon dates substituted for May 5 and November 5, as applicable. If the County fails to provide the Successful Offeror with the data file to generate the bills for printing and mailing by the agreed upon date the County and Successful Offeror have agreed to or is otherwise primarily responsible for Successful Offeror's failure to meet a mailing deadline, this liquidated damages provision shall not apply. If Successful Offeror's failure to meet a mailing deadline is not caused by Successful Offeror's negligence or intentional act, this liquidated damages provision shall not apply.

By signing the Contract, the parties thereto have approved these Negotiated Modifications.



EXHIBIT B

COMMONWEALTH OF VIRGINIA County of Henrico

DEPARTMENT OF FINANCE
Purchasing Division

September 11, 2023

Enrique Genao
Output Services Group, LLC.
775 Washington Avenue
Carlstadt, NJ 07072
Enrique.Genao@EverView.io

RE: RFP 23-2535-5EMF – Printing & Mailing Services for the Department of Finance

Dear Mr. Genao:

This letter is to inform you that your firm has been selected to enter into negotiations for the above referenced solicitation.

To begin this process, please submit the following items:

1. Responses to attached questions for clarification.
2. Pricing on Pricing Excel spreadsheet. (Note: there are 3 tabs)

Please provide the above items by noon eastern time on September 18, 2023. A response via email attachment is sufficient.

If you have any questions, please contact me at 804-501-5637 or fal51@henrico.us.

Sincerely,

Eileen M. Falcone

Eileen M. Falcone, CPPB
Assistant Division Director

**RFP 23-2535-5EMF
Printing and Mailing for Finance
September 11, 2023**

Offeror: Output Services Group, LLC/EVERVIEW

1. Provide details as to the exceptions your firm is taking in the RFP (page 34 of the submitted proposal). List the section number and item number listed in the Request for Proposal the exception is being made to and suggest alternative language to be negotiated. List these items on a separate sheet titled “Exceptions”

Please see the attached “Exceptions” document.

2. Will the County be able to set up the requirements for a taxpayer to get to the account, such as the account number and associated zip code?

We do have this capability.

Below is a screenshot of the product, which allows to search on Real Estate Tax bills based on the criteria listed below (name, account # parcel ID or address)

3. Will the taxpayer need to create an account to view the bill and then have to sign into Paymentus when they click to pay, or can they view the bill without creating an account?

Yes, the Taxpayer will need to create a separate account to view bill.

4. Does the dashboard provide AP history? If there is no AP history on the dashboard, is there a way to review the billing history online? Provide details.

- **Secure Archive - 18 to 60 based on the county’s preference (internal to County)**
- **ePresentment – 18 months (Taxpayer facing)**

5. Provide a copy of the Returned mail reports if you have the capability to suspend the paper copies from being returned to the County.

We can set the County up on ACS. This is where EverView will receive a report from the USPS on the returned mail and they destroy the mail at post office. When EverView receives the report from USPS, we will parse the data based off the IMB to know which client and order. Once this step is done, EverView can send it to the County through the FTP site or our web site.

Please see screenshot below and attached sample report.

Miscellaneous Options

Publish Reports Do Not Solicit

Publish FTP Master Client Web Access

Sync Association and Product Settings Lockbox Web Access

Address Change Report CertMail FTP

Return Mail Report

ACS Process

The mail piece is not forwarded or returned to your office but is destroyed.

6. Confirm if mail tracking, both to the destination and for the remittance, is available with your proposed platform. Provide copies of the reports that will be used and the search capabilities.

Yes, Please refer to deck attached slides 14 – 16

7. Can the proposed solution transfer the customers on the current Paymentus database to their portal for ebilling?

No, the taxpayer will need to create a separate account to view bill.

8. Provide references of customers who currently use ebill presentment and use Paymentus as the payment provider.

Unfortunately we do not keep track of our client payment vendors, however we do have experience working with Paymentus and multiple other payment vendors without issues, regarding redirecting taxpayers to our client's payment sites.

9. How long is the bill history for the customer maintained and is there any flexibility on the time?

- **Secure Archive - 18 to 60 based on the county's preference (internal to County)**
- **ePresentment – 18 months (Taxpayer facing)**

10. What is the SLA for bill delivery from your primary printing location for Henrico?

- **Standard SLA for jobs less than 100K records is 48hrs (business days)**
- **More than 100K 3-5 business days**

11. Provide screen shots, a power point presentation or a video that will show the bill presentment through the click to pay for Paymentus payments.

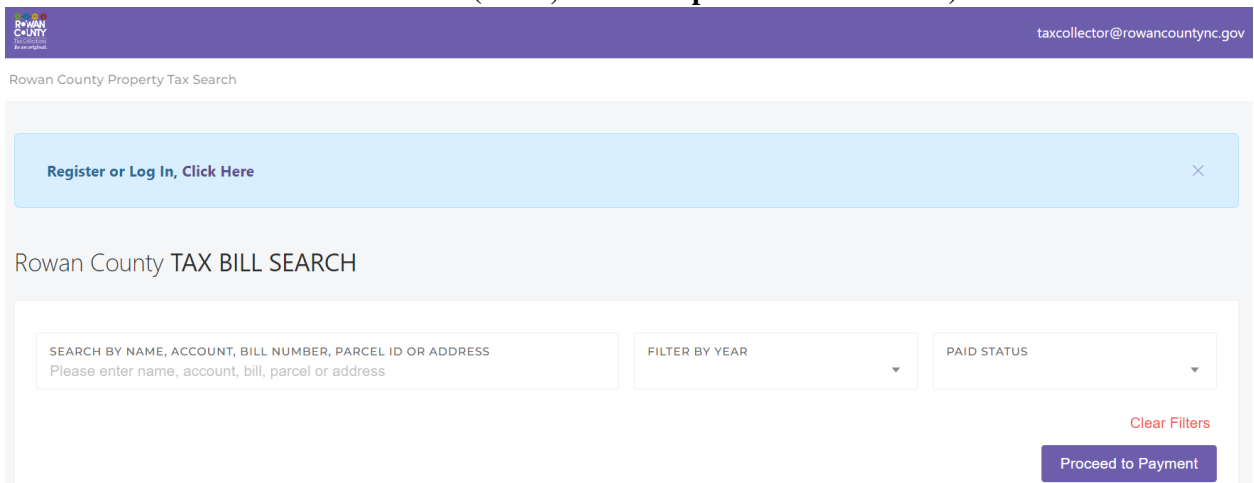
Please refer to deck attached slides 7 - 13

12. Does the proposed solution have an available offering for bill presentment that utilizes a platform where Henrico taxpayers are NOT required to create an account in order to view their bills online (meaning they can simply go to a website and enter in specific parameters; such as, bill type, account number and account mailing zipcode)?

- a. If so, please provide available documentation about this options functionality, if it also supports the click to Pay Option with our current online payment processor Paymentus and any costs associated should Henrico be interested in utilizing that platform.
- b. Does the platform distinguish verification requirements if looking for a Real Estate bill (which is public information) versus Personal Property bills which is not public information?

We do have this capability; however, it does not distinguish between real estate and personal property bills. Our clients do not post personal property bills via this option.

Below is a screenshot of the product, which allows to search on Real Estate Tax bills based on the criteria listed below (name, account # parcel ID or address)



The screenshot shows the Rowan County Property Tax Search interface. At the top left is the Rowan County logo. At the top right is the email address taxcollector@rowancountync.gov. Below the header is the text "Rowan County Property Tax Search". A light blue banner contains the text "Register or Log In, Click Here" with a close button (X). Below the banner is the heading "Rowan County TAX BILL SEARCH". The search area contains three input fields: "SEARCH BY NAME, ACCOUNT, BILL NUMBER, PARCEL ID OR ADDRESS" with a placeholder "Please enter name, account, bill, parcel or address"; "FILTER BY YEAR" with a dropdown arrow; and "PAID STATUS" with a dropdown arrow. At the bottom right of the search area are two buttons: "Clear Filters" in red text and "Proceed to Payment" in a blue button.

**Pricing Sheet
After Presentations**

Offeror's Name: EverView

This sheet shall list:

All pricing needed to perform the scope of work (i.e. **standard** envelopes, return envelope, duplexing, NCOA...Ect).

Postage does not need to be listed here.

List optional services.

Pricing for any printing inserts that may be requested are to be listed on this sheet.

Pricing listed on this sheet will be used to calculate "Itemized Job Pricing" on the next tab.

Optional Services

- **eStatements - \$0.1199 per email**
- **Automated Return Mail - Dependent on how much is required for us to handle, if we are just returning a report then \$0.10 each, if we do skip tracing and remail then \$1.00 each.**
- **SecureArchive – \$750.00/year**
- **Return Listing Scanning - \$500 set up, \$0.145 for lead page, includes scanning and indexing, \$0.065 for following pages**
- **IMb Tracing - \$500 / year**
- **Graphic Design Services – \$150.00/hour**
- **Marketing Services – Dependent on product**
- **Voice Broadcast - \$0.25 per call if just a static call no variable information**
- **Inserts - Actual insert rates are dependent upon spec - i.e. 8 1/2 x 11 printed on #24 stock is priced at .064**

* NCOA - PO Box Fee is \$464 annually, per piece charge waived.

*Accurint - County would need to register and pay directly to Accurint, EverView would need to be granted authority to act as an agent on its behalf.

PRICING AFTER PRESENTATIONS

RFP 23-2535-5EMF

Offeror Name: EverView			
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Offeror's are to provide itemized cost per job to include current postal rates. Enter the total cost for each job on this page and the next tab "Job Price" and any additional charges that the County would incur for implemenation etc.

Job #	Service	Volume	Unit Price	Cost
1	8 1/2 x 11 (24 lb) paper stock w/ perforation	233,000	0.0094	\$ 2,190.20
1	Duplex Printed: Full Color or Black and White	233,000	0.0421	\$ 9,809.30
1	#10 Double Window Envelope	233,000	0.0300	\$ 6,990.00
1	#9 Remit Envelope	233,000	0.0200	\$ 4,660.00
1	1st Class 1oz. Postage Rate - 5 Digit Rate***	233,000	\$0.4980	\$116,034.00
			0.5995	\$ 139,683.50
2	8 1/2 x 11 (24 lb) paper stock w/ perforation	53,000	0.00940	\$ 498.20
2	Duplex Printed: Full Color or Black and White	53,000	0.04210	\$ 2,231.30
2	#10 Double Window Envelope	53,000	0.03000	\$ 1,590.00
2	#9 Remit Envelope	53,000	0.02000	\$ 1,060.00
2	1st Class 1oz. Postage Rate - 5 Digit Rate ***	53,000	\$0.4980	\$26,394.00
			0.59950	\$ 31,773.50
3	8 1/2 x 11 (24 lb) paper stock w/ perforation	94,000	0.00940	\$ 883.60
3	Duplex Printed: Full Color or Black and White	94,000	0.04210	\$ 3,957.40
3	#10 Double Window Envelope	94,000	0.03000	\$ 2,820.00
3	#9 Remit Envelope	94,000	0.02000	\$ 1,880.00
3	1st Class 1oz. Postage Rate - 5 Digit Rate ***	94,000	\$0.4980	\$46,812.00
			0.59950	\$ 56,353.00
4	8 1/2 x 11 (24 lb) paper stock w/ perforation	6,400	0.00940	\$ 60.16
4	Duplex Printed: Full Color or Black and White	6,400	0.04210	\$ 269.44
4	#10 Double Window Envelope	6,400	0.03000	\$ 192.00
4	#9 Remit Envelope	6,400	0.02000	\$ 128.00
4	1st Class 1oz. Postage Rate - 5 Digit Rate ***	6,400	\$0.4980	\$3,187.20
			0.59950	\$ 3,836.80
5	8 1/2 x 11 (24 lb) paper stock w/ perforation	32,000	0.00940	\$ 300.80
5	Duplex Printed: Full Color or Black and White	32,000	0.04210	\$ 1,347.20
5	#10 Double Window Envelope	32,000	0.03000	\$ 960.00

PRICING AFTER PRESENTATIONS

RFP 23-2535-5EMF

5	#9 Remit Envelope	32,000	0.02000	\$	640.00
5	1st Class 1oz. Postage Rate - 5 Digit Rate ***	32,000	\$0.4980		\$15,936.00
			0.59950	\$	19,184.00
6	8 1/2 x 11 (24 lb) paper stock w/ perforation	13,000	0.00940	\$	122.20
6	Duplex Printed: Full Color or Black and White	13,000	0.04210	\$	547.30
6	#10 Double Window Envelope	13,000	0.03000	\$	390.00
6	#9 Remit Envelope	13,000	0.02000	\$	260.00
6	1st Class 1oz. Postage Rate - 5 Digit Rate ***	13,000	\$0.4980		\$6,474.00
			0.59950	\$	7,793.50
7	8 1/2 x 11 (24 lb) paper stock w/ perforation	3,000	0.00940	\$	28.20
7	Duplex Printed: Full Color or Black and White	3,000	0.04210	\$	126.30
7	#10 Double Window Envelope	3,000	0.03000	\$	90.00
7	#9 Remit Envelope	3,000	0.02000	\$	60.00
7	1st Class 1oz. Postage Rate - 5 Digit Rate ***	3,000	\$0.4980		\$1,494.00
			0.59950	\$	1,798.50
8	8 1/2 x 11 (24 lb) paper stock w/ perforation	120,000	0.00940	\$	1,128.00
8	Duplex Printed: Full Color or Black and White	120,000	0.04210	\$	5,052.00
8	#10 Double Window Envelope	120,000	0.03000	\$	3,600.00
8	#9 Remit Envelope	120,000	0.02000	\$	2,400.00
8	1st Class 1oz. Postage Rate - 5 Digit Rate ***	120,000	\$0.4980		\$59,760.00
			\$0.5995		\$71,940.00

*** The estimated postage rate is based on USPS discounted rates and will vary depending on the presort distribution

PRICING AFTER PRESENTATIONS
23-2535-SEMF

Offeror: EverView		After entering the cost per job, Offerors are to list any additional charges the County will incur for implementation etc.. See "Additional Charges"				
	Rate:	Average Count per mailing *all volumes are estimates only*	# of mailings per year	Annual Cost per job (shall induce current postal rate)		
Job 1 - Personal Property Tax Bills	0.59950	233,000	2	\$279,367.00		
Job 2 - Real Estate Tax Bills	0.59950	53,000	2	\$63,547.00		
Job 3 - Delinquent Personal Property Tax Bills	0.59950	94,000	2	\$112,706.00		
Job 4 - Delinquent Real Estate Tax Bills	0.59950	6,400	2	\$7,673.60		
Job 5 - Vehicle Registration Withholding Notices	0.59950	32,000	2	\$38,368.00		
Job 6 - Supplemental Personal Property Tax Bills	0.59950	13,000	2	\$15,587.00		
Job 7 - Real Estate Collection Action Notices	0.59950	3,000	2	\$3,597.00		
Job 8 - Assessment Notices	\$0.59950	120,000	1	\$71,940.00		
Total Jobs 1-8				\$592,785.60		
***The estimated pricing includes estimated postage cost which is based on USPS discounted rates and will vary depending on the presort distribution EverView will pass-through postage without markup						
Additional charges, if any, other than cost per job						
Grand Total Year 1:				\$592,785.60		

Archived: Tuesday, August 15, 2023 3:13:17 PM

From: [Enrique Genao](#)

Sent: Wed, 9 Aug 2023 20:38:15 +0000ARC

To:

Subject: FW: RFP 23-2535-5EMF – Printing & Mailing Services for the Department of Finance

Sensitivity: High

Attachments:

[OSG Presentation Letter.docx](#) 

Hi Eileen,

Hope this finds you well and thank you for your call yesterday.

Please take this email as confirmation that EverView does not object to our proposal being made public. The footer “Proprietary and Confidential” was included but in error.

Please let me know if have any questions.

Best,

Enrique Genao

District Manager

Mobile: Cell: 248-229-4366

[EverView Logo](#)



□ □ □ □ □

From: Albert, Sharon <ALB063@henrico.us>

Sent: Tuesday, August 8, 2023 4:21 PM

To: Enrique Genao <Enrique.Genao@EverView.io>

Cc: Falcone, Eileen <fal51@henrico.us>

Subject: RFP 23-2535-5EMF – Printing & Mailing Services for the Department of Finance

Good afternoon,

The attached document is the presentation letter for RFP 23-2535-5EMF – Printing & Mailing Services for the Department of Finance.

Best,

Sharon Albert
Henrico County | Finance Intern
Virginia Commonwealth University | Class of 2027
ALB063@henrico.us
(804)-501-5685



PROPOSAL FOR

Printing & Mailing Service for the Department of Finance

JULY 12TH, 2023

PRESENTED TO:

County of Henrico



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Introduction and Signed Forms

Cover Letter

July 12th, 2023

County of Henrico
Department of Finance
4301 East Parham Road
Henrico, VA 23228

To The County of Henrico Department of Finance,

On behalf of your team here at EverView, we thank you for the opportunity to continue serving Henrico County's printing and mailing needs. Since beginning our partnership in 2020, we've strived to provide excellent service to the county and its residents, and we look forward to the opportunity to continue to improve, and best meet the County's needs.

We understand the County's priority is finding a price competitive, reliable, and strategic partner. We are confident we can provide printing and mailing services that will exceed your expectations and requirements and meet the preferences of your customers. We are an experienced provider to government agencies and municipal utilities with over **50 years of experience in print and mail production** with 18 facilities throughout the U.S., producing **15 billion communications for over 6,000 clients**.

As your partner, we will continue to support you with:

- **Your dedicated customer support team**
- **Industry leading product facilities**
- **On-time, reliable performance**
- **Cost saving opportunities through strong industry partnerships**
- **Focus on cost saving opportunities or strategies**

We appreciate the opportunity to participate in this RFP process and look forward to continuing to work with you. If you have any questions or require additional information, please do not hesitate to contact us. Thank you again for your time and consideration.

Sincerely,

Enrique Genao
Vice President of Sales
E: Enrique.Genao@EverView.io
M: (248) 229-4366

Executive Summary

A partnership built on service and mutual trust is the cornerstone of reliability. It embodies the belief that together, businesses and governments can achieve more than we ever could alone. Henrico County and EverView bring together experience, perspectives, and resources that fosters reliability and stability. We understand Henrico's continued need for reliable and strategic print and mail services, and can continue to serve you with lower costs, no new implementations, and enhanced customer support.

We focus on enhancing the overall customer experience, creating operational efficiencies that lead to cost savings, providing clear and timely communications, and access to a robust suite of integrated print and document distribution solutions, including:

- Cost savings in postage through pre-sorting and address cleansing services.
- Cost savings through mail piece comingling services ensuring the lowest possible postage rates.
- Enhancing recipient engagement with dynamic messaging tools.
- Automating more processes, so you can focus on your customers.
- Giving you an administrative portal that serves as a command center with visibility and control over all aspects of your communications, print jobs, site activity, and mail tracking.

EverView stands out from our competitors by bringing 50 years of expertise to bear through print and digital programs.

What we offer: Continuing a Strong Partnership

Lower Costs: EverView has leveraged more efficiencies to lower your costs. By continually automating more processes and optimizing our partnership with USPS, we are able to offer lower pricing for the same services we are already providing to the County. We are proud to present Henrico with our new and improved pricing in our Pricing Proposal. By staying with EverView, the County can retain a high quality, familiar service while driving maximum cost-effectiveness.

No New Implementation: One of the greatest cost-savings we can offer the County is not needing to implement a new system. Because we are already your print and mail partner, there is no need to pay implementation fees, set up a new system, or retrain your employees. Not only will this save the County money on paper, but it will save valuable employee time in training. Not having to pull employees from other strategic projects to retrain with a new print and mail partner will save you time and, therefore, money.

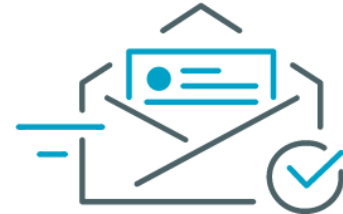
No new implementation also means that you won't have to worry about any interruption of service, transferring your data over to a new provider, or reformatting your documents to fit a new service. The time savings from this alone could be significant.

Enhanced Communication and Support: We understand that one area in our partnership that can be improved is communication. To enhance our communication and create a better client

experience, we created a new Client Experience (CX) organization. This new team takes the skills and expertise of both our Client Success and Client Care teams and combines them into one team. We are confident this combined team will forge better communication lines and will create a better client experience. By remaining with EverView, the county can enjoy an enhanced customer experience at a lower cost.

Print & Mail Solution Overview

EverView is an expert provider of state-of-the-art print and mail solutions, working in liaison with the USPS and maintaining on-site USPS processing centers at each of our major production facilities. With production locations across the US, we offer expertise in document creation as well as a fully redundant print facility network. Full-service mail piece comingling is available to ensure efficient service and lowest available postage rates.



As part of our print & mail solution, clients have access to:

- **Secure Client Dashboard:** EverView provides each client with their own online dashboard to view their products, access their reports and recipient listings, and manage their account and administrative users. On the site, clients can order products, upload, and download their files and reports, view past orders, monitor production progress, track their mailings in the USPS mail stream, and modify their user accounts.
- **Document Design:** Your documents are designed using a templated approach that enables dynamic messaging and graphic elements to highlight key communications. We can leverage and use all existing templates, offer full redesigns, and adjust current designs based on specific business needs and preferences. A well-designed document is key to improving consumer comprehension while encouraging prompt payments. Our graphic artists specialize in creating readable designs that draw the eye to key components like due dates, amounts due, and special messaging.

Elements like colors and fonts also have an impact on customer comprehension, and strategic layouts can reduce the number of pages required for each communication to save you money and time. We can also use the data you supply to include variable messaging boxes, historical usage graph details, or other required elements.

- **USPS Solutions:**
 - **Address Processing & Reporting:** When EverView receives an address data file, we process addresses using a full suite of address-cleansing services provided by the USPS to ensure accuracy, reduce postage prices, update changes in address, and meet requirements of the USPS. These services include Coding Accuracy Support System (CASS™); Delivery Point Validation (DPV); Locatable Address Conversion System (LACS); and NCOA^{Link}® based recorded moves within the USPS change-of-address database.
 - **Presorting & USPS Automation Discounts:** EverView provides internal comingling of mail to deliver the best discounted rates for our clients. We also use First Class

indicia on our outgoing envelopes and presorts mail for ultimate USPS automation discounts. EverView is committed to finding the best possible postage rates for our clients in conjunction with the USPS.

- **Manifest Mailing & Seamless Acceptance:** We utilize Manifest Mailing and Seamless Acceptance via the USPS at each of our facilities. A Manifest Mailing system is an automated, computer-supported system that allows a mailer to document postage and fees for all pieces in a mailing paid via permit imprint. Seamless Acceptance automates USPS entry and verification of mailings by leveraging electronic documentation, Intelligent Mail barcodes (IMb), and information collected from handheld sampling devices and mail processing equipment scans.
- **Mail Tracking:** Using the USPS Intelligent Mail barcode, our mail tracking solution follows your inbound and outbound mail as it moves through the mailstream, keeping you informed in real time through the EverView portal. This critical insight allows you to forecast cash flow and analyze response time.
- **Automated Return Mail Service:** Save time and money by eliminating the need to manually process return mail. We manage return mail for our clients at each of our major facilities. Depending on your preferences, we can either scan and securely destroy returned mail or forward the mail, if possible, using the USPS address database.
- **USPS Mail Distribution:** Our facilities have on-site USPS processing centers, staffed by USPS employees, to enable faster entry of your mail into the mail stream. Once a job is finished, it is delivered immediately to the USPS, where it is verified on-site. The USPS trucks mail multiple times per day from our facilities to the nearest USPS distribution center.
- **Certified Mail Tracking & Reporting:** EverView offers a full solution for Certified Mail. We organize all your documents, tracking data, and signatures for you so that the data you need is always easy to find. You will be able to track the status of your mail, view delivery confirmation signatures, and access a digital record of all your Certified Mail pieces.
- **Equipment, Facilities & Processes:** EverView uses state-of-the-art technology to provide the highest level of manufacturing speed and quality available on the market. EverView North American facilities encompass 1.6 million square feet of space, and we regularly use and maintain 195 printing systems and 214 mail inserters. Each facility utilizes an Automated Document Factory (ADF) system for the cost-effective, end-to-end, quality-controlled production of documents containing sensitive data.

Our main and backup facilities are equipped with modern automated printing machinery from companies such as Heidelberg, RICOH, IBM, Konica, Xerox, and Canon, and our inserting machines are from BlueCrest and Bell & Howell. Each of these machines produce at a high volume with imaging accuracy rivaling any printing machines on the market. Leveraging these technologies in mailing solutions combined with expert service professionals, EverView provides clients with a fully integrated print and mail operation.

Our facilities offer a white paper environment and material standardization to reduce costs, USPS processing and presorting for postage automation discounts, comprehensive disaster recovery and business continuity planning, and rigid security protocols.

- **Production Visibility & Control:** Internal production tracking systems monitor the process from beginning to end and feed information to the client portal on an automated basis, giving you full, real-time process visibility.
- **Digital Print Automation:** Our print centers are white paper environments that use digital print automation. Our technology allows us to print your static designs and variable data at the same time. We can collate variable inline inserts, perforate at multiple line designations, and produce full-color or black and white simplex or duplex sheets—all in a single pass. EverView offers broader customization and color options by feeding the data for transactional form production directly to our roll-fed printers.
- **Dedicated Client Support:** You will have ongoing, dedicated support and contact with your EverView Client Experience Team, who is committed to your satisfaction.

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. 23-2535-5EMF Printing and Mailing Services for the Department of Finance.

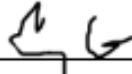
My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter 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): Output Services Group, LLC.
ADDRESS: 775 Washington Avenue, Carlstadt, NJ 07072
FEDERAL ID NO: 22-8168044
SIGNATURE: 
NAME OF PERSON SIGNING (PRINT): ENRIQUE GENAO
TITLE: Vice President of Sales
TELEPHONE: (248) 229-4366
FAX:
EMAIL ADDRESS: Enrique.Genao@EverView.io
DATE: 7/12/23

ATTACHMENT B BUSINESS CATEGORY CLASSIFICATION FORM

Company Legal Name: Output Services Group, LLC.

This form completed by: Signature:  Title: Vice President of Sales

Date: 07/12/23

PLEASE SPECIFY YOUR BUSINESS CATEGORY BY CHECKING THE APPROPRIATE BOX(ES)
BEL(⁺∓)V.

(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.

ATTACHMENT C
Virginia State Corporation Commission (SCC)
Registration Information

The Offeror:

is a corporation or other business entity with the following SCC identification number:
11350294 -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:

Statement of the Scope

The RFP outlines the scope of services required from a successful offeror. The services include printing, mailing, and reporting for various documents, particularly tax bills and notices, as well as other associated mailings.

General Requirements: We must provide customer support during regular business hours, have an account representative for communication, operate under specified standards, purchase and store printing materials, maintain a bulk mail permit, provide a web-based portal for tracking job status, offer a customer-facing electronic bill presentment portal, provide portal access for County staff, utilize SFTP for file transfers, undergo an annual review, ensure a secured and supervised environment, and have and maintain a disaster recovery plan.

Printing Services: We must provide printing services for various documents, including tax bills, assessment notices, past due notifications, and supplemental billings. We must specify the printing services offered, provide backup locations and contingency plans, deliver data to the County in web-quality PDFs and a manifest/index file, accept electronic print files, ensure data security, provide real-time file transmission status notifications, offer a 10% sample size for approval, print bills within required timelines, print OCR barcodes, use scan lines or Intelligent Mail Barcodes, provide specified ink colors and paper types, print supplemental messages and codes, provide sample print documents for approval, offer bill suppression capability, include inserts with mailings, configure remittance stubs, and grant County staff access to track printing progress.

Mailing Services: We must also provide mailing services, including inserting, sealing, metering, and mailing various County documents. We must use the lowest cost postage alternative, utilize certified postal software for mail qualification, update addresses, meet postal standards, deliver mail within 24 hours of printing, use Intelligent Mail Barcode and Seamless Acceptance, provide proof of delivery to USPS, allow bill pulling requests by County staff, and offer intelligent inserting.

Reporting Services: We must provide accounting and postal reports, reporting options, electronic NCOA update reports, daily production confirmation reports, and other related details.

Technical Requirements: We must provide email notifications for print files received, handle file errors, allow for file resending and same-day processing, create single or multi-page bills from print files, generate document image PDFs with unique identifiers, and provide manifest files with associated details.

Overall, the document specifies the services expected from us in responding to this proposal, all of which we confidently attest we can continue performing for the County.

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.

Pursuant to Section VI, Items L(3), L(4) and L(5), EverView certifies that we has not defaulted on any government contract in the last five years, no government has terminated a contract with EverView for cause within the last five years, and that we, nor any of our officers, directors, partners, or owners are currently barred from participating in any procurements by the federal, state, or local government.

Offeror's Qualifications, Experience, and Financial Capacity

In this tab, Offerors shall demonstrate the Offeror's and their staff's qualifications and experience in providing the services as requested in this Request for Proposal ("RFP"). This shall include resumes of staff that would be providing services for this contract.

Offerors shall include, at a minimum, the following information with their submission:

- a. Number of years of printing and mailing processing experience.**
EverView has offered industry leading solutions for over 50 years.
- b. Years of providing printing and mailing processing services under any other name.**
In October of last year, we rebranded from OSG to EverView, however our legal name remains Output Services Group, LLC.
- c. Average number of years' experience of supervisor and supporting staff**
Brooke Millard will be the primary point of contact for Henrico County. She has more than 18 years of experience supporting EverView customers. In addition, our supporting team has an average of more than 10 years of experience supporting EverView customers.
- d. Number of current printing and mailing customers.**
Our company brings to bear unmatched scale and expertise to over 6,000 clients in North America.
- e. Average monthly and annual volume of printing and mailing transactions.**
Each year EverView prints approximately 2.4 billion mail pieces for our 6,000+ North American clients, or over 200 million pieces of mail printed and mailed monthly.
- f. References from at least three (3) project/contracts completed within the last five years that are similar in nature and/or size to the County to which their firm has provided services as outlined in the scope of services. This list shall include contact person's name, telephone number and email address. Offerors may not use Henrico County as one of their references.**

Reference #1

Company Name: Guilford County Tax Office

Contact: Jim Roland

Contact Telephone Number: (336) 641-4380

Contact Email Address: jroland@guilfordcountync.gov

Reference #2

Company Name: New Hanover Tax Office

Contact: Allison Snell

Contact Telephone Number: (910) 798-7455

Contact Email Address: asnell@nhcgov.com

Reference #3

Company Name: Surry County Tax Office

Contact: Penny Harrison

Contact Telephone Number: (336) 401-8100

Contact Email Address: harrisonp@co.surry.nc.us

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

Due to the highly confidential nature of our audited financials, EverView can only provide these documents upon completion of a non-disclosure agreement. However, with more 6000 clients across the country, EverView can confirm that it is a financially secure company with solid revenue and a stable client base.

Service Approach, Implementation, and Training

In this tab, Offerors shall demonstrate in detail their approach to fulfilling the scope of services being solicited in this RFP and demonstrate their compliance with the requirements of the Scope of Services. Offers shall provide, at a minimum, the following information:

a. **Hours of operation**

EverView operates Monday through Friday, 8:00am–6:00pm EST.

b. **Holidays observed**

EverView observes New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

c. **Availability of staff capable of resolving inquiries**

EverView's client support is 24/7. During business hours, 8:00am–6:00pm EST Monday–Friday, excluding holidays, clients will receive a return call or email within one to three hours from your dedicated representatives. If you need an immediate response, you may contact the EverView Help Desk at any time by calling 201.871.1100 x.311 or emailing clientrelationsdept@osgconnect.com. In addition, our proposed account representative, Brooke Millard will be available as the first point of contact to escalate issues, concerns, and questions for resolution.

d. **Toll free phone numbers and email access availability**

Phone: (201) 871-1100 x311; Email: clientrelationsdept@osgconnect.com.

e. **Provide any documents the County may be required to sign such as License Agreement or End User Agreements.**

EverView prides itself to reach commercially acceptable provisions with its customers, including customers similarly situated to the County that are subject to various state statutes and procurement regulations. EverView believes the form of contract must necessarily reflect the totality of the relationship, including the specific nature of services provided, volumes, service levels, committed term (if applicable) and other commercially relevant factors. If selected and /or down-selected, EverView agrees to engage in good faith discussions with the County to achieve fair and reasonable contract language. In advance, and to assist the County's evaluation of EverView's response to the RFP, EverView would like to request review and inclusion of the attached standard Master Services Agreement.

f. **Discuss training for Finance staff to include the number of hours, on-site or webinar training, and the number of attendees that can attend.**

Continuing our relationship would allow for training to only be required as needed—with no exhaustive retraining necessary.

Beyond a re-onboarding if desired, we will work with your timeline to schedule regular quarterly

and annual strategy sessions to reinforce and evaluate performance and needs. Afterwards, we offer to schedule additional training sessions for any client employee turnover or new hire, or simply if your personnel would like a refresher on our portal and services

These would include anyone who would be making Business Rules decisions, placing orders, approving orders, looking at invoices, retrieving documents, answering questions, adding or deleting users from the website, or using our platforms, and training includes comprehensive demos, in-person or webinar sessions, documentation, User Acceptance Testing, FAQs, and daily access to your representatives. As far as hours are concerned, we're here to aid until the job is done.

g. During the contract term, is training offered for any new staff that may require training. Is there an additional cost?

Training would not require an additional price structure. We offer training for new hires or employee turnover as needed, or as a refresher course for current personnel.

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

- i. Indicate tasks that will occur concurrently.**
- ii. Show the total number of workdays required to complete the implementation.**
- iii. Is an implementation team assigned? Provide information on the individuals that would be assigned.**
- 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.**
- v. Describe how your company will transition the County from its current process to meet this proposals Scope of Services.**

As your current incumbent vendor, we can not only provide Henrico with a significant cost-saving opportunity by eliminating the need for implementing a new system, but we can also ensure that you will not encounter any service interruptions, data transfer complexities, or any need to reformat bills to align with a different service. As such, unless there are updates, we'd love the opportunity to address, we have the unique ability to offer no implementation being needed.

i. What is the length of time images are available?

Images are made available for a period of three months by default, however we're able to offer full archiving through our SecureArchive if longer storage is desired.

j. Will a report be run to determine USPS issues before going live at no additional cost to the County?

No setup issues are possible since we are already established in handling your mailings. For day-

to-day mail, at EverView print facilities, a USPS employee verifies mailings before they exit the building. This means that mail orders, once printed, inserted, and sorted with the appropriate paperwork and bin labels, are delivered immediately into the hands of a postal worker on our facility grounds for USPS processing. Any issues in this process will be remedied by our automated systems, or if still unresolved, notified to the county.

k. **Does comingling occur during the process?**

Yes

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

With over 50 years of experience and mail production facilities all over the U.S., we're able to bring our experience and expertise in handling billions of communications every year. Our strong and long-lasting partnerships allow us to offer cost savings in every step of the process, without compromising the quality, which ensures on-time delivery to all of your residents.

We've also had the pleasure of working with the County, so no reinventing the wheel is needed in providing excellent service.

m. **Does your firm offer 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.**

EverView Payments: Today's consumers live in an omnichannel world. How they choose to view and pay their bill can vary depending on many factors. Regardless of their preference, they demand a solution that gives them a seamless experience. EverView offers you the flexibility you need by integrating multiple payment channels into one open platform. The features and user experience are completely customizable, creating a true one-of-a-kind solution tailored to your customers' needs.

eLockbox: Banking with our custom eLockbox solution, EverView streamlines payments made through online banking and converts what is a traditional bank check from a consumers account into an electronic receivable.

- **Faster Payments** – Have quicker access to funds; payments are transferred directly into your bank account via a single daily ACH deposit. Funds that traditionally take 5-7 business days are delivered the next business day.
- **Easy Account Management** – Easily let customers make corrections if inaccurate account information is provided and assign payments to be automatically routed in the future.
- **Accurate** – Delivers payment information to your accounting software for error-free posting with a 98% conversion rate.
- **Cost Savings** – Provides a more cost-effective solution than manually processing bill pay checks or utilizing a standard lockbox service.

Technical, Quality Assurance and Security

- A. 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.**

EverView has developed a broad Quality Assurance standard to ensure accurate and on-time mailings. Our specific procedures for printing and mailing include:

Piece Count Integrity and Accuracy

EverView uses a highly defined quality standard and an Automated Document Factory (ADF) system to ensure piece count integrity for all orders. Production files, including images marked for suppression as eStatements, consist of the finished bill images themselves. This means that a document cannot be included in this file without the image being present. Using reporting metrics in the interchange of data and proofs, we ensure your images are created with accurate piece counts. During the proofing process before production, we also verify with the client the total number of pieces to be produced. With these practices in place, images do not go missing, and accuracy is maintained.

Our insertion machines also use 2D data matrices to count every piece of mail to ensure that the total supplied to us by the client is produced. An insertion machine will not allow the operator to move to a new job without verifying first that the piece count matches what was supplied to us by the client.

Ordering Process Requirements

Client personnel will sign in on the EverView website or SFTP site using their username and password, upload their address data file, and choose the document they want to print. Upon successful upload, the client will receive an order number verification, and that number may be used to track progress.

When we receive an order, the address data file is processed through address-cleansing services provided by the USPS (DPV, CASSTM, LACS and NCOA^{Link®}) to ensure accuracy. The file is then converted, and a proof is produced. This proof is quality checked by the account specialist and then released to the client for approval. If a change is needed or an error is found, the client may contact their project manager to discuss the issue. If no change is needed, the client can approve the proof online.

Approval Process Requirements

There is a process of approvals that EverView requires from our clients before production can begin. This is a pillar of our quality standard and ensures that our work is always to your satisfaction. We require approval of template design and test data submission as well as each order you make before production may begin. If a change is needed, an error is found, or an individual statement needs to be pulled, you can contact your account specialist while the order is in the approval stage to discuss the issue.

Quality Process

EverView uses proprietary software to monitor orders as they move across the production floor. At start of each new job, operators are given a hard copy production ticket that includes all details about the quantity of items to be produced as well as stock numbers, inserts, envelopes, and production instructions. It defines the exact materials and equipment to be used for each product and how they are to be configured to meet client's expectations.

Orders start with printing, then move to processing, inserting, sorting, and finally the on-site USPS processing center. At each phase of progress, quality checks take place:

- **Printing:** The operator ensures that the correct job is being loaded into the machine for printing. The web-press printers are fed a continuous stream of paper from a large roll. As this web of paper winds through the machine, it receives duplex print, is perforated, cut, separated, collated, and stacked. The operator collects these stacks, checks them for quality nonconformities, and organizes them for processing.
- **Printer quality:** In the event of a jam during print stream, print operators are required to alert the quality inspectors. The inspector will log the jam, inspect any pieces affected, check for correct sequential order, and sign off to restart the job.
- **Print recovery process:** During quality checks, if the quality starts to degrade, the printer operator will stop the press. When acceptable quality is restored, the operator will document the last acceptable quality sequence number, which will be confirmed for correct re-start position for job sequence order. The press will be restarted, and at the end of the job, the operator will confirm the starting and ending sequence numbers of the order.
- **Processing:** When a job has finished printing, it is organized according to production ticket and sent to the processor. There, the job ticket is scanned for order tracking, and the processor will ensure that all pieces are in the correct order and place for inserting.
- **Inserting machines:** Inserting machines are capable of dynamically inserting multiple inserts as well as remittance envelopes into the outer envelope. A 2D collation bar code embedded on the statements drives the machine to accumulate the total number of pages for each document and triggers the correct feeder to release the correct insert, buckslip, or remittance envelope.
- **Insert verification systems:** All inserting equipment is equipped with double detection indicators and camera verification systems. The output verification camera read and verifies all pieces within a job against our database. These systems identify out-of-sequence, duplicate, and missing pieces within a job. This feature alerts the operator of the issue. The operators are unable to bypass the notification without addressing the issue prior to the continuation of the production run.
- **Inserting process:** The inserter operator scans the production ticket for the client's order, then information pertaining to the order is linked to the inserting equipment. Operators load the statements, outer envelopes, and the correct feeders with inserts and remittance or return envelopes. The operator runs five pieces through the machine for initial testing and performs a quality check on these pieces. If any mail shows quality nonconformities during the inserting process, the operator will get the quality inspectors to review and fix the issue.
- **Quality checks in inserting:** Quality control inspectors perform hourly rounds to inspect each insert machine and do quality checks on mail.

- **Sorting machine:** This machine sorts mail using optical character recognition technology that determines how to route mail through the postal system. It adds barcodes for a significant postal discount. The machine organizes mail by reading the multiple lines of address and sorting by destination.
- **On-site USPS processor:** The mail, once sorted, is handed over to the USPS processor for verification, then shipped directly to the USPS distribution center.

Process Visibility Tools

A client may access their online account using a unique, protected ID and password, all of which will be set up during the initial onboarding process. On the site, clients can order products, upload and download their data and files, view past orders, monitor production progress, track their mailings, and modify their user accounts. File and order submissions trigger our automated systems to send an encrypted confirmation email to the user who generated the order.

Each client receives their own username and login identification, and the client can add and remove as many administrative users on the account as necessary. Once an order is prepared for manufacturing, an email is sent announcing the PDF proof is available for their review and approval. This allows the client to see exactly what will be printed using real data from their file. The proof will accompany a cover sheet stating the number of items being mailed and those being shipped back to the client. EverView will build a strong working relationship with the client and will maintain correspondence throughout the project.

Production Management & Controls

The adequacy of the Quality Management System in production includes conformance to specified quality procedures that are reviewed and documented. The key components of our quality system are people, process, and technology, and all production activities are planned and defined prior to execution. Documented procedures and work instructions, production routings, operation instructions sheets, and production codes of practice are used to control process activities. Additional Quality Assurance included in process planning include unique job numbers assigned to each job for tracking, unique sequence numbers within the job, and a 2D data matrix added to documents for integrity in inserting.

When an order reaches the production floor, quality information will be collected and recorded electronically based on inspection of targeted and random pieces chosen from the production line. Quality inspectors also perform checks throughout the production process.

Upon completion of inspection, if quality nonconformities are absent, the order and product will be released to the next step in the manufacturing process. If quality nonconformities are found, the entire order will be pulled out of the manufacturing process and reported to the director of manufacturing, and a 100 percent inspection will be performed to determine if the order should be reproduced. All inspection procedure findings are documented and reported for history and measurement purposes to senior management.

The manufacturing process is where client-approved designs and data are physically produced, and printed documents are assembled for delivery by the United States Postal Service. Policies and procedures are in place to address the concerns that arise from manufacturing operations. Those concerns fall into four areas:

- Personnel Integrity
- Document Integrity
- Order Integrity
- Disposal of Bad Documents

Document Integrity

EverView ensures the integrity of each document through a combination of computer processes and control marks that are printed on the face of the document components. The control marks consist of OMR (optical mark reader) marks printed perpendicular to the long edge of the page within two inches of either the top or bottom.

The OMR marks contain a page number that is read and verified by the high-speed inserting equipment. Should a page be missing, or a duplicate page be detected, the inserter will reject the document, allowing for human intervention.

Order Integrity

The integrity of each order is assured by custom-designed computer programs and the careful application of manufacturing technology. Documents are encoded with a data matrix code in the address block that is read by a camera system on the high-speed inserting equipment. The data matrix code contains a sequence number that is verified by the computer, ensuring that all the documents on the order are scanned, present, and inserted for mailing.

Disposal of Bad Documents

Modern high-speed printing and inserting equipment will occasionally damage a document so that it no longer meets the high-quality standards maintained by EverView. The damaged documents must be accounted for and disposed of in a manner that does not expose the client data printed on them.

EverView maintains locked bins on the manufacturing floor that are used for the disposal of damaged documents. Once the document has been re-printed, the damaged document is disposed of in one of the locked bins. Waste disposal personnel control the keys to the bins and will empty them for final disposition of the material.

We contract with a national firm that specializes in the secure destruction of paper documents. A mobile document destruction vehicle comes on a regular schedule. Upon its arrival, the contents of the bins are collected and brought to the truck where the destruction process is overseen by a company manager.

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

Please see the attached flowchart document for EverView's printing and mailing process.

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

EverView has developed a broad Quality Assurance standard to ensure accurate and on-time mailings:

Piece Count Integrity and Bill Accuracy

EverView uses a highly defined quality standard and an Automated Document Factory (ADF) system to ensure piece count integrity for all orders. Production files, including bill images marked for suppression as eStatements, consist of the finished bill images themselves. This means that a document cannot be included in this file without the image being present. Using reporting metrics in the interchange of data and proofs, we ensure your images are created with accurate piece counts. During the proofing process before production, we also verify with the client the total number of pieces to be produced. With these practices in place, images do not go missing, and accuracy is maintained.

Our insertion machines also use 2D data matrices to count every piece of mail to ensure that the total supplied to us by the client is produced. An insertion machine will not allow the operator to move to a new job without verifying first that the piece count matches what was supplied to us by the client.

Quality Assurance in Onboarding & Implementation

Upon being awarded a contract, EverView introduces the contract and the new projects to the project management team. EverView team members from the Client Success, operations, manufacturing, and IT/programming groups initiate a project review, and a timeline is established for the completion of the project. The graphics team designs the product based on USPS mailing standards and client requirements, and once design proofs are checked by the project management team, they are sent to the client for approval.

After the client approves design elements, the IT/programming group develops an application to integrate mailing data into the client's product and provide proofs to the project management team for a quality check before sending back to the client. After client approval of the finished product, we will be ready to accept live orders from the client.

Ordering Process Requirements

Client personnel will sign in on the EverView website or SFTP site using their username and password, upload their address data file, and choose the document they want to print. Upon successful upload, the client will receive an order number verification, and that number may be used to track progress.

When we receive an order, the address data file is processed through address-cleansing services provided by the USPS (DPV, CASSTM, LACS and NCOALink®) to ensure accuracy. The file is then converted, and a proof is produced. This proof is quality checked by the account specialist and then released to the client for approval. If a change is needed or an error is found, the client may contact their project manager to discuss the issue. If no change is needed, the client can approve the proof online.

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There is a process of approvals that EverView requires from our clients before production can begin. This is a pillar of our quality standard and ensures that our work is always to your satisfaction. We

require approval of template design and test data submission as well as each order you make before production may begin. If a change is needed, an error is found, or an individual statement needs to be pulled, you can contact your account specialist while the order is in the approval stage to discuss the issue.

These are some of the many processes we utilize to ensure the highest quality possible. You will also have Brooke Millard as a dedicated individual for your quality and general assistance needs, to ensure a single point of contact for any assistance you may need.

d. Discuss software used for correct insertion of envelopes and multiple sized inserts.

Inserting equipment at OSG facilities are high-speed BlueCrest and Bell & Howell machines that use internal software and verification cameras to read the 2D data matrices on the printed statements. These machines are highly intelligent, using the data fields to match against the insert reference file associated, in addition to selectively inserting the proper return envelope and inserts.

When a machine operator receives a job, they scan the production ticket to verify that all statements, inserts, and proper envelopes are present before inserting begins. The operator loads the insert pockets with the proper pieces and runs a test with five mail pieces to ensure the quality of the inserting run. As the statements feed past the verification cameras, the 2D data matrix triggers the machine to drop the proper insert and envelopes, which are then inserted into the outer envelope. The mail pieces then pass through the machine for sealing, and a final output verification camera scans each finished piece. If any piece is missing, out of sequence, or damaged, the machine will shut down until the operator fixes the issue. Outputs are verified against our database to ensure piece count integrity, and mail shipments are placed into mailing bins to be sent on to the presorting machine.

e. Indicate if there are any file size limitations or requirements to split files if County requires mailing to be spread over multiple days.

As your current incumbent, no changes to the file formats would be needed saving on the costs and complexities of a new implementation. If changes or updates are desired, we're happy to work with the county to find the best solution.

f. Describe the mailing method your firm will use to obtain the lowest possible postal rate.

Presorting & USPS Automation Discounts: We use First Class indicia on our outgoing envelopes and presort mail for ultimate USPS automation discounts. We are committed to finding the best possible postage rates for our clients in conjunction with the USPS.

Automated Return Mail Service: Save time and money by eliminating the need to manually process return mail. We handle return mail for our clients at each of our major facilities. Depending on your preferences, we can either scan and securely destroy returned mail or forward the mail, if possible, using the USPS address database.

g. 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?

We are able and happy to continue providing First Class indicia on outgoing envelopes. We're also happy to discuss any desired updates to the process.

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

Our address processing is handled through BCC Architect software, which is approved by the USPS. BCC Software offers a variety of services to ensure data quality in addition to presorting capabilities to reduce postage costs. This software can indicate your mail's likelihood of acceptance through the USPS MERLIN® system and diagnose issues requiring adjustment.

Processing includes:

- Coding Accuracy Support System (CASSTM) to correct spelling and standardize address components
- Delivery Point Validation (DPV) to ensure each address in the client's data matches a deliverable address in the USPS system
- Locatable Address Conversion System (LACS) to provide an automated method of obtaining a new address for those that have been converted due to USPS or government-initiated changes
- NCOALink® based on a set number of months of unlimited recorded moves within the USPS change-of-address database.

CASS and NCOA can also be accomplished with the FASTforward option through our sorting equipment.

Your recipient addresses will run through these processes, and you will receive tailored reporting file-by-file or as standalone program based on your scheduling preferences. Address reports will be provided on your secure EverView client dashboard, and/or via SFTP or API as preferred. We can also trigger address change letters based on data conditions found within these results as needed.

i. Turn around time anticipated for inquires from County staff.

You will receive a return call or email within one to three business hours from your dedicated representative, Brooke Millard. If you need immediate response, you may contact the OSG Help Desk at any time by calling 201.871.1100 x.311 or emailing clientrelationsdept@osgconnect.com.

j. Equipment including hardware and software that would be used.

Our facilities are equipped with modern automated printing machinery from companies such as Heidelberg, RICOH, IBM, Konica, Xerox, and Canon, and our inserting machines are from BlueCrest and Bell & Howell. In addition to the software mentioned above, we use our own proprietary software to best serve our over 6000+ client's individual needs.

k. Level of technical hardware and software technical support.

EverView's client support is available 24/7 to resolve technical hardware and software support. During business hours, 8:00am–6:00pm EST Monday–Friday, excluding holidays, clients will receive a return call or email within one to three hours from your dedicated representatives. If you need an immediate response, you may contact the EverView Help Desk at any time by calling 201.871.1100 x.311 or emailing clientrelationsdept@osgconnect.com.

l. Data communications hardware and protocol supported.

EverView most commonly uses two methods for secure file transfer, https and SFTP, allowing you to choose the option that best suits you. As your incumbent, no changes to the communication hardware or protocol would be needed unless desired.

m. Processing deadlines.

EverView's processing deadlines will be in line with current deadlines and procedures in use in our ongoing relationship with the County.

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

EverView's client support is available 24/7 to resolve technical issues and assist. In addition, our proposed account representative, Brooke Millard will be available as the first point of contact to escalate technical issues, concerns, and questions for resolution. She will be a dedicated and consistent point of contact ensuring familiarity with the County, its business needs, and contractual relationship. She will work with our support team to ensure that technical assistance is provided whenever necessary.

o. List any procedures, certifications or awards received that demonstrate that adequate security controls are in place to properly store, manage and process government information.

EverView can provide SOC 2 audit reports upon completion of a non-disclosure agreement. Our anticipated facility follows robust security procedures for physical and logical security, and it maintains SOC2 compliance.

p. Provide the County with most recent and future audit reports related to these procedures or certifications.

EverView can provide SOC 2 audit reports upon completion of a non-disclosure agreement. Our anticipated facility follows robust security procedures for physical and logical security, and it maintains SOC2 compliance.

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

Our proposal is for printing services to occur at our Mt. Airy, North Carolina facility. EverView has 11 U.S. transactional facilities located in Carlstadt, New Jersey; Tempe, Arizona; Carol Stream, Illinois; Birmingham, Alabama; Mt. Airy, North Carolina; Renton, Washington; Milwaukee, Wisconsin; Clearwater, Florida; Austin, Texas; Lake Forest California; and Avondale, Arizona. This broad set of geographically dispersed facilities provides multiple options for backup facility processes in the event of an outage at our primary facility.

EverView's Disaster Recovery program is an enterprise-level program that oversees the creation and implementation of resiliency requirements of technology solutions. The program operates as a life cycle of events that continually analyze, implement and test EverView's ability to recover technology across various impactful scenarios.

Operational resilience strategies have been developed which utilize EverView's various datacenters and cloud presence to conduct production processing in the event of a disaster or major outage. EverView operates multiple geographically dispersed data centers as well as manages the availability of many products and services in cloud infrastructures. All products and services are hosted hardened data centers and operations facilities. Multiple cloud infrastructures are in place to host and deliver EverView's cloud-based products to its customers. Regardless of infrastructure, business-critical data and operations are replicated in such a way that geographical specific incidents are mitigated through multiple replication strategies ranging from near-real-time DRaaS (DR as a Service) solutions to daily and monthly snapshots.

Disaster Recovery Plans are required to be tested at least annually. These exercises involve the restoration of critical production processing using the backup/secondary data centers, operations facilities, cloud availability zones or regions. In some cases, the DR infrastructure is hosted and managed by a third party.

The Disaster Recovery testing requirements are focused on measurable results, applications/infrastructure recovery scripts and detailed test plans, which are continuously updated as necessary to improve our recovery capabilities. Test planning occurs on a continuous cycle, which typically includes months of test planning and detailed postmortem discussions and improvements. Improvement opportunities are transferred into subsequent test cycles and are part of an ongoing cycle of improvement. Test results are required to be summarized and shared with senior management in executive summary reports.

R. Discuss in detail transmission security.

We employ a least privilege data access model, data is encrypted at rest, data masking is used when appropriate, and data loss prevention is integrated into the environment.

Remote Connections and Data Transmission:

- IPsec VPN: EverView uses Virtual Private Networks with Internet Protocol Security
- HTTPS: Our client sites and portals are secured by SSL/TLS protocols for encryption and authentication.
- SFTP: We have circuit redundancy and BGP failover for SFTP connections. FTP sites that do not use SSL are prohibited.
- SSL/TLS: These protocols encrypt internet traffic of all types.

- PGP: We use PGP encryption and recommend that our clients adopt this as well, to ensure that your files are encrypted before sending, during transmission, and once housed in our systems for an additional layer of security.

Our key data security standards include:

- Strong Cryptography: We maintain compliance standards with high standards of security for Personally Identifiable Information (PII) and Protected Health Information (PHI)
- AES – 256 bits encryption and higher
- TDES (two or three independent keys) – MD5 or SHA1
- RSA – 1024 bits or higher

- r. **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.**

Each of our main facilities has (at least) one direct backup facility that uses exact duplicates of equipment and Automated Document Factory systems in order to redirect work as needed. If a main facility experiences a local disaster or other obstacles that prevent production, work can be redirected to its backup within 30 minutes.

Our backup facilities are hot sites—we replicate data between active facilities that are geographically separated. Multiple types of backups are set to meet Recovery Point Objectives. Data is replicated between primary and backup sites with nearly real-time application. Designated PIT (Point in Time) backups occur nightly and incrementally every, one–three hours. Disaster Recovery and Business Continuity failover testing can occur several times per year related to multiple dependency issues. The exercise includes our IT and Operations groups to ensure applications are prepared to recover and resume business operations in the event of an emergency. End-user capacity and data integrity are verified at the recovery site after the IT group has redirected the necessary systems and applications.

EverView performs regular backups of our data within on-premises servers, and we utilize the AWS cloud to increase our data security measures. With the AWS Shared Responsibility Model, EverView retains the most stringent security and compliance standards within our industry while AWS supplements this with extra physical security, volume encryption, and equipment maintenance. This cloud environment greatly increases our information technology resiliency and availability, providing clients with the strongest possible business continuity capability.

We also use redundant internet and firewall applications; we keep backup equipment on site; we have on-site generators that can supply an alternate power supply for a minimum of 48 hours; and our SFTP sites are redundant through a "load balancer" that will detect any problems and automatically failover to the alternate site.

Data Backup and Recovery

Strategic systems contain a significant amount of critical data. Data backup standards are as follows:

- We utilize software to manage the backup of data, programs, and files. Servers are backed up daily, and critical production servers by the hour.
- Daily operational checks of the backup system for the successful completion of scheduled jobs are performed by the Network Operations Center. Automatic notifications are sent to HelpDesk, our technical support platform, for immediate resolution.
- SQL databases have a full backup using internal maintenance plans on a daily basis. Transaction log backups are performed hourly during normal operating hours.
- All data and files are replicated hourly in our backup facilities.
- Backups are validated each month by performing test restore requests.

Data Replication and Failover

Strategic systems contain a significant amount of critical data. The standards of data replication and failover are:

- Critical production data and programs are duplicated between production and backup facilities.
- Data main and backup facilities are replicated every hour so that in the event of a problem, the alternate facility will be able to continue production.
- Production facilities must be able to manufacture our products using locally stored data or data from another facility.
- The switch-over to an alternate data source is performed within thirty (30) minutes.
- Failover testing is performed on a quarterly basis.

Client order information and data are stored on servers that automatically replicate data to the other sites. Once an order is ready for production, our facilities will begin the process using a locally stored copy of the order. Should a problem prevent a site from producing, the production ticket can be transferred to the alternate location within 30 minutes. During a significant outage, the alternate production facility can take control of all orders.

T. 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.

EverView confirms that all data is properly secured and stored per this requirement. EverView can provide SOC 2 audit reports upon completion of a non-disclosure agreement. Our anticipated facility follows robust security procedures for physical and logical security, and it maintains SOC2 compliance.

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

No third-party company would host or have any access to County data or information.

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

Preemployment background checks consist of:

- SSN trace from point of issue
- Employment History: last 3 employers
- Education: if applicable
- For criminal records, we go back 10 years wherever possible according to the law
- County Criminal
- State Criminal
- Federal Criminal
- Global Security (OFAC)
- Healthcare Sanctions

Employees and contractors are required to attend a security and compliance training course within 30 days of hire and annually thereafter. Acknowledgements are retained in the online training portal. Employees are subject to annual formal performance reviews to assess quantity and quality of work performed, progress toward goals and initiatives, and continuing education and training needs.

w. 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.

EverView SSAE-18 Service Organization Control (SOC) audits represent a significant ongoing commitment to the quality, integrity, and security of services provided to you, our client, and by extension to the services you offer to your customers. EverView conducts SOC audits based upon the AICPA Trust Principles and controls related to Security, Confidentiality, and Availability.

EverView is in compliance with GLBA, HITRUST, IRS Pub-1075, and IRS Pub-4812 information security regulations and standards relevant to transaction communication service providers. EverView regularly undergoes information security examinations and audits by regulators including the Federal Financial Institutions Examination Council (FFIEC) and the IRS. Several clients also conduct risk assessments and audits to support their compliance requirements. These examinations include a range of risk-based assessments of systems, security, standards, processes, and controls. EverView is also in compliance with Payment Card Industry security standards. An annual audit (PCI DSS/SAQ) is conducted to ensure compliance with the PCI standard, and regular network security scans are conducted by an approved service provider.

EverView has implemented redundant circuits with carrier diversity, and a multi-layered approach to network and information security. Separate firewalls and DMZs are deployed to handle pre-authorized circuit-based connections and support SFTP and internet-based VPN connections. Firewalls are configured to monitor, detect, and prevent intrusions and/or botnet traffic that may be related to a DDoS attack. Public-facing servers are deployed in DMZ segments behind internet firewalls. EverView systems perform real time network, systems, application, security, performance, and software patch monitoring. Internal and external vulnerability and patch management scans are performed on a regular basis. Control alerts are generated when designated thresholds have been detected in critical areas, and software patches and updates are routinely applied. Viruses and other malicious software are kept in check through network-edge anti-virus, anti-spyware, and intrusion-prevention systems.

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

EverView maintains an effective program to identify potential, suspected, and confirmed information security incidents. Though our secure systems have thus far maintained their integrity, we are prepared in the event that any alert, including and up to a confirmed breach, were to occur. Our Network Operations Center team works 24/7 to monitor, manage, and respond to automated alerts from the network system about its performance, operational availability, intervals, and trends. They provide this oversight for the network, servers, databases, firewalls, devices, and related external services. Detection of security risks and issues is handled by these highly knowledgeable and experienced personnel and by automated systems on the network itself that send alerts.

If such an incident were to occur or be suspected, you will be notified within 24 hours.

y. 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?

Retention is determined by terms and conditions within the master service agreement. All Protected Information no longer being used or required for retention purposes must be placed in designated locked containers until such time an authorized bonded destruction service collects it for destruction. Protected Information in hardcopy form must be either shredded or incinerated.

EverView is happy to work with the County if a specific timeframe is needed.

z. 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.

EverView confirms that all data is properly secured and stored per this requirement. EverView can provide SOC 2 audit reports upon completion of a non-disclosure agreement. Our anticipated facility follows robust security procedures for physical and logical security, and it maintains SOC2 compliance. We employ a least privilege data access model, data is encrypted at rest, data masking is used when appropriate, and data loss prevention is integrated into the environment.

Remote Connections and Data Transmission:

- IPsec VPN: EverView uses Virtual Private Networks with Internet Protocol Security
- HTTPS: Our client sites and portals are secured by SSL/TLS protocols for encryption and authentication.
- SFTP: We have circuit redundancy and BGP failover for SFTP connections. FTP sites that do not use SSL are prohibited.
- SSL/TLS: These protocols encrypt internet traffic of all types.
- PGP: We use PGP encryption and recommend that our clients adopt this as well, to ensure that your files are encrypted before sending, during transmission, and once housed in our systems for an additional layer of security.

Our key data security standards include:

- Strong Cryptography: We maintain compliance standards with high standards of security for Personally Identifiable Information (PII) and Protected Health Information (PHI)
- AES – 256 bits encryption and higher
- TDES (two or three independent keys) – MD5 or SHA1
- RSA – 1024 bits or higher

Pricing / Cost Proposal

In this tab, Offerors shall provide the following information:

- a. A price list for all pricing required to complete the Scope of Services for this RFP.
- b. For evaluation purposes, using the price list, Offerors shall provide "Total cost per Job" on Tab 1 of Excel spreadsheet along with any additional charges associated with the proposed Solution. Offerors shall then supply "Itemized pricing" per job (1-8) on Tab 2 of the Excel spreadsheet.

Attachment J.

Please see EverView's completed Attachment J Pricing form.

ATTACHMENT J
23-2535-5EMF

Offeror: <u>EverView</u>				
	Rate:	Average Count per mailing *all volumes are estimates only*	# of mailings per year	Annual Cost per job (shall include current postal rate)
Job 1 - Personal Property Tax Bills	0.59950	233,000	2	\$279,367.00
Job 2 - Real Estate Tax Bills	0.59950	53,000	2	\$63,547.00
Job 3 - Delinquent Personal Property Tax Bills	0.59950	94,000	2	\$112,706.00
Job 4 - Delinquent Real Estate Tax Bills	0.59950	6,400	2	\$7,673.60
Job 5 - Vehicle Registration Withholding Notices	0.59950	32,000	2	\$38,368.00
Job 6 - Supplemental Personal Property Tax Bills	0.59950	13,000	2	\$15,587.00
Job 7 - Real Estate Collection Action Notices	0.59950	3,000	2	\$3,597.00
Job 8 - Assessment Notices	\$0.59950	120,000	1	\$71,940.00
Total Jobs 1-8				\$592,785.60
ss				
Additional annual charges, if any, other than cost per job				
Data Transfer Fee per Record				
Grand Total Year 1:				\$592,785.60

Attachment J - continued
RFP 23-2535-5EMF

Offeror Name; EVERVIEW				
Offeror's are to provide itemized cost per job to include current postal rates. Enter the total cost for each job on the "Job Price" tab				
Job #	Service	Volume	Unit Price	Cost
1	8 1/2 x 11 (24 lb.) paper stock w/ perforation	233,000	\$0.0094	\$2,190.20
1	Duplex Printed: Full Color or Black and White	233,000	\$0.0421	\$9,809.30
1	#10 Double Window Envelope	233,000	\$0.0300	\$6,990.00
1	#9 Remit Envelope	233,000	\$0.0200	\$4,660.00
1	1st Class 1oz. Postage Rate - 5 Digit Rate	233,000	\$0.4980	\$116,034.00
2	8 1/2 x 11 (24 lb.) paper stock w/ perforation	53,000	\$0.0094	\$498.20
2	Duplex Printed: Full Color or Black and White	53,000	\$0.0421	\$2,231.30
2	#10 Double Window Envelope	53,000	\$0.0300	\$1,590.00
2	#9 Remit Envelope	53,000	\$0.0200	\$1,060.00
2	1st Class 1oz. Postage Rate - 5 Digit Rate ***	53,000	\$0.4980	\$26,394.00
3	8 1/2 x 11 (24 lb.) paper stock w/ perforation	94,000	\$0.0094	\$883.60
3	Duplex Printed: Full Color or Black and White	94,000	\$0.0421	\$3,957.40
3	#10 Double Window Envelope	94,000	\$0.0300	\$2,820.00
3	#9 Remit Envelope	94,000	\$0.0200	\$1,880.00
3	1st Class 1oz. Postage Rate - 5 Digit Rate ***	94,000	\$0.4980	\$46,812.00
4	8 1/2 x 11 (24 lb.) paper stock w/ perforation	6,400	\$0.0094	\$60.16
4	Duplex Printed: Full Color or Black and White	6,400	\$0.0421	\$269.44
4	#10 Double Window Envelope	6,400	\$0.0300	\$192.00
4	#9 Remit Envelope	6,400	\$0.0200	\$128.00
4	1st Class 1oz. Postage Rate - 5 Digit Rate ***	6,400	\$0.4980	\$3,187.20
5	8 1/2 x 11 (24 lb.) paper stock w/ perforation	32,000	\$0.0094	\$300.80
5	Duplex Printed: Full Color or Black and White	32,000	\$0.0421	\$1,347.20
5	#10 Double Window Envelope	32,000	\$0.0300	\$960.00
5	#9 Remit Envelope	32,000	\$0.0200	\$640.00
5	1st Class 1oz. Postage Rate - 5 Digit Rate ***	32,000	\$0.4980	\$15,936.00
6	8 1/2 x 11 (24 lb.) paper stock w/ perforation	13,000	\$0.0094	\$122.20
6	Duplex Printed: Full Color or Black and White	13,000	\$0.0421	\$547.30
6	#10 Double Window Envelope	13,000	\$0.0300	\$390.00
6	#9 Remit Envelope	13,000	\$0.0200	\$260.00
6	1st Class 1oz. Postage Rate - 5 Digit Rate ***	13,000	\$0.4980	\$6,474.00
7	8 1/2 x 11 (24 lb.) paper stock w/ perforation	3,000	\$0.0094	\$28.20
7	Duplex Printed: Full Color or Black and White	3,000	\$0.0421	\$126.30
7		3,000	\$0.0300	\$90.00
7	#9 Remit Envelope	3,000	\$0.0200	\$60.00
7	1st Class 1oz. Postage Rate - 5 Digit Rate ***	3,000	\$0.4980	\$1,494.00

Attachment J - continued
RFP 23-2535-5EMF

8	8 1/2 x 11 (24 lb.) paper stock w/ perforation	120,000	\$0.0094	\$1,128.00
8	Duplex Printed: Full Color or Black and White	120,000	\$0.0421	\$5,052.00
8	#10 Double Window Envelope	120,000	\$0.0300	\$3,600.00
8	#9 Remit Envelope	120,000	\$0.0200	\$2,400.00
8	1st Class 1oz. Postage Rate - 5 Digit Rate ***	120,000	\$0.4980	\$59,760.00
***	The estimated postage is based on USPS discounted rates and will vary depending on the presort distribution			
	EverView will pass-through postage without markup			

Exceptions

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

EverView prides itself to reach commercially acceptable provisions with its customers, including customers similarly situated to the County that are subject to various state statutes and procurement regulations. EverView believes the form of contract must necessarily reflect the totality of the relationship, including the specific nature of services provided, volumes, service levels, committed term (if applicable) and other commercially relevant factors. If selected and /or down-selected, EverView agrees to engage in good faith discussions with the County to achieve fair and reasonable contract language. In advance, and to assist the County's evaluation of EverView's response to the RFP, EverView would like to request review and inclusion of the attached standard Master Services Agreement.

EverView notes the following non-exclusive comments it would seek to discuss and clarify with the County regarding the proposed Contract for Services:

- Termination for convenience
- Limitation of liability
- Indemnification obligations for the County and EverView
- Price increase Language
- Payment terms are net 45
- Non-exclusive agreement
- Liquidated Damages

Assumptions

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

EverView does not have any assumptions.

Appendices

Please see the following additional EverView appendences:

- EverView Business License
- Everview Certificate of Insurance
- EverView Master Services Agreement
- EverView Printing and Mailing Process FlowChart

Stock Corporation - Application for a Certificate of Authority to Transact Business in Virginia

Entity Information	
Entity Name:	Output Services Group, Inc. Entity Type: Stock Corporation
Business Type	
Industry Code:	0 - General
Duration	
Perpetual(forever)	
Authorized Shares	
Total Shares:	1100000
Jurisdiction of Formation and Date of Formation	
Jurisdiction (Country):	United States
Jurisdiction (State):	New Jersey
Date of Formation:	04/21/1992
Name	
Name in jurisdiction of formation, with no additions or changes.	

Registered Agent Information	
RA Type:	Entity Locality: RICHMOND CITY
RA Qualification:	N/A
Name:	CORPORATION SERVICE COMPANY Email Address: N/A
The corporation's VIRGINIA registered office address, including the street and number, if any, which is identical to the business office of the registered agent, is:	
Registered Office Address:	100 Shockoe Slip Fl 2, Richmond, VA, 23219 - 4100, USA Contact Number: N/A

Principal Office Address	
Address: 775 Washington Ave, Carlstadt, NJ, 07072 - 3002, USA	

Principal Information			
Title	Director	Name	Address
Chief Executive Officer	Yes	Kevin Keleghan	775 Washington Ave, Carlstadt, NJ, 07072 - 3002, USA
Chief Financial Officer	Yes	Davinder Athwal	775 Washington Ave, Carlstadt, NJ, 07072 - 3002, USA

Previous Registrations						
Entity ID	Name	Name Type	Type	Jurisdiction	Status	Status Date

Entity ID	Name	Name Type	Type	Jurisdiction	Status	Status Date
No records to view.						

Signature Information

Date Signed: 02/24/2022

Printed Name	Signature	Title
Kevin Keleghan	Kevin Keleghan	CEO



EverView/OSG MASTER SERVICES AGREEMENT

This OSG Master Services Agreement (“Contract”) made effective as of July 12, 2023 is between Output Services Group, Inc. (collectively with its subsidiaries and affiliates “OSG”), with its place of business at 775 Washington Avenue, Carlstadt, NJ 07072, and _____ (“Client”), with its place of business at _____. Collectively, OSG and Client shall be referred to as “Parties” and individually each shall be referred to as “Party”.

WHEREAS, the Client desires to engage OSG, and OSG agrees to provide the Client with Services in accordance with the terms of the Contract.

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

1) SCOPE OF THE CONTRACT

- a) OSG agrees to provide the Client with services as described in Exhibit B (“Services”), and Client agrees to purchase the Services exclusively from OSG.
- a) Notwithstanding anything to the contrary contained herein, the Parties hereto acknowledge and agree that OSG may, and is expressly permitted to, at its option and in its sole discretion, subcontract or delegate the performance of any or all of its duties or obligations hereunder, in whole or in part, to any of its subsidiaries or Affiliates. For purposes hereof, “Affiliates” means any person or entity that directly or indirectly controls, is controlled by or is under common control with a person or entity, and “control” means the possession, directly or indirectly, of the power to direct or cause the direction of the management or policies a person or entity, whether through the ownership of voting securities, by contract or otherwise; and the terms “controlling” and “controlled” have correlative meanings.

2) TERM

- a) The term of this Contract shall begin with the Client’s first live production run with OSG or XXXXXXXXXX, whichever date occurs first, and shall continue for a period of thirty-six (36) months (“Initial Term”). At the end of the Initial Term, the Contract shall automatically renew for successive twelve (12) month terms (“Renewal Term”), unless either Party provides notice of non-renewal at least ninety (90) days prior to the end of the current Term of the Contract.

3) PRICING AND BILLING

- a) The fees for the Services shall be listed in the attached Exhibit B (“OSG Prices”).
- b) OSG may change or increase the fees set forth herein at any time to reflect changes in rates from the postal authorities (“Postal Charges”). Postal Charges may include changes made by the postal authorities to the actual postage rates or to the presort discounts. OSG may also increase prices set forth herein by the greater of 5.0% or Producer Price Index published by the U.S. Bureau of Labor Statistics no more than once every 12 months by delivering written notice of such increase at least thirty (30) days prior to the effective date of said increase. OSG may apply a monthly surcharge which will be measured against the Producer Price Indices published by the U.S. Bureau of Labor Statistics that correlate directly to OSG’s production cost components. In the event that OSG sends notice of its intent to raise prices by an amount greater than permitted above, Client may terminate this Agreement by providing written notice of termination which shall take effect no later than ninety (90) days following



the date of the OSG price increase notice. Client must pay the increased pricing through the date of termination.

- c) All invoices for Services, including processing fees, and any costs and expenses, shall be due and payable in full by Client upon receipt. OSG will not continue production or provision of the Services if an invoice is thirty (30) days or more past due.
- d) In the event of any good faith dispute with respect to any invoices, Client shall provide notice of such dispute to OSG no later than thirty (30) days after receipt of the invoice. In the event that an invoice is disputed in accordance with the provisions of this subsection, the parties agree that they shall cooperate in good faith to resolve such dispute prior to the due date. In the event that the dispute is not so resolved and unless OSG agrees otherwise in writing, Client shall pay all undisputed amounts to OSG on the due date.
- e) The Client shall be responsible for payment of all applicable federal, state, and local taxes, including, but not limited to sales, excise, use and taxes. Exemption from tax payment will be allowed if the Client presents written proof of exemption and a valid tax exemption number.
- f) All invoices shall be payable to OSG in the form of checks, ACH or wire transfers.
- g) If the Client defaults or fails to make any payment as scheduled, OSG shall have the right to immediately cease all Services.

4) COSTS AND EXPENSES

- a) Client shall be responsible for the payment of all costs and expenses incurred by OSG, including, but not limited to expenses for: postage, shipping, freight, paper, electronic forms, envelopes, flats, and other required supplies in connection with providing the Services in accordance with the terms of this Contract.
- b) Client shall provide to OSG a postage deposit equaling two (2) months of estimated postage which shall be due and payable two (2) weeks prior to the first scheduled production run. Costs and expenses for postage, shipping and freight shall be included in Client's invoices. OSG, in its sole discretion, reserves the right to monitor and increase or decrease the required deposit by Client.

5) REPRESENTATIONS AND WARRANTIES

- a) OSG and the Client jointly and severally represent, warrant, and agree as follows:
 - i) they have the full legal right, power, and authority to enter into this Contract and to consummate all the transactions contemplated herein;
 - ii) that in executing and delivering this instrument, they do so freely and voluntarily, with full legal competency to the best of their knowledge, having received adequate independent legal advice from legal counsel, if desired, and under no duress, pressure or coercion which could negate or adversely affect the intentions of the parties as expressed herein; and
 - iii) that this Agreement, and every covenant, promise, representation, warranty, and agreement herein, shall be fully binding upon and shall inure to the benefit of the respective heirs, successors, representative, assigns, parents, subsidiaries, and other affiliates, of each Party hereto.



- b) Client represents, warrants, and covenants as follows: (i) Client is the sole and exclusive owner of the Client Content (as defined below) delivered to OSG by Client hereunder, including but not limited to the Client's trademarks, service marks, trade names, logos, other indicia of source, affiliation, or sponsorship (and/or has the right and power to license to OSG such Client Content); (ii) Client will, and will cause its Customers and its and their personnel to comply with the terms and conditions of use applicable to the Services; (iii) the licenses granted by Client hereunder do not and will not (1) breach, conflict with or constitute a default under any agreement or other instrument applicable to Client or binding upon its assets or properties or (2) infringe upon any trademark, trade name, service mark, copyright or other proprietary right of any other person or entity; (iv) neither it nor any of its officers, directors, controlling owners or employees are located in any U.S. embargoed country, named as a "Specially Designated National" or "Blocked Person" as designated by the U.S. Department of the Treasury's Office of Foreign Assets Control ("OFAC"), or are otherwise blacklisted by any instrumentality of the U.S., and (v) Client has obtained all consents from any users or other individuals required by applicable law for OSG to use the Client Content in connection with the Services.
- c) OSG represents, warrants, and covenants as follows: Client retains ownership of Client's Confidential Information and any data, information, content, or materials, in any form or medium, provided or submitted to OSG by or on behalf of Client or its customers through the operation of the Services, as well as user level data that is generated from use of OSG products and Services., including behavioral data related to campaign response and payment activities such as time to pay and method of payment, ("Client Content") and all intellectual property rights therein, subject to the rights and permissions granted hereunder. Client hereby grants to OSG a royalty-free, transferable nonexclusive license to use the Client Content for performance of the Services, including for billing and metering purposes.

6) Statistical Analyses.

Notwithstanding anything in this Contract to the contrary, OSG may collect and analyze data and other information relating to the provision, use and performance of the Services, including, without limitation, information relating to Client Content (collectively "Service Data"), including but not limited to, through the use of tags, pixels, cookies or similar technologies. OSG has the right, during and after the Term, to use the Service Data (a) to improve and enhance the Services and for other diagnostic and corrective purposes in connection with the Services, (b) for benchmarking and creating statistical, research and marketing analyses, surveys, reports and studies, and (c) for the development, licensing and distribution of current and future OSG products and services (collectively, "OSG Use Cases"). Client grants to OSG a non-exclusive, perpetual, irrevocable, worldwide license to use, compile, license and distribute non-personally identifiable Service Data, in aggregate and blinded formats that do not identify, reference, or imply an association with Client or its customers, in connection with the OSG Use Cases.

7) DATA INTEGRITY

To enhance the security of Client data, Client agrees that it is in its best interest to encrypt all data sent to OSG at both the file level, using PGP or equivalent, and at the transmission protocol level, using SFTP, FTPS, VPN, Connect Direct, or equivalent and agreed-upon protocols, and that it will follow such protocols and procedures to ensure the security and confidentiality of all data sent to OSG. Client further agrees to provide appropriate control totals at the file level and daily data transmission level to OSG to ensure the accuracy and integrity of data sent to OSG. OSG agrees to implement decryption and balancing routines to ensure the integrity of files received from Client and validate that such files contain the expected record counts and control totals before commencement of further processing. Client shall accept responsibility for any potential risks associated with the transmission of unencrypted data or data provided without appropriate control totals including, but not limited to, a loss of data, data



breach, or inaccurate processing directly related to the lack of control totals and associated balancing not caused by OSG.

8) RELATIONSHIP BETWEEN THE PARTIES

- a) It is acknowledged and agreed that OSG shall not be considered an agent, employee, or representative of the Client. OSG shall not act on behalf of the Client, except as otherwise agreed upon herein. Nothing herein shall be construed in any way to constitute a partnership, joint venture, agency or any other special relationship between OSG and the Client, nor is it the intention of the Parties to establish any such relationship.
- b) Neither OSG nor the Client is granted any express or implied right or authority to assume or to create any obligation or responsibility on behalf of, or in the name of the other, or to bind the other in any manner or thing whatsoever, without the prior written approval of a duly authorized representative of the other.
- c) The Parties shall each use reasonable efforts to take all actions as the other may from time-to-time reasonably request and to otherwise cooperate with the other to avoid or minimize any delay or impairment of the performance of the other's obligations under this Contract.

9) LIMITATION OF LIABILITY/INDEMNIFICATION

- a) Except for acts constituting fraud, willful misconduct, or gross negligence, OSG, its shareholders, principals, directors, officers, agents, employees, and representatives shall not be liable for any damages arising out of the performance of OSG's obligations under this Contract. Notwithstanding the foregoing, under no circumstances will OSG be liable for the damages arising out of the performance of its obligations hereunder or damages arising out of this Contract to the extent that said damages exceed the fees (excluding postage costs and taxes) paid by Client to OSG for the specific Services from which the claim or liability arises during the six (6) months immediately preceding the date on which the claim or liability accrued.
- b) Except as provided herein, Client acknowledges and agrees to defend, indemnify and hold harmless OSG and its affiliates and its and their respective shareholders, principals, directors, officers, agents, employees and representatives for any all claims, demands, debts, liabilities, obligations, costs, expenses, damages, actions or causes or actions, of whatsoever kind or nature, whether known or unknown, without limitation, arising out of or in any way connected to the Client Content (including messages and materials transmitted or distributed by OSG to third parties on behalf of Client) or the Service Data, or an act, omission, or breach of this Contract by Client, or arising out of or in any way connected with the performance by OSG of its obligations under this Contract.
- c) Notwithstanding anything to the contrary contained herein, OSG shall not be held liable for failure to carry out, or delay in carrying out, such arrangements and services as outlined in or contemplated by this Contract which cannot be carried out due to acts of God or government authorities, fire, strikes, curtailment of transportation, major construction, outbreaks, epidemics, pandemics, civil disorders, wars, hostilities, blockades, civil disturbances, revolutions, strikes, terrorist attacks, or lockouts, labor shortage, supply shortage or unavailability, or other conditions or events outside of the reasonable control of OSG (each of the foregoing, a "Force Majeure Condition"). If any of the above Force Majeure Conditions were to occur and OSG is unable to carry out Services for a period of thirty (30) consecutive days due to the continuation thereof, either Party may terminate this Contract without any fee or penalty to the other, provided that upon termination Client shall be obligated to pay to OSG all fees and other amounts then due and owing.
- d) Except as prohibited by Law, neither Party nor its respective affiliates, suppliers, consultants or contractors shall be liable for any special, incidental, consequential, indirect or punitive damages or



liabilities for any cause whatsoever arising out of or relating to this Contract, including all Statements of Work, attachments or amendments thereto, whether in contract or tort or by way of indemnity or otherwise, including a breach thereof or including damages or liabilities for lost profits, lost revenues (except Fees and other amounts due to OSG from Client), loss of use, loss of goodwill, loss of reputation, loss or destruction of data, costs of recreating lost data, the cost of any substitute equipment, program, or data, regardless of whether the possibility of such damages or liabilities have been communicated to a party and regardless of whether a party has or gains knowledge of the existence of such damages or liabilities.

10) CONFIDENTIALITY

- a) Except as provided herein, OSG, its employees, agents, and representatives shall use reasonable care to preserve the strict confidentiality of all information obtained from the Client, including but not limited to any customer lists and information, financial data or other information designated in writing by the Client as proprietary information ("Client Information").
- b) Except as provided herein, the Client, its employees, agents and representatives shall use reasonable care to preserve the strict confidentiality of all information obtained from OSG, including but not limited to any OSG policies, processes, and procedures, pricing, operating programs, computer programs, customer related information, data or other information, other information designated in writing by OSG as proprietary information, and any other information or documentation which a reasonable person would consider non-public and proprietary (the Client Information and the OSG Information shall be referred to collectively as the "Confidential Information").
- c) Neither Party shall use the Confidential Information for any purpose other than the performance of that Party's obligations hereunder nor disclose such information to any third party, without the prior written consent of the other Party hereto; provided, however, that the obligation to keep the Confidential Information confidential shall not be applied to information and data that:
 - i) is already lawfully in the possession of the disclosing Party, and is not subject to any confidentiality provisions;
 - ii) is or hereafter becomes a matter of public knowledge or is available in the public domain independent of any disclosure by the disclosing Party;
 - iii) is thereafter acquired lawfully from a third party who is not subject to any confidentiality provisions;
or
 - iv) the disclosing Party is legally obligated to disclose.

11) TERMINATION

- a) Either OSG or Client may terminate this Contract at any time by giving the other Party written notice of such termination, upon the occurrence of any of the following:
 - i) any material breach of any of the terms or conditions hereof having been committed by either Party, if the breaching Party fails to remedy such breach within thirty (30) days after receipt of written notice thereof from the non-breaching Party; or
 - ii) the bankruptcy or insolvency of either Party, including, but not limited to any of the following: assignment for the benefit of creditors, inability to pay debts when due, commencement of procedures for compulsory reorganization, and management or significant assets or property being involuntarily taken over in whole or in part by any governmental office, agency, or authority; or
 - iii) the mutual consent of the Client and OSG to terminate this Contract.



- d) In the event that any action or proceeding, including, but not limited to an arbitration or litigation, is commenced between Client and OSG concerning this Contract regarding the rights and duties of either of the Parties under this Contract, then the Party prevailing in such action or proceeding shall be entitled, in addition to such other relief as may be granted, to a reasonable sum as and for attorneys' fees in such action or proceeding which may be determined by the arbitrator or court in such action or proceeding or in a separate action brought for that purpose.

14) CONFLICTS OF INTEREST

The Client acknowledges and agrees that it shall obtain the Services or similar services exclusively from OSG. The Client shall not directly or indirectly enter any contracts with persons who are in direct competition with OSG for the purposes of providing the same or similar services as the Services without the prior written consent of OSG.

14) GOVERNING LAW; VENUE

Any legal suit, action, or proceeding arising out of or relating to this Contract or the transactions contemplated hereby shall be instituted in U.S. District Court for the District of New Jersey or the courts of the State of New Jersey in each case located in the County of Bergen, and each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action, or proceeding. The parties irrevocably and unconditionally waive any objection to venue of any suit, action, or proceeding in such courts and irrevocably waive and agree not to plead or claim in any such court that any such suit, action, or proceeding brought in any such court has been brought in an inconvenient forum.

15) MODIFICATION AND ASSIGNMENT

- a) This Contract may not be modified or terminated orally, and no modification, termination or alteration shall be valid unless in writing signed by the Party against whom enforcement is sought.
- b) Neither Party shall assign any of its rights or obligations, or this Contract in whole or in part, to a third party without obtaining the express, prior written consent of the other Party, which consent may be withheld for any reason whatever, and any attempted assignment by either Party without such prior written consent will be ineffective and will constitute a breach of this Contract.

16) COUNTERPARTS

This Contract may be executed in any number of counterparts, each of which shall be deemed an original and shall be fully binding and effective.

17) ENTIRE CONTRACT

This document constitutes the entire agreement between the Parties relating to the Services, and the Parties agree that there are no other understandings or Contracts between them whatsoever relating to the Services.

18) HEADINGS

The headings used in this Contract are for convenience only and shall not be used to interpret or construe any of its provisions.

IN WITNESS WHEREOF, the Parties hereto, each acting with proper authority, have executed this Contract as of the Effective Date.

{SIGNATURE PAGE TO FOLLOW}



OUTPUT SERVICES GROUP, INC.	CLIENT
Signature:	Signature:
Print Name:	Print Name:
Title:	Title:
Date:	Date:



EXHIBIT A

OSG Control Standards

I. Inventory Controls

- A. Inventory controls are maintained by OSG.
- B. Paper and Envelope stock will be supplied as part of the OSG packaged services
- C. Items included are:
 - 1. 24lb. OCR or ink jet treated paper
 - 2. # 10 large single window envelope
 - 3. 6 x 9.5 large single window envelope
 - 4. 9 x 12 large single window envelope
 - 5. # 9 single window business reply envelope
- D. OSG may modify or substitute supplies necessitated by supply chain constraints.

II. Input Controls

- A. Customer completes the on-line work order (includes file specific information)
- B. Successful transmission is indicated when system provides user with 8-digit number (ticket number)
- C. Processing commences:
 - 1. Page and invoice counts are verified against customer counts from on-line work order
 - 2. Addresses are verified for deliverability and postal coded for presort mail discounts
- D. Pre-production sampling is performed to check the accuracy of the invoice dates, messages, alignment, etc.
- E. Once all input controls are verified, the file is scheduled for production

III. Printing Controls

- A. High Speed Printers are utilized within OSG's Customized Workflow System
- B. Throughout the printing process:
 - 1. Monitor print quality and output sequences.
 - 2. Final review of output, and verification of presort mailing information
- C. Reprint any invoices via account recovery program
- D. Provide accurate workflow tracking throughout the process

IV. Inserting Controls

- A. Pre-production machine inspection insures proper material use
- B. Verify control totals to ensure all printed pages are inserted
- C. "Intelligent" inserters electronically monitor insertion and folding integrity through out
- D. Postage totals are verified after each mailing
- E. Ability to monitor piece, set, and set to set integrity



F. Verify all totals prior to release to the post office

V. Turnaround Commitments

Files available to OSG by 8:00 AM EST, will be processed, printed, and mailed within two (2) business days thereafter. Complex insertion requirements may require different turnaround times to be mutually agreed upon by the parties.



EXHIBIT B

SERVICES PROVIDED

[ADD DESCRIPTION OF SERVICES BEING PROVIDED TO CLIENT – I.E. OSG WILL PROCESS, PRINT AND MAIL CLIENT’S MONTHLY MORTGAGE STATEMENTS.]

MINIMUM COMMITMENT

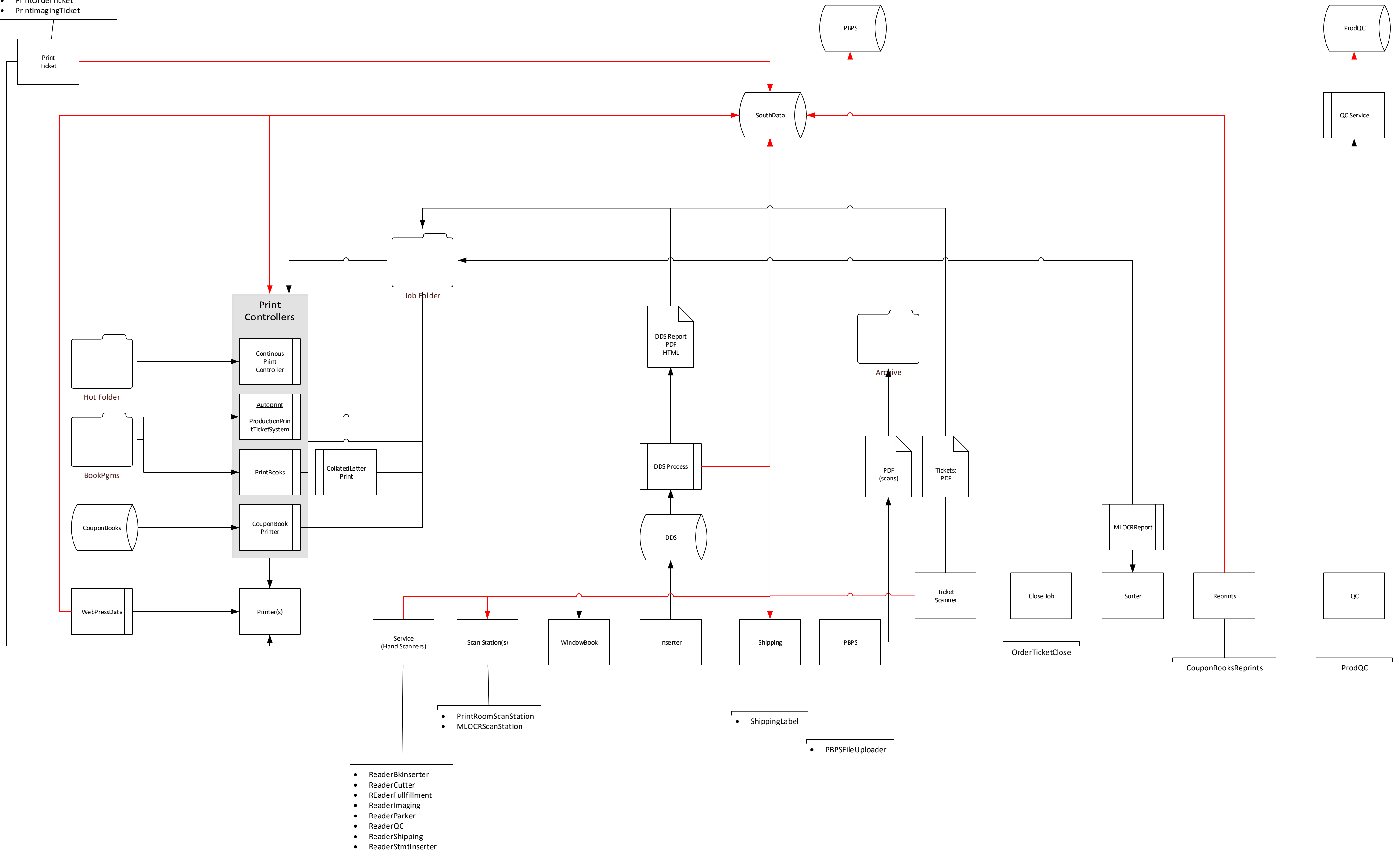
During the term of the Contract, the CLIENT agrees to provide a **minimum monthly quantity of _____ invoices and _____ additional images [INSERT 80% OF ANTICIPATED MONTHLY VOLUME]** ("Minimum Commitment").

In the event that the CLIENT does not fulfill the Minimum Commitment during any given month, or for the required period, CLIENT shall pay to OSG a Minimum Processing Fee in an amount that shall be calculated based upon the Minimum Commitment and the rates and terms provided herein. This Minimum Processing Fee shall include only fees paid for the Services and shall not include any costs or expenses, as defined in paragraph 4(a) herein, and CLIENT shall be responsible for any costs and expenses in addition to the Minimum Processing Fee.

FEEES

[LIST ALL FEES AND PRICING HERE]

- PrintNonAutoTickets
- PrintNonAutoTicketService
- PrintOrderTicket
- PrintmagingTicket



Job Folder - Production Files

- Print File(s): .PDF, .PS, .PCL
- Postal Mail.DAT
- BMP (pre-printed envelopes)

Hot Folder

- .PDF

Bookpgms

- .FRM
- .LGO
- .FMT

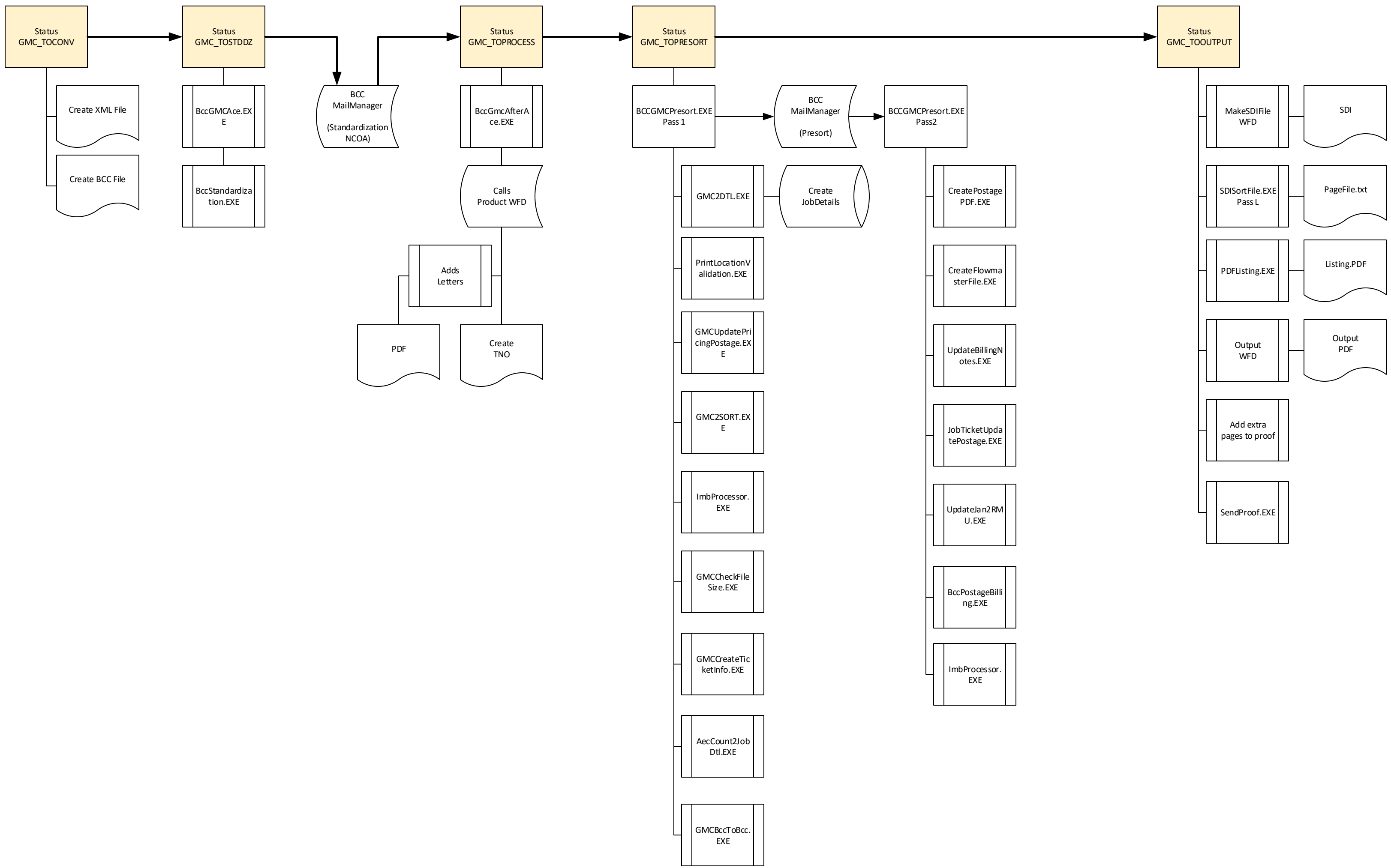
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- ProcessReturnMail
 - CloseMLOCRticket
 - ReaderPresort
 - VerifyOrderMove
 - PrintTicket
- Verify**
- 1. InsertMLOCRPostage

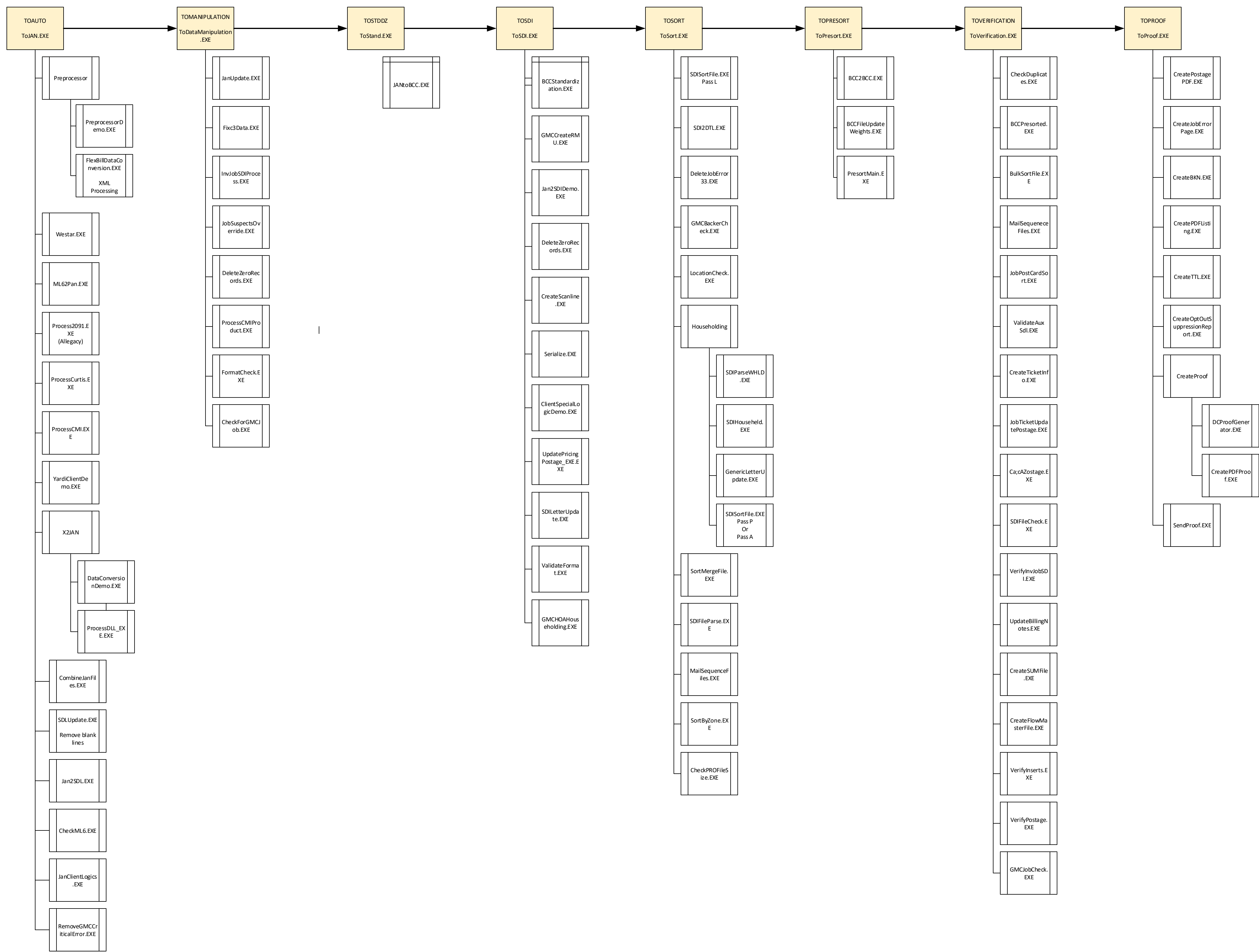
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- ReaderCutter
- ReaderFulfillment
- ReaderImaging
- ReaderParker
- ReaderQC
- ReaderShipping
- ReaderStmtInserter

- PrintRoomScanStation
- MLOCRScanStation

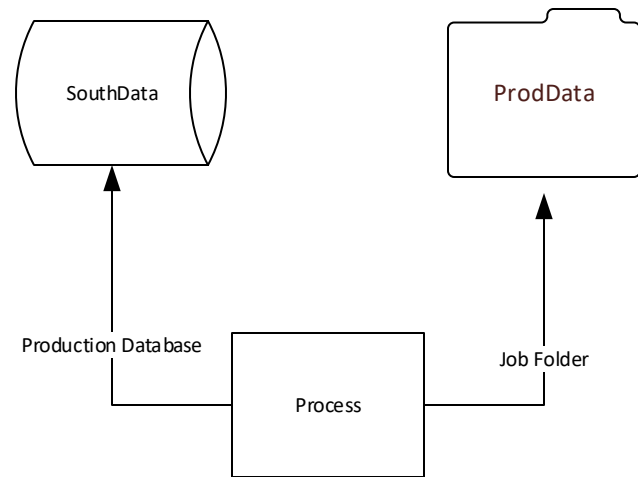
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- PBPSFileUploader

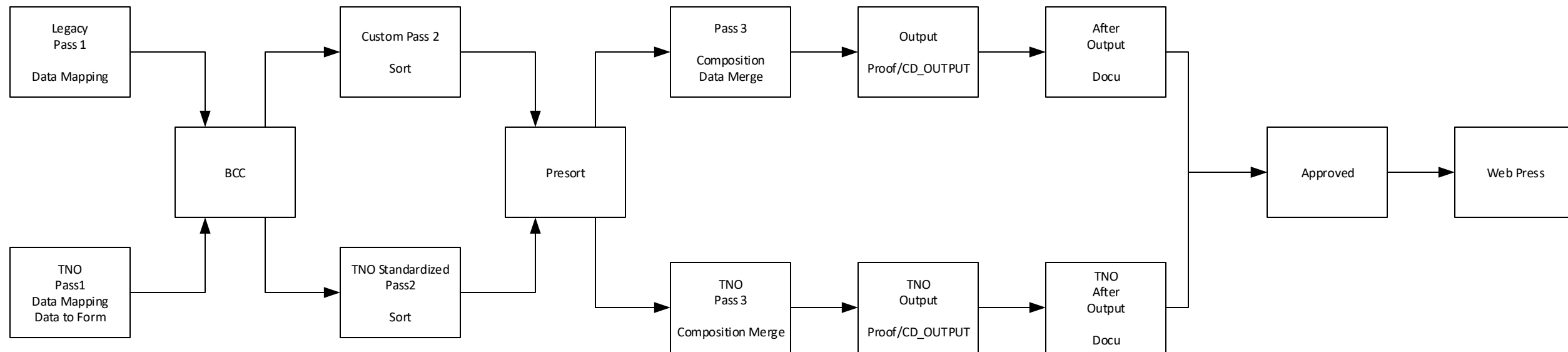


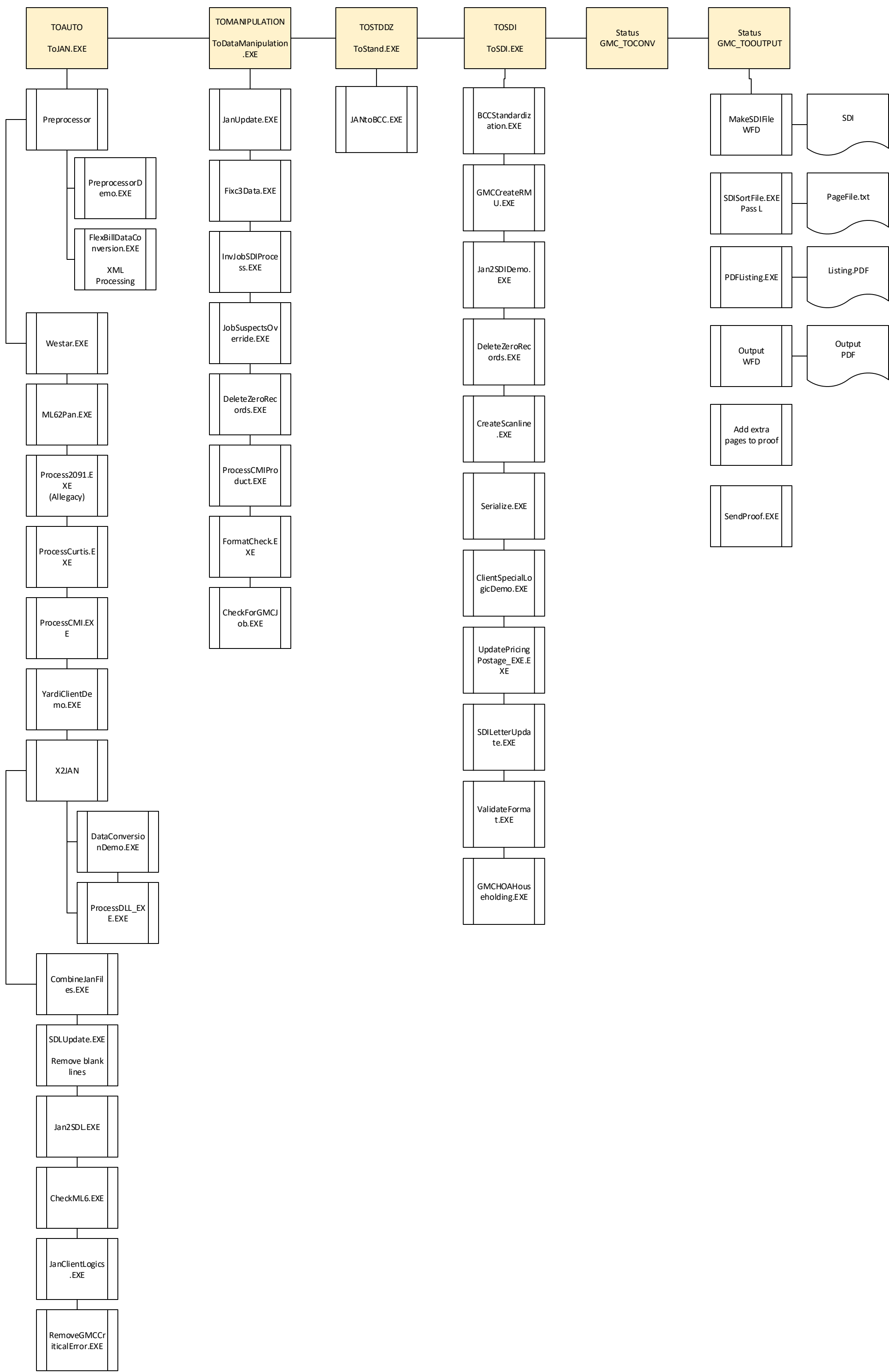


Application



GMC







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

Addendum No. 1

Date: June 29, 2023
Request for Proposal: #23-2535-5EMF Printing and Mailing Services for Finance
Receipt Date/Time: July 12, 2023; 2:00 p.m.
Subject: Self-Sealing Envelopes and Additional Insurance Requirements

Ladies/Gentlemen,

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

Sec.II.B.14 – Remove wording “and self-sealing mailers”.

1. Shall provide appropriate weight, color, size and type of paper required by the County for each job, including perforated paper and self- sealing mailers.

See attached updated Attachment E – Insurance Requirements

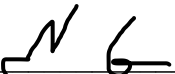
All other specifications and General Terms and Conditions shall remain the same.

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: 
Print Name: Enrique Genao
Company: EverView
Date: 7/12/2023

RFP 23-2535-5EMF

Printing & Mailing Service for the Department of Finance

Questions and Answers

June 29, 2023

2. If you could improve on anything with your current program, what would it be?
Answer: We would prefer the printer review the proofs so that they meet the requirements before they are submitted to the County to review

3. Are you interested in learning about other services to reduce costs and improve efficiency, such as electronic bill presentment, online/digital payments, etc.?
Answer: Yes, we are interested in what vendors can provide to enhance our requirements.

4. Who is the County's current provider for these services? Please provide current contracted pricing or a recent invoice for services and materials.

Answer: EverView formerly OSG
Printing \$0.1024
Extra pages \$1.0130
Large envelopes \$0.1611
Preparation of Multiples \$.0050
Data transfer fee per record \$0.0050
Postage at cost

5. Is your current vendor mailing from Virginia?
Answer :No

a. What state do they mail from?
Answer: North Carolina

b. Do they get a 1-to-2-day USPS delivery from their local post office to Henrico County Residents?
Answer: Yes

c. Does the County prefer the Successful Offeror mail bills from within Virginia?
Answer: Not required

6. Under scope of services, General Requirements #7: *Provide a web-based customer facing electronic bill presentment portal that will allow taxpayers the capability to view all tax bills and notices with an integrated "click-to-pay" payment option.*

a. Who manages the user opt in, and the username/password management?
Answer: The electronic presentation would be available for all bills with the ability to pay online from the bill presentment. Print bill suppression opt in would be through the vendor. Currently this is managed by our credit card processor who currently manages the bill presentment. We are looking at options.

- b. How many months of documents does the County archive for your customers?
Answer: We must maintain 5 years of billing for vehicle personal property and 20 years for real estate. We can obtain the records from our billing system, so we do not need to maintain the bill presentation documents but for five years. We bill two series of installments of bills and one real estate assessment notice annually.
- c. When they click on the link, where does the link take them to for payment?
Answer: We currently have a contract for electronic processing with Paymentus.
- d. Is that a 3rd party vendor or is it back to the County?
Answer: 3rd party vendor
- e. Are customers receiving these documents electronically?
Answer: Installment bills are available to all taxpayers and print bills are suppressed through an opt in process through Paymentus.
- f. Who sends the electronic document notification emails for customers that have opted in the receive electronic documents?
Answer: Paymentus
- g. What is the monthly volume?
Answer: There are not monthly billings. See Attachment G of the RFP
7. Under Printing Services, Page 8, requirement 14: Shall provide appropriate weight, color, size and type of paper required by the County for each job, including perforated paper and self- sealing mailers.
- a. Is the County currently mailing 'self-sealing mailers'?
Answer: No. See Addendum 1
- b. Which applications are self-sealing mailers?
Answer: N/A
- c. Please describe this job and provide a sample.
Answer: N/A

ATTACHMENT E - REVISED
COUNTY OF HENRICO
INSURANCE SPECIFICATIONS

The following insurance coverages and limits are required in order to provide goods, services, construction, professional and non-professional services to Henrico County general government agencies and Henrico County Public Schools. These requirements are specific to this procurement and may or may not be the same for future requests.

Please be sure and review the Additional Requirements Section

The Successful Bidder/Offeror shall carry Public Liability Insurance in the amount specified below, including contractual liability assumed by the Successful Bidder/Offeror, and shall deliver a Certificate of Insurance from carriers licensed to do business in the Commonwealth of Virginia and that is representative of the insurance policies. The Certificate shall show that the policy has been endorsed to add the County of Henrico and Henrico County Public Schools named as an additional insured for the Commercial General Liability coverage. **The certificate must not show in the description of operations section that it is issued specific to any bid, job, or contract.** The coverage shall be provided by a carrier(s) rated not less than "A-" with a financial rating of at least VII by A.M. Best or a rating acceptable to the County. In addition, the Successful Bidder/Offeror shall agree to give the County a minimum of 30 days prior notice of any cancellation or material reduction in coverage.

Workers' Compensation

Statutory Virginia Limits

Employers' Liability Insurance - \$100,000 for each Accident by employee
\$100,000 for each Disease by employee
\$500,000 policy limit by Disease

Commercial General Liability

\$1,000,000 each occurrence including contractual liability for specified agreement
\$2,000,000 General Aggregate (other than Products/Completed Operations)
\$2,000,000 General Liability-Products/Completed Operations
\$1,000,000 Personal and Advertising injury
\$ 100,000 Fire Damage Legal Liability

Business Automobile Liability – including owned, non-owned and hired car coverage

Combined Single Limit - \$1,000,000 each accident

Umbrella Liability

\$2,000,000 Per Occurrence and in the aggregate

Additional Requirements

In addition to the requirements above, the Successful Bidder/Offeror shall thoroughly review the scope of work that is included and if any of the following are included in the services that will be provided, the following additional insurance will be required, if required:

- Professional Liability - \$2,000,000 Per Occurrence (or limit in accordance with Statute for Medical Professional)**
Required if the Scope includes providing advice or consultation including but not limited to; lawyers, bankers, physicians, programming, design (including construction design), architects & engineers and others who require extensive education and/or licensing to perform their duties.
- Cyber Liability - \$2,000,000 Per Occurrence**
Required if the Scope includes the collection and electronic transmittal of Personal Health Insurance (PHI), or any other demographic data on individuals including but not limited to Name, Address, Social Security Numbers or any other sort of personally identifying information.
- Abuse and Molestation Coverage - \$1,000,000 Per Occurrence**
Required if the scope of work includes the offering of professional or non-professional services to any child or student where one on one contact or consultation is to be provided.
- Pollution Liability - \$1,000,000 Per Occurrence**
Required if the scope of work involves the use (other than in a motor vehicle) or removal of a substance or energy introduced into the environment that potentially has an undesired effect or affects the usefulness of a resource. These include, but are not limited to Asbestos, PCB's, Lead, Mold, and Fuels.
- Explosion, Collapse & Underground Coverage (XCU)**
Required of a Contractor in limits equal to the General Liability Limit when the Scope includes any operations involving Blasting, any work underground level including but not limited to wires, conduit, pipes, mains, sewers, tanks, tunnels, or any excavation, drilling, or similar work.
- Builders Risk Coverage**
Required if the scope of work includes the ground up construction of a structure. Limit of insurance shall be 100% of the completed value of the structure. For projects for the renovation of an existing structure, The County shall insure the Builder's Risk with the Contractor being responsible for the first \$10,000 of any claim.
- Other as Specified Below**
Professional Liability in the form of Errors & Omissions Coverage

NOTE 1: The commercial general liability insurance shall include contractual liability. The contract documents include an indemnification provision(s). The County makes no representation or warranty as to how the Bidder/Offeror's insurance coverage responds or does not respond. Insurance coverages that are unresponsive to the indemnification provision(s) do not limit the Bidder/Offeror's responsibilities outlined in the contract documents.

NOTE 2: The intent of this insurance specification is to provide the coverage required and the limits expected for each type of coverage. With regard to the Business Automobile Liability and Commercial General Liability, the total amount of coverage can be accomplished through any combination of primary and excess/umbrella insurance. This insurance shall apply as primary insurance and non-contributory with respect to any other insurance or self-insurance programs afforded the County of Henrico and Henrico County Public Schools. This policy shall be endorsed to be primary with respect to the additional insured.

NOTE 3: Title 65.2 of the Code of Virginia requires every employer who regularly employs three or more full-time or part-time employees to purchase and maintain workers' compensation insurance. If you do not purchase a workers' compensation policy, a signed statement is required documenting that you are in compliance with Title 65.2 of the Code of Virginia.

NOTE 4: The Certificate Holder Box shall read as follows:
County of Henrico
Risk Management
PO Box 90775
Henrico, VA 23273