

CITY OF TOMBALL SERVICES AGREEMENT

THE STATE OF TEXAS §

COUNTY OF HARRIS §

Description of Services: Utility Billing Printing & Mailing

This Agreement is made and entered into by the **City of Tomball** (referred to as the “City”), with an office at 501 James Street, Tomball, TX and, **InfoSend, Inc.** (the “Company”), with an office at **4240 E. La Palma Avenue, Anaheim, California 92807**, City hereby engages the services of Company as an independent contract, upon the following terms and conditions.

1. SCOPE OF AGREEMENT

- 1.1. The City hereby agrees to employ Company and Company agrees to perform the necessary services as set forth in Exhibit A – Scope of Work and Exhibit B – Contract Pricing, attached hereto and incorporated herein for all purposes.
- 1.2. In the event of a conflict among the terms of this Agreement and the Exhibit A, the term most favorable to the City, in the City’s sole discretion, shall control.

2. TERM OF AGREEMENT; TERMINATION

- 2.1. This Agreement shall be effective upon proper execution by the City. It shall be effective from **December 3, 2024 through December 2, 2026**, with the right and option to extend the term for three (3) additional one (1) year periods with the same terms and conditions upon the mutual agreement of the parties with a price escalation factor per Section 6. The City reserves the right to withdraw from the Agreement immediately if its governing body fails to appropriate funds necessary for the satisfaction of its contractual obligations. ***Either party may terminate this Agreement for any reason with ninety days (90) written notice to the other party.***
- 2.2. The City’s obligations under this Agreement shall not constitute a general obligation of the City or indebtedness under the constitution or laws of the State of Texas. Nothing contained herein shall ever be construed so as to require City to create a sinking fund or to assess, levy and collect any tax to fund its obligations under this Agreement.
- 2.3. The City reserves the right to enforce the performance of this Agreement in any manner prescribed by law or deemed to be in the best interest of the City in the event of breach or default of any provision of this Agreement, including immediate termination of this Agreement.

3. ENTIRE AGREEMENT

This Agreement represents the entire agreement between Company and the City and no prior or contemporaneous oral or written Agreements or representations shall be construed to alter its terms. No additional terms shall become part of this Agreement without the written consent of both parties and compliance with relevant state law. This Agreement supersedes all other prior agreements either oral or in writing.

4. ASSIGNMENT

Company shall not assign or subcontract its obligations under this Agreement without the prior written consent of the City.

5. COMPENSATION

For and in consideration of the services rendered by the Company pursuant to this Agreement, the City shall pay the Company only for the actual work performed under the Scope of Work, on the basis set forth in Attachment B, up to an amount not-to-exceed **\$110,000** (\$55,000 annually).

6. MODIFICATION OF RATES

Base Rate adjustments for changes in the Consumer Price Index (CPI) will be considered by the City no more than once per year during the renewal term of the Contract.

7. IDEMNITY

7.1. DEFINITIONS

For the purpose of this section the following definitions apply:

- a. "City" shall mean all officers, agents and employees of the City of Tomball.
- b. "Claims" shall mean all claims, liens, suits, demands, accusations, allegations, assertions, complaints, petitions, proceedings and causes of action of every kind and description brought for damages.
- c. "Company" includes the corporation, company, partnership, or other entity, its owners, officers, and/or partners, and their agents, successors, and assigns.
- d. "Company's employees" shall mean any employees, officers, agents, subcontractors, licensees and invitees of Company.
- e. "Damages" shall mean each and every injury, wound, hurt, harm, fee, damage, cost, expense, outlay, expenditure or loss of any and every nature, including but not limited to:
 - i. injury or damage to any property or right
 - ii. injury, damage, or death to any person or entity
 - iii. attorneys' fees, witness fees, expert witness fees and expenses,
 - iv. any settlement amounts; and
 - v. all other costs and expenses of litigation
- f. "Premise Defects" shall mean any defect, real or alleged, which now exists or which may hereafter arise upon the premises.

7.2. Indemnity

COMPANY AGREES TO INDEMNIFY, HOLD HARMLESS, AND DEFEND THE CITY FROM AND AGAINST LIABILITY FOR ANY CLAIMS FOR DAMAGES ARISING OUT OF THE COMPANY'S WORK AND ACTIVITIES CONDUCTED IN CONNECTION WITH THIS AGREEMENT.

COMPANY IS AN INDEPENDENT CONTRACTOR AND IS NOT, WITH RESPECT TO ITS ACTS OR OMISSIONS, AN AGENT OR EMPLOYEE OF THE CITY.

COMPANY MUST AT ALL TIMES EXERCISE REASONABLE PRECAUTIONS ON BEHALF OF, AND BE SOLELY RESPONSIBLE FOR, THE SAFETY OF COMPANY'S EMPLOYEES WHILE IN THE VICINITY WHERE THE WORK IS BEING DONE. THE CITY IS NOT LIABLE OR RESPONSIBLE FOR THE NEGLIGENCE OR INTENTIONAL ACTS OR OMISSIONS OF COMPANY OR COMPANY'S EMPLOYEES.

THE CITY ASSUMES NO RESPONSIBILITY OR LIABILITY FOR DAMAGES WHICH ARE DIRECTLY OR INDIRECTLY ATTRIBUTABLE TO PREMISE DEFECTS.

THE CITY AND COMPANY MUST PROVIDE THE OTHER PROMPT AND TIMELY NOTICE OF ANY COVERED EVENT WHICH IN ANY WAY AFFECTS OR MIGHT AFFECT THE COMPANY OR CITY. THE CITY HAS THE RIGHT TO COMPROMISE AND DEFEND THE SAME TO THE EXTENT OF ITS OWN INTERESTS.

THE INDEMNITY OBLIGATIONS HEREIN SHALL SURVIVE THE TERMINATION OF THE AGREEMENT FOR ANY REASON AND SHALL SURVIVE THE COMPLETION OF THE WORK.

8. INSURANCE

8.1. AMOUNTS OF INSURANCE

Company agrees to provide and to maintain the following types and amounts of insurance, for the term of this Contract:

TYPE	AMOUNT
(a) Workers Compensation	(where required – Statutory by State Law)
Employer's Liability	\$100,000 per occurrence

(b) Commercial (Public) Liability, including but not limited to:

- a. Premises/ Operations Combined Single Limit
- b. Independent Contractors
- c. Personal Injury
- d. Products/Completed Operations
- e. Contractual Liability (insuring above indemnity provisions)

All insured at combined single limits for bodily injury and property damage at \$500,000 per occurrence.

(c) Comprehensive Automobile Liability, in include coverage for:

- a. Owned/Leased Automobiles

b. Non-owned Automobiles

c. Hired Cars

All insured at combined single limits for bodily injury and property damage for \$500,000 per occurrence.

8.2. OTHER INSURANCE REQUIREMENTS

Company understands that it is its sole responsibility to provide the required Certificates and that failure to timely comply with the requirements of this article shall be a cause for termination of this Contract.

Insurance required herein shall be issued by a company or companies of sound and adequate financial responsibility and authorized to do business in the State of Texas. All policies shall be subject to examination and approval by the City Attorney's Office for their adequacy as to form, content, form of protection, and providing company.

Insurance required by this Contract for the City as additional insured shall be primary insurance and not contributing with any other insurance available to City, under any third party liability policy.

Company further agrees that with respect to the above required liability insurances, the City shall:

- a. Be named as an additional insured;
- b. Be provided with a waiver of subrogation, in favor of the City,
- c. Be provided with 30 days advance written notice of cancellation, nonrenewal, or reduction in coverage (all "endeavor to" and similar language of reservation stricken from cancellation section of certificate); and
- d. Prior to execution of this Agreement, be provided through the office of the City Attorney with their original Certificate of Insurance evidencing the above requirement.

The insurance requirements set out in this section are independent from all other obligations of Company under this Agreement and apply whether or not required by any other provision of this Agreement.

9. PAYMENT AND PERFORMANCE

Payment for services described in this Agreement will be made in accordance with the Texas Prompt Payment Act, Chapter 2251 of the Texas Government Code, or as subsequently amended.

10. VENUE; RECOVERY OF FEES; DISPUTE RESOLUTION; CHOICE OF LAW

Any suit or claim or cause of action regarding this Agreement shall be brought in Harris County, Texas, as the choice of venue and jurisdiction and site of performance by the parties. If the City is the prevailing party in any such action, the City may recover reasonable costs, including costs of court, attorney's fees, expert witnesses' fees, and trial consultants' fees. The parties further agree that the law of the State of Texas shall govern any interpretation of the terms of this Agreement.

11. COMPANY CERTIFICATIONS

Company certifies that neither it, nor any of its agents or employees, have or will offer or accept gifts or anything of value, or enter into any business arrangement, with any employee, official, or agent of the City.

Company certifies, pursuant to Texas Government Code Chapter 2270, that it does not boycott Israel and will not boycott Israel during the term of this Agreement. Company further certifies, pursuant to Texas Government Code Chapter 2252, Subchapter F, that it does not engage in business

with Iran, Sudan, or a foreign terrorist organization as may be designated by the United States Secretary of State pursuant to his authorization in 8 U.S.C. Section 1189.

12. NO WAIVER OF IMMUNITY

The City does not waive any statutory or common law right to sovereign immunity by virtue of the execution of this Agreement.

13. NOTICES

Any written notice provided under this Agreement or required by law shall be deemed to have been given and received on the next day after such notice has been deposited by Registered or Certified Mail with sufficient postage affixed thereto and addressed to the other party to the Agreement; provided, that this shall not prevent the giving of actual notice in any manner.

Notice to Company may be sent to the following address:

C/O: President
4240 E La Palma Ave
Anaheim, CA 92807

14. CONTRACT ADMINISTRATOR

This Agreement shall be administered on the City's behalf by the Project Manager, and all notices, questions, or documentation, arising under this Agreement shall be addressed to the Project Manager at:

City of Tomball, Texas
Attn: Project Manager
501 James Street
Tomball, Texas 77375

15. FORCE MAJEURE

Neither party shall be liable, or deemed to be in default, to the other for any failure or delay in performing an obligation under this Agreement to the extent that its performance is delayed, impaired or rendered impossible by an event beyond its control ("Force Majeure Event") such as, but not limited to, natural disasters, war, terrorist acts, riots, labor strikes or shortages, civil disturbances, extra-ordinary losses of utilities (including telecommunications services).

AGREED to and ACCPETED this ___ day of _____, 2024.

Company

Signature

Print Name

Title

THE STATE OF TEXAS

§

COUNTY OF HARRIS

§

This instrument was acknowledged before me on this ___ day of _____, 2024,
by _____, on behalf of said entity.

Notary Public, State of Texas

AGREED to and ACCPETED this ___ day of _____, 2024.

City of Tomball

David Esquivel, PE
City Manager

Attest:

Tracylynn Garcia
City Secretary

RFP 2024-09R – UTILITY BILLING COLLECTION SERVICES
EXHIBIT A
SCOPE OF WORK

I. General Description

The City of Tomball (the City) is requesting proposals to secure the services of a collection agency to provide consumer debt collection service by locating, contacting, and securing payment from past due utility customers or accountholders of the City. The City provides utility services to approximately 3,731 accounts for water, wastewater, natural gas, and solid waste.

The City generates and distributes monthly bills, as well as delinquent notices to all utility customers who fail to make payment by the due date stated on the monthly bill. Deposits are collected according to the City's Code of Ordinances, Chapter 46 – Utilities, Article II, Section 46-56-Utility Account Deposits. Existing deposits are applied to any outstanding amount due at the time of termination of an account. Any remaining amount owed is included in the final bill.

II. Ability to Perform

The Vendor shall indicate the expertise and experience of the firm relative to the Scope of Work and specific requirements contained in this RFP. The Vendor shall provide pertinent financial data, which demonstrates the Vendors capability to successfully perform (e.g. annual financial reports and statements, Dun and Bradstreet and/or other credit bureau ratings). The information submitted shall include, but is not limited to, recent data describing Vendor's current organization, date of incorporation, dollar volume, number of employees, home office location, and other company profile information.

III. Requirements

The Vendor shall provide a written narrative describing the ability to meet the minimum requirements set forth herein. Sufficient detail shall be provided to demonstrate the Vendor's understanding, ability and/or willingness to satisfy all specified requirements. At a minimum, the Vendor shall address the following:

- A. Collection of delinquent items related to the billing of utility services.
- B. Development of a systems interface in coordination with the City for the data format, electronic transfer and maintenance of account information and reports as well as adherence to the technical specifications agreed to after award of the contract.

IV. Service Requirements

The City will require both routine collections related to the management of account receivables and skip tracing services. All items sent to the collection agency, other than those intended for skip tracing only, will be pursued until the delinquent amount is satisfied or for a period of 90 days. After the 90-day period, all uncollected items will be returned to the City unless the City authorizes further collection activity. The Vendor shall:

- A. Pursue recovery of all City items forwarded for collection through a series of collection letters and telephone calls.

- B. At a minimum, allow payments via mail or telephone using a credit card, ACH, EFT, money order or cashier's check.
- C. Provide lockbox or secure operation for processing mail-in payments. City approval of the Vendor's chosen operation is required.
- D. Remit collected funds separately to the designated financial institution via EFT within three (3) business days of receipt using pre-established City guidelines.
- E. Provide skip tracing or equal and approved method with documentation providing number of resources and credit bureaus.
- F. Address and contact information may be requested by the City when violation notes are sent and returned as undeliverable for any reason.
- G. Address and contact information obtained for collection purposes shall be used by the collection agency to pursue unpaid items.
- H. All information obtained through skip tracing and other approved methods shall be provided to the City.
- I. Contact accountholders by mail, telephone, or fax. A collector shall not contact an accountholder before 8:00 a.m. CST or after 8:00 p.m. CST. Maintain an automated record of phone calls and log all correspondence with debtors. Correspondence shall indicate an escalation of importance with resolution from one letter to the next.
- J. In the event a debt is reported to the major credit bureaus, the Vendor must do so in accordance with all applicable Federal and State laws.
- K. Maintain a toll-free telephone number for customer service and include the number in all correspondence to debtors.
- L. Maintain a high level of customer service while pursuing unpaid debts.
- M. Provide procedures for disputes and Cease and Desist Letters.
- N. Not use any false statement during the collection process.
- O. Have the ability to expand services to accommodate additional collection volumes as may be required by future conditions.
- P. Remit payments on collections as described below:
 - a. Payment received from the accountholder/customer shall be remitted to the designated financial institution via EFT within three (3) business days of receipt.
 - b. Payments received for debt items, where the collection period has exceeded 90 days, shall be remitted within three (3) business days.
 - c. The City does not recognize a partial payment as a satisfaction of a debt submitted to the collection agency. Any partial payment received by the collection agency shall be remitted to the City within three (3) business days.
 - d. The collection agency shall document partial payment and continue to collect the debt until it is paid in full. If the 90-day collection period expires prior to complete payment, the collection agency shall cease their efforts with the debt item and return it the City as an unsatisfied debt.
 - e. The City will notify the Vendor when payments made to the City by accountholder/customer during the collection process are received through a City office, so that the Vendor may reconcile the account.

V. Implementation Plan

The Vendor shall provide an Implementation Plan within 30 days of the contract award. The Implementation Plan shall include the following:

- A. Proposed operations start up process including a timeline schedule with dates and major milestones to be accomplished.
- B. Description of the deployment process of the debt collection services.
- C. Description of the expansion of debt collection services to support higher collection volumes as may be required by future conditions.

VI. Reports

The Vendor shall submit regular and timely reports to the City. Reports and formatting standards will be approved by the City and shall be delivered to the City's authorized representative. Reports shall include, but not be limited to the following:

- A. Summary Reports
 - i. Summarized by debt collection type, date range, method of payment, method of contact, amount collected, status, and any unique identifiers requested by the City shall be submitted every 30 days.
- B. Weekly Transmittal Reports
 - i. Provide daily collection and deposit activity detail by date to allow the City to verify and reconcile bank activity.
- C. Monthly Account Analysis Statement
 - i. An account analysis statement shall be provided to the City within five (5) business days from the end of the month.
 - 1. Provide activity summary by date on the following, but not limited to:
 - a. Number of accounts collected.
 - b. Pending accounts.
 - c. Returned uncollected accounts.
 - d. Dollar amount collected.

VII. Technical Requirements

The Vendor's operating system and use or disposal of any information shall be secure. The Vendor shall:

- A. Provide online account management to include at a minimum:
 - i. Submission of collection and skip tracing items to and from the City electronically.
 - ii. Access to Vendor's database for real time viewing of collection status.
 - iii. Real or near-real time updating of individual item or account status.
 - iv. Online log of contact initiated (mail, email, telephone) with debtors, including images of any collection documentation sent to or received from debtor.

VIII. Data and Information Security

All information regarding the collection services administered on behalf of the City shall be maintained in a secure environment. To prevent current or discarded information from being exposed to a third-party by unauthorized access or use, the Vendor shall adhere to the City's Record Retention Schedule as identified by the State of Texas.

IX. Ownership of Data

The City shall retain ownership of all data provided to the Vendor by the City or obtained by the Vendor related to this project.

X. Proposed Cost and Fees

The Vendor shall submit a completed Proposed Pricing Schedule (Exhibit A) with their sealed proposal. In addition, the Vendor shall include an itemized list of all proposed costs for any services, equipment, and/or supplies offered but not included in Exhibit A, Proposed Pricing Schedule.

- A. For all accounts referred by the City, unless otherwise instructed by the City's Finance Director, the Vendor fee shall be deducted from the principal amount of the debt prior to remittance to the City.
- B. Should there be any changes in laws or City policy that allow a different method for recovering collection fees, the Vendor shall modify its methods accordingly, upon instruction from the City's Finance Director.
- C. If an account is reduced or cancelled by the City, no collection fee will be due to the Vendor for the amount so reduced or cancelled.

**EXHIBIT B
COST PROPOSAL**

Description	Estimated Quantity for contract life of two (2) years	Rate	Extended Price
Programming Services* Initial Set Up for Formatting Fee	1	\$0	\$0
Graphic Design Service* Design of Utility Bill Layout	1	\$0	\$0
Monthly Billing Statements* Single Sided	90,000	\$ 0.105	\$ 9,450.00
Monthly Billing Statements* Double Sided	90,000	\$ 0.110	\$ 9,900.00
Delinquent Statements* Single Sided	19,200	\$ 0.105	\$ 2,016.00
Monthly Insert* Single Sided	90,000	\$ 0.196	\$ 17,640.00
Monthly Insert* Double Sided	90,000	\$ 0.206	\$ 18,540.00
#10 Envelopes*	109,200	\$ 0.024	\$ 2,620.80
#9 Envelopes*	109,200	\$ 0.021	\$ 2,293.20
Postage**	109,200	\$ 0.540	\$ 58,968.00

*Waived during initial install. After initial install, pricing is \$150/hour.

*Waived during initial install. After initial install, pricing is \$95/hour.

*Price includes data processing, printing up to 4/0 ink, and one sheet of paper.

*Price includes data processing, printing up to 4/4 ink, and one sheet of paper.

*Price includes data processing, printing up to 4/0 ink, and one sheet of paper.

*Pricing for inserts is based on a monthly quantity of 3,800 pieces. Insert pricing good for 90 days from time of quote and will be quoted as needed.

*Pricing for inserts is based on a monthly quantity of 3,800 pieces. Insert pricing good for 90 days from time of quote and will be quoted as needed.

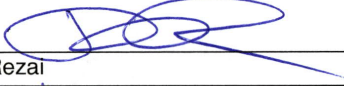
*InfoSend standard #10 double window envelope

*InfoSend standard #9 single window envelope

**Pricing based on qualified pieces for the presorted first-class automated 5-digit rate is \$0.545. InfoSend bills postage as a true pass-through cost and will pass on to the Client the Full-Service IMb discount of \$0.005 per qualified piece, for an updated final rate of \$0.540. Not all pieces will qualify. Postage rates may increase based on future USPS price increases.

Estimated quantities are based on current statements printed. Statements and inserts will vary between single and double sided.

Prices listed above are good for 90 calendar days after receipt of proposal

Signature: 
 Name: Russ Reza
 Date: 09/16/2024

InfoSend Data Processing, Print and Mail Pricing

Client Volume Assumptions

Customers Contacted or Billed Monthly

3,750 Statements
800 Notices

Number of Batches Monthly

Two

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

\$0.15 per document

Statements & Notices

Package includes: Data processing, one printed page up to 4/4 ink, InfoSend outgoing #10 envelope, InfoSend #9 return envelope

\$0.155 per document

Finished mail pieces are delivered to the USPS **within one (1) business day (within 24 hours of receipt)**. If electronic PDF samples (proofs) are requested then the mailing will be completed within one day of sample approval. File upload deadline for next-day mailing is 1:30PM local time at the production facility designated for your account. If samples are required then they must be approved by 3:30PM local time for the file to be mailed by the next business day.

The below provides the components of the summary price given above. All pricing is based on "Client Volume Assumptions" listed 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	\$0.079
USPS Postage	Pass-through A postage deposit will be required prior to starting service.
Print Color Options (colors per side) *	\$0.079 for up to 4/0 printing \$0.084 for up to 4/4 printing
Inline Insert Print Fee*	\$0.079 Black printing \$0.084 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	\$0.024
Standard Single Window Return #9 Envelope	\$0.021
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.18

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: \$0.02 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: \$0.03per 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)	\$150.00
Returned Mail Handling	\$0.35 per reported returned mail piece
Remit Tracking	\$50 monthly support fee
Email Bill Statement to Customers	\$0.07 each
eBilling Monthly Support Fee	\$50.00

Fee Explanations

Data Processing

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

Printing and Mailing Service

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

Materials

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

Insert Services

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

Optional Document Services

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