

Contract Cover Sheet

All Contracts over \$3,000 should be reviewed by Purchasing and Legal prior to being signed by the vendor.

Please Note: Contracts between \$3,000.01-\$15,000 require Dept. Director/Executive Director signature. Contracts valued between \$15,000.01-\$25,000 require Assistant City Manager or City Manager signature. Contracts valued between \$25,000.01-\$50,000 require City Manager signature. All contracts valued over \$50,000 must be approved by Council. Signing can be completed in Munis.

Dept: Utility Billing Date: 06/29/2026 Department Contact: Lindsey Sinibaldi

Vendor: InfoSend Amount: 1,200,000.00

Begin Date: 10/01/2026 End Date: 09/30/2029 Contract Terms: 3 years/months No. Renewals: 2

Description of Purchase: Printing and Mailing of Utility Bills, Delinquency Notifications, and Resident Communication

Purchasing Procedure:

❖ **HUBs** - <https://mycpa.cpa.state.tx.us/tpasscmlsearch/index.jsp>

In compliance with Chapter 252.0215 of the Texas Local Government Code the department originating this purchase requisition certifies that the following two Galveston County Historically Underutilized Businesses were contacted for quotes:

HUB #1	HUB #2

If no HUBs are available or if contact was attempted, proof of search and contact is to be attached.

- ❖ **Quotes: Minimum 3 Required** - No. of quotes received _____
- ❖ **Items or Services Through a Co-Op** - Co-op Contract must be attached as backup
- ❖ **Sole Source** - Requires a signed letter from the vendor and approval of the Purchasing Manager
- ❖ **Emergency Purchase** - Signed memo by department director must be attached
- ❖ **DocuSign, Purchasing Review & Signatures** - Completed contract packet is to be sent by the department to their Buyer and the City Attorney's office. Please CC purchasing@leaguecitytx.gov

Attachments Included:

- ☐ Quote - (Vendor Quotes, HUBs – proof of contact and search, summary sheet)
- ☐ Signed Sole Source Letter
- ☐ Co-op Contract: Co-op Name _____ Contract No. _____ Exp. Date _____
- ☐ Emergency Purchase (Signed Memo by Dept. Director)
- ☒ Contract/Agreement (NOT Signed by Vendor)
- ☐ Professional/Legal Services or other exception (no quote req., per TX Local Govt Code Chapter 252.022)

Signed by:	
<u>Neal Cooper</u>	<u>7/2/2026</u>
Purchasing Department	Date
DocuSigned by:	
<u>Joshua Gutierrez</u>	<u>7/2/2026</u>
City Attorney	Date
DocuSigned by:	
<u>Kimberly Corell</u>	<u>7/2/2026</u>
Director/Executive Director	Date

This Cover Sheet and its signatures do not signify that the attached contract has been executed by the City of League City. The signatures on this Cover Sheet solely confirm that the contract has been reviewed by the City's legal and purchasing department to ensure compliance with all applicable City policies, federal, state, and local laws.



STANDARD AGREEMENT

(Version 9-22-2023)

This AGREEMENT (“Agreement”) is entered by and between **Infosend, Inc.** (“Contractor”), located at **4301 Cambridge Road Suite A, Fort Worth, Texas 76155** and the **City of League City** (“City”), a home-rule municipality, located at 300 W. Walker St., League City, Texas 77573 on the date set forth below.

Terms:

1. **Scope of Services:** Contractor will perform the services and/or provide the products as set forth in **Exhibit A**, which is attached and incorporated herein, and which can be generally described as **printing and mailing of utility bills, delinquency notifications, and insert notification to residents**. If there is a conflict between the terms of this Agreement and Exhibit A, the terms of this Agreement will prevail.
2. **Term and Termination:** This Agreement shall commence on **October 1, 2026** and shall expire on **September 30, 2029**. The period from commencement to expiration is the Contract Term. City reserves the right to terminate this Agreement for convenience upon seven (7) days written notice to Contractor. Upon such termination, City shall pay Contractor, at the rate set out in **Exhibit A**, for services satisfactorily performed or products satisfactorily provided up through the date of termination. Notwithstanding any provision in this Agreement to the contrary, City will not be required to pay or reimburse Contractor for any services performed or for expenses incurred by Contractor after the date of the termination notice that could have been avoided or mitigated by Contractor.
3. **Compensation:** Contractor shall be paid for the services/products as set forth in **Exhibit A**. In no event shall the total compensation exceed **\$1,200,000.00** during the term of this Agreement. City shall tender payment (including progress/partial payments) for services/goods only after such services are completed or goods are delivered and are deemed to be acceptable under this Agreement, in the sole reasonable discretion of City. Contractor must submit to City invoices for all goods delivered and services provided, which invoices must include details and dates of service or delivery. Payment by City shall be made within thirty (30) days of receipt of an invoice, except for any portion of the invoiced amount that City disapproves as not compliant under this Agreement, in the sole reasonable discretion of City. If City disapproves any amount submitted for payment by Contractor, City shall give Contractor specific reasons for disapproval in writing.
4. **Insurance:** Contractor **is not** required during the Contract Term to maintain insurance as follows: (a) Comprehensive General Commercial Liability insurance covering bodily injury and property damage, with minimum coverage limits—exclusive of defense costs—of \$1,000,000 per occurrence and \$2,000,000 aggregate; (b) If Contractor will provide City “professional services,” as that term is used in Chapter 252 of the Texas Local Government Code, Professional Liability (errors and omissions/malpractice) insurance with minimum coverage limits—exclusive of defense costs—of \$2,000,000 per occurrence; and (c) If at any point during the Contract Term it is foreseeable that Contractor will enter upon City premises: (i) Worker’s Compensation coverage with statutory limits for the State of Texas, and (ii) Commercial Automobile Liability coverage

with minimum coverage limits—exclusive of defense costs—of \$1,000,000 per occurrence and \$2,000,000 aggregate. All policies must contain a waiver of subrogation against City. Comprehensive General Liability and Commercial Automobile Liability policies must name the City as Additional Insured. Contractor shall pay all insurance deductibles and deductibles must not exceed \$10,000 unless approved in advance by City. Contractor shall provide City Certificates of Insurance evidencing these insurance requirements prior to the start of work.

5. **Liquidated Damages:** Liquidated damages **are not** applicable to this transaction. Contractor acknowledges that time is of the essence in performing this Agreement. City and Contractor (collectively, the “Parties”) agree that if Contractor is late in performing any obligation of this Agreement, City will suffer loss, damages, or other harm from Contractor’s delay. The Parties agree that the amount of loss, damages, or harm likely to be incurred is incapable or difficult to precisely estimate, and therefore Contractor agrees to pay City liquidated damages for delay at a daily rate equal to the total compensation allowed under the Agreement divided by the number of days in the Contract Term. The Parties further agree that: (i) the liquidated damages specified herein are not a penalty but rather bear a reasonable relationship to, and is not plainly or grossly disproportionate to, the probable loss likely to be incurred by City as a result of Contractor’s delay; (ii) one of the reasons for City and Contractor to agree to such amounts is the uncertainty and cost of litigation regarding the question of actual damages; and (iii) City and Contractor are sophisticated business parties and negotiated this Agreement at arm’s length.
6. **Independent Contractor:** Contractor is an independent contractor and is not an employee, partner, joint venture, or agent of City. Contractor understands and agrees that he/she will not be entitled to any benefits generally available to City employees. Contractor shall be responsible for all expenses necessary to carry out the services under this Agreement and shall not be reimbursed by City for such expenses except as otherwise provided in this Agreement.
7. **Intellectual Property:** This Agreement shall be an Agreement for services and the parties intend and consider any work created as a result of this Agreement, including any and all documentation, images, products or results, to be a work (the “Work”) for hire under federal copyright law. Ownership of the Work shall belong to and remain the exclusive property of City. The Work may be edited at any time within City’s discretion. If the Work would not be considered a work-for-hire under applicable law, Contractor hereby assigns, transfers, and conveys any and all rights, title and interest to City, including without limitation all copyrights, patents, rights of reproduction, rights to ownership, and right to secure registrations, renewals, reissues and extensions thereof. As the sole copyright holder of the Work, City maintains and asserts the rights to use, reproduce, make derivative works from, and/or edit the Work in any form of medium, expression or technology now known or hereafter developed, at any time within City’s discretion. Contractor shall not sell, disclose or obtain any other compensation for the services provided herein or the Work. If the Work is one to which the provisions of 17 U.S.C. § 106A apply, Contractor hereby waives and appoints City to assert on Contractor's behalf Contractor's moral rights or any equivalent rights regarding the form or extent of any alteration to the Work (including, without limitation, removal or destruction) or the making of any derivative works based on the Work, including, without limitation, photographs, drawings or other visual reproductions of the work, in any medium, for City’s purposes.
8. **Confidentiality:** During the course of the services to be provided under this Agreement, Contractor may become privy to confidential information of City. Contractor agrees to treat as confidential the information or knowledge that becomes known to Contractor during performance of this Agreement and to not use, copy, or disclose such information to any third

party unless authorized in writing by City. This provision does not restrict the disclosure of any information that is required to be disclosed under applicable law. Contractor shall promptly notify City of any misuse or unauthorized disclosure of City's confidential information and upon expiration of this Agreement shall return to City all confidential information in Contractor's possession or control. Contractor shall further comply with all information security policies of City that may apply and shall not make any press releases, public statements or advertisement referring to the services provided under this Agreement or the engagement of Contractor without the prior written approval of City.

9. **Warranties and Representations:** Contractor warrants and agrees that Contractor shall perform its services and conduct all operations in conformity with all applicable federal, state, and local laws, rules, regulations, and ordinances. For any service performed on premises owned or controlled by City, Contractor warrants and agrees that Contractor will perform said services in compliance with all City rules, including but not limited to, prohibitions related to tobacco use, alcohol, and other drugs.
10. **Licenses/Certifications:** Contractor represents and warrants that it will obtain and maintain in effect, and pay the cost of, all licenses, permits or certifications that may be necessary for Contractor's performance of this Agreement. If Contractor is a business entity, Contractor warrants, represents, covenants, and agrees that it is duly organized, validly existing and in good standing under the laws of the state of its formation; and is duly authorized and in good standing to conduct business in the State of Texas, that it has all necessary power and has received all necessary approvals to execute and deliver the Agreement and is authorized to execute this Agreement according to its terms on behalf of Contractor.
11. **Performance/Qualifications:** Contractor agrees and represents that Contractor has the personnel, experience, and knowledge necessary to qualify Contractor for the particular duties to be performed under this Agreement. Contractor warrants that all services performed under this Agreement shall be performed consistent with generally prevailing professional or industry standards.
12. **Conflict of Interest:** Contractor warrants, represents, and agrees that Contractor presently has no interest and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of the services hereunder. Contractor further warrants and affirms that no relationship or affiliation exists between Contractor and City that could be construed as a conflict of interest with regard to this Agreement.
13. **INDEMNIFICATION: CONTRACTOR SHALL DEFEND, INDEMNIFY AND HOLD HARMLESS CITY , AND EACH OF ITS OFFICIALS, OFFICERS, AGENTS AND EMPLOYEES FROM AND AGAINST ALL CLAIMS, ACTIONS, SUITS, DEMANDS, PROCEEDINGS, COSTS, DAMAGES AND LIABILITIES, INCLUDING WITHOUT LIMITATION ATTORNEYS' FEES AND REASONABLE LITIGATION COSTS, ARISING OUT OF, CONNECTED WITH, OR RESULTING FROM ANY ACTS OR OMISSIONS OF CONTRACTOR OR ANY AGENT, EMPLOYEE, SUBCONTRACTOR, OR SUPPLIER OF CONTRACTOR IN THE EXECUTION OR PERFORMANCE OF THIS CONTRACT, TO THE EXTENT THE CLAIM ARISES FROM**

NEGLIGENCE, WILLFUL ACT, BREACH OF CONTRACT OR VIOLATION OF LAW.

14. **Force Majeure:** Neither City nor Contractor shall be liable for any delay in the performance of this Agreement, nor for any other breach, nor for any loss or damage arising solely from uncontrollable forces such as fire, theft, storm, war, or any other force majeure that could not have been reasonably avoided by the exercise of due diligence.
15. **Notices:** Any notice given under this Agreement by either party to the other may be affected either by personal delivery in writing or by mail, registered or certified postage prepaid with return receipt requested. Mailed notices shall be addressed to the addresses of the Parties as they appear in the contract. Notices delivered personally shall be deemed communicated at the time of actual receipt. Mailed notices shall be deemed communicated three (3) days after mailing.
16. **Texas Family Code Child Support Certification:** Pursuant to Section 231.006 of the Texas Family Code, Contractor certifies that it is not ineligible to receive the award of or payments under the Agreement and acknowledges that the Agreement may be terminated, and payment may be withheld if this certification is inaccurate.
17. **State and/or City Auditor:** Contractor understands that acceptance of funds under the Agreement constitutes acceptance of the authority of the Texas State Auditor's Office, or any successor agency or the City's internal auditor (collectively, the "Auditor"), to conduct an audit or investigation in connection with those funds. Contractor agrees to cooperate with the Auditor in the conduct of the audit or investigation, including without limitation providing all records requested. Contractor will include this provision in all contracts with permitted subcontractors.
18. **Jurisdiction:** Any disputes under this Agreement shall be brought in a court of competent jurisdiction in Galveston, Texas and governed by Texas law.
19. **Alternative Dispute Resolution:** To the extent that Chapter 2260, Texas Government Code, is applicable to this Contract and is not preempted by other applicable law, the dispute resolution process provided for in Chapter 2260 and the related rules adopted by the Texas Attorney General Pursuant to Chapter 2260, shall be used by City and Contractor to attempt to resolve any claim for breach of contract made by Contractor that cannot be resolved in the ordinary course of business. The Director of Finance of City shall examine Contractor's claim and any counterclaim and negotiate with Contractor in an effort to resolve such claims. This provision shall not be construed as a waiver by City of its right to seek redress in the courts.
20. **Entire Agreement:** This Agreement contains the entire understanding between the Parties and supersedes all prior agreements, arrangements, and understanding, oral or written between the Parties relating to this Agreement. This Agreement may not be modified except by mutual written agreement of the Parties executed subsequent to this Agreement.
21. **Eligibility to Receive Payment:** Contractor certifies that, as a matter of state law, it is not ineligible to receive the Agreement and payments pursuant to the Agreement and acknowledges that the Agreement may be terminated, and payment withheld if this representation is inaccurate.
22. **Payment of Debt/Delinquency to State:** Contractor certifies that it is not indebted to the City of League City and is current on all taxes owed to the City of League City. Contractor agrees that any payments owing to Contractor under the Agreement may be applied directly toward any debt

or delinquency that Contractor owes the City of League City regardless of when it arises, until such debt or delinquency is paid in full.

23. **Products and Materials Produced in Texas:** If Contractor will provide services under the Agreement, Contractor covenants and agrees that in performing its duties and obligations under the Agreement, it will purchase products and materials produced in Texas when such products and materials are available at a price and delivery time comparable to products and materials produced outside of Texas.
24. **Risk of Loss:** If applicable, all work performed by Contractor pursuant to the Agreement will be at Contractor's exclusive risk until final and complete acceptance of the work by City. In the case of any loss or damage to the work prior to City's acceptance, bearing such loss or damage will be Contractor's responsibility.
25. **Publicity:** Contractor shall not use City's name, logo or likeness in any press release, marketing materials or other public announcement without receiving City's prior written approval.
26. **Legal Construction/Severability:** In the event that any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provision, and this Agreement shall be construed as if such invalid, illegal or unenforceable provisions had never been contained in it. To this end, the provisions of this Agreement are declared to be severable. The Parties may mutually agree to renegotiate the Agreement to cure such illegality/invalidity or unconstitutionality if such may be reasonably accomplished.
27. **Limitations:** The Parties are aware that there are constitutional and statutory limitations on the authority of City to enter into certain terms and conditions of the Agreement, including, but not limited to, those terms and conditions relating to liens on City's property; disclaimers and limitations of warranties; disclaimers and limitations of liability for damages; waivers, disclaimers and limitations of legal rights, remedies, requirements and processes; limitations of periods to bring legal action; granting control of litigation or settlement to another party; liability for acts or omissions of third parties; payment of attorneys' fees; dispute resolution; indemnities; and confidentiality (collectively, the "Limitations"). Any terms and conditions related to the Limitations will not be binding on City except to the extent authorized by the laws and Constitution of the State of Texas.
28. **Sovereign Immunity:** The Parties agree that neither the execution of the Agreement by City nor any other conduct, action or inaction of any City representative relating to the Agreement constitutes a waiver of sovereign immunity by City. The Parties also agree that this Agreement constitutes a governmental function and is not a proprietary function.
29. **Authority:** The Parties stipulate that in entering into this Agreement, the City is performing a solely governmental function and not a proprietary function. Contractor warrants and represents that Contractor has full power and authority to enter into and perform this Agreement and to make the grant of rights contained herein. The person signing on behalf of City represents that he/she has authority to sign this Agreement on behalf of City.
30. **Non-Waiver:** The Parties specifically agree that neither the occurrence of an event giving rise to a breach of contract claim nor the pendency of a claim constitute grounds for the suspension of performance by Contractor. No covenant or condition of this Agreement may be waived except

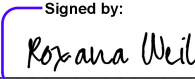
by written consent of the waiving party. Forbearance or indulgence by one party in any regard whatsoever shall not constitute a waiver of the covenant or condition to be performed by the other party.

31. **Prohibitions Pursuant to Texas Government Code:** By executing this Agreement Contractor verifies that Contractor (1) does not boycott Israel and will not during the term of this Agreement per Section 2274.002; (2) is not engaged in business with Iran, Sudan, or any company on the list referenced in Section 2252.152; (3) does not boycott energy companies and will not during the term of this Agreement per 2274.002; and (4) does not have a practice, policy, guidance, or directive of this Agreement against a firearm entity or firearm trade association and will not during the term of this Agreement per 2274.002.

(signature block on next page)

Executed on _____. *(date to be filled in by City Secretary)*

INFOSEND - “Contractor”

Signed by:


FDD9F40A16A24C4...
Roxana Weil, Executive Vice President

CITY OF LEAGUE CITY – “City”

John Baumgartner, City Manager

Attest:

Diana Stapp, City Secretary

Approved as to Form:

Office of the City Attorney

Exhibit A

Scope of Services/Description of Products/Payment Schedule

(There are **50** pages for Exhibit A, including this page)

Printing and mailing of utility bills, delinquency notifications, and inserts for residents.



REQUEST FOR PROPOSAL (RFP)
RFP #26-026
Utility Billing Monthly Printing and Mailing

I. Scope of Work
A. General

The City of League City is seeking qualified proposers for printing and mailing of utility bills for the City's Utility Billing Department. Service includes print file manipulation, material, laser printing, and mail utilizing digital printing automation for postal discount rates. Proposers must be in full compliance with all local, state, and federal laws and policies related to the good/service provided.

B. Categorical breakdown of scope

1.) Quantities

These estimates are for acquainting the proposer with probable quantities to be expected during the contract period. These estimates are not intended to set forth minimum or maximum quantities of this contract and shall not be construed as such. The City reserves the right to increase or decrease quantities during the term of this contract at any time during the entire term of this contract for the same pricing as specified by the proposer

File Type	Estimated Monthly Totals	Paper Color
Regular Billing Statements	38,000	White
Delinquency Statements	5,000	White
Final Statements	800	White
Inserts	38,000	Per Request- As Submitted

2.) Software Compatibility

The City uses Enterprise ERP software and Enterprise Forms for financial purposes. The City will provide samples and testing files to the awarded proposer prior to the contract start date to ensure the Proposer's software is compatible with the City's software vendor.

3.) Transmission of Billing File

Due to the confidential nature of the statements, the City's Utility Billing department will provide the billing file each cycle via FTP or other secure connection. The file will include specific detailed billing information to include, but not limited to, the customer's name, service address, account number, billing status and customizable verbiage pre-authorized by the City of League City. The City reserves the right to change the formatting, text, or data exchange file transfer type, at any time, at no extra cost to the City. Any changes League City wishes to apply to the original formatting or text should be included in the pricing submitted with this proposal. The proposer shall provide a secure site for the file transfer with access from any computer regardless of IP address.

Proposer must supply a detailed protocol for transmission of bill files, including but not limited to, how to access the secure site for transmission, requirements of upload, transmission file type, file size, and file names. Advise if file names must be titled uniquely to avoid duplicate orders. Provide procedure for correcting of duplicate file transmissions and advise how the remedy will be communicated to the City. Any transmission errors occurring during upload must immediately be communicated to the City via email notification or error message. All files properly transmitted must receive a confirmation notice, or verification of receipt, each time files are transmitted.

4.) Regular Billing Statement Format (Letter Size)

Regular Billing format is letter size 8 ½ X 11 **white paper stock**, tri-folded to mail #10 envelopes with return address to **PO Box 200933, Dallas, TX 75320**. Inserts are possible, and template will be provided by the City's Utility Billing department. Confirmation in an agreed upon communication source is required after each mailing with a total amount of statements that were mailed.

5.) Delinquent Statement Format (Letter Size)

Delinquent Statement format is letter size 8 ½ x 11 **white paper stock**, tri-folded to mail in #10 envelopes with return address to **PO Box 2008, League City, TX 77573**. Confirmation in an agreed upon communication source is required after each mailing with a total amount of statements that were mailed.

6.) Final Statement Format (Letter Size)

Final Billing format is letter size, 8 ½ x 11 **white paper stock**, tri-folded to mail in #10 envelopes with return address to **PO Box 200933, Dallas, TX 75320**. Inserts are possible, and template will be provided by the City's Utility Billing department. Confirmation in an agreed upon communication source is required after each mailing with a total amount of statements that were mailed.

7.) Schedule of Mailing

An annual billing and delinquency schedule will be provided to the proposer at the start of the contract. The City will provide the file to the proposer at least one (1) business day prior to the scheduled billing date. The proposer will mail these statements on the date requested. If the date(s) requested fall on a holiday or weekend, the proposer will send the statements the following business day.

8.) Service Quality

All print stock must be proofed and approved by the City Utility Billing department prior to production. Prior to monthly mail outs, proofs must be provided to the City in an agreed upon communication and approved by the City before distribution is approved.

9.) Postage

The proposer shall apply the minimum required postage for Bulk Rate Mail or the most economical method for the statements and shall inform the City of any changes in postal regulations and rates. The proposer shall be responsible for mailing all statements as stated in the attached billing/delinquency schedule, unless specified by the City. Postage shall be billed to the City at actual cost. To ensure the most efficient delivery to the residents of League City, the proposer is required to utilize the closest United States Postal Service Distribution Center to the City. If scrapping is required to validate mailing addresses, programming must be compatible with PDF for regular, final, and delinquency billing statements.

10.) Optional Preference

The City would like to see an online portal for uploading files, reviewing what has been sent to the proposer, payment history, and historical data. It is extremely important the statement structure is easy to read and understand.

11.) Payment

The proposer is responsible for sending monthly invoices to the City via email to Accounts Payable at accountspayable@leaguecitytx.gov and the City will issue a preferred method of payment upon receipt of invoices. Each invoice must have a breakdown of how many statements went out on what date and postage breakdown for payment to be remitted.

12.) Disaster Recovery Plan

The City shall require the successful proposer to have a disaster recovery plan. The plan will provide for work to be done in the event of a disaster (hurricane, flood, fire, etc.). Plan to provide delivery of statements to customers without loss of quality or time.



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InfoSend, Inc. Response to:

City of League City, Texas
RFP 26-026
Utility Billing Monthly Printing and M

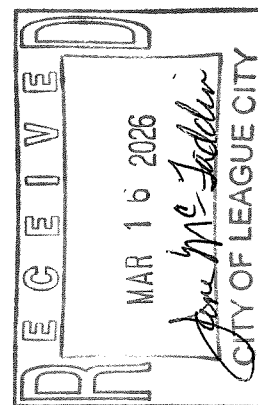
Due: March 17, 2026

Time: 2:00 PM CT

Prepared For: City of League City
Purchasing Department
City Hall
300 West Walker
League City, TX 77573

Provided By: Tim Zombik
Territory & Direct Communications Sales Manager
O: 800.955.9330 x 273
M: 817.800.2199
tim.z@infosend.com

CITY OF LEAGUE CITY
Purchasing Department
300 WEST WALKER STREET
LEAGUE CITY, TX 77573



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0.34



800.955.9330 | infosend.com



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Purchasing Department

RFP 26-026**Utility Billing Monthly Printing and Mailing****Proposal Cover Sheet**

Due Date: Wednesday, March 11th, 2026, by 2:00 p.m.

InfoSend, Inc.

Name of Firm/Company

Primary Contact: Tim Zombik

Authorized Signatory: Russ Rezai

Authorized Signatory: President

Agent's Name (Please Print)

Agent's Title

HQ: 4240 E. La Palma Ave.

Anaheim

CA

92807

TX: 4301 Cambridge Road Suite A

Fort Worth

TX

76155

Mailing Address

City

State

Zip

Primary Contact: 800.955.9330 x273

Primary Contact: tim.z@infosend.com

Authorized Signatory: 800.955.9330

Authorized Signatory: russ.r@infosend.com

Telephone Number

Email Address

03/10/2026

Authorized Signature

Date

Proposal Submission Checklist

Proposal submission package shall consist of the following:

- ☒ Proposal Cover Sheet
- ☒ Proposal (If hard copy submitted: one marked original, one marked copy and a flash drive)
- ☒ Proposal Cost Sheet
- ☒ Bidder Certification and Addenda Acknowledgement, Addendum (s) if applicable
- ☒ Public Information Act Form
- ☒ Conflict of Interest Questionnaire (if required)
- ☒ Physical Samples

Proposal Certification and Addenda Acknowledgement

Proposer must initial next to each addendum received to verify receipt:

Addendum #1 Addendum #2 Addendum #3 _____

Addendum #4 _____ Addendum #5 _____ Addendum #6 _____

TAB A – Organization and Qualifications**a) Provide a brief description and history of the company including current size and how many persons in the company are to be directly engaged in the proposed services.**

InfoSend is proud to be the City's chosen vendor for annual utility billing services for the last several years. In an effort to continue our successful partnership, InfoSend respectfully submits our response. The InfoSend solution is a complete, proven technology practice that includes print/finish/mail services, and an enhanced print and delivery process. InfoSend provides unparalleled technical support, based on our proven experience and significant investment in staff and R&D roadmap. We believe that efficiencies can be improved by introducing new thoughts and ideas. We are proud to say that in 30+ years we have never had a public agency client discontinue services with InfoSend due to programming, production, quality, customer service, or operational issues. We think that makes us pretty rare in our industry.

Get to Know InfoSend Highlights

- Privately held corporation, founded in 1996 and headquartered in Anaheim, CA.
- Provider of Customer Engagement solutions to distribute critical communications and receive payments from customers across multiple channels.
- Company culture and business practice prioritizes client satisfaction, leading to an industry-best client retention and satisfaction rate.
- Utilizes a Software as a Service (SaaS) approach.
- Customer Communications Management (CCM) solutions, with secure and owned Print and Mail manufacturing environments in CA, TX, IL, FL and MA.
- Electronic Billing, Payment and Presentment (EBPP) solutions, with paperless billing, web, IVR, SMS and Bank BillPay payments.
- More than 300 million print and electronic documents distributed annually.
- Over 230 employees across multiple states, with high employee retention ensuring clients are handled with knowledge and care.

Get to Know InfoSend - A Reliable Partner

InfoSend has provided business process outsourcing services since 1996, handling the processing and distribution of over 300 million critical documents annually for industries throughout the United States. Utilizing the most current technology, InfoSend's Customer Engagement platform offers a single source provider to reach customers with effective and timely interactions.

InfoSend's Customer Communications Management (CCM) platform distributes critical documents across multiple channels, including InfoSend's own manufacturing environments in California, Texas, Illinois, Florida and Massachusetts for Data Processing, Printing and Mailing (DPPM). InfoSend's hosted Electronic Billing, Presentment and Payment (EBPP) applications drive the customer remittance process with web, IVR, SMS and Bank BillPay payments. The cloud-based, Software as a Service (SaaS) approach allows InfoSend to refine offerings without client-side installed software or maintenance, as well as providing for flexible integrations to existing systems or vendors.

Integrity is at the core of InfoSend, with a goal to retain and provide complete satisfaction for each client. InfoSend has over 230 employees across multiple states, and the company culture has led to high employee retention, affording clients familiarity and quality service. From our internal

operations, to how we support our valuable clients, InfoSend's client-focused service has led to an industry-leading client retention and satisfaction rate.

InfoSend's Key Support Personnel

InfoSend's mission to provide the industry-best support requires excellence and attention to detail within the Client Services (CS) department. InfoSend has designed support around extensive procedural controls to ensure client output is handled accurately and issues are addressed expeditiously. Since the beginning of InfoSend's partnership with the City, Bob Woods has been the City's Account Manager and primary point of contact. Bob is a trusted member of the InfoSend team and will remain the City's dedicated Account Manager going forward and is available to assist with ongoing maintenance or improvement projects.

b) Include the names, qualifications, years of experience and other detailed background information of the local management team directly responsible for local operations.

Please find below a listing of Key InfoSend Personnel and highlights regarding each person's background and experience. For individual resumes, please refer to the Appendix Section InfoSend Key Personnel Resumes.

Executive Management and Sales Team: Main contacts for RFP questions/contract negotiations.

Tim Zombik

- **Title:** Direct Communications & Territory Sales Manager (Fort Worth, Texas)
- **Years of Employment:** 3+

Russ Rezai

- **Title:** President
- **Years of Employment:** 30+

Russ Alberti

- **Title:** Vice President of Sales
- **Years of Employment:** 17+

DPPM Client Services Team: Manage ongoing processing, and will be main points of contact. These contacts will report directly to Matt Schmidt and Josue Martinez.

Matt Schmidt

- **Title:** COO
- **Years of Employment:** 19+

Josue Martinez

- **Title:** Director of Client Services
- **Years of Employment:** 25+

Bob Woods

- **Title:** Senior Account Manager (Fort Worth, Texas)
- **Years of Employment:** 12+

IT Team: IT works in conjunction with InfoSend Client Services during any improvement projects and actively monitors program functions after go-live. IT personnel report to Alex Nubla.

Alex Nubla

- **Title:** Director of IT
- **Years of Employment:** 1+

c) Provide a protocol for correcting all errors occurring during transmission, printing, or shipping. Explain in detail the company's procedure and timeline for rectifying unexpected account issues

InfoSend Quality Control

InfoSend has been in business since 1996, with the founders starting the business with the assertion that comprehensive process controls, quality and customer service can make a difference to organizations sending critical documents. Anyone can process and output a document using standard technology, but to do it well and defect-free requires well-designed technology and controls. InfoSend's strength is in its well-designed tools, procedure, people and culture that demand high volume output with over **99.99966% accuracy**.

InfoSend's document output platform and manufacturing operations have been designed using Six Sigma guidelines for engineering the solution and service. InfoSend strives to achieve stable and predictable results while continually sustaining quality improvements across the entire organization. InfoSend seeks continuous improvement of the business process using the **DMAIC** methodology:

D - Define a problem or improvement opportunity.

M - Measure process performance.

A - Analyze the process to determine the root causes of poor performance; determine whether the process can be improved or should be redesigned.

I - Improve the process by attacking root causes.

C - Control the improved process to hold the gains.

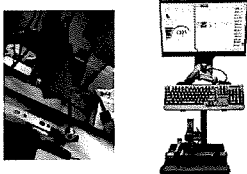
Whenever defects which are not detected and remedied as part of standard procedure, the issue is logged and escalated to a **Quality Assurance Team** which will perform **Root Cause Analysis (RCA)**, perform remediation and present a report to Executive Management.

InfoSend's Quality Control for Data Processing, Print and Mail are designed according to the following workflow, ensuring checks and balances throughout the process to eliminate the cause of defects in client output:

1. **Client Data Transfer, Format Integrity and Job Code Assignment**
2. **Document Composition, Address Integrity and Sequencing**
3. **Print Operator Checks**
4. **Pre-production Review and Staging**
5. **Manual Fulfillment**
6. **Bulk Mail Insertion and Checks**
7. **Daily SLA Checks**

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

2D Barcode Scanner & System Monitor



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

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

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

Inbound Support Ticketing, Escalation, and Resolution Workflow

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

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

d) Provide supporting documentation that your software is compatible with Enterprise ERP.

InfoSend is compatible with Tyler Munis/Enterprise ERP having onboarded more than 30 clients currently using that software. Additionally, as the City's current vendor, we have proven our ability to work seamlessly with Enterprise ERP. InfoSend is very familiar with the raw data input files as well as processing PDF files for print and distribution out of City's system and has configured custom reporting to be ingested with Tyler Munis. InfoSend is data agnostic, however, our experience with working with the City's ERP will reduce risk in choosing a viable vendor.

e) Discuss the company's prior service experience in providing the proposed service to other organizations of comparable size.

InfoSend provides services requested in this RFP to over 900 clients nationwide. More than 700 of these clients are utilities, municipal utilities and water districts. Of these utilities, more than 200 are utilizing one of the several Tyler Tech platforms including approximately 30 on the Munis platform. Our client base ranges in document production from several thousand bills monthly to several million bills per month. InfoSend's typical client size is between 20,000 and 75,000 bills per month. InfoSend has many clients in the comparable size to the City.

f) Provide a list of all municipal customer contracts in Texas where Utility Billing printing and mailing services were provided.

InfoSend serves approximately 70 utility clients in the state of Texas, among other industry type clients. InfoSend can produce a full list under NDA or under confidence should it be needed.

g) Provide references for similar successful projects from three (3) governmental agencies, including name of agency, contact name, telephone, and email address.

City of Colleyville, TX	817.503.1023
100 Main Street	Jennifer Newman, Utility Billing Supervisor
Colleyville, TX 76034	jennifer.newman@colleyville.com
• Contracted Since: 2018 • Volume: 13,000 Mailpieces Monthly • InfoSend Products Used: Data Processing Print and Mail, Print Image Archive, Electronic Billing, Payment and Presentment (EBPP)	

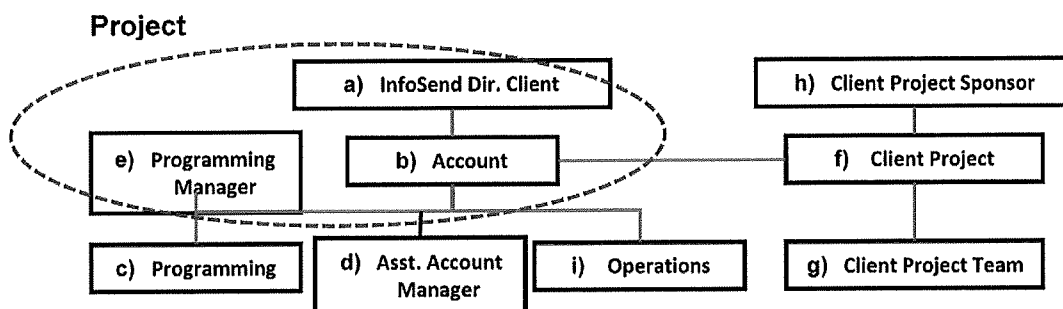
City of Longview, TX	903.237.1034
P.O. Box 1952	Willie Marshall, Customer Service Manager
Longview, TX 75606	wmarshall@longviewtexas.gov
• Contracted Since: 2013 • Volume: Approximately 35,000 Mailpieces Monthly • InfoSend Products Used: Data Processing Print and Mail, Print Image Archiving	

City of San Marcos, TX	512.393.8388
630 East Hopkins	Christine Avalos, Utility Billing Manager
San Marcos, TX 78666	cavalos@sanmarcostx.gov
• Contracted Since: 2018 • Volume: Approximately 35,000 Mailpieces Monthly • InfoSend Products Used: Data Processing Print and Mail, Print Image Archive, eBilling	

TAB B – Service Quality

a) Explain the process of service between the City and the designated account manager.

InfoSend's mission to provide the industry-best support requires excellence and attention to detail within the Client Services (CS) department. InfoSend has designed support around extensive procedural controls to ensure client output is handled accurately and issues are addressed expeditiously. Since the beginning of InfoSend's partnership with the City, Bob Woods has been the City's Account Manager and primary point of contact. Bob is a trusted member of the InfoSend team and will remain the City's dedicated Account Manager going forward and is available to assist with ongoing maintenance or improvement projects.



Client Application Change Management

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

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

- **Requirements Gather:** The client request is logged in the InfoSend internal CRM tool by the dedicated Account Manager. Required assets such as mockups and example data files are gathered from the client, if required, to ensure the scope is defined.
- **Scoping and Statement of Work (SOW):** The Account Manager reviews the request internally and defines a scope with the assistance of the InfoSend IT programmer assigned to the project. Once a scope is determined, InfoSend will present the client with a Statement of Work (SOW), which will include the Professional Services hours (PS) and timeline to delivery. InfoSend's change request delivery times vary based on the scope:
 - 1 PS Hour – Up to 3 business days*
 - 2-3 PS Hours – Up to 4 business days*
 - 4-5 PS Hours – Up to 6 business days*
 - 6-10 PS Hours – Up to 2 calendar weeks*
 - 11-20 PS Hours – Up to 5 calendar weeks*
 - 21-30 PS Hours – Up to 8 calendar weeks*
 - > 30 PS Hours – TBD based on requirements and scope of work*

*InfoSend does not bill for changes that require under 1 PS Hour

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

InfoSend Client Services Support

InfoSend's mission to provide the industry-best support requires excellence and attention to detail within the Client Services (CS) department. InfoSend has designed support around extensive procedural controls to ensure client output is handled accurately and issues are addressed expeditiously. The following describes InfoSend's standard support coverage, the services that are included as part of annual software support, a listing of call priorities and an outline of escalation procedures.

InfoSend offers emergency an after-hours support line. An after-hours answering service is available 24/7/365. The answering service contacts InfoSend employees sequentially until one receives and acknowledges the call. Requests can be answered within 4 hours. InfoSend provides escalation phone number and contacts during the implementation. After-hours support may be billable. Please note, with the extensive support hours and support channels available, the after-hours answering service being used is extremely rare. Please see typical support channels overview below:

Support Channels and Availability

InfoSend provides the following methods to be reached to initiate a support request:

- 800 Toll-Free Telephone support: (800) 955-9330
- Email via support@infosend.com
- Free electronic access 24 x 7 at www.infosend.com with the following online benefits:
 - Log, track & close support requests
 - View & update support requests
 - Access published documentation
 - Access available downloads
 - Download reports
 - View Job Tracking statistics
 - Download sample files in PDF format

Standard hours of support are from 6:00 AM Pacific to 6:00 PM Pacific, Monday through Friday, excluding designated statutory holidays. Weekend assistance is available and must be scheduled in advance and in most cases is billable. InfoSend recognizes the below holidays and will be closed should they fall on a weekday.

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

Inbound Support Ticketing, Escalation, and Resolution Workflow

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

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

Proactive File Halt, Validation Error and Quality Control Support Procedures

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

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

3. **Resolution:** CS personnel will work with the client on how to address the data, either with a new data file or with programming adjustments.

File Cancellation and Document Pull Request Procedures

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

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

b) Provide a timeline from receiving bill file to printing and mailing statements to ensure the City stays on track of calendar dates.

Finished mail pieces are delivered to the USPS **within one (1) business day**. If electronic PDF samples (proofs) are requested then the mailing will be completed within one day of sample approval. File upload deadline for next-day mailing is 1:30 PM local time at the production facility designated for your account. If samples are required then they must be approved by 3:30 PM local time for the file to be mailed by the next business day.

c) Provide details for a customer portal of how the City can review account activity.

InfoSend.com Web Administration Highlights

- **Secure SaaS Cloud Solution:** Secure, hosted, infosend.com website allows clients to administer their InfoSend applications, as well as user roles and permissions from any modern web browser 24/7.
- **File Submission and Job Tracking:** Providing transparency into each file received as it progresses through data processing and manufacturing by InfoSend. Also allows clients to securely upload files via the web.
- **Sample Approval:** Optional workflow, allowing clients to view output and approve prior to manufacturing and distribution.
- **Message Manager:** Allows clients to self-administer ad-hoc and scheduled messaging on customer-facing output.
- **Insert Management:** Allows clients to request additional materials be included with output, such as flyers, buck slips, newsletters etc.

- **Print Image Archive and Mail Tracking:** Allows clients to view images of each document produced, reprint or email the document, as well as view USPS delivery tracking information for qualified documents.
- **Support Tracking:** Allows clients to open tickets and securely communicate with InfoSend staff on change requests or issues.
- **Reporting:** Reports on the details of each client Job are posted to the website for secure viewing and download.

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

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

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

File Submission and Job Tracking: Clients are able to upload files directly to InfoSend over the HTTPS connection, allowing users to send the input data for InfoSend processing on demand (note: PGP file encryption and secure FTP also available). All status on the fulfillment of client output is displayed via the online tool: confirmation of receipt, processing status, sample file and approval status (optional), Printing, Quality Control, Mail Prep and Confirmation of distribution. Clients are able to check the "Viewed" box to confirm that the batch was reviewed internally.

CLICK HERE TO



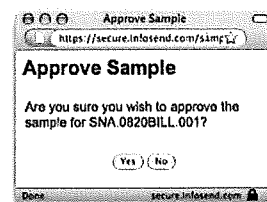
UPLOAD FILES

Show Filenames - ☒ | Job Type - | Only Show Active Jobs -

Job Code: | Filename:

Job Type	Job Code	Filename	Received	Processing	Sample File	Sample Status	Printing	QC	Mail Prep	Confirmation	Viewed
RETURN_BILLS	INF0323B	RETURNS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	☐
REGULAR_BILLS	IN10323A	REGULARS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	☐
DELINQUENT_NOTICE	IN10323A	DELINQUENTS.2012.TXT	2012-03-23 10:28:01	Done	2012-03-23 10:45:06	Approve Reject	Pending	Pending	Pending	Pending	☒

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



Message Manager: This free account management tool is a custom-built web-based application that allows clients to control the messages that print on output. Clients can schedule the messages months or even years in advance, as well as set criteria to assign unique messages to different types of customers, or even to individual accounts. A PDF preview displays the message in the actual font that will be used.

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

File Type	Message Name	Message Type	Message Area	Start Date	End Date	Status	Test?	Message
STATEMENTS	Rate Change Notice	HTMLBox	HTMLBox	2012-01-01	2012-02-29	Active	No	Rate change
STATEMENTS	Holiday Schedule	HTMLBox	HTMLBox	2012-12-01	2012-12-31	Active	No	Holiday notice
STATEMENTS	Fast Forwarding Message	HTMLBox	HTMLBox	2012-10-01	2012-11-30	Active	No	Fast forward
STATEMENTS	New Community Center	HTMLBox	HTMLBox	2012-06-01	2012-06-30	Active	No	Wait list
STATEMENTS	Revised Business Hours	HTMLBox	HTMLBox	2012-05-01	2012-07-31	Active	No	Business hours

Add Message For:

File Type: STATEMENTS
 Message Type: HTMLBox
 Message Name: Rate Change Notice
 Start Date (YYYY-MM-DD): 2012-01-01 to 2012-02-29
 End Date (YYYY-MM-DD): 2012-12-01 to 2012-12-31
 (Assume 1 (Show Description Above))
 Customers who are signed up for this service will have their rates changed to the new rates. Customers who are not signed up for this service will have their rates changed to the new rates. Customers who are not signed up for this service will have their rates changed to the new rates.
 Message:
 Test (Check box if this is a test message that should not be included on production jobs) ☐

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

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

[Show All Inserts](#)

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

Print Image Archive and Mail Tracking: This optional service is a document archiving tool used by client customer service representatives to download PDF copies of any document that InfoSend produces. This web application allows authorized users to query the database by customer name, account number, or up to **three other custom fields**. Clients can also email documents directly to customers from the application. Clients who purchase the Print Image Archive service automatically get Mail Tracking at no additional cost. The USPS data is provided via the IMB Tracing service, where all qualified mail with an Intelligent Mail Barcode that is scanned at a sort facility is logged. This data provides insight into the estimated delivery time frame of mail to the customer. *Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.*

Example Search and Results:

PIA Viewer 2.0 Search Fields
 Search Results: 2 Results (Displaying 1 - 2)
 Create Search Results
 Default search is "State with".
 % (Percent symbol), Match 3 or more characters, _ (Underscore), Match any single character
 Name:
 Mail Sequence:
 City:
 Zip:
 LEO:
 Address:
 Received Date (MM-DD-YY): to
 SPCL Status:

Back Ten Pages Previous Page Next Page Forward Ten Pages Last Page
 Show 25 Records Per Page

Name	City	Zip	LEO	Address	Received Date	SPCL	Amount	Mail	Actual	Mail	Current	Current	View
INFOSEND, INC	71	7102	012830000	4240 E LA PALMA AVE	07-10-15	14019	0678001017						
INFOSEND, INC	71	7102	012830000	4240 E LA PALMA AVE	06-11-15	12628	8378148827	82000	2015-06-13	22:30:19	22:30:19	2015-06-14	
INFOSEND, INC	71	7102	012830000	4240 E LA PALMA AVE	08-13-15	13558	22834472245	82000	2015-08-13	11:08:07	11:08:07	2015-08-16	

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

Contact Client Services

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

Subject:	Question Regarding File We Uploaded	Created By:	Pal Mirjahangir
Status:	Open	Created On:	07/27/16 11:28am
Category:	Data Processing, Print & Mail Service		

Message:

Attachments:

Attach File

Pal Mirjahangir
07/27/16 11:28am
PIA.1.png

****Example Message****
We had a request regarding the file we uploaded this morning. We would like to cancel this batch and will upload a new file later this morning.
Thank you.

Back Save

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

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

d) Provide details on how the City can view current and previous invoices.

InfoSend has devised a client-friendly workflow for producing invoices in a reliable, timely and transparent manner. All data for InfoSend's invoicing is driven by the data processing engine, with accurate software and operational controls to ensure counts are reconciled throughout the process.

InfoSend is capable of providing invoices in formats that fit the needs of the client accounts payable for reconciliation. Invoices can be provided via mail and electronically, as well as on a weekly, bi-monthly or monthly schedule.

A standard client invoice will be provided with an invoice number for reference and includes details of each job batch and output performed by InfoSend that resulted in billable items.



ACCOUNT #	DATE	INVOICE NO.
7050118	11/10/17	

ATTN:
SAMPLE CUSTOMER
PO BOX 1234
ANYTOWN, CA 91801 1234

TERMS	DUE DATE	QTY	AMOUNT	INVOICE
Net 30	12/10/17			
DESCRIPTION	QTY	UNIT	AMOUNT	
INFO17A Document Data Processing/Printing/Mailing Service Fee	1	139	139	
INFO17A NCOA Address Change Service	1	10	10	
INFO17A Statement Data Processing/Printing/Mailing Service Fee	1	139	139	
INFO17A Additional Dynamic Color Printing fee per page	1	38	38	
INFO17A NCOA Address Change Service	1	2	2	
INFO17A Statement Data Processing/Printing/Mailing Service Fee	1	38	38	
INFO17A Additional Dynamic Color Printing fee per page	1	52	52	
INFO17A Statement Data Processing/Printing/Mailing Service Fee	1	2	2	
INFO17A Additional Dynamic Color Printing fee per page	1	103	103	
INFO17A DPV Failed/Suppressed	1	1	1	
INFO17A NCOA Address Change Service	1	9	9	
INFO17A Statement Data Processing/Printing/Mailing Service Fee	1	103	103	
INFO17A Additional Dynamic Color Printing fee per page	1	87	87	
INFO17A NCOA Address Change Service	1	1	1	
Total				

For clients that would prefer to work with the invoice data for additional levels of reconciliation, InfoSend also provides a Process Detail Report for all billable items in a CSV format that may be loaded into Excel. This report for the invoice allows clients to group, sum and analyze the itemized billable elements, from documents to postage, as required for their process.

A	B	C	D	E	F	G	H	I
Job Code	Client ID	Cycle ID	Item Description	Pages	Qty	Rate	Total	
2 INFO17A	513	6766	Additional Dynamic Color Printing fee per page	1	139	139	139	
3 INFO17A	513	6766	NCOA Address Change Service	1	10	10	10	
4 INFO17A	513	6766	Statement Data Processing/Printing/Mailing Service Fee	1	139	139	139	
5 INFO17A	513	9313	Additional Dynamic Color Printing fee per page	1	38	38	38	
6 INFO17A	513	9313	NCOA Address Change Service	1	2	2	2	
7 INFO17A	513	9313	Statement Data Processing/Printing/Mailing Service Fee	1	38	38	38	
8 INFO17A	513	11090	Additional Dynamic Color Printing fee per page	1	52	52	52	
9 INFO17A	513	11090	NCOA Address Change Service	1	2	2	2	
10 INFO17A	513	11090	Statement Data Processing/Printing/Mailing Service Fee	1	52	52	52	
11 INFO17A	513	11102	Additional Dynamic Color Printing fee per page	1	103	103	103	
12 INFO17A	513	11102	DPV Failed/Suppressed	1	1	1	1	
13 INFO17A	513	11102	NCOA Address Change Service	1	9	9	9	
14 INFO17A	513	11102	Statement Data Processing/Printing/Mailing Service Fee	1	103	103	103	
15 INFO17A	513	11133	Additional Dynamic Color Printing fee per page	1	87	87	87	
16 INFO17A	513	11133	NCOA Address Change Service	1	1	1	1	

e) Explain the process of a disaster recovery plan.

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery Highlights

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

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

InfoSend Business Continuity: Risk Mitigation and Disaster Recovery

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

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

InfoSend's approaches business continuity through:

- **A. Risk Mitigation**
- **B. Disaster Recovery Plan**

A. Risk Mitigation

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

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

Organizational Design

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

text messages to employee phones. Multiple employees are cross-trained in systems engineering and administration for around the clock coverage across all facilities.

7. **Disaster Recovery Plan and Preparedness:** In the event of severe labor interruptions or physical premises becoming incapable of production due to external causes, InfoSend will utilize its Disaster Recovery site to continue operations.

Data Center Design

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

Data Backup Design

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

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

1. All servers are duplicated at the Disaster Recovery Facility. Data is automatically synced between the main facility and the Disaster Recovery Facility over a secure VPN.
2. Server data is backed up to secure encrypted media that are both stored in fireproof safes and taken off-site routinely.
3. The RAID system is used on all servers to ensure that data remains available in the event of a hard disk failure.

4. Network SAN systems are used that expand upon RAID by duplicating the entire network storage system to a redundant node with its own RAID.

Network Security

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

Labor Management

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

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

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

Client Materials Redundancy

- InfoSend's standard envelopes are stored at each facility.

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

Equipment Mirroring

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

Facility Mirroring

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

B. Disaster Recovery

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

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

Maximum Acceptable Outages (MPO) for critical services:

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

Testing and Documentation

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

f) Provide details on desired communication methods for implementation and continued customer service.

Since the beginning of InfoSend's partnership with the City, Bob Woods has been the City's Account Manager and primary point of contact. Bob is a trusted member of the InfoSend team and will remain the City's dedicated Account Manager going forward and is available to assist with ongoing maintenance or improvement projects.

InfoSend Client Services Support

InfoSend's mission to provide the industry-best support requires excellence and attention to detail within the Client Services (CS) department. InfoSend has designed support around extensive procedural controls to ensure client output is handled accurately and issues are addressed expeditiously. The following describes InfoSend's standard support coverage, the services that are included as part of annual software support, a listing of call priorities and an outline of escalation procedures.

Support Channels and Availability

InfoSend provides the following methods to be reached to initiate a support request:

- 800 Toll-Free Telephone support: (800) 955-9330
- Email via support@infosend.com
- Free electronic access 24 x 7 at www.infosend.com with the following online benefits:
 - Log, track & close support requests
 - View & update support requests
 - Access published documentation
 - Access available downloads
 - Download reports
 - View Job Tracking statistics
 - Download sample files in PDF format

Standard hours of support are from 6:00 AM Pacific to 6:00 PM Pacific, Monday through Friday, excluding designated statutory holidays. Weekend assistance is available and must be scheduled in advance and in most cases is billable. InfoSend recognizes the below holidays and will be closed should they fall on a weekday.

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

Inbound Support Ticketing, Escalation, and Resolution Workflow

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

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

Proactive File Halt, Validation Error and Quality Control Support Procedures

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

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

File Cancellation and Document Pull Request Procedures

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

1. **File Cancellation:** These requests are typically submitted to InfoSend just after file transfer but before printing. InfoSend's CS personnel will immediately change the status of the Job to prevent any further progression through the InfoSend manufacturing environment and

remove the Job batch from the queue. Clients utilizing the Sample Approval workflow will have the option to cancel their own job, which will then be removed from the queue.

2. **Pull Document Requests:** These requests are typically submitted by the Client after the file is processed and prior to mailing. Ideally, these requests would be submitted to the CS team prior to the mail piece receiving the “Quality Control” timestamp in the website’s client-facing job tracking system. Once the job has been marked as completing Quality Control, it will be moved into Mail Preparation. For this reason, Pull Document Requests made after the job has passed through QC should be communicated directly via phone call to ensure that they are handled immediately to minimize the chance that the piece is processed for mailing. The document to be pulled will then be intercepted after the document is printed. Pulled documents can either be recycled or returned to the Client.

TAB C – Product Appearance & Quality

a) Provide physical samples of current clients mailing statements, including envelopes. Provide examples of image quality. Provide options for customization of statements.

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

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

- Grayscale and full-color laser printers
- Full-Color Inkjet printer
- High-capacity offline folding equipment
- High-capacity industrial cutting equipment
- Variable speed mail inserting equipment
- Proprietary and licensed software solutions for processing data, creating client outputs, maintaining USPS compliance
- Full compliance with any OCR, barcode or remittance specification, including lockbox testing with the delivery of production samples prior to Go-Live.

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

For clients wishing to make simple updates (customization) without vendor assistance, InfoSend offers **Message Manager**. This free account management tool is a custom-built web-based application that allows clients to control the messages that print on output. Clients can schedule the messages months or even years in advance, as well as set criteria to assign unique messages to different types of customers, or even to individual accounts.

InfoSend Standard #10 and #9 Envelopes: Our standard and reliable outgoing #10 and return #9 envelopes are predominantly manufactured and stocked by InfoSend and have strategically placed windows which allow client logos to be visible for the customer prior to opening, as well as tinting to ensure data privacy. For all clients that use standard envelopes, InfoSend's standard double window #10 and single window #9 envelopes are sustainably produced and are provided at no additional cost to clients. The Sustainable Forestry Initiative ensures materials are sourced from sustainably managed forests. Please visit www.sfiprogram.org for more information.* Finally, InfoSend, by default, will implement the Full-Service Intelligent Mail barcode within client documents produced, saving clients many thousands of dollars in postage costs.

For sample bill designs and samples of InfoSend's standard envelopes, please refer to the Appendix included at the end of this proposal.

b) The City will provide test files to the awarded proposer for physical samples to be supplied prior to the contract start date. This is to ensure the quality of the material and printing service meets League City standards. Physical samples are to include copies of the regular statement, colored delinquency statements, #9 scanned envelopes, and #10 windowed envelopes. These samples are to be mailed, or hand delivered, to 300 West Walker Street, League City TX, 77573.

As the City's current utility billing partner, we have successfully provided the City with everything required to provide the services stated within this RFP. We are confident that we will be able to meet or exceed this level of service going forward.

TAB D - Pricing and Fees (Cost Sheet in Attachment A)

a) All rates and fees must be listed on the proposal cost sheet. The city will not be responsible for paying any fees not specifically listed. The fees and charges presented shall remain firm for the original term of the agreement.

InfoSend has submitted the proposal cost sheet as required and agrees to the above requirements. Please refer to the following pages. Per Addendum 2, after the first year, pricing subject to annual CPI increase for materials only based on the posted CPI for the Houston area agreed upon by both the City and the vendor.

b) Describe how and when the fees apply.

Fees only apply when specific services are rendered.

c) Details of any alternate method of compensation your company would consider.

InfoSend can accept checks for payments as well as EFT/ACH. InfoSend can accept credit cards for payments but will have a transaction fee to process the payment.

d) Identify and list all special services and identify charges pertaining to such service.

Please refer to InfoSend's Pricing Detail included after the Proposal Cost Form.

Proposal Cost Sheet

LEAGUE CITY
EST. 1693

Purchasing Department

RFP 26-026

Utility Billing Monthly Printing and Mailing

Proposal Cost Sheet
DUE DATE: Wednesday, March 11th, 2026, by 2:00
p.m.

<u>Description</u>	<u>Rate</u>	<u>Estimated Quantity for contract life of three (3) years</u>	<u>Extended Price</u>
Programming Services Initial Set Up or Formatting Fee	\$ 205.00	1.0	\$ Included with initial implementation. After initial implementation, \$205.00/hour as needed. InfoSend does not bill for changes that require under 1 PS Hour.
Graphic Design Services Design of Utility Billing	\$ 205.00	1.0	\$ InfoSend is pleased to offer a complimentary bill redesign at no additional cost, provided the City elects to utilize this service within the first six months of the new contract. Following this initial period, redesign services will be billed at an hourly rate of \$205.00.
Regular Billing Statements Includes paper/data processing/printing/mail services	\$0.068	1,080,000	\$ 73,440.00
Delinquent Statements Includes paper/data processing/printing/mail services	\$0.068	180,000	\$ 12,240.00
Final Billing Statements Includes paper/data processing/printing/ mail services	\$ 0.068	12,600	\$856.80
Inserts Machine inserting fee	\$ 0.01	1,080,000	\$10,800.00
#10 Envelopes InfoSend standard #10 double window	\$ 0.025	1,272,600	\$ 31,815.00
#9 Envelopes InfoSend standard #9 single window	\$ 0.022	1,092,600	\$24,037.20
Postage*	\$0.588	1,272,600	\$ 748,288.80
Total Proposal Cost			\$ 901,477.80

Unit prices listed above are good for ninety (90) calendar days after receipt of proposal.

****After the first year, pricing subject to annual CPI increase for materials only based on the posted
CPI for the Houston area agreed upon by both the City and the vendor.****

*The current postage rate is \$0.593 which reflects the July 2025 increase from the USPS. This price is based on qualified pieces for the presorted first-class automated 5-digit rate. Since InfoSend bills postage as a true pass-through cost and passes on to the Client the Full-Service IMb discount of \$0.005 per qualified piece, the current final rate for qualified pieces is \$0.588.

InfoSend Data Processing, Print and Mail Pricing

Client Volume Assumptions
<u>Customers Contacted or Billed Monthly</u> Regular Billing Statements: 38,000 Delinquency Statements: 5,000 Final Statements: 800 Inserts: 38,000; Per Request- As Submitted
<u>Number of Batches Monthly</u> Weekly

Document Production Summary	
Statements & Notices Package includes: Data processing, one printed page up to 4/0 ink, InfoSend outgoing #10 envelope, InfoSend #9 return envelope	\$0.115 per document

Finished mail pieces are delivered to the USPS **within one (1) business day**. If electronic PDF samples (proofs) are requested then the mailing will be completed within one day of sample approval. File upload deadline for next-day mailing is 1:30 PM local time at the production facility designated for your account. If samples are required then they must be approved by 3:30 PM local time for the file to be mailed by the next business day.

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

Data Processing	
Setup Fee - Express PDF Input Files	\$0.00 (Waived during initial install)
Setup Fee – Data Only Input Files	\$0.00 (Waived during initial install)
Document Re-Design Fee	\$0.00 (Waived during initial install)
Data Processing Fee (per document)	\$0.01

Printing and Mailing Service	
Statement and Notices - Printing & Mailing Fee with up to 4/0 Ink	\$0.042
USPS Postage	Pass-through A postage deposit will be required prior to starting service.
Print Color Options (colors per side) *	\$0.042 for up to 4/0 printing \$0.047 for up to 4/4 printing
Inline Insert Print Fee*	\$0.042 Black printing \$0.047 Color printing
Batch Fee (per mailing batch under 200 mail pieces)	\$5.00
Excess Pages Handwork Surcharge (per mail piece)	\$0.35
Address Updates – per “hit” (address that gets updated)	\$0.30 NCOA \$0.30 ACS
*Prices assume normal ink/toner coverage for business documents. Flood coating the entire page in color or other types of extremely high coverage designs may cost more or not be technically feasible. Extremely high coverage designs can cause content to bleed through to the other side of the page or to cause the page to curl too much to work properly with high-speed mail inserting equipment.	
The postage deposit is subject to ongoing review and may be adjusted at any time to account for changes to Client average mailing volume or changes to USPS postage rates with at least thirty (30) days’ written notice to Client.	

Materials*	
Standard 8.5” x 11” Paper Stock (per sheet)	\$0.016
Standard Double Window Outgoing #10 Envelope	\$0.025
Standard Single Window Return #9 Envelope	\$0.022
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.17
*InfoSend reserves the right to increase paper, form, and envelope fees as needed, with thirty (30) days’ written notice to Client, in the event of extraordinary increases to the cost of paper. If the parties are unable to reach agreement on the proposed increase, either party may terminate the Agreement without penalty.	

Insert Services	
InfoSend Produced	Quoted based on specification
Envelope Messaging (Snipes)	Quoted based on specification
Electronic Inserts	\$0.010
Inserting Fee Fee to insert an InfoSend produced or Client provided marketing or informational insert. Client provided (drop-shipped) inserts must be professionally packaged and ready for usage. If folding is required then additional fees apply based on folding requirements. Minimum fee is \$0.01 per insert for folding. If inserts are not professionally packaged and damaged in shipment or require additional labor to prepare for inserting then additional fees can apply. Per item fee assumes the insert will be included in all mail pieces. Selective inserting is available but requirements must be reviewed on a case by case basis to determine if additional fees will apply for setup and handling.	\$0.010 per insert

Optional Document Services	
Print Image Archiving (Per Document Image), with included USPS mail tracking	\$0.010 - For 12 Months of Retention \$0.015 - For 18 Months of Retention \$0.020 - For 24 Months of Retention \$0.025 - For 36 Months of Retention
Print Image Archive API Monthly Support Fee	\$100.00
Final Doc Transfer (FDT)	Option 1: \$0.009 per document. One PDF will be provided per batch with multiple documents in it. InfoSend standard batch file format provides account and page numbers for each record in the batch. Option 2: \$0.015 per document. Each document will be provided in a separate PDF file. A custom batch file format can be provided if the InfoSend standard format will not work.
Professional Services Rate (per hour)	\$205.00
Returned Mail Handling	\$0.35 per reported returned mail piece
Remit Tracking	\$50.00 monthly support fee



Texas Public Information Act

Steps to Assert that Information is Confidential or Proprietary

All proposals, data, and information submitted to the City of League City are subject to release under the Texas Public Information Act ("Act") unless exempt from release under the Act. You are not encouraged to submit data and/or information that you consider to be confidential or proprietary unless it is absolutely required to understand and evaluate your submission.

On each page where confidential or proprietary information appears, you must label the confidential or proprietary information. Do not label every page of your submission as confidential as there are pages (such as the certification forms and bid sheet with pricing) that are not confidential. It is recommended that each page that contains either confidential or proprietary information be printed on colored paper (such as yellow or pink paper). At a minimum, the pages where the confidential information appears should be labeled and the information you consider confidential or proprietary clearly marked.

Failure to label the actual pages on which information considered confidential appears will be considered as a waiver of confidential or proprietary rights in the information.

In the event a request for public information is filed with the City which involves your submission, you will be notified by the City of the request so that you have an opportunity to present your reasons for claims of confidentiality to the Texas Attorney General.

In signing this form, I acknowledge that I have read the above and further state (Please check one):

- ☐ The proposal/bid submitted to the City contains NO confidential information and may be released to the public if required under the Texas Public Information Act.
- ☒ The proposal/bid submitted contains confidential information which is labeled and which may be found on the following pages: 43-45
and any information contained on page number not listed above may be released to the public if required under the Texas Public Information Act.

Vendor/Proposer Submitting: InfoSend, Inc.

Signature: _____

Date: 03/10/2026

Print Name: _____

Russ Rezai

Print Title: _____

President

CONFLICT OF INTEREST QUESTIONNAIRE**FORM CIQ****For vendor doing business with local governmental entity****This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.**

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

N/A

2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

N/A

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes☐ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

Signature of vendor doing business with the governmental entity

03/10/2026

Date

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

**City of League City
House Bill 89 Verification**

I, Russ Rezai (Person name), the undersigned
representative of (Company or Business name) InfoSend, Inc.

(hereafter referred to as company) being
an adult over the age of eighteen (18) years of age, after being duly sworn by the
undersigned notary, do hereby depose and verify under oath that the company named-
above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract.

Pursuant to Section 2270.001, Texas Government Code:

1. *"Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and*
2. *"Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.*

03/10/2026

DATE


SIGNATURE OF COMPANY REPRESENTATIVE

On this the _____ day of _____, 20____, personally appeared
_____, the above-named person, who after
by me being duly sworn, did swear and confirm that the above is true and correct.

Date

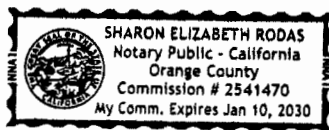
See Attached.

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Orange

Subscribed and sworn to (or affirmed) before me on this 10th
day of March, 2026, by Rusteen Rezai

proved to me on the basis of satisfactory evidence to be the
person(s) who appeared before me.



(Seal)

Signature

A handwritten signature in cursive script, appearing to read 'Rusteen Rezai', written over a horizontal line.

d) Brochures and/or Pictures

d) Optional: Brochures and/or Pictures



OUR MISSION

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

ABOUT INFOSEND

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

INDUSTRIES WE SERVE

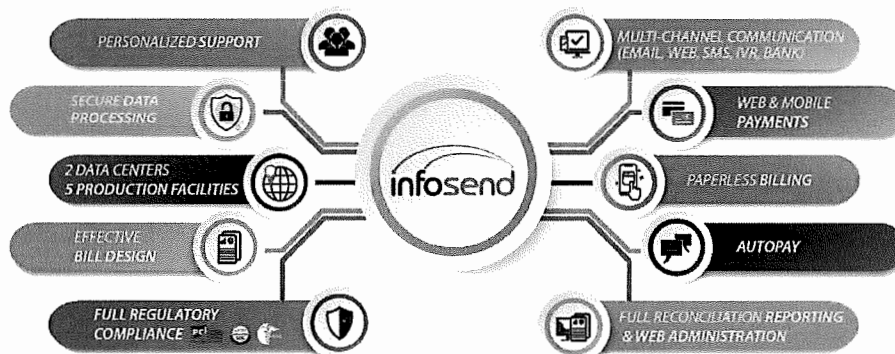
- UTILITIES
- GOVERNMENT AGENCIES & MUNICIPALITIES
- FINANCE
- HEALTHCARE
- INSURANCE
- PARKING, RED LIGHT & TOLLWAY ENFORCEMENT
- TELECOM, BROADBAND & CABLE

And more ...

COMPLIANCE

- PCI Level-1
- HIPAA HITECH
- SSAE16 SOC 1 AND SOC 2 Audit & Reporting
- Gramm-Leach-Bliley Act (GLBA) Compliant
- FACTA Red Flag Rules Compliant
- General Data Protection Regulation (GDPR)

■ A COMPLETE CUSTOMER ENGAGEMENT PROVIDER



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

CORE COMPETENCIES

CUSTOMER COMMUNICATIONS MANAGEMENT (CCM)



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

DATA PROCESSING, PRINT, & MAIL SERVICE (DPPM)



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

ELECTRONIC BILLING, PAYMENT & PRESENTMENT (EBPP)



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

KEY DIFFERENTIATORS

- Customer communications management within a single platform.
- 5 Production facilities ensuring regional access to the USPS and disaster mitigation.
- Never use subcontractors to sub-excess printing volume out to other vendors.
- Successfully implemented and serve over 900+ clients in several industries.
- 30+ Years expertise working with the USPS guaranteeing lowest cost presort & efficient setup, never marking up postage.
- In-house envelope production.
- Utilizes a Software as a Service (SaaS) approach.
- Full-color duplex variable printing capabilities and customer-targeted messaging.

BUSINESS CONTINUITY

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

CONTACT



Phone: (800) 955-9330



www.infosend.com



Email: sales@infosend.com



BILLING & PAYMENTS | CUSTOMER ENGAGEMENT | UNPARALLELED CLIENT SUPPORT

Appendix

InfoSend Key Personnel Resumes

Russ Rezai	
Experience	InfoSend, Inc. Anaheim, CA (2016 – present) President • Responsible for growing the company while improving quality level • Reports to the Chief Executive Officer • Leads and guides other executives • Maintains awareness of both the external and internal competitive landscape, opportunities for expansion, new industry developments and standards • Managed sales and business development InfoSend, Inc. Anaheim then Fullerton, CA (2008 – 2016) Chief Operating Officer • Managed day-to-day operations • Created formal Sales Department by selecting VP of Sales and transitioning sales management to him • Works with each department head to ensure company manages growth properly and scales production and human resource capacity • Regularly meets with VP of Sales, Director of Product Development and Direct of Client Services to ensure that the company's product and service offerings and service quality match business development plans and quality goals • Involved with the creation of the facilities in IL and TX and the selection and training of the managers for these locations InfoSend, Inc. Fullerton, CA (2001 - 2008) VP of Development • Managed research and development and selected the manager for IT • Creation of eBusiness Services department • New product and service development and deployment – including eBusiness Services • Creation of variable data digital color printing department • Created the Client Serviced Department and selected the manager for the department • Managed sales and business development InfoSend, Inc. Anaheim then Fullerton, CA (1996 - 2001) Company Co-Founder • Supported in development of new company in 1996 • Laid groundwork for future IT development between 1996 and 1997 • Began research into Electronic Bill Presentment and Payment Services • Stayed active part-time with company while studying at UC Santa Barbara
Education	BA, 2001 Business Economics - University of California, Santa Barbara

Tim Zombik	
Experience	InfoSend, Inc. Fort Worth, TX (2023-present) Territory Sales Manager • Support Business Development for Print & Mail and eBusiness Services • Help provide prospects and clients with new ideas and solutions to meet their needs. • Manage new client implementation projects in a variety of verticals • Provide ongoing personal support to clients • Coordinate between clients and internal departments to ensure compliance with best practices and procedures DataProse, Inc. Coppell, TX (1997-2022) Sales Manager, Utilities (2016-2022) • Support Business Development for Print & Mail and eBusiness Services • Help provide prospects and clients with new ideas and solutions to meet their needs. • Develop strong relationships, foster partnerships, and create opportunities for growth • Provide ongoing personal support to clients Strategic Account Manager (2013-2016) • Responsible to build relationships and maintain Clientele • Manage internal and external client relationships • Ensure prompt issue resolution, client education and communications. • Responsible for knowing client's business as well as the client's objectives and challenges. Purchasing Manager (1997-2013) • Responsible for controlling cost, quality and deliverables on all raw materials and custom printed products. • Managed all vendors • Reviewed and renewed contracts.

Russ Alberti	
Experience	InfoSend, Inc. Phoenix, AZ (2009 – Present) Director of Sales • Manage Sales and Business Development for Print & Mail and eBusiness Services • Provided consultative solutions for prospect and clients • Prospect Project Evaluation and Response • Manage VAR and Partner Relations in District Dataprose, Inc. Oxnard, CA (2005 – 2009) Account Executive Docucorp International Dallas, TX (2002 – 2005) Account Executive WEBMD/Expressbill Scottsdale, AZ (1995 – 2001) Regional Sales Manager
Education	BA, University of Phoenix: June 2000

Matt Schmidt	
Experience	InfoSend, Inc. Anaheim, CA (2007 – present) Chief Operating Officer • Manages Operations for InfoSend's nationwide production facilities • Manages Client Services team responsible for all client implementation and support • Works with management team on new product planning, development and support • Works on strategic planning for operations including new technologies and services InfoSend, Inc. Anaheim, CA Director, Client Services • Supervise employees and operations of the Client Services, Quality Control and Direct Communications departments. Provided consultative solutions for prospect and clients. • Develop, monitor and improve client implementation and support procedures. • Coordinate and implement internal cross-functional processes in an environment of continuous improvement. • Work with executive management to develop and evaluate long-term strategies to achieve organizational goals.
Education	MBA - University of California, Irvine BA - California State University, Chico

Josue Martinez	
Experience	InfoSend, Inc. Anaheim, CA (2024 – present) VP of Client Success • Lead the Client Services team in fostering client satisfaction, success, and ensuring long-term client retention • Collaborating across departments to deliver unparalleled service and support • Oversee all Client Services Managers • Act as escalation point for InfoSend clients InfoSend, Inc. Anaheim, CA (2016 – 2024) Director, Client Services • Responsible for all implementation and support services • Oversee Account Management and dedicated support staff • Act as escalation point for InfoSend clients • Design new printed bill formats InfoSend, Inc. Anaheim, CA (2000 – 2016) Senior Project Manager • Managed over 150+ implementations and software conversions • Design new printed bill formats • Work with programming team to streamline processes Data Processing, printing, Quality Control, and mailing experience.
Education	BA, Business Administration concentrating in Information Systems, California State University Fullerton. Proficient in Website/Forms Design using Following Applications/Languages: HTML, Crystal Reports, Adobe Illustrator, Visual Basic and MS Visual FoxPro

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

Alex Nubla	
Experience	InfoSend, Inc. Anaheim, CA (2026 – present) Director of IT • Manages research and development • New product and service development and deployment – including Data Processing Print and Mail, and eBusiness Services ICANN Playa Vista, CA (2023–2026) Director of Cloud Engineering Acuity Eye Group Pasadena, CA (2022-2023) Chief Information Officer (CIO) Kaiser Permanente Pasadena, CA (2010-2022) Director of IT Engineering (Data Analytics)
Education	Bachelor of Science in Industrial Engineering De La Salle University, Manila 1987 EPIC Certification in Tapestry, Member, Benefit 2011-2018

Addenda

InfoSend hereby acknowledges receipt of Addendum 1 dated March 4, 2026 and Addendum 2 dated March 10, 2026 and the contents therein. As required, InfoSend has acknowledged receipt of the addenda on the Proposal Cover Sheet. As the Proposal Checklist includes 'Addendum (s) if applicable', please refer to the following pages for copies of Addendum 1 and Addendum 2.



Purchasing Department

Addendum Number One (I)

March 4th, 2026

Bids for: RFP #26-026 Utility Billing and Mailing

The following clarifications, amendments, deletions, additions, revision and/or modifications are made as part of the contract documents and change the original documents only in the manner and to the extent hereinafter stated and shall be incorporated in the contract documents.

Provisions of this addendum shall take precedence over requirements of the original contract documents and all BIDDERS ARE REQUESTED TO ACKNOWLEDGE SAID PROVISIONS IN THEIR SUBMISSION.

Addendum as follows:

Due to the high volume of questions received, the addendum deadline has been extended to Tuesday, March 10, 2026. Accordingly, the RFP submission deadline date has been rescheduled to March 17, 2026, at 2p.m.

End of Addendum

If you have any questions, please contact Purchasing Department at purchasing@leaguecitytx.gov.

NOTE: ADDENDA MUST BE ACKNOWLEDGED ON THE BID COVER SHEET.

Gabby Paiz
Purchasing Supervisor



Purchasing Department

Addendum Number Two (2)

March 10, 2026

Bids for: RFP #26-026 Utility Billing and Mailing

The following clarifications, amendments, deletions, additions, revision and/or modifications are made a part of the contract documents and change the original documents only in the manner and to the extent hereinafter stated and shall be incorporated in the contract documents.

Provisions of this addendum shall take precedence over requirements of the original contract documents and all **BIDDERS ARE REQUESTED TO ACKNOWLEDGE SAID PROVISIONS IN THEIR SUBMISSION.**

Addendum as follows:

Below are questions that were received, and the answers to these questions are in blue.

Question 1: Are annual CPI price increases allowed after year one?

Answer: Yes, annual CPI price increases will be allowed after year one, provided that: (1) the annual CPI price increase is for materials only, (2) based on the posted CPI for the Houston area and Vendor shall provide appropriate documentation verifying the CPI increase, (3) increased from the estimation listed in the vendor's proposal, and (4) the CPI increase is mutually agreed upon by both the City and vendor. Vendors should indicate in their proposal if the Vendor will be seeking annual CPI price increases after year one, and such indication will be evaluated as part of the Pricing and Fees criteria.

Question 2: As part of our review, could you please provide sample copies of your Regular Billing Statements, Delinquent Statements, Final Statements, and any associated Inserts?

Answer: Yes, the attachments will be added sample copies of regular billing statements, Delinquent Statements, final statements.

Question 3: Is the #10 a custom pre-printed envelope or can we use a dual window #10 envelope?

Answer: You can use a dual window, but we would like the cost of a custom, if possible, to make that decision.

Question 4: Schedule of Mailing – Is this stating that the City will provide the file at least 1 day prior to mailing? It also states that the City will provide the date in which it is to be mailed. How much time will we have to process and mail documents?

Answer: One day or next business day.



Purchasing Department

Addendum Number One (1) March
3rd, 2026

Question 5: Postage - RFP states that we must use the closest USPS distribution center to the City. Can potential vendors that are out of state use their existing location if it can still deliver to residents efficiently and timely?

Answer: Yes, but we would need an estimated timeline of when we can expect these to be delivered to our residents. We will need to work in the additional time needed to get the bills out.

Question 6: Is it a requirement that vendors have existing customers in Texas?

Answer: It is not a requirement, but it is preferred .

Question 7: Contract – Although this is a 3-year contract, the RFP states that the City has the ability to terminate the contract for "convenience" with 7 days' notice. Can you please define "convenience"?

Answer: Termination for Convenience means the city may terminate the agreement for any reason, with or without cause.

Question 8: Who is your current software vendor/provider?

Answer: Infosend

Question 9: Page 7- section 4 inserts:

Will the inserts need to be printed in black & white or color? Is there a desired paper stock/color?

Answer: The inserts will need to be stock paper printed in color

Question 10: Is the Insert a Business Return Envelope (BRE) If so, what size?

Answer: This should be billed with the mail not separately.

Question 11: Page 8 - section (5) Schedule of Mailing

What is the approximate turnaround time for mailing once the samples are approved?

Answer: The sample will need to be ready for mailing by October 1st, 2026.

Question 12: Page 10 - section (3)

What color paper should we use to print the delinquency statements? Please provide clarification on the #9 envelope to be scanned.

Answer: The delinquency statement should be printed on stock white paper.

Question 13: Can you please provide a description of the inserts currently distributed to customers, including:



Purchasing Department

Addendum Number One (1) March
3rd, 2026

Answer:

- Standard document size and folding format- Standard 8.5 x 11, trifold.
- Paper stock or weight- Standard
- Color specifications (black & white, highlight color, or full color)-Full Color
- Typical frequency and purpose of inserts (regulatory notices, marketing messages, customer communications, etc.) Bi-monthly, as needed.

End of Addendum

If you have any questions, please contact Purchasing Department at
purchasing@leaguecitytx.gov.

NOTE: ADDENDA MUST BE ACKNOWLEDGED ON THE BID COVER SHEET.