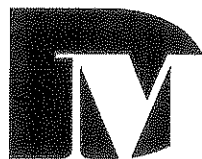


“Bid on #67-2012 Print & Mailing Services – Sewer, Landfill & Water Quality Fees”

Lexington Fayette Urban County Government
Division of Central Purchasing
200 East Main Street, Room 338
Lexington, Kentucky 40507



**DATA MARKETING
NETWORK**

701 Murfreesboro Rd
Nashville, TN 37210

Lexington-Fayette Urban county Government

Bid: #67-2012

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DATA MARKETING NETWORK

May 21, 2012

Theresa Maynard
Lexington Fayette Urban County Government
Division of Central Purchasing
200 East Main Street, Rm 338
Lexington, KY 40507

Dear Ms. Maynard:

Data Marketing Network is pleased to present the attached proposal to Lexington Fayette Urban County Government for Print and Mailing Services – Sewer, Landfill & Water Quality Fees.

In our twenty-seven years of providing print and mail solutions to businesses large and small we have strived to keep our clients' cost down while we stay on the leading edge of technology. With our proprietary statement processing software, we automate the entire process. This in turn gives you complete visibility through our website to see any statement at any time, and by sending you automated alerts letting you know we received your file, the number of statements in the file, the postage due and NCOA reports.

With our proven history of processing your statements as your Disaster Recovery partner, we are confident that LFUCG would be very satisfied with our performance and benefit from our services. Our team of experienced mailing professionals would very much appreciate the opportunity to build on our relationship and serve as your daily statement processing service provider.

Sincerely,

Jono Huddleston
CEO, Data Marketing Network, Inc.
701 Murfreesboro Road
Nashville, TN 37210
Phone: (615) 313-7000

INVITATION TO BID

Bid Invitation Number: #67-2012

Date of Issue: 05/09/2012

Sealed bids will be received in the office of the Division of Central Purchasing, 200 East Main Street, Lexington, Kentucky, until **2:00 PM**, prevailing local time on **05/23/2012**. Bids must be received by the above-mentioned date and time. Mailed bids should be sent to:

**Division of Central Purchasing
200 East Main Street, Rm 338
Lexington, KY 40507, (859) 258-3320**

The Lexington-Fayette Urban County Government assumes no responsibility for bids that are not addressed and delivered as indicated above. Bids that are not delivered to the Division of Central Purchasing by the stated time and date will be rejected.

All bids must have the company name and address, bid invitation number, and the commodity/service on the outside of the envelope.

Bids are to include all shipping costs to the point of delivery located at: NONE

Bid Security Required: Yes No Performance Bond Required: Yes No
Cashier Check, Certified Check, Bid Bond (Personal checks and company checks will not be acceptable).

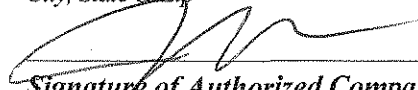
Commodity/Service
Print & Mailing Services – Sewer, Landfill & Water Quality Fees
See specifications

<p style="text-align: center;"><u>Check One:</u></p> <p><input checked="" type="checkbox"/> Bid Specifications Met</p> <p><input type="checkbox"/> Exceptions to Bid Specifications. <i>Exceptions shall be itemized and attached to bid proposal submitted.</i></p>	<p style="text-align: center;"><u>Proposed Delivery:</u></p> <p><u>60</u> days after acceptance of bid.</p>
---	--

<u>Procurement Card Usage</u>
<p><input checked="" type="checkbox"/> Yes The Lexington-Fayette Urban County Government will be using Procurement Cards to purchase goods and services and also to make payments. Will you accept Procurement Cards?</p> <p><input type="checkbox"/> No</p>

Submitted by: Data Marketing Network
Firm
101 Murfreesboro Rd
Address
Nashville, TN 37210
City, State & Zip

***Bid must be signed:
(original signature)***


Signature of Authorized Company Representative – Title
Jono Hueston
Representative's Name (Typed or printed)
615-313-7000
Area Code - Phone – Extension Fax #
Jono@DMDelivers.com
E-Mail Address

The Affidavit in this bid must be completed before your firm can be considered for award of this contract.



Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

Jane C. Driskell
Commissioner

ADDENDUM #1

Bid Number: **#67-2012**

Date: May 15, 2012

Subject: Print & Mailing Services --
Sewer, Landfill, & Water Quality Fees

Address inquiries to:
Theresa Maynard
(859) 258-3320

TO ALL PROSPECTIVE BIDDERS:

Please be advised of the following three clarifications to the above referenced bid, **including a new pricing sheet**, starting on page two of this document. **The new pricing sheet, which includes two new lines, must be included with the bid.**

Todd Slatin, Acting Director
Division of Central Purchasing

All other terms and conditions of the Bid and specifications are unchanged.
This letter should be signed, attached to and become a part of your Bid.

BID OF: Data Marketing Network
ADDRESS: 701 Marketesboro Rd
SIGNATURE OF BIDDER: [Handwritten Signature]



Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

Jane C. Driskell
Commissioner

ADDENDUM #2

Bid Number: **#67-2012**

Date: May 17, 2012

Subject: Print & Mailing Services --
Sewer, Landfill, & Water Quality Fees

Address inquiries to:
Theresa Maynard
(859) 258-3320

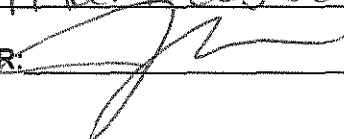
TO ALL PROSPECTIVE BIDDERS:

Please be advised of the following clarifications to the above referenced bid.


Todd Slatin, Acting Director

Division of Central Purchasing

All other terms and conditions of the Bid and specifications are unchanged.
This letter should be signed, attached to and become a part of your Bid.

BID OF: Data Marketing Network
ADDRESS: 701 Murfreesboro Rd
SIGNATURE OF BIDDER: 

AFFIDAVIT

Comes the Affiant, Jonathan Huddleston, and after being first duly sworn under penalty of perjury as follows:

1. His/her name is Jonathan Huddleston and he/she is the individual submitting the bid or is the authorized representative of Data Marketing Network,

the entity submitting the bid (hereinafter referred to as "Bidder").

2. Bidder will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the bid is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.

3. Bidder will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.

4. Bidder has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.

5. Bidder has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Bidder will not violate any provision of the campaign finance laws of the Commonwealth.

6. Bidder has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

7. Bidder acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

Further, Affiant sayeth naught.



STATE OF Tennessee

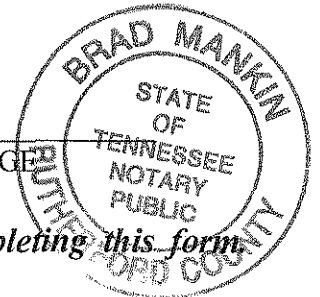
COUNTY OF Davidson

The foregoing instrument was subscribed, sworn to and acknowledged before me

by Jonathan Huddleston on this the 22 day of May, 2012.

My Commission expires: 9/23/2013


NOTARY PUBLIC, STATE AT LARGE



Please refer to Section II. Bid Conditions, Item "U" prior to completing this form.

I. GREEN PROCUREMENT

A. ENERGY

The Lexington-Fayette Urban County Government is committed to protecting our environment and being fiscally responsible to our citizens.

The Lexington-Fayette Urban County Government mandates the use of Energy Star compliant products if they are available in the marketplace (go to www.Energystar.gov). If these products are available, but not submitted in your pricing, your bid will be rejected as non-compliant.

ENERGY STAR is a government program that offers businesses and consumers energy-efficient solutions, making it easy to save money while protecting the environment for future generations.

Key Benefits

These products use 25 to 50% less energy
Reduced energy costs without compromising quality or performance
Reduced air pollution because fewer fossil fuels are burned
Significant return on investment
Extended product life and decreased maintenance

B. GREEN SEAL CERTIFIED PRODUCTS

The Lexington-Fayette Urban County Government is also committed to using other environmentally friendly products that do not negatively impact our environment. Green Seal is a non-profit organization devoted to environmental standard setting, product certification, and public education.

Go to www.GreenSeal.org to find available certified products. These products will have a reduced impact on the environment and on human health. The products to be used must be pre-approved by the LFUCG prior to commencement of any work in any LFUCG facility. If a Green Seal product is not available, the LFUCG must provide a signed waiver to use an alternate product. Please provide information on the Green Seal products being used with your bid response.

C. GREEN COMMUNITY

The Lexington-Fayette Urban County Government (LFUCG) serves as a principal, along with the University of Kentucky and Fayette County Public Schools, in the Bluegrass Partnership for a Green Community. The Purchasing Team component of the Partnership collaborates on economy of scale purchasing that promotes and enhances environmental initiatives. Specifically, when applicable, each principal is interested in obtaining best value products and/or services which promote environment initiatives via solicitations and awards from the other principals.

If your company is the successful bidder on this Invitation For Bid, do you agree to extend the same product/service pricing to the other principals of the Bluegrass Partnership for a Green Community (i.e. University of Kentucky and Fayette County Schools) if requested?

Yes No

EQUAL OPPORTUNITY AGREEMENT

The Law

- Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.
- Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.
- Section 503 of the Rehabilitation Act of 1973 states:

The Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap.

- Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.
- Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:

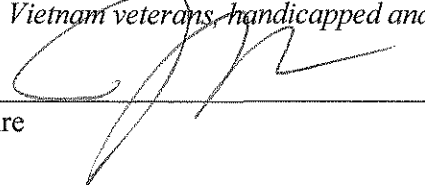
The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

Bidders

I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.



Signature

Data Marketing Network

Name of Business

At a minimum, the Vendor shall provide the following professional services:

- Manage and implement the proposed solution.
- Install and configure any proposed solution software and hardware components.
- Design, construct and test any modifications necessary for the proposed solution.
- Design, construct and test any conversion and interface components necessary to support the proposed solution.
- Train the LFUCG functional users and technical resources that will operate, support and maintain the proposed solution.
- Provide LFUCG with a quick and user-friendly process for updating document content and adding new documents in an environment that may require the Vendor to reformat files into a print ready format.

PRINTING AND MAILING SERVICES – FUNCTIONAL REQUIREMENTS:

Functional requirements being taken under consideration are included in the following matrix.

Each of the components listed below contains requirements classified as either mandatory or desired as well as informational requests. The Vendor will use the following criteria to respond to each requirement and information request:

1. Satisfied - This response indicates that the Vendor can satisfy the requirement in their proposed solution and no modifications are necessary. Vendor shall demonstrate any requirements with a "Satisfied" response.
2. Satisfied with Modification – This response indicates that the proposed solution requires changes to current setup to satisfy the described requirement. The number of hours and cost required to design, code, and test a modification should be noted. Vendor shall also provide an explanation of how a feature will be added or modified.
3. Not Satisfied – This response indicates that the Vendor cannot satisfy the requirement in their proposed solution and that the Vendor is not willing to make a modification.

Req. #	Requirement	Type	Response and Comments
1	Receive files via FTP. These files will come directly from the Ventyx Customer Suite billing system. Format shown in Appendix A. (The file type will be a fixed length text file and files will be processed for the selected bill print/mail Vendor on all business days at about 9:00 pm.)	Mandatory	<i>Satisfied</i>
2	Print, process and mail or otherwise deliver up to x pieces daily. Vendor should expect to receive one or more files for each type of document specified in section x. These files should be processed for inclusion in the late afternoon mail run following receipt of the files.	Mandatory	<i>Satisfied</i>

Req. #	Requirement	Type	Response and Comments
3	To provide for electronic document review and cancellation by GCWW and LFUCG between the printing and mailing processes. Please specify any software tools and requirements for electronic document review and cancellation.	Mandatory	Satisfied
4	Read barcodes and/or OMR marks to intelligently insert the appropriate materials (i.e. inserts and envelopes) for each mail piece.	Mandatory	Satisfied
5	Insertion equipment for invoices with at least 6 trays capable of handling dynamic insertion based on barcode or OMR logic.	Mandatory	Satisfied
6	Mail all pieces according to agreed upon postal specifications (i.e. first class, pre-sort, bulk mail, etc.), including achieving all available postal discounts.	Mandatory	Satisfied
7	For items to be mailed, print all invoices, past due notices, letters and inserts on paper size and weights as determined by LFUCG. Includes use of correct stationary type for a given file. For example, invoice stationary will require perforations for the remittance stub, while most letters will require standard letterhead.	Mandatory	Satisfied
8	Source print logo(s) on all stationary materials (paper, envelopes and inserts) in appropriate size(s), location(s) and color(s).	Mandatory	Satisfied
9	Print documents using spot color printing (black and one additional color at minimum)	Mandatory	Satisfied
10	Incorporate document revisions within 72 hours of receipt of revisions in the agreed upon format(s).	Mandatory	Satisfied
11	Provide CASS and NCOA certification to meet United States Postal Service minimum standards for maximum postage discounts.	Mandatory	Satisfied
12	Process all mail according to United States Postal Service rules, regulations and requirements to ensure the lowest possible postage rates.	Mandatory	Satisfied
13	Provide daily, monthly and annual reports on quantities for each of the materials as used.	Mandatory	Satisfied
14	Provide daily, monthly and annual reports on pieces processed and postage used.	Mandatory	Satisfied
15	Provide a minimum of 14 days advance notice of need to add money to postage accounts.	Mandatory	Satisfied
16	Provide the ability to allow LFUCG to make bill content and message changes. Include any requirements needed for this.	Mandatory	Satisfied
17	Provide the ability to archive bills and letters for up to one year. After that one year period, bills will be moved to a document storage location at LFUCG. The ability to deliver or release these archive bills and letters for storage at LFUCG will also be required.	Desired	Satisfied
18	Provide the ability for bill payments to be scanned by our lockbox solution using the scanline on the invoice	Mandatory	Satisfied

PRICING:

Please detail the following items in the price quotation, to cover all cost components of your proposal. Please provide per piece price for each type of document separately as requested, i.e. invoices, past due notices, and letters. All rates are assumed to be for the term of the proposed agreement unless specifically noted otherwise. Pricing should include the cost of paper stock and envelope conversion if applicable.

	Printing and mailing services (designate in Per Item Cost):		Cost
1	Printing of invoices	per item	\$.03
2	Printing of past due notices	per item	\$.03
3	Printing of letters	per item	\$.03
4	Printing of window mailing envelope, including one 2-color logo	per item	\$.01428
5	Printing of invoice paper with two 2-color logos and a remittance stub perforation	per item	\$.01432
6	Printing of letterhead paper with one 2-color logo	per item	\$.01432
7	Printing of the window business return envelope (BRE), including one 2-color logo	per item	\$.0134
8	Folding and inserting single page documents	per item	\$.02
9	Folding and inserting multiple page documents	per item	\$.02
10	Inserting multiple pieces per envelope	per item	\$.005
11	Sealing, posting, sorting and shipping completed pieces, not including postage	per item	\$.025
12	Maintaining valid CASS certification	per item	\$.005
13	Maintaining and/or increasing postal discounts	per item	\$ TBD-USPS
14	Printing of bill envelope message on back of envelope	per item	\$ see #26 + #27
15	Expected Modification Costs (based on requirements answered as "Satisfied with Modification")	total	\$ -0-
16	Training (provided details on hours and trainers in the your response)	total	\$ -0-
17	Any other "typical" line item, one time costs, or other costs anticipated for the proposed services.	total	\$ -0-
Investments for Project Management & Implementation Services			
18	a) Total of Vendor and Sub-Vendor expenses. (In your response, identify each project team member with hourly rate, estimated hours, and expenses if applicable. Note that travel hours are not billable.)	total	\$ -0-
19	b) Estimated incidental costs (e.g., telephone, administrative, etc.).	total	\$ -0-
20	c) All other costs	total	\$ -0-

21	Applicable fees to incorporate document changes (i.e. a letterhead change).	<i>total</i>	\$ -0-
22	Hourly rates for document design services (envisioned for inserts).	<i>hourly</i>	\$ 95.00
23	Ongoing annual support and maintenance costs, if any. In your response, include various options (i.e. 24x7, 5x9, others) if applicable.	<i>annually</i>	\$ -0-
Optional Add-Ons to Price:			
24	Hourly rates for document design services upon request for all materials, including, but not limited to, billing inserts. This should also include estimations for time and cost related to the initial bill design portion of the implementation project.	<i>hourly</i>	\$ 95.00
25	Proposed pricing structure, including one-time implementation costs, annual fees and per transaction fees for both LFUCG and LFUCG's customers for electronic billing and payment services. (Provide details in your response.)	<i>total</i>	\$.08 per delivered
26	12 DIFFERENT ENVELOPE MESSAGES, message changes monthly	<i>per ea</i>	.0075
27	4 DIFFERENT ENVELOPE MESSAGES	<i>per ea</i>	.0052

Questions on Bid #67-2012:

Are you able to provide color samples of your current documents and envelopes?

There are no current documents, this is all new billing processes, and so we have no samples.
And as it is a new process there are no former vendors or bidders or bid tabulations.

I see that the Invoices, Past Due Notices and Other Letters are noted as duplex items. Is there variable information on the back of these documents, or does the back contain static information that could be pre-printed? If so, does the pre-printed information vary by document type (Invoice, Past Due Notice, Other Letter)?

Vendors should base their bids on the following, but understand that these parameters may change since these documents have not been designed yet: The back is static and the information can change according to the type of document. Yes, it could be preprinted. No variable information on the back.

In the Functional Requirements section, item #2 references the number of mail pieces we should expect to process each day, but the number of pieces is noted as "x" – could you please indicate how many pieces will be submitted for mailing on a daily basis?

Given the quoted monthly estimate, a rough estimated daily average would be around 5200. But bidders should understand that this daily estimated average may vary greatly up or down, depending on billing cycles which have not yet been finalized.

Will you consider bids from out-of-state vendors?

Yes

Print & Mailing Services – Sewer, Landfill & Water Quality Fees

Invitation to Bid #67-2012

Contingency Plan

The following represents a high-level review of our business LFUCGs continuity plan, or contingency plan. I can write with much certainty that our plan works because two years ago we successfully implemented our entire plan. A straight-line wind hit our building, along with other buildings in our area, causing our roof to collapse and destroy 90% of our equipment, which has been 100% replaced with even better equipment. This happened on a Sunday, and I'm proud to say we successfully mailed 100% of our clients' critical documents that Monday, the day after. Within 24 hours we were operating out of our back-up facility less than 3 miles from our building. So again, I can write with much certainty, our plan works thanks to our superior team and great partners.

*Two years ago we
successfully
implemented our
entire plan.*

We have three facilities serving as backup which protects us from being concentrated in one geographical location. Our backup facilities are located in Nashville, TN, Louisville, KY, and Cincinnati, OH.

Our focus with this plan is to ensure we are able to do the following in the event of any type of business LFUCGs interruption no matter how big or small: Retrieve and Process our Clients' Data, Production Laser Print, Mail Fulfillment (fold and insert), and finally Mail.

Retrieve and Process Data: We have an outside technology firm that backs up our clients' data and ours on a daily basis, and they house all of our programming and mapping as well. They can send the statements electronically and print-ready to any one of the three facilities in the event of a disaster.

*We have multiple
facilities serving as
our backup which
protects us from
being concentrated in
one geographical
location.*

Production Laser Print: All three of our backup facilities have an excess amount of capacity to handle our print needs in the event of a disaster. We also have two separate backup facilities solely for print. This supports us in the event our printers are down, but the rest of our facility is functioning without issue.

Mail Fulfillment: This is referring to folding and inserting statements. Again, all 3 back up facilities have excellent inserting equipment, comparable with our equipment.

Mail: All of our backup facilities are Optional Procedure and have the USPS in their facility every day.

Print & Mailing Services – Sewer, Landfill & Water Quality Fees

Invitation to Bid #67-2012

Quality Control Process

Data is received via a secure SSL authenticated FTP session ensuring that all credentials and transmitted data itself are encrypted. Once the data is received, our automated processing removes the files from the FTP location and secures the data for processing on our processing servers.

Automated notification is sent to the client via email alerting them that their file has been received. It is also at this time that the SLA for a particular client is set and tracked in our automated scheduling system to ensure the job hits the mail stream as contractually obligated.

Processing starts with the archival of the data for a term that is defined by the client and approved by Data Marketing Network. By default, if not defined, the archival retention period is 3 months.

Data is then sent through our main processing server which extracts from the data file(s) all necessary variable information needed for document composition. During this extraction process, Data Marketing Network's advanced system validation tools are utilized which will prevent 99.+% of all data related issues experienced in our industry. These validation processes reduce the potential of printing incorrect data, the chance of processing an inadvertently transmitted duplicate file, and electronically validates any or all fields in the clients data before the file is ever accepted into the production process.

Each file contains an 'MD5SUM' value which is essentially a digital fingerprint that gives each file its own unique identity based on the content. What this provides to us is the ability to store that value and compare it against every single file previously processed to determine if it is a duplicate file or not. In the event that it is a duplicate, the system notifies all administrators and halts the processing of the data which then requires manual intervention to either approve or terminate processing.

Along with the MD5SUM validation, there are many mandatory field checks which include account ID's or account numbers, account balances, page lengths (input / incoming data pages or output pages), missing fields and any general irregularities which are defined on the front end to halt processing should any validation points fail at any time along the way.

Once the file is deemed "clean" it is then formally moved into the production stream having successfully completed the data verification phase.

Once the file is deemed "clean" it is then formally moved into the production stream having successfully completed the data verification phase.

*Each file contains an
'MD5SUM' value
which is essentially a
digital fingerprint that
gives each file its
own unique identity
based on the content.*

Print & Mailing Services – Sewer, Landfill & Water Quality Fees

Invitation to Bid #67-2012

At this stage, one of two addition scenarios can occur based on client preference:

- 1) Data is sent to our web-proofing portal for the client to review and approve. Data Marketing Network cannot access or print this job until it is approved by the client.
- 2) Data is automatically approved and placed back into the production stream automatically.

Once the file has made its first pass through the data processing cycle and client approval if required, address information extracted from the data is sent to our USPS address validation system to improve the accuracy and integrity of the mailing addresses provided to us in the client's data.

Once the cleansed address records are received, they are stored in the SQL database for retrieval during the document composition process.

The client's job is at this point fully ready for print and mail.

Once the job hits our high-volume production team, Quality Assurance checks and balances along with our bar-coding technology ensure the highest levels of data integrity, accuracy and document print quality.

Upon being printed, the job moves to our intelligent folding and 6-station insertion equipment. Statements are grouped, based on barcoded identifiers, folded, and inserted along with selective inserts into the Outer Mailing envelopes (OME).

Our inserters are also equipped with software and camera systems that monitor every piece to ensure accuracy of every mailing. We specifically prevent double-stuffs as the camera system shuts down the insertion process if a piece is out of sequence. The sequence of the mail is predetermined from the postal processing that occurs during the cleansing process.

As the mail pieces are taken off the conveyer belt from the insertion equipment, they are grouped, containerized and labeled according to postal processing regulations. As an alternative, we can sort your mail on our two Multi-Line Optical Character Readers.

The finished mail pieces are audited by the USPS in our facility and delivered to the Nashville BMEU.

Once the job hits our high-volume production team, Quality Assurance checks and balances along with our bar-coding technology ensure the highest levels of data integrity, accuracy and document print quality.

Print & Mailing Services – Sewer, Landfill & Water Quality Fees

Invitation to Bid #67-2012

Sample Reports

We are including in this section the following Sample Reports:

- Work Order
- Job Summary Submission Report
- Submission Breakdown Report
- NCOA Processing

Work Order

Single Drop
Optional Procedure



Job # : 38691

Client: Sample Client

Expect Qty: 63

Project: Sample Client Statements

Drop Date: 1/2/2012

Client and Job Information

Entered By: AB **CSR:** AB **Estimate:** **Order Date:** 1/2/2012
Contact: David A Sample Rep **Sales Rep:** David A Sample Rep **Enter Date:** 1/2/2012 **Data In:**
Phone: **Fax:** **PO #:** **Material In:**
Terms: Net 30 **Close Date:**

Postage Info and Piece Desc

Post \$ Status: **Post Affix:** Our Permit **# Samples Used:** 10
Canadian Records: **Permit #:** **Weight (lbs):** 0
Foreign Records: **Sort:** Automation **Height (in):** 0
"F" Grades: **Class:** 1st Class P/S **Width (in):** 0
Mail Category: Letter **Thickness (in):** 0

Description of Work to be Performed

10 Double Window envelopes from inventory - item #123456OME
 Print laser letter (one-sided 8.5 x 11) - item #123456DMWHITE
 Fold letter
 Insert letters into #10 double window envelope with additional 5 inserts.
 Tray and send to MLOCR

Overs:
Method:
 Insert #1 : How to read my bill insert item# 1111111DM
 Insert #2 : Ad campaign A 2012 - item# 1111112DM
 Insert #3 : Ad campaign B 2012 - item# 1111113DM
 Insert #4 : Ad campaign C 2012 - item# 1111114DM
 Insert #5 : Ad campaign D 2012 - item# 1111115DM

Service	Qty	Description	QC Signoff
---------	-----	-------------	------------

Data Processing

Laser Letter - One Sided,Letter, (A) 0-29,999.999	34,963	Laser Print Letters - 1st Page	QC: _____ Date: ____/____/____
Laser Letter - One Sided,Letter, (A) 0-29,999.999	239	Laser Print Letters- addl. Pages	QC: _____ Date: ____/____/____

DP Instructions:

Production Instructions:

10 Double Window envelopes from inventory - item #123456OME
 Print laser letter (one-sided 8.5 x 11) - item #123456DMWHITE
 Fold letter
 Insert letters into #10 double window envelope with additional 5 inserts
 * INSERTS PROVIDED BY CLIENT. *
 Tray and send to MLOCR

Insert #1 : How to read my bill insert - item# 1111111DM
 Insert #2 : Ad campaign A 2012 - item# 1111112DM
 Insert #3 : Ad campaign B 2012 - item# 1111113DM
 Insert #4 : Ad campaign C 2012 - item# 1111114DM
 Insert #5 : Ad campaign D 2012 - item# 1111115DM

Print

Other (PR) -	35,202	Envelope, Inserts & Paper	QC: _____ Date: ____/____/____
--------------	--------	---------------------------	--------------------------------

Insert

Other (PR) -	35,202	Envelope, Inserts & Paper	QC: _____ Date: ____/____/____
--------------	--------	---------------------------	--------------------------------



Job Summary Submission Report

1/27/2012 11:53:41 AM

Job Summary:

Job ID : 749

Combined Files : 1

Volume Summary:

Document Classification	DATA	PRINT		INSERT	
	Pages Submitted	Images Printed	Sheets Printed	Document Count	Package Count
Unqualified	0	0	0	0	0
Qualified	492	503	503	35	35
No Mail	0	0	0	0	0
Total Printed	492	503	503	35	35
Omitted	16,624	16,772	16,772	2,638	2,638
E-Docs	0	0	0	0	0
E-Docs Others	0	0	0	0	0
Total Not Printed	16,624	16,772	16,772	2,638	2,638
Total Submitted:	17,116	17,275	17,275	2,673	2,673

Weight Breakdown:

Rate Class	Unqualified	Qualified	Total
1 Ounce	0	2,673	2,673
2 Ounce	0	0	0
3 Ounce	0	0	0
Over 3 Ounce	0	0	0
Total Documents	0	2,673	2,673



DATA MARKETING NETWORK

Job Summary Submission Report

1/27/2012 11:53:41 AM

Page Group Breakdown:

Page Group	Unqualified	Qualified	No Mail	Omitted	E-docs	E-docs Others	Total Packages	Total Pages
2 Page Documents	0	6	0	1,064	0	0	1,070	2,140
3 Page Documents	0	7	0	611	0	0	618	1,854
4 Page Documents	0	4	0	241	0	0	245	980
5 Page Documents	0	4	0	159	0	0	163	815
6 Page Documents	0	1	0	83	0	0	84	504
7 Page Documents	0	0	0	88	0	0	88	616
8 Page Documents	0	1	0	40	0	0	41	328
9 Page Documents	0	1	0	41	0	0	42	378
10 Page Documents	0	0	0	30	0	0	30	300
12 Page Documents	0	1	0	27	0	0	28	336
13 Page Documents	0	1	0	15	0	0	16	208
14 Page Documents	0	0	0	33	0	0	33	462
15 Page Documents	0	0	0	16	0	0	16	240
16 Page Documents	0	0	0	19	0	0	19	304
17 Page Documents	0	1	0	14	0	0	15	255
18 Page Documents	0	2	0	11	0	0	13	234
19 Page Documents	0	0	0	6	0	0	6	114
20 Page Documents	0	0	0	14	0	0	14	280
21 Page Documents	0	0	0	15	0	0	15	315
22 Page Documents	0	1	0	8	0	0	9	198
23 Page Documents	0	0	0	5	0	0	5	115
24 Page Documents	0	0	0	4	0	0	4	96
25 Page Documents	0	0	0	6	0	0	6	150
26 Page Documents	0	0	0	6	0	0	6	156
27 Page Documents	0	0	0	5	0	0	5	135

LFC_R_KAW_EX_5A3
Page 20 of 109



DATA MARKETING NETWORK

Job Summary Submission Report

1/27/2012 11:53:41 AM

28 Page Documents	0	0	0	8	0	0	8	224
29 Page Documents	0	0	0	4	0	0	4	116
30 Page Documents	0	0	0	7	0	0	7	210
31 Page Documents	0	0	0	2	0	0	2	62
32 Page Documents	0	1	0	4	0	0	5	160
33 Page Documents	0	0	0	1	0	0	1	33
34 Page Documents	0	0	0	1	0	0	1	34
35 Page Documents	0	0	0	4	0	0	4	140
36 Page Documents	0	0	0	1	0	0	1	36
38 Page Documents	0	0	0	1	0	0	1	38
40 Page Documents	0	0	0	1	0	0	1	40
41 Page Documents	0	0	0	1	0	0	1	41
43 Page Documents	0	0	0	2	0	0	2	86
44 Page Documents	0	0	0	2	0	0	2	88
46 Page Documents	0	0	0	1	0	0	1	46
47 Page Documents	0	0	0	2	0	0	2	94
48 Page Documents	0	0	0	2	0	0	2	96
49 Page Documents	0	0	0	1	0	0	1	49
50 Page Documents	0	0	0	1	0	0	1	50
51 Page Documents	0	1	0	2	0	0	3	153
52 Page Documents	0	0	0	2	0	0	2	104
54 Page Documents	0	0	0	1	0	0	1	54
56 Page Documents	0	0	0	1	0	0	1	56
57 Page Documents	0	0	0	1	0	0	1	57
59 Page Documents	0	1	0	1	0	0	2	118
62 Page Documents	0	1	0	2	0	0	3	186
68 Page Documents	0	0	0	1	0	0	1	68
71 Page Documents	0	0	0	1	0	0	1	71
72 Page Documents	0	0	0	1	0	0	1	72



DATA MARKETING NETWORK

Job Summary Submission Report

1/27/2012 11:53:41 AM

74 Page Documents	0	0	0	2	0	0	2	148
77 Page Documents	0	0	0	1	0	0	1	77
87 Page Documents	0	0	0	1	0	0	1	87
106 Page Documents	0	0	0	1	0	0	1	106
107 Page Documents	0	1	0	0	0	0	1	107
110 Page Documents	0	0	0	1	0	0	1	110
121 Page Documents	0	0	0	1	0	0	1	121
123 Page Documents	0	0	0	2	0	0	2	246
124 Page Documents	0	0	0	1	0	0	1	124
125 Page Documents	0	0	0	1	0	0	1	125
131 Page Documents	0	0	0	1	0	0	1	131
143 Page Documents	0	0	0	1	0	0	1	143
162 Page Documents	0	0	0	1	0	0	1	162
163 Page Documents	0	0	0	1	0	0	1	163
282 Page Documents	0	0	0	1	0	0	1	282
462 Page Documents	0	0	0	1	0	0	1	462
586 Page Documents	0	0	0	1	0	0	1	586
Total Printed	0	35	0	2,638	0	0	2,673	17,275

Client Submission Breakdown:

Sub ID	Sub Type	Client Name	Unqualified	Qualified	No Mail	Omitted	E-docs	E-docs Others	Total
1023	Statements	SAMPLE CLIENT	0	35	0	2,638	0	0	2,673
Total Printed			0	35	0	2,638	0	0	2,673

Client Submission Images Printed Breakdown:

Sub ID	Sub Type	Client Name	Unqualified	Qualified	No Mail	Images Printed			Total
						Omitted	E-docs	E-docs Others	
1023	Statements	SAMPLE CLIENT	0	503	0	16,772	0	0	17,275
Total Printed			0	503	0	16,772	0	0	17,275



DATA MARKETING NETWORK

SUBMISSION BREAKDOWN REPORT

Original Submission File: SampleClientStatementFile.txt

Job ID: 749

Submission ID: 1023

Client: Sample Client

Submitter ID: sampleclient Name: Sample Client Statements

Total Number of Documents: 2673
 Number with Extra Pages: 2673
 Total Number of Input Pages: 17116 Avg. per Doc.: 6.4033

Number of Documents Cleansed: 2673
 Number of Documents w/ +4 zip: 2673
 Number of Documents w/ DPBC: 2673
 Number of Documents Barcodable: 2673
 Documents Presort Qualified: 2673

Number of Documents Generated: 2673
 Number Documents with Extra Printed Pages: 2673
 Number of Documents w/ > 4 pages: 740
 Number of Documents w/ > 5 pages: 577
 Total Number of Output Pages: 17275 Avg. per Doc.: 6.4628

Tray#	Total	=	1 Page	+	2 Page	+	Multi	+	Heavy
Qualified:	2673		0		1070		863		740
0 - Unqual	0		0		0		0		0
Total:	2673		0		1070		863		740

SUBMISSION BREAKDOWN REPORT
Summary Information - Documents by Number of Pages

	Qualified	Un-Qualified	Total
Number of 2 Page Documents	0	1070	1070
Number of 3 Page Documents	0	618	618
Number of 4 Page Documents	0	245	245
Number of 5 Page Documents	0	163	163
Number of 6 Page Documents	0	84	84
Number of 7 Page Documents	0	88	88
Number of 8 Page Documents	0	41	41
Number of 9 Page Documents	0	42	42
Number of 10 Page Documents	0	30	30
Number of 12 Page Documents	0	28	28
Number of 13 Page Documents	0	16	16
Number of 14 Page Documents	0	33	33
Number of 15 Page Documents	0	16	16
Number of 16 Page Documents	0	19	19
Number of 17 Page Documents	0	15	15
Number of 18 Page Documents	0	13	13
Number of 19 Page Documents	0	6	6
Number of 20 Page Documents	0	14	14
Number of 21 Page Documents	0	15	15
Number of 22 Page Documents	0	9	9
Number of 23 Page Documents	0	5	5
Number of 24 Page Documents	0	4	4
Number of 25 Page Documents	0	6	6
Number of 26 Page Documents	0	6	6
Number of 27 Page Documents	0	5	5
Number of 28 Page Documents	0	8	8
Number of 29 Page Documents	0	4	4
Number of 30 Page Documents	0	7	7
Number of 31 Page Documents	0	2	2
Number of 32 Page Documents	0	5	5
Number of 33 Page Documents	0	1	1
Number of 34 Page Documents	0	1	1
Number of 35 Page Documents	0	4	4
Number of 36 Page Documents	0	1	1
Number of 38 Page Documents	0	1	1
Number of 40 Page Documents	0	1	1
Number of 41 Page Documents	0	1	1
Number of 43 Page Documents	0	2	2
Number of 44 Page Documents	0	2	2
Number of 46 Page Documents	0	1	1
Number of 47 Page Documents	0	2	2
Number of 48 Page Documents	0	2	2

	Qualified	Un-Qualified	Total
Number of 49 Page Documents	0	1	1
Number of 50 Page Documents	0	1	1
Number of 51 Page Documents	0	3	3
Number of 52 Page Documents	0	2	2
Number of 54 Page Documents	0	1	1
Number of 56 Page Documents	0	1	1
Number of 57 Page Documents	0	1	1
Number of 59 Page Documents	0	2	2
Number of 62 Page Documents	0	3	3
Number of 68 Page Documents	0	1	1
Number of 71 Page Documents	0	1	1
Number of 72 Page Documents	0	1	1
Number of 74 Page Documents	0	2	2
Number of 77 Page Documents	0	1	1
Number of 87 Page Documents	0	1	1
Number of 106 Page Documents	0	1	1
Number of 107 Page Documents	0	1	1
Number of 110 Page Documents	0	1	1
Number of 121 Page Documents	0	1	1
Number of 123 Page Documents	0	2	2
Number of 124 Page Documents	0	1	1
Number of 125 Page Documents	0	1	1
Number of 131 Page Documents	0	1	1
Number of 143 Page Documents	0	1	1
Number of 162 Page Documents	0	1	1
Number of 163 Page Documents	0	1	1
Number of 282 Page Documents	0	1	1
Number of 462 Page Documents	0	1	1
Number of 586 Page Documents	0	1	1

NCOA PROCESSING

Data Marketing runs each and every file through NCOA processing to ensure the most accurate and timely delivery of your statement which can dramatically increase your overall cash flow and reduces customer service calls from clients saying they have not received a statement due to a recent move. As an added feature, we have the ability to export and transmit back to you, a fixed length, database or delimited post process NCOA file which allows you to import all of your customers addresses back into your own systems database to always ensure you have the most up to date mailing addresses stored in the nationwide USPS database for your customers!

VARIOUS NCOA & POSTAL REPORTS AVAILABLE

NCOA REPORT

Previous Address	Current Address
123 HIGHWAY 64 W SAMPLE CITY, TN 12345	No Forwarding Address
123 SHAYLIN LOOP SAMPLE CITY, TN 12345	No Forwarding Address
123 JENKINS ST SAMPLE CITY, TN 12345	456 JENKINS ST SAMPLE CITY, TN 12345
123 FOX LAKE DR SAMPLE CITY, TN 12345	450 FOX LAKE DR SAMPLE CITY, TN 12345
123 SHOMA DR SAMPLE CITY, TN 12345	No Forwarding Address
123 NELSON HARRIS SAMPLE CITY, TN 12345	456 NELSON HARRIS SAMPLE CITY, TN 12345
123 COUNTY ROAD SAMPLE CITY, TN 12345	
123 SCATTERSW SAMPLE CITY, TN 12345	
123 OSBORNE SAMPLE CITY, TN 12345	
123 S HANCOCK SAMPLE CITY, TN 12345	
123 WYSE SAMPLE CITY, TN 12345	

NCOA FILE EXPORT LAYOUT

Field Name	Client's Original Record	Description
Address 1	50	(see Table F.2)
Address 2	50	K - no forwarding address
City	50	G - box closed
State	50	F - foreign move
Zip/Zip4	10	H - forwardable move
DPBC	2	P - error in Primary
Check Digit	1	S - Error in Secondary
Crrt	4	
eLot	5	
PR Urbanization	28	
Move Type	1	
Move Date	10	(see Table F.4)
NCOALink Return Code	2	B - Business
LACS Return Code	2	F - Family
DPV	1	I - Individual
DPV CHRA	1	L - LACSLink conversion
DPV Footnote	14	MM/DD/YYYY

CASS™ Summary Report

Field Name	Value
1. LACSLink Return Code	10
2. LACSLink Return Code	2
3. DPV	1
4. DPV CHRA	1
5. DPV Footnote	14

NCOA FILE EXPORT PROVIDED FOR IMPORT INTO YOUR INTERNAL DATABASE

Field Name	Value
01PA0715265	JOHN R SAMPLE
01PA0724886	MARVIN SAMPLE
01PA0749781	JIMMY J SAMPLE
01PA0761350	CLAUDIA SUE SAMPLE
01PA0762896	CHRISTOPHER W SAMPLE
01PA0799426	GLORIA SAMPLE
01PA0802318	EUGENE SAMPLE
01PA0802836	REX DALE SAMPLE
01PA0809208	DEAN SAMPLE
01PA1000018	LORNA SAMPLE
01PA1000025	ANDREW K SAMPLE
01PA1000058	BARRY J SAMPLE
01PA1000067	ALISA SAMPLE
01PA1000072	CORY L SAMPLE
01PA1000107	BILLY SAMPLE
01PA1000117	MELLISA A SAMPLE
01PA1000137	ERNEST L SAMPLE
01PA1000157	TONYA SAMPLE



Print & Mailing Services – Sewer, Landfill & Water Quality Fees

Invitation to Bid #67-2012

Design/Creative Work

Data Marketing Network offers statement design consultation services at \$ 95 per hour. A detailed statement of work would be provided based on the services.

Our Information Technology Specialist, Andrew Bonnell, has worked in the Service Bureau industry for nearly 15 years in nearly every capacity imaginable. The years of experience attained as a data analyst and programmer coupled with years of experience on the production side affords him an extremely valuable perspective and approach void of what would normally plague one unfamiliar with the intricacies of the print and mail production environment. Andrew has either worked directly with and/or overseen as project manager, the development and implementation of many utility company's statements, letters, quality reports, and various other initiatives over the years and with that the exposure to a multitude of data formats prevalent within the utility industry. Andrew has also been involved in the design and re-design of well over 1,000 unique client applications leveraging a unique skill set that allow him to take your vision from a conceptual level to full blown production reality.

Our Information

Technology

Specialist, Andrew Bonnell, has worked in the Service Bureau industry for nearly 15 years in nearly every capacity imaginable.

DATA MARKETING NETWORK
701 Murfreesboro Road | Nashville, TN 37210

CONSUMER ACCOUNT NO. 0454386
SHIPPER ACCOUNT NO. 2277456
CORRECTED BILLING

PLN	CDM	DESCRIPTION OF ARTICLES
1		THIS IS A CORRECTED BILLING. Previously billed amount: \$
2		PLN RECEIVED BY DATE 05 00 AM 11 11
3		PLN RECEIVED FOR SALE
4		REVENUE FROM
5		SALES TAX 150039-04
6		MONTHLY FUEL SURCHARGE
7		TOTAL PIECES

DATA MARKETING NETWORK
701 Murfreesboro Road | Nashville, TN 37210

STRAIGHT BILL OF LADING - SHORT FORM

Ship: Post Drive Ad.
Frankford OH 45014

PLASTIC FILM ITEM #58000 018 1

DATE: 01/19/12

DATA MARKETING NETWORK

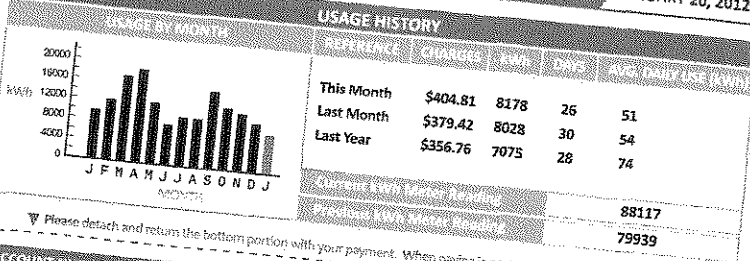
ACCOUNT INFORMATION

ACCOUNT NUMBER: 0123456 0654321
BILLING PERIOD: 12/05/11-01/5/12
METER NUMBER: 123456
CUSTOMER NAME: John Smith
SERVICE ADDRESS: 701 Murfreesboro Road, Nashville, TN 37210
METER TYPE: Residential
METER NUMBER: 26

MESSAGE CENTER

**** CUT OFF NOTICE 02/06/12 ****

OUR RECORDS INDICATE THAT YOUR BILL IS PAST DUE. PAYMENT MUST BE RECEIVED BY THE DATE ABOVE TO AVOID DISCONNECTION. ONCE UP TO DATE WILL AVOID THIS FEE. SEE BACK OF BILL FOR OTHER IMPORTANT INFORMATION. MINIMUM PAYMENT IS \$364.81. YOU CAN PAY YOUR NES BILL WITH A VISA, MASTER CARD OR DISCOVER GIVEN. YOU MUST HAVE YOUR 14 DIGIT NES ACCOUNT NUMBER TO PAY THIS WAY. THERE IS A CONVENIENCE FEE CHARGED BY THE PROVIDER FOR USING THIS SERVICE.



ACCOUNT NUMBER: 0123456-1234567
METER NUMBER: 123456

STATEMENT DUE DATE: JANUARY 20, 2012
AMOUNT PAST DUE: \$329.81
TOTAL BALANCE DUE: \$484.62
AMOUNT PAID: \$

DATA MARKETING NETWORK INC
701 MURFREESBORO RD
NASHVILLE, TN 37210

John Smith
701 Murfreesboro Road
Nashville, TN 37210-4521

0123456123456722345600000048462



from here to anywhere

DEBITS	CREDITS	START/STOP	BUILDING	ROOM
3.00	15.00	0100-01500p	NEB	308
3.00		1200-1250p	NEB	103
3.00		0200-0445pm	NEB	414
		0600-0750am	NEB	100

CREDITS PARTICIPATED CREDITS

First American Scholars S/S	1281.33
First American Scholars S/S	1281.33
Hope Scholarship	2000.00
Reed Financial Aid	2190.00
	2291.33

DATE DUE:	STATEMENT DATE:	TERM:
January 3, 2012	12/02/2011	Spring 2012

Data Marketing University
701 Murfreesboro Road
Nashville, TN 37210

PLEASE RETURN THIS PORTION WITH PAYMENT

The Art of Delivery.

Print & Mailing Services – Sewer, Landfill & Water Quality Fees

Invitation to Bid #67-2012

Implementation Components

- Needs and Requirements Analysis
- Statement of Work
- Develop an LFUCG Project Plan
- Request and Secure Billing Data File Layout
- Review Billing Data
- Establish Business Rules
- Preprocess Billing Data, if necessary
- Prepare Map of Billing Data to Statement
- Develop and Place Intelligent Mail and 2D Data Matrix Integrity Barcodes
- Provide with Sample Statements
- Test Statements on 100% Assurance Camera Systems
- Implement and Test Web Portal Credentials & Functionality

Thank You

Francine Lyon
Data Marketing Network
615-313-7000
cell: 615-479-5337

www.DMDelivers.com

INVITATION TO BID

Bid Invitation Number: #67-2012

Date of Issue: 05/09/2012

Sealed bids will be received in the office of the Division of Central Purchasing, 200 East Main Street, Lexington, Kentucky, until **2:00 PM**, prevailing local time on **05/23/2012**. Bids must be received by the above-mentioned date and time. Mailed bids should be sent to:

**Division of Central Purchasing
200 East Main Street, Rm 338
Lexington, KY 40507, (859) 258-3320**

The Lexington-Fayette Urban County Government assumes no responsibility for bids that are not addressed and delivered as indicated above. Bids that are not delivered to the Division of Central Purchasing by the stated time and date will be rejected.

All bids must have the company name and address, bid invitation number, and the commodity/service on the outside of the envelope.

Bids are to include all shipping costs to the point of delivery located at: NONE

Bid Security Required: ___ Yes X No Performance Bond Required: ___ Yes X No
Cashier Check, Certified Check, Bid Bond (Personal checks and company checks will not be acceptable).

Commodity/Service
Print & Mailing Services – Sewer, Landfill & Water Quality Fees
See specifications

<p style="text-align: center;"><u>Check One:</u></p> <p><input checked="" type="checkbox"/> Bid Specifications Met</p> <p><input type="checkbox"/> Exceptions to Bid Specifications. <i>Exceptions shall be itemized and attached to bid proposal submitted.</i></p>	<p style="text-align: center;"><u>Proposed Delivery:</u></p> <p><u>45</u> days after acceptance of bid.</p> <p><u>2 days after initial setup</u></p>
<p><u>Procurement Card Usage</u></p> <p><input type="checkbox"/> Yes The Lexington-Fayette Urban County Government will be using Procurement Cards to purchase goods and services and also to make payments. Will you accept Procurement Cards?</p> <p><input checked="" type="checkbox"/> No</p>	

Submitted by:

Firm **DATAMATX, Inc.**

Address **3146 Northeast Expressway, NE**

 Atlanta, GA 30341-5345

 770-936-5600/Fax 770-936-5614

City, State & Zip

 **PRESIDENT/CEO**

Signature of Authorized Company Representative – Title

Harry P. Stephens

Representative's Name (Typed or printed)

**Bid must be signed:
(original signature)**

Area Code - Phone – Extension Fax #

bidsales@datamatx.com

E-Mail Address

The Affidavit in this bid must be completed before your firm can be considered for award of this contract.

AFFIDAVIT

Comes the Affiant, Harry P. Stephens, and after being first duly sworn under penalty of perjury as follows:

1. His/her name is Harry P. Stephens and he/she is the individual submitting the bid or is the authorized representative of

Datamatx, Inc.

the entity submitting the bid (hereinafter referred to as "Bidder").

2. Bidder will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the bid is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.

3. Bidder will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.

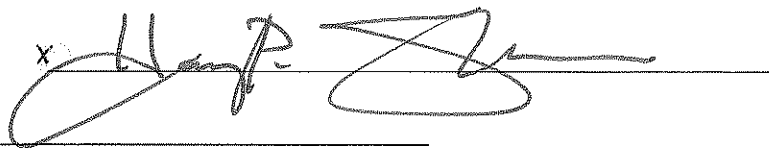
4. Bidder has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.

5. Bidder has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Bidder will not violate any provision of the campaign finance laws of the Commonwealth.

6. Bidder has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

7. Bidder acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

Further, Affiant sayeth naught.



STATE OF Georgia

COUNTY OF DeKalb

The foregoing instrument was subscribed, sworn to and acknowledged before me by Jennifer Hall on this the 22 day of May, 2012.

Jennifer Hall
Notary Public, DeKalb County, Georgia
My Commission Expires June 27, 2012

My Commission expires: _____


NOTARY PUBLIC, STATE AT LARGE

Please refer to Section II. Bid Conditions, Item "U" prior to completing this form.

I. GREEN PROCUREMENT

A. ENERGY

The Lexington-Fayette Urban County Government is committed to protecting our environment and being fiscally responsible to our citizens.

The Lexington-Fayette Urban County Government mandates the use of Energy Star compliant products if they are available in the marketplace (go to www.Energystar.gov). If these products are available, but not submitted in your pricing, your bid will be rejected as non-compliant.

ENERGY STAR is a government program that offers businesses and consumers energy-efficient solutions, making it easy to save money while protecting the environment for future generations.

Key Benefits

These products use 25 to 50% less energy
Reduced energy costs without compromising quality or performance
Reduced air pollution because fewer fossil fuels are burned
Significant return on investment
Extended product life and decreased maintenance

B. GREEN SEAL CERTIFIED PRODUCTS

The Lexington-Fayette Urban County Government is also committed to using other environmentally friendly products that do not negatively impact our environment. Green Seal is a non-profit organization devoted to environmental standard setting, product certification, and public education.

Go to www.Green Seal.org to find available certified products. These products will have a reduced impact on the environment and on human health. The products to be used must be pre-approved by the LFUCG prior to commencement of any work in any LFUCG facility. If a Green Seal product is not available, the LFUCG must provide a signed waiver to use an alternate product. Please provide information on the Green Seal products being used with your bid response.

C. GREEN COMMUNITY

The Lexington-Fayette Urban County Government (LFUCG) serves as a principal, along with the University of Kentucky and Fayette County Public Schools, in the Bluegrass Partnership for a Green Community. The Purchasing Team component of the Partnership collaborates on economy of scale purchasing that promotes and enhances environmental initiatives. Specifically, when applicable, each principal is interested in obtaining best value products and/or services which promote environment initiatives via solicitations and awards from the other principals.

If your company is the successful bidder on this Invitation For Bid, do you agree to extend the same product/service pricing to the other principals of the Bluegrass Partnership for a Green Community (i.e. University of Kentucky and Fayette County Schools) if requested?

Yes No

PRICING:

Please detail the following items in the price quotation, to cover all cost components of your proposal. Please provide per piece price for each type of document separately as requested, i.e. invoices, past due notices, and letters. All rates are assumed to be for the term of the proposed agreement unless specifically noted otherwise. Pricing should include the cost of paper stock and envelope conversion if applicable.

Printing and mailing services <i>(designate in Per Item Cost):</i>			Cost
1	Printing of invoices	<i>per item</i>	\$0.021
2	Printing of past due notices	<i>per item</i>	\$0.030
3	Printing of letters	<i>per item</i>	\$0.021
4	Printing of window mailing envelope, including one 2-color logo	<i>per item</i>	\$0.018
5	Printing of invoice paper with two 2-color logos and a remittance stub Perforation	<i>per item</i>	\$0.020
6	Printing of letterhead paper with one 2-color logo	<i>per item</i>	\$0.020
7	Printing of the window business return envelope (BRE), including one 2-color logo	<i>per item</i>	\$0.018
8	Folding and inserting single page documents (Incl. #9 Inserting fee)	<i>per item</i>	\$0.017
9	Folding and inserting multiple page documents	<i>per item</i>	\$0.015
10	Inserting multiple pieces per envelope (Prefolded)	<i>per item</i>	\$0.002
11	Sealing, posting, sorting and shipping completed pieces, not including postage	<i>per item</i>	\$0.017
12	Maintaining valid CASS certification	<i>per item</i>	\$ Included
13	Maintaining and/or increasing postal discounts	<i>per item</i>	\$Included
14	Printing of bill envelope message on back of envelope (2/1 price)	<i>per item</i>	\$0.023
15	Expected Modification Costs (based on requirements answered as "Satisfied with Modification")	<i>total</i>	\$0
16	Training (provided details on hours and trainers in the your response)	<i>total</i>	\$0

17	Any other "typical" line item, one time costs, or other costs anticipated for the proposed services.	total	\$ 0
	Initial one-time programming and forms setup (Bills/Letters)		\$ 1,300.00

Investments for Project Management & Implementation Services			
18	a) Total of Vendor and Sub-Vendor expenses. (In your response, identify each project team member with hourly rate, estimated hours, and expenses if applicable. Note that travel hours are not billable.)	total	\$ Included
19	b) Estimated incidental costs (e.g., telephone, administrative, etc.).	total	\$0
20	c) All other costs	total	\$0

21	Applicable fees to incorporate document changes (i.e. a letterhead change).	total Per hour	\$ 125.00
22	Hourly rates for document design services (envisioned for inserts).	hourly	\$ 125.00
23	Ongoing annual support and maintenance costs, if any. In your response, include various options (i.e. 24x7, 5x9, others) if applicable.	annually	\$ Included
Optional Add-Ons to Price:			
24	Hourly rates for document design services upon request for all materials, including, but not limited to, billing inserts. This should also include estimations for time and cost related to the initial bill design portion of the implementation project.	hourly	\$ See Pricing Schedule
25	Proposed pricing structure, including one-time implementation costs, annual fees and per transaction fees for both LFUCG and LFUCG's customers for electronic billing and payment services. (Provide details in your response.)	total	\$ See pricing schedule
26	12 DIFFERENT ENVELOPE MESSAGES, message changes monthly Pricing is for production of 115M envelopes printed 2/1 with message on the back.	Per Env	\$0.023
27	4 DIFFERENT ENVELOPE MESSAGES Pricing is for production of 115M envelopes printed 2/1 with message on the back.	Per Env	\$0.023

See our attached pricing schedule for detailed line item charges and bill pricing scenarios.



DATAMATX Pricing Schedule

Production Processing

Item/Description	Cost	Unit
Preprocessing (1)	\$0.0060	Image
Laser Printing Simplex (Black)	\$0.0150	Image (5)
Laser Printing Simplex Highlight Color Up-Charge - (Red, Blue, Yellow)	\$0.0090	Image
Intelligent Fold & Insert	\$0.0150	Sheet
Offline Insert Static Pieces (# 9 BRE, Flyer, etc.)*	\$0.0020	insert
<i>* Offline static inserting fee does not include paper and printing cost</i>		
Hand Inserting (Envelopes or Flats)	\$0.0350	Piece
Seal & Meter (Inline)	\$0.0020	Envelope
Barcode/Presort/Mail	\$0.0150	Envelope
NCOA 18 Month Move Update Processing (Per Hit)	\$0.1800	Hit (6)
Offline Folding (Static Inserts received flat)	\$0.0050	Sheet
Insert Cutting to Size (Static Inserts)	\$0.0050	Insert

Basic Billing Inserts

White, 24 lb, 8.5" x11" , Printed Simplex Black, Folded	\$0.03300	per insert
White, 24 lb, 8.5" x11" , Printed Duplex Black, Folded	\$0.05100	per insert
Colored, 24 lb, 8.5" x 3.5", Printed Simplex Black, Cut To Size	\$0.01160	per insert
<i>Pricing for other inserts quoted individually once specifications are provided.</i>		

Standard Paper Stock

White, 24 lb, 8.5" x 11, Plain or Perforated	\$0.0100	Sheet
Colored, 24 lb, 8.5" x 11, No Perforation (Hammermill pastel colors)	\$0.0130	Sheet

Custom Preprinted Paper Stock (4)

Item/Description	Specification	Cost	Unit	Quantity Basis
SFI Certified Paper (SFI)				
White, 24 lb, 8.5" x 11, Perforation, Printed 2/1 - Water		\$0.0210	Sheet	350M
White, 24 lb, 8.5" x 11, Perforation, Printed 2/0 - LH		\$0.0260	Sheet	100M
White, 24 lb, 8.5" x 11, Perforation, Printed 2/0 - Combo Order Water & LH		\$0.0200	Sheet	450M
Green Seal Certified Paper (GS) (Neenah Environment Recycled)				
White, 24 lb, 8.5" x 11, Perforation, Printed 2/1 - Water		\$0.0450	Sheet	350M
White, 24 lb, 8.5" x 11, Perforation, Printed 2/0 - LH		\$0.0480	Sheet	100M
White, 24 lb, 8.5" x 11, Perforation, Printed 2/0 - Combo Order Water & LH		\$0.0450	Sheet	450M

Custom Envelopes (Green Seal Certified Paper) (4)

Item/Description	Specification	Cost	Unit	Quantity Basis
#10 White Single Window Envelopes	No Security Tint, 2/0	\$0.0180	Envelope	350M>
#10 White Single Window Envelopes	No Security Tint, 2/1	\$0.0190	Envelope	350M>
Monthly message change on #10 envelopes		\$0.0230	Envelope	~115M
Requires 6-8 weeks lead time for each message change.				
Quarterly message change		\$0.0230	Envelope	~325M
Requires 6-8 weeks lead time each message				
#9 White, Single Window Envelopes	No Security Tint, 2 Color Logo	\$0.0180	Envelope	350M>
#9 White, Single Window Envelopes	No Security Tint, 1 Color Logo	\$0.0180	Envelope	350M>

Standard Envelopes

Item/Description	Specification	Cost
White, 24 lb, DX #10 Standard Double Window		\$0.0160 Envelope
White, 24 lb, #9 Standard Right/Left Single Window Envelope		\$0.0140 Envelope
White, 24 lb, 6 X 9" Double Window Envelope (6-13 pages)		\$0.0400 Envelope
White, 24 lb, 9 X 12" Double Window Catalog Envelope (14-33 pages)		\$0.2000 Envelope
White, 24 lb, 9 x 12" Double Window Accordion Envelope (34+ pages)		\$0.6500 Envelope

Programming and Setup

Initial Programming/Bill Design (each application w/different specifications)	\$550.00	one-time setup fee
Each Additional Document Layout from same input format)	\$250.00	
Post implementation Programming (Maintenance & Changes) (3)	\$125.00	per hour
Bill/Form Design or Changes (3)	\$125.00	per hour

USPS Postage (2) - First Class Rate for 1- 2 ounce mail. (Effective Jan 22, 2012)

Effective Jan 22, 2012, the 2nd ounce is free for presorted automaton compatible mail.

5 digit sort	\$0.350
3 digit sort	\$0.374
AADC	\$0.374
Mixed AADC	\$0.404
Full rate (non-qualifying, non-automation compatible addresses)	\$0.450

Move-Update Compliance

To qualify for automated presort discounts; you are required to use a USPS approved method to update your address list within the 95 day period prior to each mailing. If you choose a move update method outside of DATAMATX, we will process your mail through NCOA and will upgrade any mail for updated addresses from the NCOA database to the full first-class single piece postage rate to avoid potential USPS penalties for non-compliant mail. If your move update process is successful, there should be few or no pieces upgraded, however due to timing differences between updates to various USPS and licensee databases, there may be occasional upgrades required.

Postage Deposit

Because postage is a pass-through item, the industry standard is for a postage deposit of an estimated 45 days postage usage to be deposited in advance of any mailing. Funds are maintained in a postage escrow account. Actual postage usage is drawn from the account and billed on your next monthly invoice to refresh the account balance. For single run mailings, a deposit of the estimated postage amount must be received in advance of mailing. Any remaining credit or debit balance will be settled upon completion of the mailing.

eTRAX Client Internet Job Tracking and Reporting Access

(Track jobs in production, create ad-hoc production total reports, and securely upload/download files)

Monthly Access for up to 5 users	Free
Additional users	\$ 25.00 Month per user

eAPPROVE Service (Optional Service)

(Enables your authorized staff to remotely review live samples and release bills for printing and mailing)

Initial Setup and enablement of up to 5 users	\$ Waived
Monthly Service Fee (Up to 5 users)	\$ Waived
eAPPROVE Annual License (up to 5 users)	\$250.00 per year after 1 st year*

(*Applies only to users who do not subscribe to eVIEW or Online Bill Presentment service.)

CD/DVD Archival Pricing (Optional Service)

1-time set up fee per application	\$150.00	one time set up fee
PDF File Conversion and index for CD or FTP Delivery	\$ 0.009	per image
Media Fee (Delivery on CD/DVD)	\$ 50.00	
Additional copies of CD	\$ 50.00	per duplicate copy

USPS Confirm Tracking (Optional Service - Requires eVIEW for piece level Confirm tracking)

Electronic Reports set up	\$250.00	Set Up fee
Ongoing per piece tracking	\$ 0.002	per bar coded piece



eVIEW - Online Customer Service Document Archive - Optional Premium Service (Free 6 Month Trial)

(Required for piece level Confirm tracking)

(Enables authorized staff to search, view, save, print, fax and e-mail copies of your archived documents)

Initial programming and enablement of up to 5 users	\$250.00 per application (one-time)
Monthly Access Fee (Up to 5 users, includes storage of up to 100,000 images)	\$250.00 month
Additional users (6-10)	\$ 25.00 Month per user
Annual license (after first year)	\$250.00 per year

<u>Total Available Online Images Loaded</u>		<u>Storage Charge</u>
100,001	to 250,000	\$0.0020 per image per month
250,001	to 500,000	\$0.0016 per image per month
500,001	to 1,000,000	\$0.0014 per image per month
1,000,001	to 2,000,000	\$0.0012 per image per month

E-mail sent from eVIEW	\$0.015 per e-mail message
Fax sent from eVIEW	\$0.010 per page

Clarification of Service and or Price

1. Includes Electronic File Transfer, Email Confirmation, CASS Certification, Zip+4 Assignment, Address Correction, Page Grouping To Combine Multiple Bills, Processing Variable Messaging, Inserter, Postal and Document Integrity Bar Codes, OCR or other remittance processing barcodes, Print File Generation And Report Generation.
2. Based on qualifying pieces using current USPS rates & regulations - subject to change based on USPS rate increase(s).
3. Form and application change programming will be quoted per job after receiving full specifications.
4. All custom ordered client materials will be billed lump sum upon order placement. Pricing for custom materials is based on either (1) a 3-6 month supply with a minimum single order of 50M for recurring jobs (default) or (2) a specific minimum order quantity noted on or below the pricing line item description. Where no quantity is listed, the default minimum order in (1) applies. To insure an adequate supply for production of single-run jobs, the procurement and billing of any client specific materials requires allowance of a 1-5% overrun (depending on quantity) to accommodate test & production setup sheets, occasional production equipment spoilage and fluctuations in actual production quantities.
5. An image is considered one side of an 8 1/2 x 11 page
6. A hit is any name/address match on the NCOA database. A hit may or may not return a new address. Service includes NCOA search, update to in-process address and return of address update information in a PDF report and delimited data file.



Assumptions Made For This Pricing Scenario

Forms specified as duplex on page 1 in the bid specifications assume a static preprinted backer.
 All invoices and notices listed use the same static preprinted form.
 All forms and letterhead printing ordered together.
 Water quality management, sanitary sewer, landfill bills and past due notices all use the same pre-printed bill form.
 Static colored areas on the front side will be pre-printed with variable data overprinted in black.
 Up-charge for bills with variable black + 1 color shown at bottom of table. May be used to highlight past due, credit balance or automatic draft bills.
 Pocket inserting charge for additional inserts does not include the cost of printing/folding/cutting the insert.
 #10 Single Window envelope is preprinted with 2 color logo and return address. Pricing is based on order quantities shown on our Pricing Schedule under Custom Envelopes.
 #9 Envelope is a window envelope with 2 color logo; remittance address from bill stub visible in the window.
 Pricing based on single order of bill forms (350M) and letterhead (100M). If different forms are required and ordered in quantities less than quantities shown, the form printing cost will increase.
(FSI) = FSI certified paper (GS) = Green Seal Certified Paper

Water Invoices, Sanitary Sewer, Landfill and Past Due Notices					
Simplex Black on 8.5" x 11" Preprinted 2/1 with 3.5" perforated remittance stub					
#10 White Single Window Envelope, Printed 2/0					
#9 Single Window Envelope, Pre-Printed 2 color logo					
1 Static Insert (printing not included)					
Services					
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000
1	Image	Data Processing	0.00600	0.00600	\$6.00
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00
1	Sheet	Fold and Intelligent Insert	0.01500	0.01500	\$15.00
2	Piece	Pocket insert static items (#9 remit, flyer, etc.)	0.00200	0.00400	\$4.00
1	Env	Seal and meter	0.00200	0.00200	\$2.00
1	Env	Barcode, presort and mail	0.01500	0.01500	\$15.00
			Subtotal	0.05700	\$57.00
Supplies					
Quantity		Description	Unit Price	Extension	Cost Per 1000
1		White, 24 lb, 8.5" x 11" Standard Preprint 2/1 (SFI)	0.02000	0.02000	\$20.00
1		White, 24 lb, #10 Single Window Envelope, 2/0 (GS)	0.01800	0.01800	\$18.00
1		White, 24 lb, #9 Single Window Envelope, Printed 0/2 (GS)	0.01800	0.01800	\$18.00
				0.05600	\$56.00
Variable black only				0.11300	\$113.00
				Per Piece	Per 1000
				Plus Postage	
1	Image	Up-charge for variable highlight color	0.00900	0.00900	\$9.00
Variable Black + 1 Color				0.1220	\$122.00

(SFI) = SFI Certified Paper. (GS) = Green Seal Certified Paper

Water Invoices, Sanitary Sewer, Landfill and Past Due Notices						
Each Additional Page in Same Envelope						
Simplex Black on 8.5" x 11" Preprinted 2/1 with 3.5" perforated remittance stub						
Services						
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000	
1	Image	Data Processing	0.00600	0.00600	\$6.00	
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00	
1	Sheet	Fold and Intelligent Insert	0.01500	0.01500	\$15.00	
Subtotal				0.03600	\$36.00	
Supplies						
Quantity	Description		Unit Price	Extension	Cost Per 1000	
1	White, 24 lb, 8.5" x 11" Standard Preprint 2/1 (SFI)		0.02000	0.02000	\$20.00	
Subtotal				0.02000	\$20.00	
Variable black only				0.05600	\$56.00	
					Per Piece	Per 1000
					Plus Postage	
1	Image	Up-charge for variable highlight color	0.00900	0.00900	\$9.00	
Variable Black + 1 Color				0.0650	\$65.00	

Assumptions Made For This Pricing Scenario

Letterhead different than water bills and will be ordered in 100M+ quantity in same order with water bill stock. #9 Envelope is a window envelope with 2 color logo; remittance address from bill stub visible in the window.

Other Letters 1						
Simplex Black on 8.5" x 11" Preprinted 2/1 with 3.5" perforated remittance stub						
#10 White Single Window Envelope, Printed 2/0						
#9 Single Window Envelope, Printed 0/2						
1 Static Insert (printing not included)						
Services						
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000	
1	Image	Data Processing	0.00600	0.00600	\$6.00	
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00	
1	Sheet	Fold and Intelligent Insert	0.01500	0.01500	\$15.00	
2	Piece	Pocket insert static items (#9 remit, flyer, etc.)	0.00200	0.00400	\$4.00	
1	Env	Seal and meter	0.00200	0.00200	\$2.00	
1	Env	Barcode, presort and mail	0.01500	0.01500	\$15.00	
				Subtotal	0.05700	\$57.00
Supplies						
Quantity	Description		Unit Price	Extension	Cost Per 1000	
1	White, 24 lb, 8.5" x 11" Standard Preprint 2/1 (SFI)		0.02000	0.02000	\$20.00	
1	White, 24 lb, #10 Single Window Envelope, 2/0 (GS)		0.01800	0.01800	\$18.00	
1	White, 24 lb, #9 Single Window Envelope, Printed 0/2 (GS)		0.01800	0.01800	\$18.00	
				0.05600	\$56.00	
				Variable black only	0.11300	\$113.00
					Per Piece	Per 1000
					Plus Postage	
1	Image	Up-charge for variable highlight color	0.00900	0.00900	\$9.00	
				Variable Black + 1 Color	0.1220	\$122.00

(SFI) = SFI Certified Paper. (GS) = Green Seal Certified Paper.

Assumptions Made For This Pricing Scenario

Letterhead is different than Other Letters 1 (No backer)
Letterhead for these letters will be ordered in <100M quantity.

Other Letters 2					
Simplex Black on 8.5" x 11" Preprinted 2/0					
#10 White Single Window Envelope, Printed 2/0					
No Remit Envelope					
1 Static Insert (printing not included)					
Services					
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000
1	Image	Data Processing	0.00600	0.00600	\$6.00
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00
1	Sheet	Fold and Intelligent Insert	0.01500	0.01500	\$15.00
1	Env	Seal and meter	0.00200	0.00200	\$2.00
1	Env	Barcode, presort and mail	0.01500	0.01500	\$15.00
			Subtotal	0.05300	\$53.00
Supplies					
Quantity		Description	Unit Price	Extension	Cost Per 1000
1		White, 24 lb, 8.5" x 11" Standard Preprint 2/0 (SFI)	0.02600	0.02600	\$26.00
1		White, 24 lb, #10 Single Window Envelope, 2/0 (GS)	0.01800	0.01800	\$18.00
			Subtotal	0.04400	\$44.00
Variable black only				0.09700	\$97.00
				Per Piece	Per 1000
				Plus Postage	
1	Image	Up-charge for variable highlight color	0.00900	0.00900	\$9.00
Variable Black + 1 Color				0.1060	\$106.00

(SFI) = SFI Certified Paper. (GS) = Green Seal Certified Paper

Assumptions Made For This Pricing Scenario

The USPS term "Flats" refers to mail sent in 9 x 12 or larger envelopes
 Same letterhead as Other Letters 2 or Water Bills
 Separate address coversheet to match 9x12 envelope windows
 Mailed flat in generic 9 x 12" double window envelopes

Flats - 1st Page					
Simplex Black on 8.5" x 11" Preprinted 1/0 Letterhead					
#10 White Single Window Envelope, Printed 2/1					
No Remit Envelope					
Services					
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000
1	Image	Data Processing	0.00600	0.00600	\$6.00
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00
1	Sheet	Fold and Intelligent Insert	0.01500	0.01500	\$15.00
1	Env	Seal and meter	0.00200	0.00200	\$2.00
1	Env	Barcode, presort and mail	0.01500	0.01500	\$15.00
Subtotal			0.05300		\$53.00
Supplies					
Quantity		Description	Unit Price	Extension	Cost Per 1000
1		White, 24 lb, 8.5" x 11" Standard Preprint (SFI)	0.02000	0.02000	\$20.00
1		White 9x12" Double Window Catalog Envelope	0.20000	0.20000	\$200.00
Subtotal			0.22000		\$220.00
Variable black only				0.27300	\$273.00
				Per Piece	Per 1000
				Plus Postage	
1	Image	Up-charge for variable highlight color	0.00900	0.00900	\$9.00
Variable Black + 1 Color				0.2820	\$282.00

Each Additional Page in Same Envelope					
Simplex Black on 8.5" x 11" Preprinted 2/1 with 3.5" perforated remittance stub					
Services					
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000
1	Image	Data Processing	0.00600	0.00600	\$6.00
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00
1	Sheet	Flat Intelligent Insert	0.01500	0.01500	\$15.00
Subtotal			0.03600		\$36.00
Supplies					
Quantity		Description	Unit Price	Extension	Cost Per 1000
1		White, 24 lb, 8.5" x 11" Standard Preprint (SFI)	0.02000	0.02000	\$20.00
Subtotal			0.02000		\$20.00
Variable black only				0.05600	\$56.00
				Per Piece	Per 1000
				Plus Postage	
1	Image	Up-charge for variable highlight color	0.00900	0.00900	\$9.00
Variable Black + 1 Color				0.0650	\$65.00

(SFI) = SFI Certified Paper. (GS) = Green Seal Certified Paper



Cost Conscious Alternative

Standard preprinted bill stock using virgin SFI certified paper

Generic #10 double window envelope with LFUCG return address and logo on the bill visible in the upper left window.

Generic #9 single window with remittance address on bill stub visible in the window. (Allows for outbound or inbound USPS Confirm tracking of bills and payments while they are in the mail)

Generic Envelope/Virgin Paper Option Water Invoices, Sanitary Sewer, Landfill and Past Due Notices Simplex Black on 8.5" x 11" Preprinted 2/1 with 3.5" perforated remittance stub #10 White Generic Double Window Envelope #9 Generic Single Window Envelope 1 Static Insert (printing not included)					
Services					
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000
1	Image	Data Processing	0.00600	0.00600	\$6.00
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00
1	Sheet	Fold and Intelligent Insert	0.01500	0.01500	\$15.00
2	Piece	Pocket insert static items (#9 remit, flyer, etc.)	0.00200	0.00400	\$4.00
1	Env	Seal and meter	0.00200	0.00200	\$2.00
1	Env	Barcode, presort and mail	0.01500	0.01500	\$15.00
Subtotal				0.05700	\$57.00
Supplies					
Quantity		Description	Unit Price	Extension	Cost Per 1000
1		White, 24 lb, 8.5" x 11" Standard Preprint 2/1	0.01500	0.01500	\$15.00
1		White, 24 lb, #10 Single Window Envelope	0.01600	0.01600	\$16.00
1		White, 24 lb, #9 Generic Single Window Envelope	0.01400	0.01400	\$14.00
				0.04500	\$45.00
Variable black only				0.10200	\$102.00
				Per Piece	Per 1000
				Plus Postage	
1	Image	Up-charge for variable highlight color	0.00900	0.00900	\$9.00
Variable Black + 1 Color				0.1110	\$111.00

(SFI) = SFI Certified Paper. (GS) = Green Seal Certified Paper

Insert Pricing

Basic Simplex Full Page Bill Inserts						
Laser Print Simplex Black						
White 24 lb. 8.5" x 11" Plain						
Folding						
Services						
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000	
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00	
1	Sheet	Offline Folding	0.00500	0.00500	\$5.00	
Subtotal				0.02000	\$20.00	
Supplies						
Quantity		Description	Unit Price	Extension	Cost Per 1000	
1		White, 24 lb, 8.5" x 11"	0.01000	0.01000	\$10.00	
Subtotal				0.01000	\$10.00	
				0.03000	\$30.00	
				Per Piece	Per 1000	

Basic Duplex Full Page Bill Inserts						
Laser Print Duplex Black						
White 24 lb. 8.5" x 11" Plain						
Folding						
Services						
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000	
2	Image	Laser Print - Black	0.01500	0.03000	\$30.00	
1	Sheet	Offline Folding	0.00500	0.00500	\$5.00	
Subtotal				0.03500	\$35.00	
Supplies						
Quantity		Description	Unit Price	Extension	Cost Per 1000	
1		White, 24 lb, 8.5" x 11"	0.01000	0.01000	\$10.00	
Subtotal				0.01000	\$10.00	
				0.04500	\$45.00	
				Per Piece	Per 1000	

Simplex Buck Slip Bill Inserts						
Laser Print Simplex Black (3-up)						
Colored 24 lb. 8.5" x 11" Plain						
Cut to 8.5" x 3.5"						
Services						
Quantity	Unit	Description	Unit Price	Extension	Cost Per 1000	
1	Image	Laser Print - Black	0.01500	0.01500	\$15.00	
1	Sheet	Cut To Size	5.00000	0.00500	\$5.00	
Subtotal				0.02000	\$20.00	
Supplies						
Quantity		Description	Unit Price	Extension	Cost Per 1000	
1		Colored, 24 lb, 8.5" x 11"	0.01300	0.01300	\$12.00	
Subtotal				0.01300	\$13.00	
Cost Per 3-Up Sheet				0.03300	\$33.00	
Cost Per Insert				0.01100	\$11.00	

Other insert pricing is quoted per job once paper, ink and finishing specifications are provided.
DATAMATX will accept and warehouse 3rd party inserts until needed, at no charge.



DATAMATX Pricing Schedule Electronic Billing

Single Sign-on Content Only - Notify and Present

Provides an API interface that securely links to DATAMATX servers to retrieve bills requested by your customers or initiate payments. Bills and payment entry forms are hosted and served by DATAMATX. Requires client IT resources for customer enrollment process, customer maintenance and web coding of the presentment API links from your site.

Initial Development (One-Time Charges)

User interface setup, secure link integration from your site.(estimated) \$ 1,500.00 one-time fee
Includes: Layout skin, custom banner, 3 changeable marketing messages, Sample web code, opt-in agreement (your copy) and acceptance screen, help screens.

Recurring Costs

Service Connection/Maintenance Fee \$ 250.00 per month
Image Preprocessing \$ 0.007 per page image
E-mail Bill Ready notification \$ 0.080 per e-mail sent

Includes:

Suppression of printing and mailing based on predetermined data element provided in your monthly billing file. Image preprocessing charges applicable for creation/formatting of each document/statement. Customized email notification with link to website to each enrolled customer upon statement availability for viewing, **12 months of available opted-in accessible statements online included as well as 30 days for all non opted-in customers.** (Additional availability of viewing history extended based on listed storage costs below.) \$250 per month minimum customer e-Statement/Bill availability notify and present charge (\$1500 if not using DX for print and mail statement rendering)

Online E-Bill Storage for Full Service Hosted or Single Sign-On

Additional e-Statement Data Storage for extended available storage requirements in excess of 100M images or online retention over 12 months.

<u>Total Available Online Images Loaded</u>			<u>Storage Charge</u>	
100,000	to	250,000	\$ 0.0020	per image/per month
250,001	to	500,000	\$ 0.0016	per image/ per month
500,001	to	1,000,000	\$ 0.0012	per image/ per month
1,000,001	to	3,000,000	\$ 0.0010	per image/ per month

E-mail Bill Delivery

Delivers e-bill as an encrypted file attachment. Includes bounced e-mail management, reporting and execution of your alternate bill delivery strategy for undeliverable e-mail. \$150 monthly minimum for e-mail delivery service.

Initial Development (One-Time Charges)

E-mail Subsystem Setup \$ 250.00 one-time fee

Recurring Costs

Image Preprocessing \$ 0.007 per page image
E-mail Bill Delivery as PDF file attachment \$ 0.100 per e-mail sent

Electronic Payment Processing

Includes branded customer facing payment entry screens, secure link integration from your web site, secure back-end integration with our established payment gateway processor for credit card authorization, transaction processing, payment origination and all related e-mail notifications.

Initial Development (One-Time Charges)

System setup and testing	\$ 1500.00	one-time fee
Development Cost for linking to a payment processor of your choice	\$ 125.00	per hour

Recurring Costs

Transaction fee	\$ 0.35	per transaction
Charge Backs	\$ 15.00	each
Research/Dispute Handling	\$ 15.00	each

Electronic Payment Processing – Convenience Fee Supported

A convenience fee paid by the customer can be used to support the payment system. The convenience is collected and retained by DATAMATX to pay transaction fees and credit card commissions and support the system operation.

Terms and Conditions

1. **Term of Agreement.** This Agreement will remain in effect for the initial term of XX years (XX months) upon client acceptance date, and will be automatically renewed for XXX (X) successive (1) year terms. Agreement can be terminated by either party at end of initial term or renewal term. Requesting party must provide written notice at least ninety (90) days before end of the active term indicating their intent to terminate the agreement.
2. **Warranty.** DATAMATX shall use due care in processing all work submitted by Customer. If any computer tapes furnished by Customer are damaged due to DATAMATX equipment process, DATAMATX shall replace such tapes at its own expense. DATAMATX shall not be liable for the loss of any information on Customer tapes and shall not be responsible in any manner for errors in data furnished by Customer. The FOREGOING WARRANTY IS DATAMATX EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE SPECIFICALLY DISCLAIMED.
3. **Charges.** INVOICES ARE DUE AND PAYABLE NET 30 days. Any amount not paid within 45 days of invoice date shall bear interest rate of 1.50% per month, or the maximum legal rate, until paid. Customer is responsible for all federal, state, and local taxes based upon or arising out of the services rendered under this Agreement. DATAMATX may increase the prices set forth in this Agreement upon sixty (60) days written notice with prior negotiations and approval from Customer for services only, (not including supplies, see paragraph 12 below for clarification on supplies). In the event such increase is greater than the most recently published annual increase in the Consumer Price Index or more frequent than once a year, Customer may terminate this Agreement by giving written notice of such termination to DATAMATX anytime prior to the effective date of such increase.
4. **Confidentiality.** DATAMATX agrees to safeguard and treat as "confidential" all information disclosed to it pursuant to this Agreement and designated as confidential by Customer, as well as all third party personal information and data that Customer provides to DATAMATX for processing. Customers' data shall remain the exclusive property of Customer. Customer agrees to safeguard and treat as "confidential" all DATAMATX intellectual property, business methods and processes, and this Agreement, including the pricing terms. All systems, documentation, and other material utilized or developed by DATAMATX in connection with this Agreement shall be and remain DATAMATX sole property. Title to all documentation, operation manuals, components and accessories comprising the system furnishing the services provided by DATAMATX shall remain property of DATAMATX. Neither party may disclose such information to any other person or entity and will use commercially reasonable efforts to maintain and safeguard the confidentiality of that information. Confidential information does not include information (i) previously known to a party; (ii) independently developed by a party without reference to the confidential information; (iii) acquired by a party from a third party who rightfully obtained such information without any restriction on use; or, (iv) which is or becomes, publicly available through no breach by a party of this Agreement or through the violation of any of a party's rights. Upon termination of the Agreement, each party shall return to the other all items, paper, or documents which may contain any such confidential information.
5. **Media/Data.** If data supplied by Customer via magnetic tape, cartridge or electronically is not completely machine-readable or contains errors caused by Customer, Customer shall be required to pay for all output produced and postage or freight charges incurred. Customer will be billed at the rates agreed to for programming efforts required to correct or bypass errors or omissions in Customer-supplied data. DATAMATX Data Retention / Data Destruction policies limit standard retention of any client-related production data to 24 months (unless otherwise specified by client as part of their agreement with DATAMATX).
6. **Limitation of Liability.** In no event shall DATAMATX be liable for incidental, special or consequential damages arising out of the performance or breach of this Agreement, regardless of the form of action, even if DATAMATX is aware of the possibility of such damage, or for any claim whatsoever shall in no event exceed an amount equal to one (1) month service billing based on the prior three (3) month's billing.
7. **Default.** If the Customer fails to pay any amount when due, DATAMATX may with notice (i) terminate this Agreement, (ii) suspend performance, and (iii) declare any unpaid balances immediately due. In addition, Customer shall be liable for all costs and expenses, including reasonable attorney's fees, incurred by DATAMATX to enforce collection of any unpaid balance due under this Agreement.
8. **Performance.** If DATAMATX fails to supply acceptable quality services and products to Customer and, has been given notice of such problems in writing and has been given at least 60 days to correct them, Customer has the right to terminate this Agreement.
9. **General.** Any assignment of this Agreement by either party without the prior written consent of the other party shall be void unless it is in connection with reorganization, merger, consolidation, acquisition or other restructuring involving all or substantially all of the voting securities and/or assets of the assigning party. This Agreement contains the entire agreement between the parties with respect to the services and the provisions thereof may not be modified, terminated or discharged except in writing signed by the party against whom the same is sought. Any handwritten alterations to the terms and conditions contained herein must be initialed and dated by both parties executing this agreement to be valid. The provisions of this Agreement are for the express benefit of the parties whose representative signatures appear on the reverse side hereof, and neither party shall have any liability or obligation to any non-signatory of this Agreement. This Agreement shall be construed to be between merchants and shall be binding upon the parties, their successors, legal representatives and assigns. Any questions concerning its validity, construction or performance shall be governed by the laws of the State of Georgia.

Initials _____ Date ____/____/____

Initials _____ Date ____/____/____

- 10. **Postage Deposit** A postage deposit for an estimated 45 days postage is requested in advance of any mailing and maintained in a postage escrow account. Actual metered postage is drawn from the account and billed on your next monthly invoice to refresh the escrow balance. XXXXXXXXXXXXXXXX appoints DATAMATX as their purchasing agent for the procurement of postage funds from the USPS and DATAMATX agrees to serve as XXXXXXXXXXXXXXXX representative to procure postage from the USPS on their behalf.
- 11. **Move-Update Compliance** To qualify for first class postage discounts, you are required to use a USPS approved method to update your mailing list addresses within 95 days of each mailing. If you choose a move update method outside of DATAMATX control, we will process your mail through NCOA and will upgrade any hits on the NCOA database to full first class prior to mailing to comply with USPS regulations and protect us from USPS penalties. If your move-update process is successful, we anticipate there will be few or no pieces upgraded to full first class postage, however due to timing differences between updates to various USPS and licensee databases, there may be an occasional hit.
- 12. **Indemnification.** Customer agrees to indemnify and hold harmless DATAMATX, its officers, directors, employees, agents, subsidiaries, and affiliates against claims raised against DATAMATX resulting from actions or omissions of Customer or any of Customer's officers, directors, employees, agents, subsidiaries or affiliates. DATAMATX agrees to indemnify and hold harmless Customer, its officers, directors, employees, agents, subsidiaries, and affiliates against claims raised against Customer resulting from actions or omissions of DATAMATX or any of DATAMATX's officers, directors, employees, agents, subsidiaries or affiliates.
- 13. **Price Fluctuations in Materials.** The fees listed on the pricing schedule of this Service Agreement shall be subject to price increases or decreases subsequent to the date of this Agreement based on increases and decreases in the cost to DATAMATX of paper, envelopes, and other supplies. Such price increases or decreases shall become effective only after written notice from DATAMATX to Customer setting forth such price change with prior negotiations. Material price increases shall not exceed the Consumer Pricing Index (CPI) adjustments in any given year. Both parties agree that CPI schedule-PPI Index Category WF0913 shall be the standard measurement defining supply price increases. Client shall have the right to review information which evidences such increase or decreases in the costs to DATAMATX for such items.
- 14. **Expiration of Agreement.** The fees and pricing listed in this agreement shall be deemed valid with signature for 60 days of issuance to client. After 60 days DX reserves the right to adjust fees and pricing as listed on this agreement if both parties have not fully executed in consideration of the fluctuations in pricing.
- 15. **Use of Contract by Other Political Jurisdictions and Public Entities.** DATAMATX advises that, to the extent allowed by law, the resultant contract terms and pricing may be extended to other State of XXXXX jurisdictions, public entities, political subdivisions and government cooperative purchasing group(s) whose processing requirements, applications, specifications and standards coincide with the processing requirements, applications, specifications and standards herewith. The extension of this contract to any entity is at the sole discretion of DATAMATX. A qualified entity choosing to join this contract shall execute a separate contract with the specifications, pricing, terms and rights provided herewith, directly between the entity and DATAMATX, and shall commit a separate purchase order and pay for supplies and services by means of their individual accounting and purchasing departments. Any processing requirements, applications, specifications and/or standards not covered herewith will be developed and priced separately, based on the entity's additional requirements and specifications, and appended to the new resultant contract. The entity shall deal directly with DATAMATX concerning the placement of orders, invoicing, contractual disputes and all other matters. Failure to extend this contract to any entity shall have no effect on the consideration of DATAMATX's current bid/proposal.

Accepted for:
DATAMATX, Inc.

Date: _____

By: _____
Signature

Name: _____
Print Name

Title: _____

Initials _____ Date ____/____/____

Accepted for:

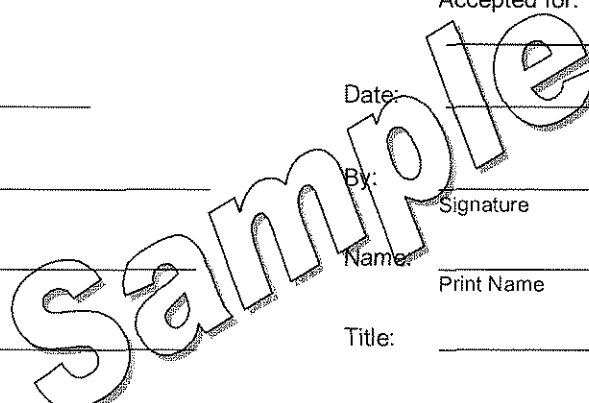
Date: _____

By: _____
Signature

Name: _____
Print Name

Title: _____

Initials _____ Date ____/____/____



More Questions on Bid #167-2012

General:

1. Please provide samples of your Invoices, Past Due Notices, Other Letters and envelopes.
Not yet developed, we have no samples.

2. Is the same #10 mailing envelope used for all invoices, notices and letters? If not, please identify which documents require separate #10 envelopes.

Yes.

3. For the Invoices, Past Due Notices and Letters that are specified as Duplex, is the back side static information or is variable printing required on the back side?

Back is static.

4. Do the Past Due Notices share the same layout as the regular bills with additional text or color, or is the notice a completely different layout?

Not yet designed.

5. Do the simplex and duplex letters use the same letterhead?

Unknown at this time.

6. Please provide estimated monthly or annual quantities for:

- Past Due Notices
- Other Letters (duplex)
- Other Letters (simplex)
- Flats

Unknown at this time.

7. Are the flats mailed in 9 x 12 envelopes? If so, are they also pre-printed or double window with an address coversheet.

We do not expect flats to mail in 9 x 12 envelopes.

8. Are 6 x 9 envelopes leveraged for multi-page bills with 6 - 13 pages?

This is not anticipated.

9. Are all bidders required to use Green Seal certified papers?

Yes, where available.

10. Who is your current vendor?

Kentucky American Water has been sending out these bills for LFUCG, as part of the overall utility billing contract.

11. If possible, please provide the vendors current cost per bill to LFUCG.

It was part of the overall contract with the utility.

In the requirements table that begins on page 2 of the specifications:

12. Item 2 - will all files required to be included in the late afternoon mail be sent around 9:00 pm the previous night and no later than 8:00 am the day of mailing?

Yes.

13. Item 9 - which documents require laser printed spot color (Black+1 color), as this affects the cost.

Unknown until documents are designed.

14. Item 17 - does the 12 month bill archive need to be accessible online to business office staff, customers, or both, or is this just for backup and retention purposes? If online, who will need access?

As this will be a new service for LFUCG, please recommend and quote your suggested approach. LFUCG is interested in all ways to leverage bill archives, especially providing online access to this information to call center staff.

Pricing:

15. Item 7 - A 2 color logo is specified for the #9 business reply envelopes. These are usually generic as the customer fills in their own return address in the upper left corner and the address on the bill stub appears in the envelope window. Where would the logo be printed?

This is unknown since the bill and documents have not been designed yet. For bidding purposes, bid assuming no printing on the front, 1 color on the back; the logo could go on the back; and it could be a single color to keep costs down.

For electronic billing and payment services:

1. Will the customer enrollment process for online billing and payments be handled by the Ventyx system or will we need to provide the customer facing enrollment module?

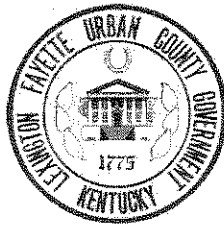
LFUCG's new billing agent, GCWW, will develop, implement & maintain the customer facing enrollment process & integrate the backend with Customer Suite.

2. What electronic delivery methods are desired? (online presentment, e-mail delivery, fax, etc.)

LFUCG is open to many options. Please make your recommendation based on industry best practices.

3. For online payments, will the cost of the service and transaction fees be absorbed by LFUCG or paid for by a convenience fee charged to the end customer?

Paid by convenience fee charged to end user.



Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

Jane C. Driskell
Commissioner

ADDENDUM #1

Bid Number: #67-2012

Date: May 15, 2012

Subject: Print & Mailing Services --
Sewer, Landfill, & Water Quality Fees

Address inquiries to:
Theresa Maynard
(859) 258-3320

TO ALL PROSPECTIVE BIDDERS:

Please be advised of the following three clarifications to the above referenced bid, **including a new pricing sheet**, starting on page two of this document. **The new pricing sheet, which includes two new lines, must be included with the bid.**

Todd Slatin, Acting Director
Division of Central Purchasing

All other terms and conditions of the Bid and specifications are unchanged.
This letter should be signed, attached to and become a part of your Bid.

BID OF: _____
DATAMATX, Inc.
3146 Northeast Expressway, NE

ADDRESS: _____
Atlanta, GA 30341-5345
770-936-5600/Fax 770-936-5614

SIGNATURE OF BIDDER: _____

PRICING:

Please detail the following items in the price quotation, to cover all cost components of your proposal. Please provide per piece price for each type of document separately as requested, i.e. invoices, past due notices, and letters. All rates are assumed to be for the term of the proposed agreement unless specifically noted otherwise. Pricing should include the cost of paper stock and envelope conversion if applicable.

Printing and mailing services (designate in Per Item Cost):			Cost
1	Printing of invoices	<i>per item</i>	\$
2	Printing of past due notices	<i>per item</i>	\$
3	Printing of letters	<i>per item</i>	\$
4	Printing of window mailing envelope, including one 2-color logo	<i>per item</i>	\$
5	Printing of invoice paper with two 2-color logos and a remittance stub perforation	<i>per item</i>	\$
6	Printing of letterhead paper with one 2-color logo	<i>per item</i>	\$
7	Printing of the window business return envelope (BRE), including one 2-color logo	<i>per item</i>	\$
8	Folding and inserting single page documents	<i>per item</i>	\$
9	Folding and inserting multiple page documents	<i>per item</i>	\$
10	Inserting multiple pieces per envelope	<i>per item</i>	\$
11	Sealing, posting, sorting and shipping completed pieces, not including postage	<i>per item</i>	\$
12	Maintaining valid CASS certification	<i>per item</i>	\$
13	Maintaining and/or increasing postal discounts	<i>per item</i>	\$
14	Printing of bill envelope message on back of envelope	<i>per item</i>	\$
15	Expected Modification Costs (based on requirements answered as "Satisfied with Modification")	<i>total</i>	\$
16	Training (provided details on hours and trainers in the your response)	<i>total</i>	\$
17	Any other "typical" line item, one time costs, or other costs anticipated for the proposed services.	<i>total</i>	\$
Investments for Project Management & Implementation Services			
18	a) Total of Vendor and Sub-Vendor expenses. (In your response, identify each project team member with hourly rate, estimated hours, and expenses if applicable. Note that travel hours are not billable.)	<i>total</i>	\$
19	b) Estimated incidental costs (e.g., telephone, administrative, etc.).	<i>total</i>	\$
20	c) All other costs	<i>total</i>	\$

21	Applicable fees to incorporate document changes (i.e. a letterhead change).	<i>total</i>	\$
22	Hourly rates for document design services (envisioned for inserts).	<i>hourly</i>	\$
23	Ongoing annual support and maintenance costs, if any. In your response, include various options (i.e. 24x7, 5x9, others) if applicable.	<i>annually</i>	\$
Optional Add-Ons to Price:			
24	Hourly rates for document design services upon request for all materials, including, but not limited to, billing inserts. This should also include estimations for time and cost related to the initial bill design portion of the implementation project.	<i>hourly</i>	\$
25	Proposed pricing structure, including one-time implementation costs, annual fees and per transaction fees for both LFUCG and LFUCG's customers for electronic billing and payment services. (Provide details in your response.)	<i>total</i>	\$
26	12 DIFFERENT ENVELOPE MESSAGES, message changes monthly		
27	4 DIFFERENT ENVELOPE MESSAGES		

Questions on Bid #67-2012:

Are you able to provide color samples of your current documents and envelopes?

There are no current documents, this is all new billing processes, and so we have no samples.

And as it is a new process there are no former vendors or bidders or bid tabulations.

I see that the Invoices, Past Due Notices and Other Letters are noted as duplex items. Is there variable information on the back of these documents, or does the back contain static information that could be pre-printed? If so, does the pre-printed information vary by document type (Invoice, Past Due Notice, Other Letter)?

Vendors should base their bids on the following, but understand that these parameters may change since these documents have not been designed yet: The back is static and the information can change according to the type of document. Yes, it could be preprinted. No variable information on the back.

In the Functional Requirements section, item #2 references the number of mail pieces we should expect to process each day, but the number of pieces is noted as "x" – could you please indicate how many pieces will be submitted for mailing on a daily basis?

Given the quoted monthly estimate, a rough estimated daily average would be around 5200. But bidders should understand that this daily estimated average may vary greatly up or down, depending on billing cycles which have not yet been finalized.

Will you consider bids from out-of-state vendors?

Yes

Volumes? Page 1 states an annual volume of 284,000 & then states a monthly volume of 115,000??

LFUCG bills approximately 108,000 sewer accounts, 79,000 landfill accounts and 97,000 water quality management fee accounts annually. Some customers receive one or a mix of all services on one bill, which translates into LFUCG issuing approximately 115,000 bills per month.

Spot color

a. 2-Color Logo - can it be a PrePrinted shell?

Yes

b. Is the spot color in the document a box color or is it in the variable information ?

The spot color is not in the variable information. It will be a box border or a screened fill color.

c. Is the color in the logo the same color that is printed in the document?

If they are asking about the logo in the bid document, no

How often does the message change on the back of the envelope?

LFUCG may choose to use, or not use, this option. Please itemize the costs for this separately as an optional "add on" and break out that optional Add-on price as follows:

26) 12 SEPARATE ENVELOPE MESSAGES

27) 4 DIFFERENT MESSAGES

What are the 'other' inserts

"Other Inserts" could include messages containing information on LFUCG programs, events, environmental tips, etc., and directing people to a Web site.

Envelopes # 10 and #9

How many are ordered at one time? 6 mos or one year?

One year

We would like to know the specifications for all of the preprinted forms, envelopes and inserts you are requesting. These specs should include paper type, size, # colors on front and back, and whether there is variable information to be printed on one side or two. If you have any questions, please call or email me at your convenience.

THIS IS TOTALLY DEPENDENT UPON BILL AND INSERT DESIGN, WHICH ARE NOT FINALIZED AS OF YET:

2 color and 4 color; if information warrants, inserts will be 2 sided.

RECOMMENDATIONS ARE AS FOLLOWS:

#10 MAILING ENVELOPE COLOR 1/1: LFUCG RETURN ADDRESS ON FRONT, BILL MESSAGE ON BACK. 20# WHITE WOVE SINGLE WINDOW

#9 BRE COLOR 0/1: STANDARD NON-VARIABLE MESSAGE ON BACK OF BRE. 20# WHITE WOVE SINGLE WINDOW.

BILL INSERT: 4.25 X 7.5 FINAL SIZE WITH BLEED. NO VARIABLE INFORMATION. 2/2

OTHER INSERT: 4.25 X 3.75 FINAL SIZE WITH BLEED. NO VARIABLE INFORMATION. 2/2

LETTERHEAD: 8.5 X 11 FINAL SIZE. NO VARIABLE INFORMATION. 2/2



Visit www.bluewatersystems.org

- View Your Bill
- Make Payments
- Review Consumption History

Free, Easy, Secure and Convenient.

Account Activity Since Last Statement

Account Number:	000111006-01075XXX
Previous Balance	18.27
Payments / Credits	36.54
Balance Forward	-18.27

Current Summary of Charges

Water	2,000	gal	5.34
Cost Of Basic Service			7.00
Sewer	2,000	gal	10.20
Street Light			3.50

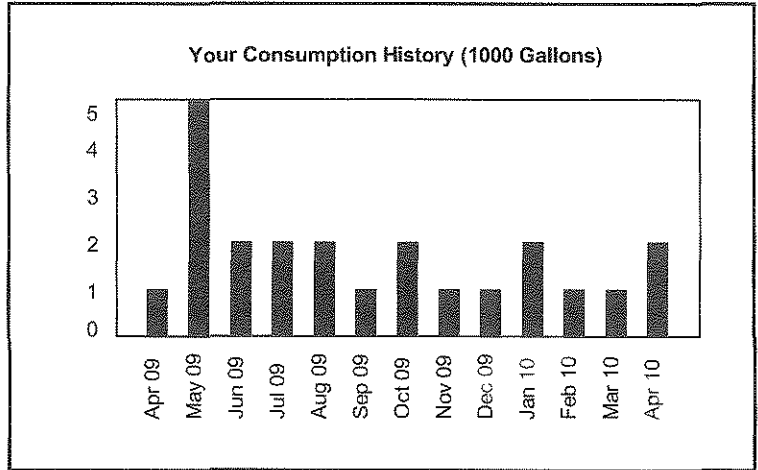
Current Amount Due 26.04

TOTAL AMOUNT DUE 7.77

Inside Office Hours	Drive - Through Hours	Customer Service
Monday - Friday 8 am - 5 pm	Monday - Friday 7:30 am - 6 pm	Office: 770-936-5600 Fax: 770-936-5614
Statement Date	Due Date	Bill Cycle
04-07-10	04-21-10	04
Days in Period		
30		
Service Location: MARIETTA GA 30062-1161		

On October 23, 2007, Governor Perdue mandated that all water utilities within the 61 counties currently under Drought Response Level 4 reduce their water usage by 10% from last year's winter average. On October 29, in an effort to meet this additional requirement, the Blue Water Board of Commissioners adopted a Drought Response Plan for the County, which exceeds previous restrictions.

For more information visit www.bluewatersystems.org or call (770) 936-5600. For after hours water restriction information call (800) 943-5240.



Rate Information on Back

METER NUMBER	PREVIOUS READING	PRESENT READING	CONSUMPTION (1000)
SC488283XXX	214	216 A	2

RETURN LOWER PORTION WITH PAYMENT

Make Checks Payable to: Blue Water Systems

Account Number: 000111006-01075XXX
 Due Date: 04-21-10
 Total Amount Due: 7.77

Amount Paid: _____

860



JOHN DOE
 JANE DOE
 860 MAIN ST NE
 MARIETTA GA 30062-1161



BLUE WATER SYSTEMS
 PO BOX 123456
 ATLANTA, GA 30300-12345



Blue City
 PO Box 9999
 Blue City, US 99999-9999

UTILITY BILLING STATEMENT

Amount Due	\$106.47
Amount Paid	\$

Utility Account: 99-99999-9
 Service Address: 123 ANY STREET
 Bill Date: 7/9/2003
Payment Due Date: 7/25/2003
 e-mail address: _____

000001



SAMPLE UTILITY BILLING STATEMENT
 123 ANY STREET
 BLUE CITY US 99999-9999



BLUE CITY
 UTILITY BILLING
 PO BOX 9999
 BLUE CITY US 99999-99999



PLEASE DETACH AND RETURN WITH PAYMENT

SERVICE ADDRESS	123 ANY STREET					
ACCOUNT NUMBER	BILL DATE	DUE DATE	PREVIOUS BALANCE	PAYMENTS	CURRENT MONTH	TOTAL AMOUNT DUE
99-99999-9	7/9/2003	7/25/2003	\$150.00	\$150.00	\$106.47	\$106.47

Account Location: Inside City
 Water Meter Number: 9999-9999
 Service Date: 6/2/2003
 Meter Read: 111390
 7/1/2003 114370
 Consumption for 7/2003: 2,980 CF/22,290 Gal
 Service Period: 29 Days

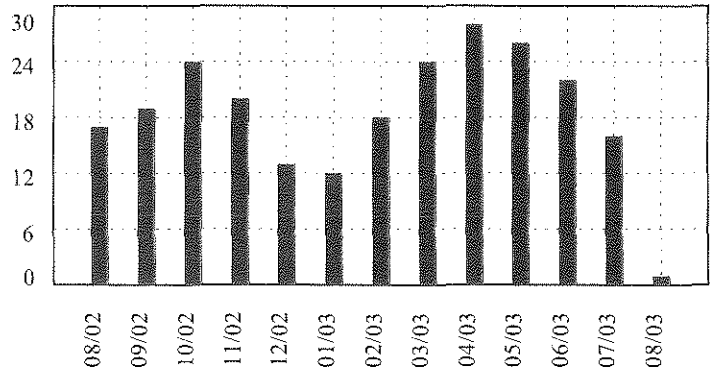
Utility Billing – Acct. # 99-99999-9 Current Charges

Water Charges	53.92
Privilege Tax on Water	4.65
Blue County Privilege Tax	0.23
Sanitation Charge	16.00
Landfill Closure Fee	0.50
Sewer Charges	28.17
Street Light Fee	3.00
Total Current Charges	\$106.47

IMPORTANT NOTICE:

Blue City will be expanding its e-mail network capability over the next year, to offer residents direct communications about city services, projects, and events that affect you. You can be part of this communications network by providing us your e-mail address. Thanks in advance for helping us better communicate with you. Send questions to citystaff@bluecity.net.

13 Month Consumption History



Water charge includes a \$3.26 alternate water source charge. Monthly Sewer Charge is based on your Class Average Water use of 12,239 Gallons. The Blue County sales tax shown is the tax charged by the Blue County on the transportation of Blue City water from Blue County to Blue City.

Delinquent accounts are subject to a 1.5% finance charge.

For weekday utility service call (999) 999-9999. After hours for water emergency only call (999) 888-8888.



Blue City • 1234 Main Street • Blue City, US 99999



DATAMATX
Proposal For
Lexington-Fayette Unified County Government

RFP 67-2012
Print & Mailing Services
Sewer, Landfill & Water Quality Fees

May 23, 2012 @ 2:00 PM

Submitted By:

Ron Shear
Sales Technical Writer
DATAMATX, Inc.
3146 Northeast Expressway
Atlanta, Georgia 30341-5342

Local: (770) 936-5600 Ext 248
Toll Free: (800) 943-5240 Ext 248
Fax: (770) 936-5614
E-mail: rshear@datamatx.com
www.datamatx.com



USPS Mail Preparation Total
Quality Management (MPTQM)
Certified



SAS 70 Level II Certified



Payment Card Industry (PCI)
Certified

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Who We Are

DATAMATX is a privately held corporation, established in 1976, Incorporated in 1977 in the State of Georgia.

Corporate Office and Southeastern Production Facility

DATAMATX, Inc.

3146 Northeast Expressway
Atlanta, GA 30341-5345

TIN: 58-1309189
DUNS: 09-338-0806
E-Verify: 107135 Registered 3/19/2008

(770) 936-5600 Voice
(800) 943-5240 Toll Free
(770) 936-5614 Fax

www.datamatx.com

Key Company Contact E-mail Addresses

Authorized To Sign & Enter Contracts

Harry Stephens (CEO/President)

hstephens@datamatx.com

Robert Grant (CFO/Finance Manager)

rgrant@datamatx.com

Management

Scott Stephens (COO/Operations Manager)

sstephens@datamatx.com

Gabrielle Peck (Customer Service Manager)

gpeck@datamatx.com

Mike Sanders (Technical Operations Manager)

msanders@datamatx.com

Tom Womble (Director of Information Technology)

twomble@datamatx.com

Dwight Taylor (Director of Printing Operations)

dtaylor@datamatx.com

Chris Bracone (Director of Mail Processing)

cbracone@datamatx.com

Experience

Document Printing/Mailing Industry – 25 years

Water/Utility Sector - 20 years

Electronic Billing & Payment Sector – 6 years

For questions regarding this proposal, please contact:

Ron Shear (Sales Technical Writer)

rshear@datamatx.com

(770) 936-5600 ext 248



Where We Are Located

DATAMATX - Atlanta - Corporate Headquarters (Proposed Facility)

3146 Northeast Expressway
Atlanta, GA 30341

Telephone

(770) 936-5600

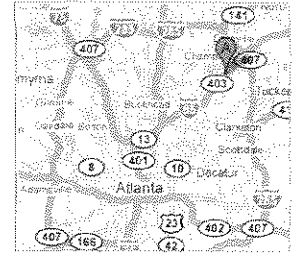
Fax

(770) 936-5614

General Manager/COO:

Scott Stephens

sstephens@datamatx.com



Hours of operation:

Domestic Mail Facility

Mon - Fri 3 shifts. Weekends/holidays scheduled as required.

Employees:

115

Size:

70,000 sq. ft. in 2 buildings on 4 acre campus.

Ownership:

Owned

Average monthly volume :

6 million mail pieces per month

Percentage of total capacity:

Estimated at 60% capacity with current staff and hours.

DATAMATX – Richmond (Proposed Backup Facility)

10430 Lakeridge Parkway
Ashland, VA 23005

Telephone

(804) 365-1026

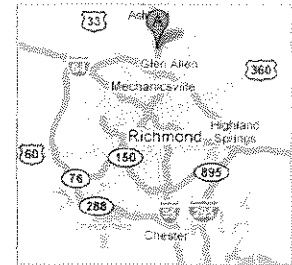
Fax

(804) 550-2527

General Manager:

Jeffrey "Jake" Johnson

jjohnson@datamatx.com



Hours of Operation -

Domestic and Foreign Mail Facility

Mon - Fri 7:00 AM to 12:00 AM, Weekends/holidays scheduled as required.

Employees:

21

Size:

26,000 sq. ft.

Ownership:

Leased

Average Monthly volume:

2 million mail pieces per month

Percentage of total capacity:

Estimated at 60% capacity with current staff and hours.

DATAMATX - Phoenix, Arizona

600 South 56th Street
Suite 1A
Chandler, Arizona 85226

Telephone

(480) 592-0850

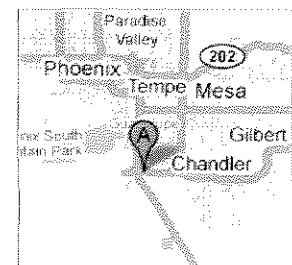
Facsimile

(480) 753-1952

General Manager:

John Mergener

jmergener@datamatx.com



Hours of operation:

Domestic and Foreign Mail Facility

Mon - Fri, 7:00 AM to 4:00 PM

Wee Domestic and Foreign Mail Facility

Weekends, holidays & evenings scheduled as required.

Employees:

8

Size:

5,600 sq. ft.

Ownership:

Leased

Average monthly volume:

1 million mail pieces per month

Percentage of total capacity:

Estimated at 60% capacity with current staff and hours.



Company Profile

DATAMATX is a privately held corporation that specializes in outsourced transactional business document production and distribution via U.S. mail, online presentment and e-mail delivery methods. We provide a turnkey service that includes:

- Bill layout and graphic design services.
- Procurement, warehousing and inventory management of custom printed bill forms and envelopes.
- Full service programming.
- Account and Relationship management.
- Responsive customer service.
- Data center and secure FTP site for receiving client billing files.
- High speed, high resolution document printing on Xerox printers.
- Black and white printing.
- Black and highlight color printing.
- Full color digital printing.
- Bill folding, inserting and other related bindery services.
- Postage metering and mailing.
- Mail co-mingling and presorting for the lowest postage rates.
- Secure customer access web site.
- Online bill presentment and payments through our secure web site.
- E-mail and Fax bill delivery.
- Bill archiving on indexed CD/DVD ROM or online.
- Custom services for complex mailing projects.

Our Atlanta facility is a USPS Detached Mail Unit (DMU) with a USPS Merlin system and on-site USPS mail acceptance employee. We operate 2 Bell and Howell 128 bin high speed mail sorters. By co-mingling and presorting mail in-house, our mail can bypass the local USPS sorting facility and proceed directly to the USPS airport facility for distribution to regional post offices by air or truck. This can reduce the USPS delivery time by 1 day.

DATAMATX can provide all the services required by Lexington-Fayette Unified County Government. No special hardware or software is required to use our services. We have extensive experience with public utility billing and currently provide similar services to 21 County and 16 City water, sewer, landfill, storm water and electric utilities.

We have developed an automated production workflow framework that performs the tasks common to every document production job, such as work order assignment, quality control checks, input and output totals logging and balancing, file receipt acknowledgement and production totals e-mails. Separate jobs are set up in our production system for each client's work that provides paper and envelope specifications, insert instructions, printing instructions and special handling instructions. Custom written production programs are created for each job and run within our production workflow framework. This allows great flexibility and accuracy in providing customized solutions and special handling for any job.

DATAMATX is Mail Preparation Total Quality Control (MPTQM) certified as a quality mailing partner of the USPS. MPTQM is a hybrid ISO 9001 based quality assurance program developed by the USPS specifically for the mailing industry. Our process enforces numerous electronic and physical quality control inspections at each production step as well as required QA testing procedures for all new or changed applications. MPTQM procedures cover every part of our operation, including accounting, billing and customer satisfaction. DATAMATX is only one of 11 U.S. mailers who is MPTQM certified. Quarterly internal audits are done to maintain our certification.

The following proposal will outline our staff, equipment, production process, options, and our recommendations for cost effective bill design, envelopes and production process.



Our Staff

DATAMATX has a staff of 150 employees working in our 3 facilities. All but 2 of our staff members are full time employees. We do not use contractors for programming.

Production Staff Breakdown By Department - Staff members perform multiple functions.

Account Managers/Project Management/Customer Service	10
Programmers/Technical Support/Research & Development	13
Printer operators and related functions	8
Mail processing department	96
Management, Administrative and other support	24

Average Tenure

Account Managers	7 years
Programmers	8 years
Data Center Technical Support	15 years

Hiring and Training Practices

All applicants must submit an Employment Application and provide a physical street address regardless of their mailing address. At least 2 previous job references are required and must be verified by our Human Resources Department. Potential employees must undergo and pass the following screenings prior to being hired:

- Search of the potential employee’s Social Security Number to verify the applicant’s identity and verify current and former addresses for the past 7 years.
- Comprehensive Drug screen.
- Criminal background search of all court records in each venue of the potential employee’s current and previous addresses. A minimum of 3 counties are searched.
- Verification of the potential employee’s citizenship or certification to work in the U.S. (**E-verify**).
- Previous employment verification and reference checks.

Upon successful completion of the background screening, all potential employees must be interviewed by management and reviewed by executive management prior to hiring.

All new employees undergo initial orientation training and are provided with a copies of Employee and Security Policy handbooks. Orientation training includes job safety, security policies, OSHA regulations and a review of key company policies. Employees then receive job specific training related to their particular job function. We use a combination of video seminars, self study courses, classroom training and off site seminars and classes by software vendors and our equipment suppliers. New hires are paired with an experienced mentor during their first few months of employment for hands-on, on-the-job training until each employee becomes competent in their job function.

All programmers complete an intensive 21 module classroom training course that covers all aspects of programming principals, DATAMATX policy and procedure, USPS postal regulations and extensive MPTQM quality control procedures related to mail production, testing procedures, programming best practices and the use of our 3rd party software products, including the Visual Basic and .NET development environment, HP Exstream document composition software and SAP Business Objects Printform job setup. Ongoing training is fully documented and accomplished through informal peer-to-peer training during department meetings, formal classroom training, webinars, and off-site training by our software vendors.

Customer service staff receive training in MPTQM quality control procedures, Project Management principals, customer service best practices and DATAMATX Quality Control procedures. Refresher training consists of informal department meetings, formal classroom training, webinars, and off-site classes conducted by 3rd parties.

Laser printing operators receive Xerox training for new printer operation, on-the-job training with an experienced operator, MPTQM quality control procedures and occasional refresher training on DATAMATX Quality Control procedures related to their job function. Training is accomplished through informal department meetings, formal classroom training, and off site seminars by 3rd parties.

Mail department equipment operators receive manufacturers training for their specific equipment, on-the job training with an experienced operator and additional training to periodically refresh their knowledge and reinforce their understanding of safety procedures, MPTQM quality control procedures, DATAMATX standards and production control procedures. Refresher training is accomplished through regular department meetings, formal classes and training videos. Occasionally, team members are sent off-site to classes provided by 3rd parties.



President/CEO

Estimated Client Resources - We assign an Account Manager, Programmer, Backup Programmer and Customer Service Representative to each client, normally for the duration of your contract. The following pages provide mini-resumes of our management and a typical team that will be assigned to LFUCG.

Meet Our Management

Tom Womble – Director of Information Systems

Tom is a graduate of Georgia Institute of Technology and has a degree in Mechanical Engineering. He also holds a MBA with an Information Systems concentration from Georgia State University. He has over 15 years experience in programming, application development and project management. His responsibilities include the management of the programming staff to best accomplish the initial programming, maintenance and requested changes for our clients. Tom is also responsible for the development and implementation of organizational training and standards to improve processes, project management, and application quality. He also leads many enterprise-wide projects that impact multiple clients, DATAMATX infrastructure, and the research and development of new services to support internal and external needs.

Dwight Taylor - Director of Laser Printing Operations

Dwight attended Savannah Institute of Technology and has been employed at DATAMATX for over 7 years. He comes from a strong electronic printing background and worked as a manager with his previous employer prior to coming on board with DATAMATX. His responsibilities include scheduling ongoing preventative printer maintenance, quality control and management, scheduling and ongoing training of printing operations staff to insure that DATAMATX meets ongoing service level commitments and document quality standards

Chris Bracone – Director of Mail Processing

Chris is a graduate of Roger Williams University with a degree in Business Administration and also holds a degree in Mechanical Technology. Chris has heavy experience in manufacturing, management, quality control and with high volume production workflows. He is currently pursuing Project Management (PMI) certification. Chris oversees the mail inserting and sorting operations to insure that all mail is processed correctly and meets all U.S. Postal Service requirements. His staff includes two shift managers and quality control supervisors who oversee day-to-day mail operators and workflow.

Mike Sanders – Director of Technical Operations

Mike attended the University of Southern Mississippi and served in the U.S. Air force. He has been with DATAMATX for over 25 years. Mike oversees a staff of 1 Network Manager and 5 full-time data center operators that monitor our Data Center 24/7 to insure 100% uptime. Mike works with key technical personnel at our client's facilities to set up their interface with DATAMATX. Mike also is the key decision maker on all major technology equipment and software purchases.

Gabriele Peck – Customer Service Manager

Gabi has over 10 years experience in print and mail customer service and sales, and has been with DATAMATX since 2000. She holds a degree in Business and Finance from Frankfurt University in Germany and a Bachelors Degree in Business and Finance. She provides client assistance in technical and non-programming related setup specifications, new client application implementation, major client support and manages a team of eight seasoned account managers and customer service representatives who perform quality control inspections, complex job preparation for mailing and interact with our client's to assist with their day-to-day production needs.



Typical Primary Team Assignment For LFUCG

Paul Otuata - Senior Software Engineer/Programmer

Paul has been with DATAMATX since 2000. He is a graduate of Georgia State University with a degree in Computer Science. He is involved in new client programming implementations, daily maintenance and troubleshooting and client programming changes. Paul has been instrumental in the enhancement of our proprietary FOLIO software that allows us to manipulate client PDF documents to extract addresses for Move Update processing and apply postal and inserter bar codes in order to leverage automated presort postage discounts. He supports the invoice production for a large global office equipment supplier and has been involved in several rewrites of legacy production jobs for clients across a wide variety of industries.

Denise Smith – Senior Account Manager

Denise is a results-oriented customer service professional with a combined total of 25 years experience in the print and mail industry and in offset printing. She has been employed as a Senior Account Manager with DATAMATX since 2005. Her past achievements in customer service as an account manager as well as Customer Support Manager for an area competitor are valuable assets. Denise has the responsibility of being the primary contact for her account base monitoring the day to day activities between the client and production. Her duties include problem resolution, inventory/ insert requirements and management as well as new client implementations. Professional development includes DeKalb Community College and Atlanta Area Tech. Denise has consistently attended certified workshops including, "The Customer", Supervisory/Management Skills, Dale Carnegie Sales Course and Administrative Assistant course.

Danita Bonner- Customer Service Representative

Danita has been with DATAMATX since 2000 and initially provided administrative support to our mail production department. She is now a Customer Service Representative and handles the preparation of complex jobs prior to mailing, coordination and receiving of client's 3rd party inserts, sending daily USPS proof of mailing documents and shipping of client reports and materials.

Additional human resources that will be assigned are a backup Account Manager and Programmer.

Mimi Garrell- Senior Account Manager (Backup)

Mimi has been with DATAMATX since 2001 and holds a B.A. Degree from the University of South Carolina and a Masters Degree in Criminal Justice. She has over 15 years of customer service and account management experience. In her position at DATAMATX, she is responsible for day-to-day support and interaction with her assigned clients, project management for new job implementations and changes, production monitoring, client inventory management, quality control inspections and preparation of special complex jobs for mail processing.

Bob Beckwith - Software Engineer/Programmer (Backup)

Bob returned to DATAMATX in 2008, after working for us previously for 1 year. He graduated from Gwinnett Technical Institute with a certificate in Computer Programming and he also holds an Oracle training certificate. He is involved in new client programming implementations, daily maintenance and troubleshooting and client programming changes. He played a lead role in automating and enhancing several processes for one of our largest clients and has been actively involved in development and beta testing of new processes for services enabled by the new USPS Intelligent Mail Bar Code. Bob also developed our enterprise Data Shredding application that automatically monitors, logs and securely deletes client data from our backup repository once their designated retention period has expired.

DATAMATX Technology

Workstations and Production Servers

DATAMATX maintains its own data processing infrastructure and does not use outside hosting services or software development contractors. We use well known and highly rated workstations and servers running fully patched Microsoft Windows XP based operating systems running a variety of specialized 3rd party and custom, client-specific applications. Our network and servers are well protected with multiple layers of security, including:

- Stringent configuration of routers and firewalls.
- Active Directory with user authentication, enforced strong password policy, access controls, auditing and policy management.
- Network intrusion prevention and detection system (IPDS).
- Centrally managed anti-virus, anti-malware defenses and web surfing filters.
- Centralized patch management/deployment for all systems.
- Centralized system configuration and workstation event collection and reporting.
- Centralized lock-down of unauthorized network access ports.
- Remote access to trusted portion of our network is limited to specific employees and uses SSL based VPN with RSA token based two-factor authentication.
- Centralized automated, encrypted data backup and storage.
- Centralized monitoring of critical infrastructure metrics with 24/7 automated alert notifications.

Data Transmission Capabilities

Our data center operates 24/7 and established production jobs are automated to process in unattended mode the moment your data file arrives. Our FTP servers are firewall protected and monitored for unauthorized intrusion. They are configured to prevent any user from accessing another user's data. We require the use of strong log on passwords and for added security. Client FTP directories are swept every 30 seconds and new files are moved to an internal location that is not internet accessible. If a file transmission does not terminate normally, the partially received data is deleted to prevent an incomplete file from being processed.

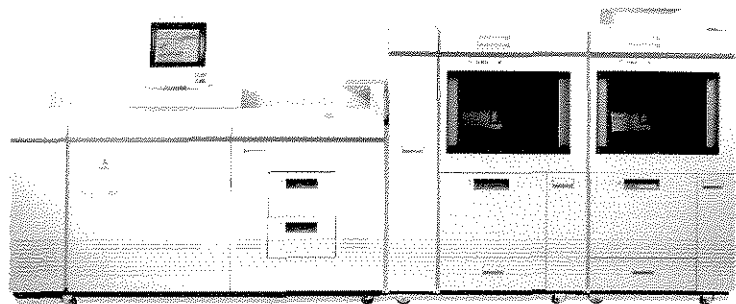
Files may be sent via standard FTP, SFTP (FTP over SSH), FTPS (FTP over SSL). Files sent via standard unsecured FTP must be pre-encrypted using PGP or other encrypting software, like WinZip version 9.0 or higher. Secure FTP protocols use full 128 bit encryption. For users without secure FTP or Encryption capability, we have a browser based file transfer utility on our web site that uses 128 bit SSL encryption and is easy to use for client's with limited technical knowledge. The secure FTP file transfer protocols are HIPAA compliant.

Production Printing Infrastructure

DATAMATX owns 14 XEROX high-speed, cut sheet Postscript laser printers and 1 Xerox full color digital printer. Variable print spoolers allow us to route jobs to the first open printer or split a single print job across multiple printers for faster throughput. Print files for some jobs are separated by zip code and are securely transmitted to the print spooler in our facility closest to the delivery zip code to reduce the mail delivery time.

Supported printer capabilities are:

- Crisp, clear 600 dpi imaging
- Black ink
- Highlight color ink
- Full digital color
- MICR ink for check printing
- Graphics
- Simplex or Duplex printing
- 10,000 pages per hour
- Cut sheet paper
- Multiple paper types per job
- Multiple preprinted forms per job
- Paper sizes 8 ½" x 11" to 11" x 17"



Application Programming

Our full time staff of programmers create custom written Visual Basic production programs for each client that are designed to plug in and run within our standardized production work flow. This allows us the flexibility to reformat any type of data file for printing and apply client and job specific business rules, customized reporting or other unique functions, while leaving the recurring functions common to all jobs to be handled by the standardized batch process. Data specific data checkpoints are built into each program to insure that the correct file is being processed and that nothing has changed in the file format which may adversely affect the printed output. These checkpoints are designed to automatically halt production and alert programmers when a checkpoint fails validation. Additional embedded controls insure that every bill is accounted for and that production totals balance and fall within normal ranges for that that job.

Our programmers can calculate check digits and format OCR scan lines and format other types of barcodes used for remittance processing based on your specifications. We will provide test documents for scan testing prior to production. Full testing is done for every application and final test documents are provided to you for final data verification and proof approval. Once final approval is received, the job is placed into production and any further changes must be approved by in writing and full testing must be completed and signed off before being placed into production.

Postal Optimization

We use Business Objects CASS certified Business Object Postal Soft Enterprise software suite to correct, standardize, Zip+4 assign, delivery point bar code and qualify addresses for the lowest possible postage rate. The software can identify known undeliverable addresses from the USPS National Address Directory so they can be suppressed to prevent wasted postage. Multiple bills to the same recipient will be combined into a single envelope to reduce postage costs.

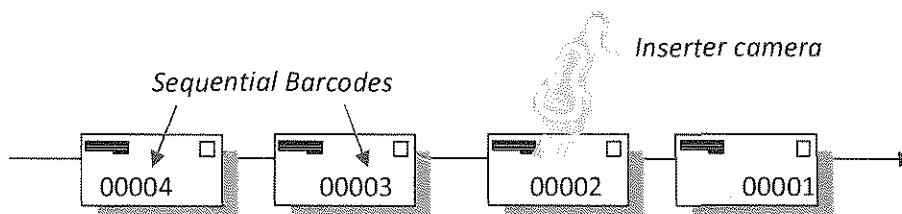
DATAMATX is a licensed **NCOA Link™** provider, and move-update processing can be done on-the-fly to update the new address of anyone who has filed a recent change of address with the USPS. NCOA move update processing is required within 95 days of mailing in order to qualify for postage discounts. NCOA address updates are provided to you as a PDF report and a delimited data file so you can manually enter or automate the updates to your customer database.

Intelligent Mail Services

DATAMATX is a licensed full service Intelligent Mail provider. The Intelligent Mail Barcode (IMb) can be used to provide optional USPS Confirm service, which allows tracking of both your outbound bills and inbound payments while they are still in the U.S. mail stream. The IMb also enables optional OneCode Address Change Service (ACS) which returns address updates and undeliverable mail information electronically and eliminates the 50 cent fee charged when physical pieces returned with yellow stickers to provide a new address or reason for non-delivery.

Insertor Quality Control

Insertor OMR barcodes are applied to each page to control the number of pages to be nested into each envelope. OMR barcodes are only 99% accurate, which is not acceptable in a high volume operation. In order to provide 100% inserting integrity, we apply a sequential 3of9 barcode above the address on the first page of each document or document set. Our inserters are equipped with 3of9 and 2D barcode readers that scan each barcode as it exits the inserter. If the sequence number does not increment by 1 or a barcode cannot be read, the machine stops and the operator must follow a procedure to locate the potential double stuffed envelope.



Production Equipment

The following is a listing of DATAMATX production equipment. All DATAMATX owned equipment is maintained under full service maintenance agreements.

DATAMATX Equipment List

GEORGIA VARIABLE PRINTING/LASER EQUIPMENT	TYPE	MODEL	FACILITY
XEROX DP180HLC	PRINTER	DP180HLC	GA
XEROX DP180HLC	PRINTER	DP180HLC	GA
XEROX DP180HLC	PRINTER	DP180HLC	GA
XEROX DP180MX	PRINTER	DP180MX	GA
XEROX DP180MX	PRINTER	DP180MX	GA
XEROX DP180MX	PRINTER	DP180MX	GA
XEROX DP180MX	PRINTER	DP180MX	GA
XEROX 700i COLOR DIGITAL PRESS	PRINTER	700i	GA
GEORGIA INTELLIGENT INSERTING EQUIPMENT	TYPE	MODEL	FACILITY
BOWE BELL & HOWELL VIP 1000	INTELLIGENT INSERTER	BH1000	GA
BOWE BELL & HOWELL VIP 1000	INTELLIGENT INSERTER	BH1000	GA
BOWE BELL & HOWELL VIP 1000	INTELLIGENT INSERTER	BH1000	GA
BOWE BELL & HOWELL VIP 400	INTELLIGENT INSERTER	MAILSTAR 400	GA
BOWE BELL & HOWELL VIP 400	INTELLIGENT INSERTER	MAILSTAR 400	GA
BOWE BELL & HOWELL VIP 400	INTELLIGENT INSERTER	MAILSTAR 400	GA
BOWE BELL & HOWELL VIP 400	INTELLIGENT INSERTER	MAILSTAR 400	GA
BOWE BELL & HOWELL VIP 400	INTELLIGENT INSERTER	MAILSTAR 400	GA
BOWE BELL & HOWELL MS500	INTELLIGENT INSERTER	MAILSTAR 500	GA
WELLTEC SYSTEMS POSTMATE 6	PRESSURE SEALER	PS350	GA
HASLER INTELLIGENT INSERTER	9X12 INSERTER	M9000	GA
PITNEY BOWES DIGITAL MAILING SYSTEM	MAILING SYSTEM	DM575	GA
PITNEY BOWES DIGITAL MAILING SYSTEM	MAILING SYSTEM	DM575	GA
BAUM FOLDER	FOLDER	174-XLTD-2-P-1	GA
GEORGIA MLOC/SORTING EQUIPMENT	TYPE	MODEL	FACILITY
BOWE BELL & HOWELL CRITERION SORTER	SORTER	CRITERION IV	GA
BOWE BELL & HOWELL CRITERION SORTER	SORTER	CRITERION IV	GA
TRIUMPH	CUTTER	4850-95EP	GA
STRAPACK	STRAPPER	RQ-8	GA
STRAPACK	STRAPPER	RQ-8	GA

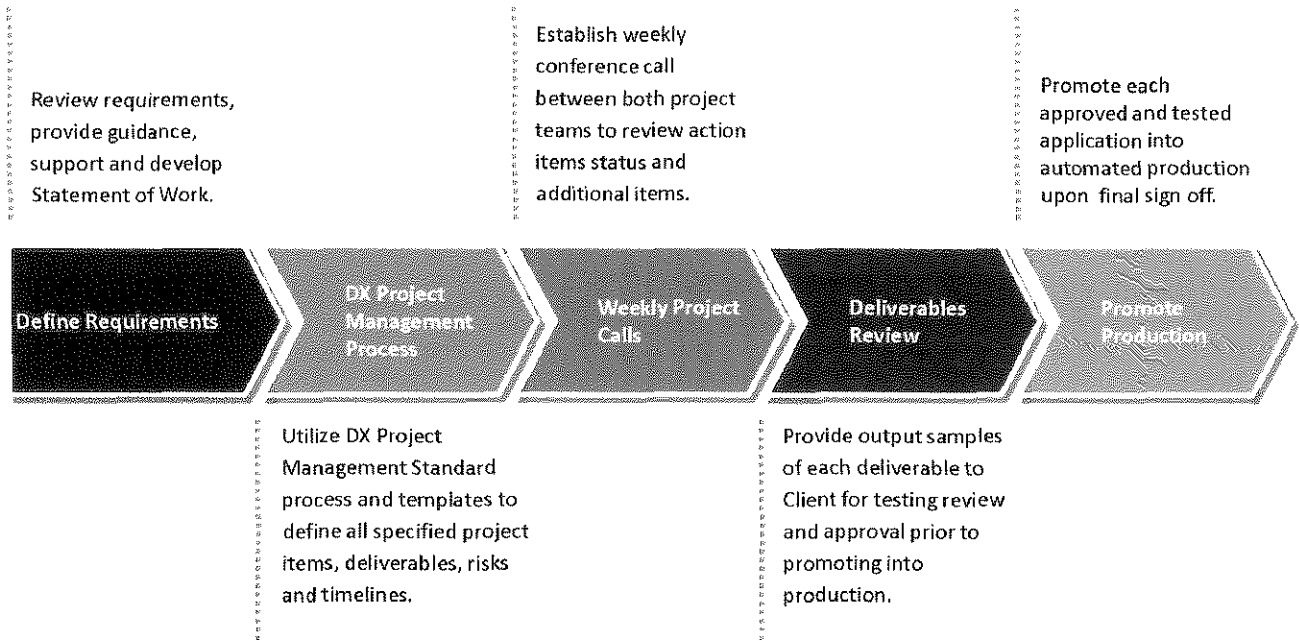
VIRGINIA VARIABLE PRINTING/LASER EQUIPMENT	TYPE	MODEL	FACILITY
XEROX DP180HLC	PRINTER	DP180HLC	VA
XEROX DP155HLC	PRINTER	DP155HLC	VA
XEROX DP180MX	PRINTER	DP180MX	VA
VIRGINIA INTELLIGENT INSERTING EQUIPMENT	TYPE	MODEL	FACILITY
SENSIBLE TECHNOLOGIES ST-SYS-CL M S500 6ST	INTELLIGENT INSERTER	MS500	VA
BOWE BELL & HOWELL VIP 2000	INTELLIGENT INSERTER	2000VIP	VA
BOWE BELL & HOWELL VIP 1000	INTELLIGENT INSERTER	BH1000	VA
BOWE BELL & HOWELL VIP 1000	INTELLIGENT INSERTER	BH1000	VA
BOWE BELL & HOWELL MAILSTAR 500	INTELLIGENT INSERTER	MAILSTAR 500	VA
INTELMAIL SYSTEM	INTELLIGENT INSERTER	INTELMAIL	VA
PITNEY BOWES DIGITAL MAILING SYSTEM	MAILING SYSTEM	DM575	VA
VIRGINIA MLOCR/SORTING EQUIPMENT	TYPE	MODEL	FACILITY
DYNARIC	STRAPPER	DX100	VA
DYNARIC	STRAPPER	D2100	VA
CHALLENGE	CUTTER	TITAN 265	VA
ARIZONA VARIABLE PRINTING/LASER EQUIPMENT	TYPE	MODEL	FACILITY
XEROX DP128HLC	PRINTER	DP128HLC	AZ
XEROX DP155HLC	PRINTER	DP155HLC	AZ
XEROX DP135	PRINTER	DP135	AZ
ARIZONA INTELLIGENT INSERTING EQUIPMENT	TYPE	MODEL	FACILITY
BOWE BELL & HOWELL VIP 1000	INTELLIGENT INSERTER	BH1000	AZ
BOWE BELL & HOWELL VIP 1000	INTELLIGENT INSERTER	BH1000	AZ
BOWE BELL & HOWELL VIP 1000	INTELLIGENT INSERTER	BH1000	AZ
HASLER	TABLETOP INSERTER	M6000	AZ
PITNEY BOWES DIGITAL MAILING SYSTEM	MAILING SYSTEM	DM575	AZ
ARIZONA MLOCR/SORTING EQUIPMENT	TYPE	MODEL	FACILITY
DYNARIC	STRAPPER	D2100	AZ

Implementation Process

A typical new client application implementation takes approximately 30 - 45 days to complete. Our average implementation time is 33 days. Because our core production process is already tested and in-place, only 2 additional programs are required for a new implementation. A DATAMATX implementation team consists of an Account Manager (Project Manager), Programmer and Backup Programmer, and a Customer Service Representative.

Project Management and Conversion

How DATAMATX would approach the project with each application



We recommend that you assign the following resources from your team to work on the implementation:

- **Project lead:** The project lead acts as our main point of contact at your organization and is responsible for coordinating all communication, tasks and resources, as well as managing the overall project plan.
- **Business analyst:** The business analyst is responsible for industry knowledge and business rules of operations. This person should understand your billing cycles and customer base, and will participate during the entire project.
- **IT Contact:** The IT contact will interface with our operations department to establish and test FTP transfers and coordinate the web links used to interface with presentment API and payment processes.
- **Client Services representative:** This lead representative from your Client Services Department and is fluent with current document presentation. This person should be able to provide guidance on client insights into positives and negatives of current documents to assist with design and functionality. This person will participate during entire project.

DATAMATX Initial Implementation Process

Summary

A discovery meeting will take place with your key staff to gather information and define the document and project specifications. Implementation is accomplished in concurrent 2 phases.

In Phase 1 we determine the desired billing forms and envelope layouts and develop artwork for custom preprinted stock if it is required. We initiate the procurement as soon as possible so that stock will arrive and final testing and production proof signoff can be accomplished by the go-live date.

In Phase 2, our programmers map your data file to each form and write the necessary programs and production batch jobs that will process your documents. Intermediate and final testing is done until a final proof sample has been reviewed and signed by the client. A final internal mail shop test is done and signed off by each department manager before the job is promoted to live production.

INITIAL DATAMATX SET-UP SPECIFICATIONS 5 – 10 days)

- Introductions
- Initial document design specifications, paper specifications and ink colors
- Fonts, remittance processing scan lines or bar codes
- Document layout
- Data file mapping to output document, record layout, file type
- File transfer protocol – setup, usernames & passwords
- Custom logic, business rules and special handling requests
- Standard and/or custom production reports
- Volumes / Frequency / Processing Cycles
- Your postal requirements
- NCOA / NCOALink™ / ACS Options
- USPS CONFIRM service options
- Bad address handling and/or suppression
- Project and production contact information, e-mail addresses
- Your Wish List
- On-going weekly conference call to review all deliverables – schedule 1 hour per week

APPLICATION PROGRAMMING (20 – 30 days)

- Data compression or encryption handling
- Data checkpoints and exception handling
- Standardize and format data for printing
- Custom accounting and balancing totals
- USPS address correction
- USPS postage presort testing for most efficient/economical delivery (optional)
- Optional USPS NCOA processing
- Optional USPS Confirm Processing
- Print file creation
- PDF Processing
- Automated file acknowledgments and production reports
- E-presentment, e-payment or other external internet interfaces
- Post Processing requirements
- Final production totals report
- Optional eApprove enablement
- Automation Script

- Automated error trapping /notifications
- Enable eTRAX
- Enable eVIEW (optional)
- Preliminary testing and document samples
- Lockbox/remittance processing testing & samples

LIVE TESTING (5 – 15 days)

- Full end-to-end process testing
- Internal DX testing for approval in all departments
- Sales, Customer Service, Laser Operations, Mail Operations, USPS MERLIN – Internal Sign offs
- Your verification of data mapping
- Approval of overall document appearance
- Approval and sign-off of final output proofs
- Prior to live production, your staff must thoroughly review proof documents
- Return a signed proof approval. No exceptions will be made.

TOTAL DEVELOPMENT TIME 30 – 60 Business Days**Client Responsibilities**

We will require the client implementation team to provide the following to ensure that DATAMATX can complete our implementation in a successful manner:

- Provide detailed and accurate scope of work for the project
- Provide all business rules to assure successful implementation
- Provide sample mock up of each document to be produced
- Provide a file layout
- Provide a data mapping document to associate data fields to the appropriate area on the bill
- Provide a test file of at least 100 records that represents real-world data. A previous billing file is recommended.
- Respond to proof approvals and questions as promptly as possible

Post Implementation Document & Programming Changes

Because the address and barcode placement is critical to obtaining USPS postage discounts, we do not provide our client's with online remote access to change the format of their bills and letters. What seems like an unrelated minor change done remotely can cause the address block to shift and fall out of compliance with USPS addressing and window clearance requirements, especially when the users are not experienced with meeting mail piece layout and alignment requirements. Our quality control program mandates thorough testing after any change, however minor it may be.

All document and programming changes are handled through your assigned account manager. It is preferred that a mock-up of the change using an existing bill be provided to eliminate any uncertainty. You will be provided with a time and cost estimate for approval prior to commencing any work. Below are descriptions of change complexities and the estimated hours for each.

- **Minor change:** change of phone number or other static item on a page such as hours of operation or other minor form revisions that do not affect the mailing address position, involve calculations or application of special bar codes. Estimated at 1-2 programming hours to complete. Can be completed within 72 hours (3 business days).
- **Moderate change:** change of information in a few locations on a document, addition of a data field to print that currently exists in your file, logo changes, minor realignment of document fields. Estimated at 3 -5 hours to complete. Depending on the complexity, may be completed within 72 hours (3 business days), but may require more time.
- **Major change:** significant re-design of the form, movement or change to the mailing address that requires a complete mail shop QC test, additional calculations or addition of specially formatted barcodes or scan lines, significant change to the data file format that we receive that requires remapping of data to your document. Estimated at 5 - 10 hours to complete.

DATAMATX Production Process Summary

Printing and Mailing Operation

DATAMATX operates a highly automated processing work flow framework that performs many of the functions that are common to every production job, as well as enforcing many quality control checkpoints. We provide a unique file name prefix that is used to identify the owner and specific processing job for each incoming file. Upon receipt of a properly named billing file, an automated production process is triggered by our production scheduler to begin processing the file with it's assigned production job. This process controls every job to perform the following functions:

- Duplicate file detection.
- Input file logging .
- Sending file receipt acknowledgements.
- Electronic work order assignment.
- CASS Address Processing and Certification.
- Zip code and delivery point barcode assignment.
- NCOA move-update service.
- Address standardization and application of NCOA address updates.
- Consolidation of multiple bills to the same envelope.
- Initial presorting and postage discount qualification.
- Segmenting bills by mail processing categories (envelope page count, envelope type, etc.).
- Assigning separate work orders and processing instructions for each job segment.
- Job totals verification and logging at each production step.
- Tracking each job as it moves through production departments.
- Monitoring for errors and quarantining non-compliant jobs and sending alerts to internal staff .
- Monitoring and reporting aging unprocessed files in client FTP directories.
- Monitoring and reporting production jobs that have not completed within a reasonable time.
- Generating and sending production totals reports.

Custom written processing programs are developed for each client and bill type, which operate within our production work flow framework.

Pre-Processing

A custom pre-processing program performs the following functions:

- Verifies that the correct file is being processed by evaluating file specific data checkpoints built in to the program.
- Extracting address and other data when PDF input files are being used.
- Conversion of your input file to an intermediate format for automated postal processing.
- Application of specific business rules to suppress certain documents or perform other custom tasks.
- Logs production totals to the work order.
- Passes the intermediate file to our mail processing framework for CASS address certification, NOCA, bill consolidation, presorting and grouping.

Post-Processing

A final custom written program performs the following functions:

- Inputs the updated intermediate production file.
- Formats the file to print ready format.
- Separates bad or known undeliverable addresses for reporting and resolution.
- Groups bills by mail processing requirements and postage rate.
- Inserts work orders, control sheets and banner sheets into the print stream to provide processing instructions on the work order for each job.
- Applies any additional business rules.
- Extracts e-mail addresses for electronic delivery and generates e-mail notices to your customers.
- Separate bills for electronic delivery and routes them to a separate process for electronic delivery.
- Generates PDF images.
- Sends output file(s) to our printer or e-delivery queue.
- Updates work order with final job totals.
- Creates and sends e-mail production totals reports.

Production Control

Workstations in all production departments are linked to our production workflow and billing system. This allows operators at each production step to view job setup instructions (also printed on paper work orders), and to enter machine totals, pulls, etc. into our system. Bar coded work orders are scanned in each department to enter and reconcile machine totals and advance each job to the next production step. Digital postage meters are also linked to our production system to provide accurate postage accounting.

Printing and Mail Production Steps

Printing operators send print files from our central printer queue to an available printer. The operator sets up the printer using setup instructions that are maintained for each job in a notebook in the department. Bills are physically inspected at the beginning and during the printing process. Printed bills are inspected a final time as they are removed from the printer. Operators are required to place any job that fails department QC inspection metrics in a hold area and notify appropriate parties. Physical machine totals are entered in our system and a barcode on the work order is then scanned to move the job to the mail department.

All printed jobs are delivered to the Mail Quality Control desk in our mail processing center. The quality control desk supervisor inspects each job, and compares it to a pre-made physical job jacket that provides samples of envelopes, inserting instructions and finished samples of your bills. Inspected jobs are then assigned to inserter operators.

Inserter operators perform initial physical QC inspection, verify postage and meter settings, and return the first piece to the Quality Control desk for a final inspection. Once the job has been inserted, physical machine totals and postage meter information is entered in the electronic work order. The inserted job is returned to the Quality Control desk for a post-insertion final inspection. The QC desk re-verifies all paperwork, metered postage rate and other QC metrics before releasing the job for presorting and closing the work order.

Your mail is then presorted and packaged for presentment to the USPS and the work order is closed as completed. DATAMATX is USPS Detached Mail facility with an on-site Merlin System and USPS employee, so your mail enters USPS jurisdiction within our building.

Clients may track their work throughout production using our secure eTRAX internet portal. The job tracking and time-stamp information is the same data that we use internally for tracking jobs.

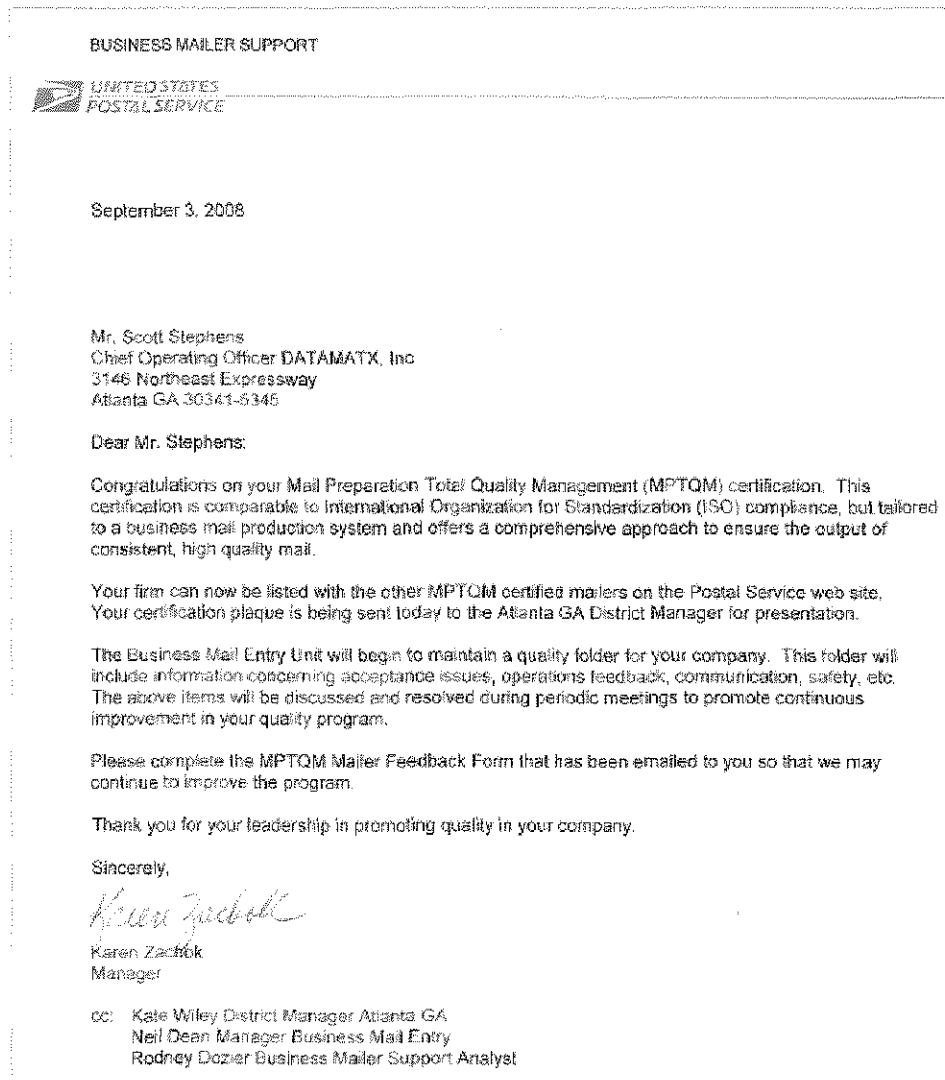


Quality Control

DATAMATX is Mail Preparation Quality Control Management (MPTQM) certified by the U.S. Postal service. MPTQM is a hybrid ISO 9001 based quality assurance program developed by the USPS that combines the relevant principles of three internationally recognized quality methodologies- ISO 9001, the Malcolm Baldrige Performance Excellence criteria, and Total Quality Management to create a new mailing industry specific quality assurance program and benchmark. MPTQM certification is a rigorous 12-18 month process leading up to a final 2 day outside audit by USPS auditors. MPTQM policies and procedures control every aspect of our operation including outside supplies, all production processes, customer service and billing. Quality control inspections are enforced at every production step, and our ongoing certification requires 3 internal and 1 external audits annually. Currently DATAMATX is the only dual certified MPTQM mailer in the U.S. as a mail preparer and presort bureau.

The benefits to you are:

- Quality mail piece design that meets all USPS standards.
- Reduced production errors and corrective action procedures.
- Higher rate of mail qualified for discounts.
- Quality assurance and readability standards for USPS bar codes.
- Problem addresses are reported to you for correction.
- Faster mail acceptance by the USPS using an on-site USPS MERLIN instrument.
- Reduced undeliverable/returned mail.
- Fully automation compatible mail for faster delivery.



Production Process Quality Control Procedures

Purpose

To identify problems early in the production to prevent costly reworking and prevent non-conforming documents from being mailed.

Process

As part of DATAMATX Preventive Action Procedure, quality checks are performed throughout the production phase by Data Processing, Laser Printing, Client Services, and Mail Processing departments.

QUALITY CHECKS DURING DATA PROCESSING

- Each client submits PGP-encrypted data file(s) to ftp.datamatx.com using their DATAMATX ftp user-id and password that is assigned by the Data Center department. DATAMATX automated-processes complete the Client file check-in process. This process first logs the file receipt upon submission recognition and then transfers the file through the firewall within 15 seconds of the completed transmission.
- DATAMATX Internal Network Server Production Processing completes quality checks throughout the automated process. The file is first validated through the duplicate file validation process developed by the Programming department. This process makes use of a MD5 checksum comparison of the file against all prior file submissions by the client. This comparison process identifies and rejects duplicate client file submissions regardless of name or date/time stamp. Upon identification of duplicate submission during the validation process, the system forwards duplicate file notification to client and the Programming department. All further process is halted until the Programmer, Client Services and the Client collaborate and resolve the issue.
- An automated CRON Process that is managed by the Programming department initiates the automated data preparation steps of the process. Unless a processing error occurs no human intervention takes place during this process. In the circumstance of a processing error, the system redirects the file to a temporary hold folder and the Programming department is notified via email. During successful processing a Job Totals Report e-mail is transmitted to the designated client contact(s) to confirm receipt of file submission and provide validation status. Automated pre-processing steps include applying custom business rules, file splitting or merging, address hygiene, zip code assignment and CASS certification.
- Custom applications, set up for each client and job, manipulate the data into an intermediate print-image format and determine if additional processing is required through NCOA Link Limited or through a licensed USPS NCOA Link Full Service Provider that utilizes 48 month NCOA Link database to perform Move Update processing. The NCOA Link process identifies updated addresses and an updated file is returned to the designated Client contact(s) that includes old addresses and moved addresses so that the list owner's records may be updated. Concurrently, the updated addresses are applied automatically to in-process statement documents.
- The DATAMATX proprietary production control application, TRAX, assigns a unique file tracking ID, commonly referred to as the work order. Input file name(s) and subsequent processing totals are updated in the work order at each production step. All further output phases of production processing are identified, managed, and controlled by the assigned Work Order.

- The SAP Business Objects PrintForm application processes the updated intermediate file(s) to ensure that the following processes are executed properly:
 1. Householding, which is the grouping of multiple mail piece documents addressed to the same addressee in one envelope.
 2. Custom designed business rules are applied.
 3. Mail piece sorting and classification that segments the mail pieces into different postage qualification groups, i.e. Full Rate / Discount Rate / Foreign / Returns (bad addresses), etc.
 4. Mail piece sorting and classification that segments the mail pieces by physical mailing qualifications i.e. distinguishing of envelope type: #10 / 6X9 / 9X12 / Returns, etc.
 5. OMR inserter barcode assignment.
 6. Unique mail piece sequence number assignment to each document to facilitate locating a specific document in the job.

- A 3 of 9 or 2D document integrity barcode is added to the address-window area of the first page of each mail-piece to prevent double-stuffs during the fold/insert/meter production phase. Finally, document identification numbers are added to every processed document to ensure full job and application integrity through the output production process.

- The custom post-processing program creates the final output print-image file. Work Order, Job Cover Sheets and production Banner Pages are formatted and inserted within the print-image data as appropriate. All future production processing steps are documented in the TRAX database using the assigned Work Order. Hand scanners in each department are used to scan the work order to the next processing department.

- A copy of the print-ready output is directed to a separate process that is converted to a single indexed PDF and loaded to our eTRAX/eVIEW document repository system to facilitate in-house document reprinting of machine damaged documents and optional online access by the client.

- Final e-mail reports, detailing relevant production totals and completion of data processing steps, are transmitted to designated client contacts via automated e-mail.

- Authorized client users may view status of a file submission, production totals and statistics associated with the file submission by logging into the DATAMATX eTRAX portal with proper assigned user id and password that are assigned by site administrator.

- Zipped archival files of all data (original input files, intermediate files, outputs, etc.) associated with processing of the submission are automatically moved to an intermediate storage server to facilitate re-processing/research in case future issues detected, and held for approximately three weeks pending automatic offload to archive tape.

- Successful processing completion automatically advances the Work Order production status in TRAX from Data Processing to Laser Printing department .

QUALITY CHECKS BY LASER DEPARTMENT

- The print file is sent to our distributed print spooler and a copy is moved to a secure backup location.
- The Laser Operators view instructions on how to print certain jobs in the header record of some print files. This information includes which paper stock and laser printer type to use. Print instruction for or new process postscript jobs are retrieved from the Laser Operators processing set up book maintained within the department.
- If Laser Operators encounter any issues with the printed output that is caused by Programming, the job is placed on hold and the Laser Operator contacts the appropriate Account Manager and Programmer to examine and rectify the error.
- Once the file is directed to the designated printer, the Laser Operator verifies that the first printed output matches the approved design specifications defined by the laser instructions in TRAX or the laser operators processing set up book. After verification, live printing commences and samples are randomly taken throughout each print run to monitor print quality. The Laser Operator identifies the samples with an "S" or the word "Sample" on each job document to ensure it will not inadvertently mail as a live mail piece. The Laser Operator will sample every 3,000 to 6,000 sheets on higher volume jobs. All samples are stapled to the laser Work Order during this step. Some printers will not allow you to take samples during live printing; in this case, the output is carefully fanned to ensure quality.
- The Laser Operator is required to visually check the quality of the output produced. If print quality issues exist, the operator accesses original file from the backup directory to reprint affected documents. The non-conforming printed documents are marked accordingly and forwarded to a secure document destruction location for shredding. A control sheet prints as the last page of each job to ensure the job has been printed in its entirety.
- The completed print-image file is automatically moved to intermediate storage location and held for approximately three weeks pending automatic offload to archive tape.
- Upon completion of printing, the operator scans the bar-coded work order and enters printer machine totals generated by the printer into TRAX. A deviation in the machine totals and the data processing totals will not allow the job to continue until the discrepancy is resolved. The scan moves the job from Laser Printing to Quality control.

QUALITY CHECKS BY CLIENT SERVICES / QUALITY CONTROL DEPARTMENTS

- Additional quality assurance may be indicated on computer generated Work Order, which places printed output disposition into hold status for programming/client service or management review to determine necessary action.
- Some jobs are held for Client Services to check and confirm the print quality of each job they process. Mail piece components such as inserts and/or envelopes are verified and samples are stapled to the Work Order for every job they process. The Work Order is dated and initialed and is scanned in TRAX to submit the job to the Mail Processing department.
- The Mail Processing Quality Control department performs quality control checks on every incoming printed job. The checks are in place to confirm the mail piece components are being followed and the pieces conform to the Work Order specifications.
- Mail Processing Quality Control verifies that the page count on each Work Order matches the counts on the Control Sheet associated with the Work Order. Additional checks performed include confirming the processing information matches physical job jacket samples and specifications that are maintained in the department. Once confirmed, the Rep attaches a sample of the envelope and/or insert to each Work Order. It is dated and initialed and is scanned in TRAX to forward the job to the Mail Processing Inserting department.

QUALITY CHECKS BY INSERTING DEPARTMENT

- Inserting Operators verify that the attached sample envelopes and inserts are correct and the information matches the Work Order specifications. The first inserted piece is reviewed by the floor manager, who opens the envelope and confirms all mail piece components are present and verifies the postage rate. The piece is re-inserted and placed back in the job.
- The Operator ensures the inserter integrity barcode cameras are accurate to insure proper scanning of the sequential mail piece barcode as the envelope exits page count. If there is a break in the barcode sequence, the machine stops and alerts the operator to locate a possible double stuffed envelope.
- Any time an Inserter or meter is worked on, or shut down during a job, all checks must be performed again in order to insure nothing has changed or been re-set.
- Any time non-conforming documents are noted during inserting, processing the operator must put all of the questionable pieces off to one side and the floor supervisor is called to resolve the problem.
- Once inserting has commenced, the Operator will stop inserting and confirm the job balances with the postage meter after every three (3) trays of mail. If it balances, the Operator will continue inserting, repeating these steps again, after every three (3) trays.
- Once the job has completed insertion, Quality Assurance verifies the job totals and accounts for all meter spoils and/or damaged pieces. QA pulls a random sample and confirms the outer envelope, the postage rate, and the date are correct for each job segment. Once confirmed, the job is scanned and completed in TRAX.

QUALITY CHECKS BY SORTING DEPARTMENT

- All jobs are verified to ensure the mail is marked with the complete and accurate date, also ensuring the proper postage amount has been applied before the job runs through the Sorting Machines. A handful of mail is fanned to do additional checks in order to verify mail pieces from the beginning, middle, and end of the job.
- Line Workers, also known as “Sweepers” regularly check the mail that processes through the sorters, confirming the listed zip codes are going into the correct bins/trays. In addition, they frequently check for barcode integrity ensuring complete barcodes are correctly positioned correctly and are clearly visible.
- The Sorting Supervisor checks the postal barcodes applied by the sorters for compliance with DMM bar code quality standards every (2) two hours and the results are recorded on the
- As part of the Value-Added Agreement, DATAMATX will perform these quality assurance procedures for each mailing, documenting the tasks performed and maintaining documentation for a period of 1 year.
- Meter dates and required markings are correct and legible.
- All licenses are current at the Atlanta, Georgia Post Office.
- The Post Office shown in the meter stamp is within the processing and distribution center serving the mailer's plant or as authorized under DMM standards for drop shipment of metered mail.
- In First-Class Mail mailings, the correct amount of postage for the second, third, and fourth ounce of metered pieces is affixed to each piece.
- Barcodes are in compliance with DMM standards.
- All pieces are prepared in accordance with DMM standards for automation letter-size mailings.
- No pieces in the mailings prepared exceed the maximum allowable weight (3.3 ounces for address-block-barcode pieces, 3 ounces for other mail).
- Source mailing information used to correctly profile the client's mailing information is entered accurately into the system.
- All addresses meet the Move Update requirement using a USPS approved address update method.
- Scales associated with the verification of piece weights will be maintained to manufacturer's specifications and tested daily for accuracy prior to use, and documenting that the test was performed.
- A properly signed PS Form 8096, which is a Request to Pay Postage Refunds to Presenter of Mail document, supports metered automation rate pieces eligible for a VAR.

DATAMATX Security Overview

As an outsource provider of data processing, print and mail services, DATAMATX operates as an Information Custodian. All information or data in any format submitted by a client subsequent to an outsourcing Service Agreement is a client owned Information Asset, which by default is classified as Confidential. Certain information, such as source code, software programs, production methods and procedures developed for the purpose of conducting business are the proprietary assets of DATAMATX. In the role of Information Custodian, DATAMATX is required to implement and maintain adequate safeguards to protect these information assets and ensure only authorized and legitimate use or access. The nature, type and sensitivity level (Healthcare P.I.D., Financial, etc.) of these assets will determine the level of security needed to provide adequate safeguards, backup, and access control. Datamatx has gone to great lengths to secure our facilities, network and production process to provide our client's with peace of mind that their customer data is being handled in facilities that employ the highest level of protection and security. DATAMATX maintains both an SSAE 16 Type II certification and PCI/DSS Level 1 Card Processor attestation.

Facility Security

Exterior entrances to all DATAMATX facilities remain locked at all times with access authorization provided via swipe-card, proximity card, or keypad access control system. Internal production areas for production or storage of Confidential or Restricted information are maintained in separate locked areas with additional swipe-card, proximity-card, or keypad to control, and log access. Multiple video surveillance cameras and digital-video-recording (DVR) equipment provide 24-hour coverage of all facility entrances and production areas where restricted or confidential information is processed or stored.

Each facility is equipped with a third-party-monitored intrusion, smoke and heat detection system which is monitored 24/7. Specific facility areas are covered by motion detectors. Upon activation, monitoring service will attempt to contact and authenticate key facility staff to verify nature of alert. Police are dispatched if contact or authentication attempts are unsuccessful and local Fire Department is dispatched upon activation of heat or smoke sensors.

Internet Security

All access between the DATAMATX network and the outside world is controlled and monitored by a system of firewalls and routers. These devices are configured to provide maximum protection from unauthorized outside intrusion or service denial. DATAMATX network administrators update routing policies and restrictions as necessary, subscribe to event notifications, and monitor logs on a routine basis to ascertain and react to threat events.

All physical or remote connections to the DATAMATX network must be pre-authorized by the Manager of Technical Operations. All such connections will be provisioned, managed, monitored and documented according to DATAMATX security guidelines. All connections to the Internal DATAMATX network shall utilize physically cabled Ethernet connections. The installation, connection or utilization of any wireless access point, removable storage device or other equipment on the internal DATAMATX network within any DATMATX facility is strictly forbidden.

Virus/Anti-Spyware Protection: All servers, workstations, and e-mail gateways on the DATAMATX network are protected by centrally managed installations of Trend Micro's Enterprise Virus/Spyware Protection Suite with subscription-based automatic updates. Incoming Internet traffic (HTTP, Ftp, SMTP, etc.) is scanned for virus and malware threats using layered defense mechanisms from multiple vendors (WatchGuard, Barracuda Networks, Surf-Control, and Trend Micro). Additionally, employees receive orientation training and periodic safe-practices reminders regarding e-mail attachments, phishing and social engineering threats and workstation use policy and security practices.

Data Transmission Security: Our FTP servers support secure FTP-S and SFTP protocols, as well as a browser based FTP over SSL file transfer utility provided on our client access web site. We also support file pre-encrypted using PGP or similar AES encryption methods. All client FTP user login ID's are mapped to private upload and download directories to prevent any user from accessing another user's transmission data. As a further security measure, all FTP directories are swept every 60 seconds and files received are move to an internal, non-internet accessible processing queue. A special file naming convention allows us to uniquely identify each incoming file by client, job, date and daily transmission sequence number when files are aggregated in common internal production queues or backup locations.

Network Security

DATAMATX internal network resources are not only protected from outside intrusion via the internet, but within each facility. Employee access to network resources is controlled by highly restrictive ACLS that limit employee access to only those areas required for the performance of their duties. Only company authorized software may be installed on employee workstations and all software and browser plug-in installations require Administrator rights. All client owned data must be stored in designated network locations and is forbidden to be stored on local workstation drives. Write access for CD/DVD media, flash drives or other writable storage devices is blocked on all employee workstations. Idle workstations automatically log off and require a user ID and password to log back on. We enforce the use of strong passwords which must be changed every 45 days and comply DATAMATX password policy.

All online payment transactions are performed over a secure SSL internet connection between customers and DATAMATX servers, and between DATAMATX and 3rd party payment processing providers. Credit card numbers are masked when displayed or printed and all transactions meet FACT Act security requirements. The database that holds credit transactions is encrypted using triple DES encryption and securely located in a non-internet accessible location. All security measures meet or exceed PCI/DSS and FACTA compliance requirements and pass SSAE 16 Type II audits and testing.

Employee Security

All DATAMATX applicants must consent to and pass a drug-screen examination as a pre-condition of employment. Applicants must also consent to and pass a criminal background check. Background checks are performed by a third-party service that includes a 7 year felony profile as well as address and SSN verifications. All applicants' eligibility to work status is checked using the e-Verify system.

All employees undergo orientation training regarding DATAMATX security policies and must acknowledge receipt of a copy of DATAMATX Security Policy with their signature. Employee access to Confidential or Restricted Information is granted according to each employee's assigned department and associated duties. Please note that most DATAMATX employees are involved in some phase of production which will require at least occasional physical access to controlled information in either electronic or physical form.



Data Security, Retention & Destruction

The data assets of all DATAMATX clients are classified as Confidential by default. As such, client data may never be stored on local workstations and must be stored on central server locations that provide full security and backup capability. No client data is ever used for any other than it's intended purpose or released to any party without client authorization. E-mail correspondence containing client data must be encrypted or otherwise secured with a password to prevent unauthorized access. Any printed scrap material containing client data is placed in locked shredder bins and shredded weekly by a 3rd party mobile shredding service.

Under our default data retention policy, all client data and intermediate production files are backed up to an internal network backup location for 3 days where it is accessible internally for reprocessing or troubleshooting a job. After 3 days, data is transferred to secure near-line storage server with highly restricted access. This server manages the automated demand destruction process for subscribed clients, and also will retain non-destructed data for up to 60 days prior to offload to encrypted tape archive. We provide DATAMATX client's with full control of their data retention by allowing them to specify immediate data destruction or the length of retention, notification process and method of destruction that is consistent with their own data security requirements.



**DATAMATX Responses
to
LFUCG Functional Requirements**

Req. #	Requirement	Type	Response and Comments
1	Receive files via FTP. These files will come directly from the Ventyx Customer Suite billing system. Format shown in Appendix A. (The file type will be a fixed length text file and files will be processed for the selected bill print/mail Vendor on all business days at about 9:00 pm.)	Mandatory	Satisfied Our FTP site is available 24/7/365 and supports both standard and secure FTP protocols. We have experience working with Ventyx output files sent by other utility clients.
2	Print, process and mail or otherwise deliver up to x pieces daily. Vendor should expect to receive one or more files for each type of document specified in section x. These files should be processed for inclusion in the late afternoon mail run following receipt of the files.	Mandatory	Satisfied We have capacity to process 1 million bills per day. Files received at 9 pm will be mailed the next business day.
3	To provide for electronic document review and cancellation by GCWW and LFUCG between the printing and mailing processes. Please specify any software tools and requirements for electronic document review and cancellation.	Mandatory	Satisfied Our eAPPROVE service provides remote reviewing and print file acceptance or rejection prior to printing. A web browser is all that is required.
4	Read barcodes and/or OMR marks to intelligently insert the appropriate materials (i.e. inserts and envelopes) for each mail piece.	Mandatory	Satisfied We use OMR marks combined with a 3 of 9 integrity barcode on the first page of each document to provide 100% insertion accuracy.
5	Insertion equipment for invoices with at least 6 trays capable of handling dynamic insertion based on barcode or OMR logic.	Mandatory	Satisfied. We can use both OMR logic or programmatically separate bills into groups with separate work orders and instructions based on the inserts required.
6	Mail all pieces according to agreed upon postal specifications (i.e. first class, pre-sort, bulk mail, etc.), including achieving all available postal discounts.	Mandatory	Satisfied We sort mail to the lowest qualified postage rate. We are a USPS Quality Mailing Partner and all mail we process meets all USPS specifications.
7	For items to be mailed, print all invoices, past due notices, letters and inserts on paper size and weights as determined by LFUCG. Includes use of correct stationary type for a given file. For example, invoice stationary will require perforations for the remittance stub, while most letters will require standard letterhead.	Mandatory	Satisfied All processing jobs generate a work order that provides the specific paper stock and envelopes to use. In addition, a job jacket with samples of all mailpiece components is kept for every job and used to compare daily production.

8	Source print logo(s) on all stationary materials (paper, envelopes and inserts) in appropriate size(s), location(s) and color(s).	Mandatory	Satisfied We will procure, warehouse and maintain inventory for all required preprinted materials.
9	Print documents using spot color printing (black and one additional color at minimum)	Mandatory	Satisfied Available spot colors are Red, Blue and Yellow.
10	Incorporate document revisions within 72 hours of receipt of revisions in the agreed upon format(s).	Mandatory	Satisfied Most minor revisions can be accomplished in 72 hours. Complex revisions may require longer in order to fully test the output.
11	Provide CASS and NCOA certification to meet United States Postal Service minimum standards for maximum postage discounts.	Mandatory	Satisfied Our CASS postal software is gold certified by the USPS. We are a USPS licensed NCOA and Intelligent Mail provider.
12	Process all mail according to United States Postal Service rules, regulations and requirements to ensure the lowest possible postage rates.	Mandatory	Satisfied We are Mail Preparation Total Quality Management (MPTQM) certified by the USPS. MPTQM is a hybrid ISO 9001 based quality control program developed by the USPS to insure all mail meets postal requirements and qualifies for the lowest postage rates.
13	Provide daily, monthly and annual reports on quantities for each of the materials as used.	Mandatory	Satisfied Daily reports are generated automatically for each file processed. Monthly and annual reports can be provided or you may generate ad-hoc production totals reports for any date range through our customer web site.
14	Provide daily, monthly and annual reports on pieces processed and postage used.	Mandatory	Satisfied Postage is usually reported monthly, but can be reported daily and annually as well.
15	Provide a minimum of 14 days advance notice of need to add money to postage accounts.	Mandatory	Satisfied We will send a postage invoice at least 14 days and normally 30 days in advance of requiring postage funds.
16	Provide the ability to allow LFUCG to make bill content and message changes. Include any requirements needed for this.	Mandatory	Satisfied This can be accomplished in several ways. Details provided in main proposal.

17	Provide the ability to archive bills and letters for up to one year. After that one year period, bills will be moved to a document storage location at LFUCG. The ability to deliver or release these archive bills and letters for storage at LFUCG will also be required.	Desired	Satisfied We can archive documents based on your desired retention period.
18	Provide the ability for bill payments to be scanned by our lockbox solution using the scanline on the invoice	Mandatory	Satisfied Our programmers are experienced in formatting OCR scan lines or other remittance processing bar codes. We will provide adequate samples for lockbox read testing prior to live production.

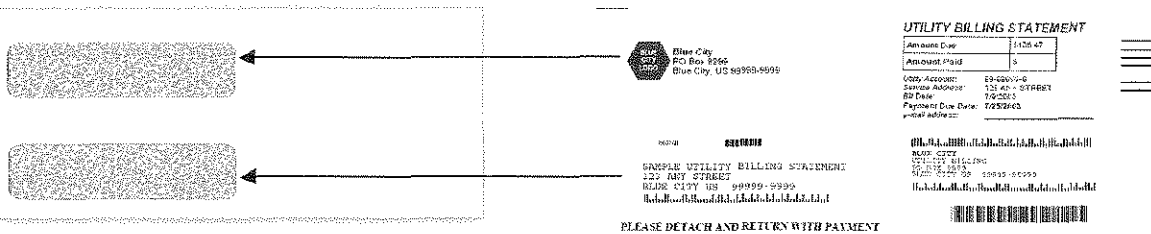


DATAMATX Recommendations

Bill Forms and Letterhead Layout

We recommend using bill and letterhead layouts that leverage the use of double window #10 envelopes and generic single window #9 remittance envelopes. A basic generic preprinted form is recommended for multiple applications (bills and delinquent notices).

The LFUCG logo and return address printed in the top left corner of each bill is visible through the upper return window of the #10 envelope. This allows a 1 or 2 color logo to be visible on the unopened envelope without the expense of printing it on the envelopes. A generic single left or right window remit envelope allows the remittance address and barcodes printed on the bill stub to appear in the window. These envelopes are DATAMATX commodity items and are ordered by the pallet load for use by multiple clients, so they are always available. This eliminates the need for inventory management of custom materials and eliminates waste and reprinting of envelopes should the return address information change. A single change to the bill form is all that is required, and will become effective in the next billing cycle after the change is approved, instead of having to wait for new envelopes to arrive. A USPS ancillary service endorsement (i.e. Forwarding Service Requested) can be placed on the bill below the return address to request special handling of mail pieces.



Static colored items and bill backer information that is unlikely to change can be pre-printed, and variable customer information is overprinted in black.

UTILITY BILLING STATEMENT

Amount Due: \$126.47
Amount Paid: \$

City Address: 123 ANY STREET
Service Address: 123 ANY STREET
RD Date: 7/2/2012
Payment Due Date: 7/25/2012
e-mail address:

Blue City
PO Box 9999
Blue City, US 99999-9999

Blue City
PO Box 9999
Blue City, US 99999-9999

PAST DUE

Blue City
PO Box 9999
Blue City, US 99999-9999

Blue City • 1234 Main Street • Blue City, US 99999

UTILITY BILLING STATEMENT

Amount Due: \$126.47
Amount Paid: \$

City Address: 123 ANY STREET
Service Address: 123 ANY STREET
RD Date: 7/2/2012
Payment Due Date: 7/25/2012
e-mail address:

Blue City
PO Box 9999
Blue City, US 99999-9999

Blue City
PO Box 9999
Blue City, US 99999-9999

PAST DUE

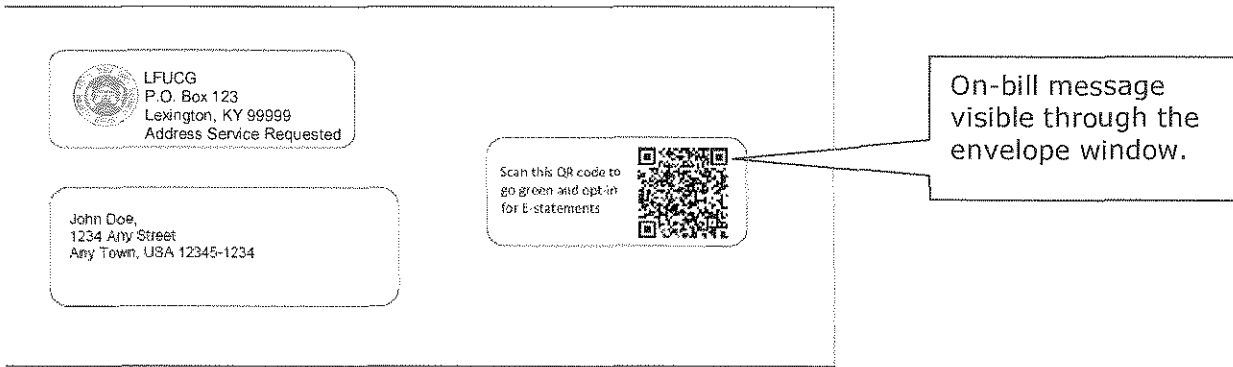
Blue City
PO Box 9999
Blue City, US 99999-9999

Blue City • 1234 Main Street • Blue City, US 99999

Mailing and Remittance Envelopes

LFUCG has expressed interest in the option to change #10 envelope messages on a monthly or quarterly basis. This can be done, however the cost of printing 4 or 12 short runs of envelopes increases greatly compared to a single large volume run. Additionally the lead time to produce envelopes with each different message is 4-6 weeks, so each new message would have to be determined at least 2 months in advance so orders can be carefully coordinated to insure that the envelopes to arrive on time. There are systems that can print variable envelope messages on-the-fly, however most business transactional mailers cannot justify the cost of the equipment against the need of their customers for variable envelope messaging.

A more robust and easier to use option is to use a 3 window envelope and printing the message on the bill where it is visible in the envelope. This provides double impact, as the message visible through the envelope makes the first impact. The second impact and message reinforcement is accomplished by being visible on the bill as the customer handles and pays the bill. This message area can include text, graphics or even QR codes for smart phone users. A bill layout that will accommodate the message area is all that is required, and the message can be easily changed from month to month. A second message area can be provided on the bill for other customer messaging.



A generic single window envelope is recommended for payments. The remittance address and postal barcodes printed on the bill stub become visible in the window when the stub is inserted into the envelope.

UTILITY BILLING STATEMENT

Account Due: \$193.47
Amount Paid: \$
Utility Account: 88-200009
Service address: 123 ANY STREET, ANYTOWN, KY 99999
Bill Cycle: 7/25/2013
Payment Due Date: 7/25/2013

PLEASE DETACH AND RETURN WITH PAYMENT

Account Location:	Blue City	Utility Billing Acct. #	88-200009-9	Current Charges:
Water Meter Number:	9999-9999	Water Charges:		53.92
Service Date:	6/20/2013	Privilege Tax on Water:		4.65
Consumption for 7/20/13:	2,886 CF/22,290 Gal	Blue County Privilege Tax:		0.23
Service Person:	29 Days	Sanitation Charge:		16.00
		Leak/Off Closure Fee:		0.50
		Sewer Charges:		28.17
		Street Light Fee:		3.00
		Total Current Charges:		\$106.47

13 Month Consumption History

Month	Consumption (CF)
7/13	2886
6/13	2500
5/13	2200
4/13	2100
3/13	2000
2/13	1900
1/13	1800
12/12	1700
11/12	1600
10/12	1500
9/12	1400
8/12	1300
7/12	1200
6/12	1100
5/12	1000
4/12	900
3/12	800
2/12	700
1/12	600
12/11	500
11/11	400
10/11	300
9/11	200
8/11	100
7/11	100

A logo or other information may be pre-printed on the envelopes, however it serves no functional purpose.

By applying a full service Intelligent Mail Barcode to the remittance address, incoming payments of individual customers can be tracked while they are in the U.S. mail using USPS Confirm service. One of our client's uses this to cancel a disconnection field trip when an incoming payment is located in the U.S. mail.

DATAMATX Disaster Recovery Plan Summary

DATAMATX has a documented and tested Disaster Recovery and Business Continuity Plan to insure that your work will continue to be processed in the event of a major disruption at one of our facilities.

Our disaster recovery plan consists of over 200 pages and specific details regarding our communications network, hardware, inventory and processing equipment is confidential and not released outside of DATAMATX. A more detailed plan can be provided under a Confidentiality Agreement if DATAMATX is named a successful bidder.

The plan addresses various potential situations that could disrupt production:

- ✓ **Loss of electrical power for an extended period;**
- ✓ **Loss of telecommunications in the Data Center;**
- ✓ **Extensive Fire, natural disaster, mandatory evacuation, lockdown, contamination or terrorism and resultant damage or loss of access to;**
 - Computer Data Centers
 - Laser Printing Equipment
 - Mail Processing Equipment
 - Supplies (Paper, Envelopes and Inserts)
 - Employee work areas and work stations
- ✓ **Significant Personnel Outage;**
- ✓ **Pandemic Outbreak.**

DATAMATX Atlanta and Richmond facilities routinely share distributed processing, printing and inserting for approved client-applications and as such, are designed to serve as Disaster Recovery sites for each other. Electronic resources (forms, fonts, graphics) are synchronized several times daily, which allows any production job to be run in either facility with minimal effort.

Each site has implemented, and will maintain, identical processing capabilities including facility security, systems, software, configurations, data backup, and communications to facilitate rapid transfer of data transmission and processing in the event of a disaster. Atlanta and Richmond facilities are equipped with 350 KW diesel generators that can power the entire facility for 72 hours without refueling. Atlanta, Richmond and Phoenix facilities are configured with compatible printing, folding and intelligent inserting and metering equipment.

Each facility performs standardized daily, weekly, and archive system backups using a logged, multi-level tape rotation scheme. Live backup tapes and archives are maintained in an access-controlled interior facility. Off site copies are rotated weekly to the Atlanta Facility for vault storage within a separate access-controlled and monitored mail-processing building.

Client applications have been assigned to 2 categories and restoration targets.

Category 1 - Mission Critical, Daily, EBPP or SLA Applications.

- ✓ Restored within 24 hours.

Category 2 - Cycle, Weekly, Bi-Weekly, Monthly or On-Demand.

- ✓ Restored 1 to 5 days, in the order of run frequency.



DATAMATX Complaint and Escalation Procedure

DATAMATX has a formal Customer Complaint and Quality Event reporting process that documents any client complaint, dissatisfaction, internal or external job quality issue or processing error and provides a method for escalation of unresolved client issues to department managers and corporate management if necessary.

In the event of a problem or dissatisfaction with any aspect of our service, your first point of contact should be your assigned Account Manager or Customer Service Representative, who will discuss the issue with you, gather details and take the appropriate action by following our complaint procedure shown below.

Goal

The goal of this process is to resolve complaints or quality events in a manner that provides complete client satisfaction with the outcome and assures them that appropriate steps have been taken to prevent a future occurrence of the issue.

Procedure

Upon receipt of any Customer or Supplier complaint, a Customer Complaint Form is initiated. A copy of the Customer Complaint Form is distributed to each department manager for review and placed in the client's file. Complaints may be received in any form, including e-mail, phone call or personal contact. Details of the complaint are filled in the designated area of the Customer Complaint form. Complaints and Quality Events are assigned to one of 3 severity levels, as follows:

1. **MODERATE** severity level requires a Customer Complaint Form. Upon review of the complaint, the client service representative or any department manager may conclude the need to elevate the severity level and/or initiate a Quality Event Tracking Form.
2. **SERIOUS** severity level requires a Quality Event Tracking Form. Upon review of the complaint, the quality manager or any department manager may determine the need to initiate a Corrective Action Request (CAR).
3. **CRITICAL** severity level requires a Corrective Action Request (CAR); however, management will make the final assessment and determination.
 - The assigned Account Manager will follow up, usually with a phone call and email, to resolve any issues arising from the complaint.
 - The assigned Account Manager will also monitor the specific client for 1 – 2 months; following up periodically to ensure total satisfaction has been accomplished.

The factors for determining severity level of a complaint are outlined below.

<u>Severity Level</u>	<u>Determining Factors</u>	<u>Response Required</u>	<u>Priority Level</u>
MODERATE	<ul style="list-style-type: none"> - Minimal Adverse Cost Factors: Less than \$100 - Potential Production Impact - No Client Impact - General Customer Complaints 	<ul style="list-style-type: none"> - Customer Complaint Form Initiated - Departmental Manager Notified - Possible Quality Event Tracking Form Initiation - 60-day Monitor by Account Manager 	LOW
SERIOUS	<ul style="list-style-type: none"> - Moderate Adverse Cost Factors: \$100 to \$999 - Minimal Production Impact - Some Client Impact - 2nd Recurring Error 	<ul style="list-style-type: none"> - Quality Event Tracking Form (QE) Initiated - Management Notified - Policies & Processes Reviewed - Employee Review/Counseling - 60 – Day Monitor by Account Manager 	NORMAL
CRITICAL	<ul style="list-style-type: none"> - No Procedure/Ineffective Procedure - Adverse Costs' Factors in Excess of \$1000 - Critical Business and Production Impact - Heavy Client Impact - 3rd Recurring Error - USPS Verification Failure 	<ul style="list-style-type: none"> - Quality Event Tracking Form (QE) Initiation - Corrective Action Request (CAR) Initiated - Executive Management Notified - Policies & Processes Changes if Required - Immediate Client Contact - 30-90 Day Follow Up by Account Manager 	URGENT



Issue Escalation

If an initial attempt to resolve an issue is unsuccessful or you are not satisfied with the result, your Account Manager will escalate the issue to involve the Customer Service Manager and affected department manager(s). A manager will take the lead and work directly with you and our staff to affect a satisfactory resolution.

If a successful resolution has not been achieved, the issue will be escalated to the Chief Operating Officer or company President, who will become directly involved to resolve the matter in a satisfactory manner. Because our company principals are actively involved in day to day operations, they are usually aware of issues even when they are being handled at a lower level and provide guidance to help resolve the issue.

While it is our preference is for our clients to follow our established issue escalation procedure, we have an open door policy at DATAMATX, which allows any client to directly contact any level of management including the company President if they feel that it is necessary.

eTRAX - Real Time Internet Job Tracking and Reporting for Clients

DATAMATX clients can securely access our internal real-time job tracking and reporting information via the Internet with eTRAX, our secure web portal. Clients have easy access to the same information used to track and manage job flow in-house with our proprietary TRAX job tracking system. Jobs are automatically recorded by TRAX at all production points using barcode scanners stationed throughout the production facilities. As data is captured, it is accessible from any authorized workstation within DATAMATX or online to authorized users through our secure eTRAX site. The systems track jobs produced at all production facilities (Atlanta, Phoenix, and Richmond). Simply log into eTRAX using a web browser and standard internet connection any time of the day or night to find out the status of your job(s).

On our site you can:

- ❖ Track your jobs in real time.
- ❖ Securely upload and download files.
- ❖ View file transmission history and status for last 30 days or date range selected.
- ❖ Review and Reject or Approve jobs with our optional eApprove system
- ❖ View processing totals and the date & time of each processing step for every job.
- ❖ Create ad-hoc production reports for any date range you specify.
- ❖ Search, view, print, e-mail or fax an exact copy of any bill we produce for you.

The screenshot shows the eTRAX web portal interface. At the top, it displays the user's name 'Ron Shear' and navigation buttons for 'Main', 'Submit', 'Tracking', 'eAPPROVE', 'eVIEW', and 'eREMIT'. The report is for 'WATER BILLING STMTS - #9 WRW' with a date range from 4/27/2008 to 5/27/2008. A summary table on the right shows the following job counts:

Job Counts	
Total Statements:	7358
Total Images:	7380
Total #10 Envelopes:	7193
Total 9 X 12 envelopes:	5
Total 6 X 9 envelopes:	0
Returns/No Mails	1
Foreign	0
Total Mailing:	7195

Create, View, Print or E-mail Ad-Hoc Job Detail Reports

eTRAX Job Detail Report										
Date Range: 4/27/2008 to 5/27/2008										
8851 Blue Water										
Job 222 WATER BILLING STMTS - #9 WRW										
Work Order	File In	Run Date	Images	Statements	Admits	Returns	6x6	9x12	#10 Env	Status
Statements										
ATL										
22082412619-21	CWSTN.ATL	04/29/2008	7,551	7,026	24	1	0	5	5,603	Complete
22082412619-21	XYSTN.ATL	04/29/2008	7,551	7,026	24	1	0	5	5,603	Complete
22082411162-21	CWSTN.ATL	04/30/2008	8,214	6,255	19	2	0	3	5,142	Complete
22082411162-21	XYSTN.ATL	04/30/2008	8,214	6,255	19	2	0	3	5,142	Complete
22082600128-21	CWSTN.ATL	05/01/2008	7,434	7,419	15	0	0	3	7,285	Complete
22082600128-21	XYSTN.ATL	05/01/2008	7,434	7,419	15	0	0	3	7,285	Complete

eApprove - Customer Remote Job Approval and Control (Optional Service - 6 Month Free Trial)

For our customers who's mailings are mission critical or those who want to maintain final approval control over every job, our optional eApprove system holds each production job from printing until exact copies of the bills waiting to print are reviewed and approved online through our secure web site. We can provide the first 500 bills to review or the entire file. Your designated staff will receive an automatic e-mail the moment the bills are ready for review; usually within an hour from receipt of your file. Once the bills have been reviewed, you have the option to reject the job and cancel the work order or approve the job and release the file to be printed and mailed.

If you only need to review and approve occasional billing runs, we can set eApprove to automatically approve your files if you have not logged on and taken action within a specified time. This allows you to use eApprove only when you need it without requiring daily interaction or delaying your bills.

eApprove also provides a window of opportunity for you to determine if there are bills in the job that must be pulled before mailing. If bill pulls are infrequent, the simplest method is to notify your Account Manager with the bills to be pulled before approving the file. They will flag the file to be held so they can make the necessary pulls and update the processing totals before mail processing.

eApprove Job Listing

Currently Showing Pending Records.
[Show All](#) | [Refresh Data Now](#) | [Use eAPPROVE 2](#)

14 jobs found.

Job Number	Job Name	Received Date	Status	Pieces	Minutes
01	TOP COUPON LETTERS - #9 WRW	05/29/2008 09:35 AM	Pending Review	6	27
01	NON-COUPON LETTERS - NO #9	05/29/2008 09:33 AM	Pending Review	6	29
01	TOP COUPON LETTERS - #9 WRW	05/29/2008 09:07 AM	Pending Review	442	890
01	NON-COUPON LETTERS - NO #9	05/29/2008 09:03 AM	Pending Review	119	402
01	TOP COUPON LETTERS - #9 WRW	05/29/2008 09:49 AM	Pending Review	6	27

Blue Water Service
 5700 HALLS CREEK ROAD, SUITE 50
 PRATTA, MO 64081-5344

Visit our web site at www.ManhattanMissouri.org

ADJUSTED WATER USE AVERAGE - 4,000

ACTIVITY SINCE YOUR LAST STATEMENT	SERVICE	AMOUNT
PREVIOUS BAL.		26.79
DEBITS		26.79
CREDITS		0.00
DWS encourages the use of the following outdoor water conservation guidelines for 2008.		
a. Even-numbered & unnumbered addresses may water on Monday, Wednesday, and Saturday (no hourly limits).	BALANCE FORWARDED	\$ 0.00
b. Odd-numbered addresses may water on Tuesday, Thursday & Sunday (no hourly limits).	WATER SERVICE CHG	6.00
	WATER	28.00
	SEWER	62.64
	WATER SURCHARGE	0.10
	STREET LIGHT CHANGE	3.50
	SEWER CREDIT	83.84
	TOTAL	\$ 64.40

eVIEW - Online Bill Archive For Your Customer Service Staff (Optional Service, 6 month free trial)

An exact PDF copy of every document processed by DATAMATX is viewable and printable through our optional eVIEW service via the internet. You see exactly what your customer sees, not just a summary bill. Many of our clients use eVIEW as an extension of their CRM system. When a customer calls with a question, your authorized service representatives can view the actual document received by the customer while speaking with them.

For any document viewed on our web site, your authorized representatives can...



Fax it.



E-mail it.



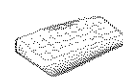
Print it.



Mail it.



Save it.



Key freeform notes.

A history of the processing and mail dates for each bill is shown in the left column so your CSR's know when a bill was mailed to the customer. Free form notes can be keyed and stored with the document, so that a history of actions taken for the account is maintained with the bill. This also provides your organization with an off-site document backup.

The screenshot displays the eVIEW web application interface. The main content area shows a bill for Blue Water Systems, including account information, activity since the last statement, and a water conservation notice. A sidebar on the left offers document management options like 'e-Mail', 'Fax', 'Details', and 'Notes'. A right-hand panel, titled 'USPS Confirmation Data', provides detailed tracking information for the bill, including job name, work order number, and processing dates. The interface also features a navigation menu at the top and a status bar at the bottom.

Bill processing and mailing dates are shown in the details panel. If you use USPS Confirm service to track mail the outbound and/or inbound Confirm scan and delivery information is displayed in the upper section of the panel shown to the right.

DATAMATX Standard Reports

File Receipt Acknowledgement

Automatically sent for each file successfully received on our FTP site (optional). Provides confirmation that a file was successfully received by Datamatx and provides the file details for verification that the correct file was sent.

```
From: Production Control [mailto:production.control@datamatx.com]
Sent: Wednesday, May 25, 2011 12:07 PM
To: Blue Financial
Subject: Production File Acknowledgement for run: 553122
```

```
-----
This mail is from an automated e-mail server. Please do not use your
reply button to respond to this message! To respond to this message,
please start a NEW e-mail to your Datamatx contact person instead.
-----
```

DATAMATX has successfully received the your file for processing.

File Receipt Notification CLIENT: 9999-BLUE FINANCIAL

UPLOAD FILE RECEIVED: BWSLLT11052502.ZIP ZIP Archive file

-- Production Data File(s) Received In BWSLLT11052502.ZIP --

BWLM11052401.TXT 5/25/2011 1:28:52 AM 653259 TEXT file

CONFIDENTIALITY STATEMENT

This electronic mail transmission contains confidential and/or privileged information intended for the person(s) named. Any use, distribution, forwarding, copying, or disclosure by another person is strictly prohibited. If you are not an intended recipient of this message and you received this transmittal in error, we apologize for the inconvenience. Please contact the sender immediately and permanently delete/destroy the original message and all its attachments. Any use and willful disclosure, forwarding, copying, retention, printing, or distributing of this information received in error by unintended recipients is not authorized and may be unlawful.

Duplicate File Report

If the MD5 checksum of your incoming file matches that of a previously processed file, the file is quarantined and this alert e-mail is sent.

```
MSanders@datamatx.com;s-p@datamatx.com
Duplicate File Received - p:\90000\DX11072011.DAT

DX11072011.DAT is a duplicate input file.
Copying to p:\bbsdata\backup as DX11072011.DAT.DUP

11/7/2011 5:40:22 PM Dupe File Received
Client: 2440
Job: 100
--- New File Info ---
Filename: DX11072011.DAT
Timestamp: 11/7/2011 5:40:29 PM
Filesize: 11530
CheckVal: 8bd14b69c4a5c2e9a7ba46eb99259f22
--- Previous File Info ---
Filename: DX11072011.DAT
Timestamp: 8/11/2009 8:13:00 AM
Filesize: 11530
CheckVal: 8bd14b69c4a5c2e9a7ba46eb99259f22
Processed: 8/11/2009 8:14:00 AM
Parameter 1="FILEIN" 2="LOG" 3=" DX11072011.DAT" 4=""
```

Processing Totals Confirmation Report

Provides processing totals for confirmation. 100% accounting for all documents in your file.

SAMPLE - EMAIL CONFIRMATION REPORT

Date & time file ran

Client number → No File Attachments

This mail is from an automated e-mail server. Please do not use your reply button to respond to this message! To respond to this message, please start a NEW e-mail to your DATAMATX contact person instead.

2765 - STATEMENTS CLIENT NAME Page 1
Processing Confirmation Run 05/07/05 08:25

Document Type → Printing - Admin. = 6 Images = 1,224 STATEMENTS = 609
Returned = 0
Suppressed = 2

Number of duplex images

Number of statements

Statement not mailed (bad addresses)

Suppressed documents - based on business rules

Mailing Pieces
#10 = 550
#x9 = 47
#x12 = 12
Mailed = 609

Envelope usage

Combined mail = 0

Multiple statements combined into the same envelope

Various Admin. Pages: slip sheets, work orders, etc.

Following is the List of Invalid Addresses, Account Numbers and Statement Batch ID

ALEX DOE
Account Number: 0000000001180
Statement Batch ID is: 9581

JEFFREY SMITH
Account Number: 0000000001180
Statement Batch ID is: 9518

Bad or unavailable addresses

Total Number of Suppressed Address is: 2

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NCOA Address Update Report

Provides summary information and address update information from NCOA.



**DATAMATX, INC. - 9000
NCOALink® Report (18 Month)**

DATAMATX, INC.
3146 NORTHEAST EXPY NE
ATLANTA GA 30341-5345

Report Date: 5/26/2010

Processing Summary		NCOALink® Move Type Summary		
PROCESS DATE:	05/26/2010	Move Type	Count	Percentage (based on total records)
INPUT FILENAME:	DXSTM.ZIP			
DX WORK ORDER NBR:	20100510935-01	INDIVIDUAL (I)	17	0.40
TOTAL INPUT RECORDS:	4289	FAMILY (F)	4	0.09
TOTAL NCOALINK MATCHES:	21	BUSINESS (B)	0	0.00
TOTAL NCOALINK RETURN CODES:	4289	ADDRESS NOT AVAILABLE	0	0.00
TOTAL MOVES NOT DPV CONFIRMABLE:	0	TOTAL	21	0.49
RETURN CODE PERCENTAGE:	100.00			

NCOALink® Licensing Info		Job Name: STATEMENT
MATCH LOGIC:	S - STANDARD (BUSINESS, INDIVIDUAL, AND FAMILY)	
LICENSEE NAME:	DATAMATX, INC.	
NCOALINK PLATFORM ID:	LBCK	
LIST OWNER SIC:	12345	
CUSTOMER ID:	123	
CUSTOMER PAF ID:	LECK	

Move Effective Date Distribution			
Change of Address Age	New Address Provided (A, 91, 92)	New Address Not Available (01, 02, 03)	New Address Not Provided (05, 14, 19)
MONTHS 0 - 3	18	0	0
MONTHS 4 - 6	2	0	0
MONTHS 7 - 12	0	0	0
MONTHS 13 - 18	1	0	0
MONTHS 19+	0	0	0
TOTAL	21	0	0

NCOALink® Return Code Summary			
Code	Description	Count	Percentage
NEW ADDRESS PROVIDED BY NCOALINK®			
A -	COA MATCH	21	0.49
91 -	COA MATCH - SECONDARY NUMBER DROPPED FROM COA	0	0.00
92 -	COA MATCH - SECONDARY NUMBER DROPPED FROM INPUT	0	0.00
FOUND CHANGE OF ADDRESS			
01 -	COA MATCH - FOREIGN MOVE	0	0.00
02 -	COA MATCH - MOVE LEFT NO ADDRESS	0	0.00
03 -	COA MATCH - PO BOX CLOSED NO FORWARDING ADDRESS	0	0.00
05 -	COA MATCH - A NEW ADDRESS CAN NOT BE PROVIDED	0	0.00
14 -	COA MATCH - NEW ADDRESS WOULD NOT CONVERT	0	0.00
19 -	FOUND COA - NEW ADDRESS NOT ZIP+4 OR DPV CONFIRM	0	0.00
CANNOT MATCH CHANGE OF ADDRESS			
00 -	NO COA MATCH	4268	99.51
04 -	CANNOT MATCH COA - STREET ADDRESS WITH SECONDARY	0	0.00
06 -	CANNOT MATCH COA - MIDDLE NAME CONFLICT	0	0.00
07 -	CANNOT MATCH COA - GENDER CONFLICT	0	0.00
08 -	CANNOT MATCH COA - CONFLICTING INSTRUCTIONS	0	0.00
09 -	CANNOT MATCH COA - HIGHRISE DEFAULT	0	0.00
10 -	CANNOT MATCH COA - RURAL DEFAULT	0	0.00
11 -	CANNOT MATCH COA - INSUFFICIENT COA NAME	0	0.00
12 -	CANNOT MATCH COA - MIDDLE NAME TEST FAILED	0	0.00
13 -	CANNOT MATCH COA - GENDER TEST FAILED	0	0.00
15 -	CANNOT MATCH COA - INDIVIDUAL NAME INSUFFICIENT	0	0.00
16 -	CANNOT MATCH COA - SECONDARY NUMBER DISCREPANCY	0	0.00
17 -	CANNOT MATCH COA - OTHER INSUFFICIENT NAME	0	0.00
18 -	CANNOT MATCH COA - GENERAL DELIVERY	0	0.00
20 -	CANNOT MATCH COA - CONFLICTING DIRECTIONS	0	0.00
DELETED BY USPS			
66 -	DAILY DELETE	0	0.00
TOTAL NCOALINK® RETURN CODES:		4289	100.00

NCOA Moves With New Address Provided



DATAMATX, INC. - 9000
NCOALink® Address List (18 Month)

DATAMATX, INC.
3146 NORTHEAST EXPY NE
ATLANTA GA 30341-5345

Report Date: 5/26/2010

Addresses WITH USPS NCOALink® Matches						
Account ID	Submitted Address	New Address	Move Date (yyyy-mm)	Move Type	Match Code	
00000001	 JOHN DOE 123 DANA RD FARMVILLE VA 23601-4000	JOHN DOE 12 N CAROLINA ST LAWRENCEVILLE VA 23868-2624	2010-04	I	A	
00000002	 JANE DOE 1234 LIGHT ST ETTRICK VA 23803-2412	JANE DOE 1234 BRANDERS BRIDGE RD APT 12 COLONIAL HEIGHTS VA 23834-2545	2010-03	I	A	

Addresses with no match on NCOA database



DATAMATX, INC. - 9000
NCOALink® Address List (18 Month)

DATAMATX, INC.
3146 NORTHEAST EXPY NE
ATLANTA GA 30341-5345

Report Date: 5/26/2010

Addresses WITHOUT USPS NCOALink® Matches			
Account ID	Submitted Address	Account ID	Submitted Address
00000003	JOHN SMITH JANE SMITH 1234 HERMLEIGH LN MECHANICSVILLE VA 23111-6841	00000005	JANE DOE 123 STONEHILL DR RICHMOND VA 23236-2838
00000004	JOHN DOE 1234 MAPLETON RD HENRICO VA 23229-5465	00000006	JOHN DOE 123 HICKORY LN WOODSTOCK VA 22664-2170

eTRAX Job Tracking Report - Work Order Listing

Work Order Number	Job Name	Processed Date	Status
2012040684821	WATER BILLING STMTS - #9 WRW	04/13/2012 11:47 AM	Completed
2012040684822	WATER BILLING STMTS - #9 WRW	04/13/2012 11:48 AM	Completed
2012040684823	WATER BILLING STMTS-DB - NO #9	04/13/2012 11:48 AM	Completed
2012040679623	WATER BILLING STMTS-DB - NO #9	04/12/2012 09:53 AM	Completed
2012040629621	WATER BILLING STMTS - #9 WRW	04/12/2012 09:52 AM	Completed
2012040629622	WATER BILLING STMTS - #9 WRW	04/12/2012 09:53 AM	Completed
2012040586621	WATER BILLING STMTS - #9 WRW	04/11/2012 09:34 AM	Completed
2012040586622	WATER BILLING STMTS - #9 WRW	04/11/2012 09:35 AM	Completed
2012040586623	WATER BILLING STMTS-DB - NO #9	04/11/2012 09:35 AM	Completed
2012040551823	WATER BILLING STMTS-DB - NO #9	04/10/2012 01:23 PM	Completed
2012040551821	WATER BILLING STMTS - #9 WRW	04/10/2012 01:22 PM	Completed
2012040551822	WATER BILLING STMTS - #9 WRW	04/10/2012 01:23 PM	Completed
2012040453621	WATER BILLING STMTS - #9 WRW	04/07/2012 12:58 PM	Completed
2012040453622	WATER BILLING STMTS - #9 WRW	04/07/2012 01:00 PM	Completed
2012040453623	WATER BILLING STMTS-DB - NO #9	04/07/2012 01:00 PM	Completed
2012040373423	WATER BILLING STMTS-DB - NO #9	04/05/2012 11:12 AM	Completed
2012040373421	WATER BILLING STMTS - #9 WRW	04/05/2012 11:11 AM	Completed
2012040373422	WATER BILLING STMTS - #9 WRW	04/05/2012 11:11 AM	Completed
2012040293821	WATER BILLING STMTS - #9 WRW	04/04/2012 11:00 AM	Completed
2012040293822	WATER BILLING STMTS - #9 WRW	04/04/2012 11:01 AM	Completed
2012040293823	WATER BILLING STMTS-DB - NO #9	04/04/2012 11:01 AM	Completed
2012040127123	WATER BILLING STMTS-DB - NO #9	04/03/2012 10:57 AM	Completed
2012040127121	WATER BILLING STMTS - #9 WRW	04/03/2012 10:55 AM	Completed
2012040127122	WATER BILLING STMTS - #9 WRW	04/03/2012 10:57 AM	Completed
2012031339521	WATER BILLING STMTS - #9 WRW	03/31/2012 12:26 PM	Completed
2012031295523	WATER BILLING STMTS-DB - NO #9	03/30/2012 09:07 AM	Completed
2012031295521	WATER BILLING STMTS - #9 WRW	03/30/2012 09:06 AM	Completed
2012031295522	WATER BILLING STMTS - #9 WRW	03/30/2012 09:07 AM	Completed
2012031254321	WATER BILLING STMTS - #9 WRW	03/29/2012 09:27 AM	Completed
2012031254322	WATER BILLING STMTS - #9 WRW	03/29/2012 09:28 AM	Completed
2012031254323	WATER BILLING STMTS-DB - NO #9	03/29/2012 09:28 AM	Completed
2012031212923	WATER BILLING STMTS-DB - NO #9	03/28/2012 09:43 AM	Completed
2012031212921	WATER BILLING STMTS - #9 WRW	03/28/2012 09:38 AM	Completed
2012031212922	WATER BILLING STMTS - #9 WRW	03/28/2012 09:43 AM	Completed
2012031179821	WATER BILLING STMTS - #9 WRW	03/27/2012 12:20 PM	Completed

eTRAX Job Tracking Detail - Production Totals

Work Order Number: 2012040684821
Job Name: WATER BILLING STMTS - #9 WRW
Upload File: CWSTNC.OUT

Receipt:	04/13/2012 11:40 AM
Client Approval Granted: Approved	04/13/2012 11:58 AM
Processing Complete:	04/13/2012 11:47 AM
Printing Complete:	04/13/2012 02:06 PM
Quality Assurance:	04/13/2012 04:47 PM
Mailed:	04/13/2012 08:42 PM

Job Counts

Total Statements:	6690
Total Images:	6694
Total #10 Envelopes:	6690
Total 9 X 12 envelopes:	0
Total 6 X 9 envelopes:	0
Returns/No Mails	0
Total Mailing:	6690
Foreign (international - included in Total Mailing)	0

Ad-hoc Job Detail Report (Basic) - by selected date range

eTRAX Job Detail Report										
Date Range: 3/26/2012 to 4/18/2012										
5651 Elias Water										
Job: 222 WATER BILLING STMTS - NO WWS										
Work Order	File In	Run Date	Images	Statements	Admin	Rebills	ESB	9012	#10 Errs	Status
Statements										
222										
20120302080-01	XYS TNC OUT	03/20/2012	8,786	8,786	4	0	0	0	0	Complete
20120302080-02	XYS TNC OUT	03/20/2012	539	539	16	1	2	0	0	Complete
20120302080-21	XYS TNC OUT	03/21/2012	7,295	7,295	4	0	0	0	0	Complete
20120302080-22	XYS TNC OUT	03/21/2012	651	651	16	0	2	0	0	Complete
20120302084-21	XYS TNC OUT	03/22/2012	7,873	7,873	4	0	0	0	0	Complete
20120302084-22	XYS TNC OUT	03/22/2012	399	371	17	1	2	0	0	Complete
20120302085-21	XYS TNC OUT	03/22/2012	7,143	7,130	4	0	0	0	0	Complete
20120302085-22	XYS TNC OUT	03/22/2012	470	429	15	2	0	0	0	Complete
20120302101-21	XYS TNC OUT	03/24/2012	8,101	8,107	4	0	0	0	0	Complete
20120302101-22	XYS TNC OUT	03/24/2012	505	478	15	0	2	0	0	Complete
20120302105-21	XYS TNC OUT	03/27/2012	8,485	8,479	4	0	0	0	0	Complete
20120302105-22	XYS TNC OUT	03/28/2012	7,807	7,804	4	0	0	0	0	Complete
20120302120-22	XYS TNC OUT	03/28/2012	572	534	22	1	1	2	0	Complete
20120302240-21	XYS TNC OUT	03/29/2012	7,449	7,445	4	0	0	0	0	Complete
20120302240-22	XYS TNC OUT	03/29/2012	805	558	23	3	2	0	0	Complete
20120302245-21	XYS TNC OUT	03/30/2012	8,113	8,109	4	0	0	0	0	Complete
20120302245-22	XYS TNC OUT	03/30/2012	973	923	25	4	0	0	0	Complete
20120302250-21	XYS TNC OUT	03/31/2012	278	262	6	0	0	0	0	Complete
20120402271-21	XYS TNC OUT	04/03/2012	8,806	8,804	4	0	0	0	0	Complete
20120402271-22	XYS TNC OUT	04/03/2012	783	746	22	2	3	0	0	Complete
20120402280-21	XYS TNC OUT	04/04/2012	7,486	7,482	4	0	0	0	0	Complete
20120402280-22	XYS TNC OUT	04/04/2012	921	884	21	2	8	0	0	Complete
20120402284-21	XYS TNC OUT	04/05/2012	8,095	8,094	4	0	0	0	0	Complete
20120402284-22	XYS TNC OUT	04/05/2012	331	303	13	0	1	0	0	Complete
20120402285-21	XYS TNC OUT	04/05/2012	13,482	13,444	4	0	0	0	0	Complete
20120402285-22	XYS TNC OUT	04/07/2012	601	472	18	0	2	0	0	Complete
20120402285-23	XYS TNC OUT	04/10/2012	8,795	8,751	4	0	0	0	0	Complete
20120402285-24	XYS TNC OUT	04/10/2012	297	272	13	0	1	0	0	Complete
20120402286-21	XYS TNC OUT	04/11/2012	8,593	8,589	4	0	0	0	0	Complete
20120402286-22	XYS TNC OUT	04/11/2012	398	354	14	0	2	0	0	Complete
20120402286-23	XYS TNC OUT	04/12/2012	8,393	8,389	4	0	0	0	0	Complete
20120402286-24	XYS TNC OUT	04/12/2012	840	794	16	1	2	0	0	Complete
20120402285-21	XYS TNC OUT	04/13/2012	8,804	8,800	4	0	0	0	0	Complete
20120402285-22	XYS TNC OUT	04/13/2012	328	288	17	1	1	0	0	Complete
Group Total			137,448	136,740	389	16	27	2	0	134,142
Total for Statements			137,448	136,740	389	16	27	2	0	134,142
Total for 222 WATER BILLING STMTS -			137,448	136,740	389	16	27	2	0	134,142
Job: 516 WATER BILLING STMTS - NO WWS										
Work Order	File In	Run Date	Images	Statements	Admin	Rebills	ESB	9012	#10 Errs	Status
Statements										

Ad-hoc Job Detail Report(Detail) - by selected date range
(E-mail or Online - Production Totals by file, envelope and NCOA totals, Postage Qualification)

eTRAX Job Detail Report

Date Range: 3/20/2012 to 4/19/2012



9854 Blue Water

Box 222 WATER BILLING SYMYS - #9 WRW

Work Order	File In	Run Date	Images	Statements	Admin	Returns	Disposition					Address Service			Postage Qualification			Status
							8x5	9x12	#10 Env	Mail Tot	Attempts	Hrs	Moved	Full	Foreign	Disc.		
Statements																		
ATL																		
20120309259-21	XYSTNC.OUT	03/20/2012	6,790	6,756	4	0	0	0	0,786	6,758	0	0	0	0	0	0	6,786	Complete
20120309259-22	XYSTNC.OUT	03/20/2012	839	822	18	1	2	0	369	352	0	0	0	33	0	0	317	Complete
20120309755-21	XYSTNC.OUT	03/21/2012	7,299	7,265	4	0	0	0	7,265	7,265	0	0	0	0	0	0	7,265	Complete
20120309755-22	XYSTNC.OUT	03/21/2012	461	397	16	0	2	0	284	255	0	0	0	25	1	0	283	Complete
20120310194-21	XYSTNC.OUT	03/22/2012	7,677	7,673	4	0	0	0	7,673	7,673	0	0	0	0	0	0	7,673	Complete
20120310194-22	XYSTNC.OUT	03/22/2012	989	371	17	1	2	0	278	260	0	0	0	19	0	0	259	Complete
20120310835-21	XYSTNC.OUT	03/23/2012	7,143	7,139	4	0	0	0	7,139	7,139	0	0	0	0	0	0	7,139	Complete
20120310835-22	XYSTNC.OUT	03/23/2012	470	428	13	2	0	0	309	309	0	0	0	62	0	0	217	Complete
20120311021-21	XYSTNC.OUT	03/24/2012	8,101	8,097	4	0	0	0	8,097	8,097	0	0	0	0	0	0	8,097	Complete
20120311021-22	XYSTNC.OUT	03/24/2012	505	476	15	0	2	0	329	331	0	0	0	20	0	0	309	Complete
20120311796-21	XYSTNC.OUT	03/27/2012	8,483	8,479	4	0	0	0	8,479	8,479	0	0	0	0	0	0	8,479	Complete
20120312129-21	XYSTNC.OUT	03/29/2012	7,602	7,598	4	0	0	0	7,598	7,598	0	0	0	0	0	0	7,598	Complete
20120312129-22	XYSTNC.OUT	03/29/2012	572	534	22	1	1	2	311	314	0	0	0	31	6	0	280	Complete
20120312643-21	XYSTNC.OUT	03/29/2012	7,449	7,445	4	0	0	0	7,445	7,445	0	0	0	0	0	0	7,445	Complete
20120312643-22	XYSTNC.OUT	03/29/2012	695	558	22	3	2	1	359	362	0	0	0	25	0	0	331	Complete
20120312655-21	XYSTNC.OUT	03/30/2012	6,113	6,109	4	0	0	0	6,109	6,109	0	0	0	0	0	0	6,109	Complete
20120312655-22	XYSTNC.OUT	03/30/2012	973	932	26	4	6	0	665	671	0	0	0	223	0	0	442	Complete
20120313365-21	XYSTN.ATL	03/31/2012	279	262	9	0	0	0	256	256	0	0	0	1	0	0	255	Complete
20120401271-21	XYSTNC.OUT	04/03/2012	6,808	6,804	4	0	0	0	6,804	6,804	0	0	0	0	0	0	6,804	Complete
20120401271-22	XYSTNC.OUT	04/03/2012	783	749	20	2	3	0	597	600	0	0	0	350	0	0	247	Complete
20120402635-21	XYSTNC.OUT	04/04/2012	7,486	7,482	4	0	0	0	7,482	7,482	0	0	0	0	0	0	7,482	Complete
20120402635-22	XYSTNC.OUT	04/04/2012	821	864	31	3	8	0	579	587	0	0	0	55	1	0	520	Complete
20120403734-21	XYSTNC.OUT	04/05/2012	6,998	6,994	4	0	0	0	6,994	6,994	0	0	0	0	0	0	6,994	Complete
20120403734-22	XYSTNC.OUT	04/05/2012	331	303	13	0	1	0	311	312	0	0	0	25	0	0	183	Complete
20120404536-21	XYSTNC.OUT	04/07/2012	13,462	13,458	4	0	0	0	13,458	13,458	0	0	0	0	0	0	13,458	Complete
20120404536-22	XYSTNC.OUT	04/07/2012	501	472	16	0	2	0	323	325	0	0	0	49	1	0	282	Complete
20120405516-21	XYSTNC.OUT	04/10/2012	6,755	6,751	4	0	0	0	6,751	6,751	0	0	0	0	0	0	6,751	Complete
20120405516-22	XYSTNC.OUT	04/10/2012	297	270	13	0	1	0	190	191	0	0	0	25	0	0	162	Complete
20120405516-21	XYSTNC.OUT	04/11/2012	6,593	6,589	4	0	0	0	6,589	6,589	0	0	0	0	0	0	6,589	Complete

Print Date: 4/19/2012

Page 1 of 3

USPS Origin Confirm Summary (Optional Service)

eTrax | Origin Confirm Summary Report - Mozilla Firefox

4/9/2012 9:30:07 AM Blue Water 985100

Origin Confirm Summary Report

You Are: Ron Shear

Origin Confirmation Summary Information

Statements Complete At Origin in last 45 days

WO Num	Date Mailed	Pieces Mailed	Pieces Coded	Pieces Returned	% Returned	Potential Dollars
201203115242	3/29/2012	8987	8987	1	0.11	\$64.86
2012030928521	3/29/2012	5513	5513	1	0.02	\$44.99

Statements Deliverable To Origin Today - Mailed Out in last 45 days

There are no unenveloped documents scanned within the last 45 days

Statements In Route to Origin - Mailed out in last 45 days

WO Num	Date Mailed	Pieces Mailed	Pieces Coded	Pieces Returned	% Returned	Potential Dollars
201204022822	4/4/2012	7482	7482	6	0.11	\$6,584.01
2012040127422	4/3/2012	749	749	13	2.13	\$934.87
2012040127421	4/3/2012	6904	6904	3	0.04	\$175.22
2012031838521	4/2/2012	262	256	15	5.66	\$535.33
2012031255521	3/30/2012	8198	8198	433	7.99	\$19,058.22
2012031255522	3/30/2012	932	874	41	6.08	\$1,884.68
2012031254321	3/29/2012	7445	7445	361	5.12	\$19,921.69
2012031254322	3/29/2012	558	565	23	6.30	\$1,322.29
2012031213821	3/29/2012	534	315	25	7.94	\$869.37
2012031213822	3/29/2012	7595	7598	578	7.61	\$28,140.55
2012031150321	3/27/2012	6473	6473	574	6.77	\$23,311.75
2012031150322	3/27/2012	345	232	13	5.91	\$1,933.54
2012031102122	3/26/2012	675	331	81	25.38	\$6,258.53
2012031102121	3/26/2012	8097	8097	2018	24.92	\$68,775.22
2012031003821	3/23/2012	7139	7139	2081	29.18	\$68,225.98
2012031003822	3/23/2012	423	311	75	24.12	\$8,372.76
2012031018421	3/22/2012	7673	7673	2074	27.03	\$62,487.11
2012031018422	3/22/2012	371	281	74	20.33	\$4,823.48

USPS Destination Confirm Summary (Optional Service)

eTrax | Destination Summary Report - Mozilla Firefox

4/9/2012 9:40:06 AM Blue Water 985100

Destination Summary Report

You Are: Ron Shear

Destination Summary Confirm Information (Mailed in last 60 days)

WO Num	Date Mailed	Pieces Mailed	Pieces Coded	1 Day Delivery	2 Day Delivery	3 Day Delivery	4 Day Delivery	5+ Day Delivery	Pieces Complete
2012040373423	4/5/2012	347	344	330 / 95%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	338 / 98%
2012040373422	4/5/2012	303	194	62 / 34%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	62 / 34%
2012040373421	4/5/2012	6994	6994	6768 / 98%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	6768 / 98%
2012040293821	4/4/2012	7482	7482	7168 / 96%	2 / 0%	0 / 0%	0 / 0%	0 / 0%	7174 / 96%
2012040293822	4/4/2012	414	407	388 / 94%	19 / 2%	0 / 0%	0 / 0%	0 / 0%	388 / 94%
2012040293822	4/4/2012	864	528	183 / 36%	109 / 21%	0 / 0%	0 / 0%	0 / 0%	292 / 55%
2012040127422	4/3/2012	749	250	62 / 37%	28 / 10%	47 / 22%	0 / 0%	0 / 0%	175 / 70%
2012040127421	4/3/2012	6804	6804	0 / 0%	6680 / 98%	0 / 0%	0 / 0%	0 / 0%	6680 / 98%
2012040127422	4/3/2012	298	275	212 / 78%	1 / 0%	0 / 1%	0 / 0%	0 / 0%	215 / 79%
2012031838521	4/2/2012	262	255	0 / 0%	14 / 5%	8 / 3%	1 / 0%	0 / 0%	25 / 1%
2012031254321	3/29/2012	7445	7445	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1 / 0%	1 / 0%
2012031213821	3/28/2012	7598	7598	0 / 0%	0 / 0%	0 / 0%	0 / 0%	1 / 0%	1 / 0%
2012031102122	3/26/2012	476	311	188 / 60%	89 / 39%	32 / 10%	4 / 1%	7 / 2%	290 / 93%
2012031102121	3/26/2012	8097	8097	7889 / 98%	1 / 0%	10 / 1%	0 / 0%	45 / 1%	8041 / 99%
2012031003821	3/26/2012	337	325	314 / 97%	2 / 1%	2 / 1%	3 / 1%	1 / 0%	322 / 95%
2012031003822	3/25/2012	7139	7139	6361 / 89%	0 / 0%	1 / 0%	8 / 0%	30 / 0%	6426 / 90%
2012031003822	3/23/2012	429	217	62 / 42%	19 / 5%	57 / 26%	2 / 1%	2 / 1%	163 / 75%
2012031003823	3/23/2012	372	361	316 / 88%	1 / 0%	2 / 1%	1 / 0%	2 / 1%	323 / 89%
2012031018423	3/22/2012	282	247	236 / 96%	3 / 1%	0 / 0%	4 / 2%	2 / 1%	246 / 100%
2012031018421	3/22/2012	7673	7673	7578 / 99%	5 / 0%	0 / 0%	11 / 0%	35 / 0%	7628 / 99%
2012031018422	3/22/2012	371	281	175 / 57%	41 / 16%	1 / 0%	20 / 8%	2 / 1%	238 / 82%
2012030975021	3/21/2012	7285	7285	7083 / 97%	5 / 0%	24 / 0%	1 / 0%	30 / 0%	7149 / 98%
2012030975023	3/21/2012	184	182	173 / 95%	2 / 1%	0 / 0%	0 / 0%	2 / 1%	177 / 97%
2012030975022	3/21/2012	397	295	121 / 46%	62 / 23%	32 / 12%	0 / 0%	8 / 2%	223 / 84%
2012030928822	3/23/2012	592	348	172 / 54%	51 / 16%	57 / 16%	1 / 0%	0 / 0%	287 / 90%
2012030928823	3/20/2012	180	174	166 / 96%	3 / 2%	0 / 0%	0 / 0%	0 / 0%	172 / 96%
2012030928821	3/20/2012	6786	6786	6546 / 98%	3 / 0%	3 / 0%	23 / 3%	65 / 1%	6732 / 99%
2012030955521	3/19/2012	6439	6439	6202 / 96%	5 / 0%	1 / 0%	13 / 0%	74 / 1%	6296 / 98%

Address Exception Reports

We provide free Address Exception and Address Change reports from every production job to help you manage problem addresses and reduce undeliverable mail. The Bad Address Report lists each address and that could not be qualified for discounted postage due to a missing address element. The report provides the reason that a each address could not be resolved by CASS software, and a delivery index that indicates the likelihood of delivery. Mail to addresses with a low deliverability is suppressed and reported, and mail with a high index is upgraded to full first class postage and mailed, Many times visual inspection and human intelligence can quickly resolve and correct address issues that software and logic cannot. This report allows your staff to focus only on the problem addresses and quickly resolve them.

DATAMATX		DATAMATX, INC. - 9000 BAD ADDRESS REPORT		DATAMATX, INC. 3148 NORTHEAST EXPY NE ATLANTA GA 30341-5345
				Report Date: 08/25/2007
ACCOUNT ID	SUBMITTED ADDRESS	DESCRIPTION	DELIVERABILITY INDEX ** (5 Stars = Good, 1 Star = Bad)	
XYZ1234569	JOHN DOE 3148 Northeast Expressway Atlanta, GA 30341-5345	[E420] - Primary range is missing	**	
XYZ1234569	JOHN DOE 3148 Northeast Expressway Atlanta, GA 30341-5345	[E421] - Primary range is invalid for street/venue/building	**	
XYZ1234568	JOHN DOE 3148 Northeast Expressway Atlanta, GA 30341-5345	[E421] - Primary range is invalid for street/venue/building	**	
XYZ1234560	JOHN DOE 3148 Northeast Expressway Atlanta, GA 30341-5345	[E425] - Bad city, can't select an address nation	****	

The Address Change report shows any addresses that were changed by CASS postal software to correct and standardize them to match the USPS National Address Database format.

DATAMATX		DATAMATX, INC. - 9000 ADDRESS CHANGE REPORT		DATAMATX, INC. 3148 NORTHEAST EXPY NE ATLANTA GA 30341-5345
				Report Date: 08/25/2007
ACCOUNT ID	SUBMITTED ADDRESS	UPDATED ADDRESS	CHANGES APPLIED	
XYZ123456799	JOHN DOE DATAMATX, INC. 3148 Northeast Expressway Atlanta, GA 30341	JOHN DOE DATAMATX, INC. 3148 Northeast Expressway Atlanta, GA 30341-5345	Assigned a different ZIP+4.	
XYZ123456789	JOHN DOE DATAMATX, INC. 3148 Northeast Expressway Atlanta, GA 30341	JOHN DOE DATAMATX, INC. 3148 Northeast Expressway Atlanta, GA 30341-5345	Assigned a different ZIP+4. →	
XYZ123456799	JOHN DOE DATAMATX, INC. 3148 Northeast Expressway Atlanta, GA 30341	JOHN DOE DATAMATX, INC. 3148 Northeast Expressway Atlanta, GA 30341-5345	Assigned a different ZIP+4.	
XYZ123456799	JOHN DOE DATAMATX, INC. 3148 Northeast Expressway Atlanta, GA 30341	JOHN DOE DATAMATX, INC. 3148 Northeast Expressway Atlanta, GA 30341-5345	Assigned a different ZIP+4.	

Training

On-site training is not required for this project. We will provide instructions on interpreting the various production reports, most of which are self explanatory. We will provide PDF versions of our Online Services User Guide, which guides users through the use of our customer access web site to track production, view reports and/or transfer data files.