

PROPOSAL RESPONSE

Invitation to Bid #67-2012 “Print & Mail Services – Sewer, Landfill & Water Quality Fees”

PREPARED FOR:



Lexington Fayette Urban County Government

BY

SUREBILL[®]

May 23-2012

ORIGINAL

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

Check One:	Proposed Delivery:
Bid Specifications Met XXXXXXXX	days after acceptance of bid. 6-8 Weeks after contract execution
Exceptions to Bid Specifications. <i>Exceptions shall be itemized and attached to bid proposal submitted.</i>	
Procurement Card Usage	
Yes	The Lexington-Fayette Urban County Government will be using Procurement Cards to
No	purchase goods and services and also to make payments. Will you accept Procurement Cards?

Submitted by: Envelopes & Forms, Inc., dba "SureBill"®
 Firm 2505 Meadowbrook Parkway
 Address Duluth, GA 30096
 City, State & Zip _____

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

Signature of Authorized Company Representative - Title
 **ESP**
 Representative's Name (Typed or printed) Scott N. Madigan - EVP

Area Code - Phone - Extension 770-623-5188 Fax # 770-623-5141

E-Mail Address scottm@surebill.net

SUREBILL™

A Division of Envelopes & Forms, Inc.

Local: 770.623.5140
Facsimile: 770.623-5141
www.surebill.net

May 23, 2012

Ms. Theresa Maynard
Division of Central Purchasing
200 East Main Street, Room 338
Lexington, Kentucky 40507

Reference : Invitation to Bid (ITB) #67-2012, "Print & Mailing Services – Sewer, Landfill & Water Quality Fees"

Dear Ms. Maynard and Evaluation Committee Members:

Surebill is a Division of Envelopes and Forms, Inc., and we are pleased to present this proposal in response to your ITB. We have been in business for over 27 years, and we have been performing the specified print & mail services since the mid-1990s.

Our company is fully compliant with the ITB requirements and we are not only highly capable of performing this critical work for Lexington Fayette Urban County Government (LFUCG), we are expert in transitioning clients such as you seamlessly.

We have provided three references in our response and strongly encourage you to speak with them. We have print & mail customers across the country – as far South as Florida, as far North as Massachusetts and as far West as Washington State. The supplied reference clients were chosen because of their similar size to LFUCG and they are water utilities. We will be happy to provide more references at any time. Note also that the USPS is no longer providing a next day delivery commitment for First Class letters where it was previously possible. By choosing SureBill to print and mail your bills and letters, you should see no difference in delivery intervals to your customers.

SureBill is an experienced & reliable provider of all the products and services requested within your solicitation. *Our company is unique as we produce the preprinted forms, manufacture the envelopes, laser print the variable data, presort and mail all documents associated with your bills, thus we use no subcontractors.* This highly integrated operation allows us

to be very price competitive, and at the same time allows us to control our production quality at a very high level. While no subcontractors perform any aspect associated with this project for us, we do source critical supplies and materials from a Minority Owned subcontractor, whose services represent a significant percentage of our production costs.

Also, for Disaster Recovery purposes, we have a fully stocked & tested backup production facility located ~150 miles away. While we have never had to put it in operation, we refresh the inventory and test it for proper operation regularly.

We also are SAS-70, and PCI Certified, so you can rest assured that sensitive customer information will be handled securely and properly.

Our mailing expertise is unmatched in the industry, as we have over 65 years of Executive USPS Management experience on our staff, including two former Postmasters. We have an excellent understanding of postal regulations & procedures, and great working relationships with key USPS personnel as a result.

We are also USPS certified to perform mail combining services. By combining LFUCG's mail with that of our other large mail customers, we can achieve even higher mail volumes and qualify your mail at minimum rates.

Another SureBill advantage: the USPS has established a Detached Mail Unit (DMU) with Merlin Acceptance™ within our facility so your mail will be accepted and processed by the Postal Service on-site. We not only presort letter mail, but also larger Flat envelopes (e.g. 9" x 12") as part of this service.

A further postal related benefit is that SureBill has been USPS certified to offer Full-Service Intelligent Mail Barcode (IMB) services. There are many important features and benefits the IMB offers, but in particular it offers immediate move update information and a means to electronically track an individual piece of mail as it is processed through the system, including delivery confirmation.

As mentioned earlier, one major differentiator between our company and any competitor is that we are a fully integrated operation – Commercial

Printing (e.g. preprinted forms, inserts, etc.), Envelope Manufacturing, Print & Mail Services, and Mail Combining/Presorting are all done in-house. By choosing SureBill you are “dealing direct” – no outside suppliers are involved, so no third party markups mean we offer you the best possible pricing, and we maintain complete control of our quality. In addition, for an organization like LFUCG, we can reduce complexity and cost by printing your Water Quality Reports and other inserts here – no coordination with other companies - no extra shipping costs applied....

Finally, we have a Double-Panel Postcard product that has become very popular with our clients. This product is ideal for Late Notices, Dunning Notices and other succinct communications. *The postage for this First Class mail product will be over 30% lower than for a First Class letter.*

Within this proposal we have included the following:

- Affidavit
- Green Procurement Page
- Equal Opportunity Agreement
- Functional Requirements Document
- Pricing Sheets
- References (3)
- Certificates of Insurance
- Stamped, Self-Addressed Envelope for Bid Tabulation Results
- Samples of Preprinted Forms, Envelopes and Double-Panel, Pressure Sealed Postcard
- SureBill Powerpoint Overview

We have attached samples of preprints, inserts and envelopes we have developed and are utilizing today for other clients, which gives you an idea of what we are capable of implementing for LFUCG. Also included is a sample of a Double-Panel postcard for LFUCG Disconnect Notices.

SureBill is very experienced with Electronic Bill Presentment and Payment (EBPP). We will be happy to implement a solution to meet your needs and requirements.

Lastly, we also acknowledge you currently send out your bills at an average rate of 115,000 per month. Please be assured we have plenty of existing

capacity to absorb your mail volume. To give you an idea, we currently mail many hundreds of thousands of pieces daily and our largest customer mails over 70,000 pieces per day, on average.

Please review our information and let us know if you have any questions or require more information. I have attached a Powerpoint overview on our company for your further review. If possible, I hope you will consider visiting our facility – we are unlike any other respondent to your ITB and once you see the scope of our operation, I am confident you will be impressed!

Thank you in advance for your consideration.

Yours truly,



Scott N. Madigan, Vice President, Surebill
770-623-5188

AFFIDAVIT

Comes the Affiant, Envelope Forms, Inc., and after being first duly sworn under penalty of perjury as follows: DDA "Surv.B. 4"

1. His/her name is Scott N Madigan and he/she is the individual submitting the bid or is the authorized representative of

EVP, Surv.B. 11

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.

Scott N Madigan

STATE OF GA

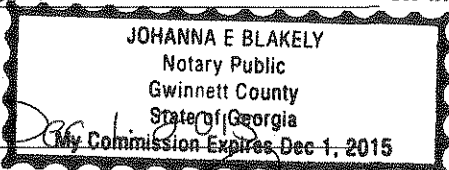
COUNTY OF Gwinnett

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

by Scott Madigan on this the 16th day

of May, 2012.

My Commission expires: Dec 1, 2015



Johanna E Blakely
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 preapproved 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]
Signature

Envelopes + Forms, Inc, dba "SunBill"
Name of Business

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.

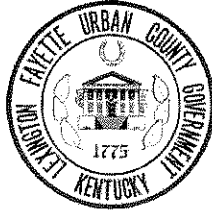
Req. #	Requirement	Type	Response and Comments
1	Receive files via FTP. These files will come directly from the Ventyx Customer Suite billing system. Format shown in Appendix A. (The file type will be a fixed length text file and files will be processed for the selected bill print/mail Vendor on all business days at about 9:00 pm.)	Mandatory	Fully Satisfied.
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	Fully Satisfied.

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	Fully Satisfied. PDF Copies of all statements will be provided for each file we receive. No special software tools are required – just the ability to read Adobe PDFfiles and send/receive email.
4	Read barcodes and/or OMR marks to intelligently insert the appropriate materials (i.e. inserts and envelopes) for each mail piece.	Mandatory	Fully Satisfied. We have four inserters in our primary production facility.
5	Insertion equipment for invoices with at least 6 trays capable of handling dynamic insertion based on barcode or OMR logic.	Mandatory	Fully 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	Fully Satisfied. Note that we are a USPS Certified Mail Combining & Presorting Operator, and the USPS has a Detached Mail Unit within our facility to accept and process the mail onsite.
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	Fully Satisfied. We do this all the time.
8	Source print logo(s) on all stationary materials (paper, envelopes and inserts) in appropriate size(s), location(s) and color(s).	Mandatory	Fully Satisfied. Note that we are also a Full-Service Commercial Printer. All preprinted materials will be produced in-house.
9	Print documents using spot color printing (black and one additional color at minimum)	Mandatory	Fully Satisfied. We can support up to 4-color process.
10	Incorporate document revisions within 72 hours of receipt of revisions in the agreed upon format(s).	Mandatory	Fully Satisfied.
11	Provide CASS and NCOA certification to meet United States Postal Service minimum standards for maximum postage discounts.	Mandatory	Fully Satisfied.
12	Process all mail according to United States Postal Service rules, regulations and requirements to ensure the lowest possible postage rates.	Mandatory	Fully Satisfied. Note that we have over 65 years of Executive USPS Management experience on staff, thus an excellent understanding of these requirements and regulations.

13	Provide daily, monthly and annual reports on quantities for each of the materials as used.	Mandatory	Fully Satisfied. We will design and produce custom reports to meet your requirements.
14	Provide daily, monthly and annual reports on pieces processed and postage used.	Mandatory	Fully Satisfied.
15	Provide a minimum of 14 days advance notice of need to add money to postage accounts.	Mandatory	Fully Satisfied.
16	Provide the ability to allow LFUCG to make bill content and message changes. Include any requirements needed for this.	Mandatory	Fully 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	Fully Satisfied.
18	Provide the ability for bill payments to be scanned by our lockbox solution using the scanline on the invoice	Mandatory	Fully Satisfied.

The Vendor shall provide an overview of capabilities of possible future deliverables:

- Provide capabilities to introduce ebilling. This implementation timeframe for ebilling should not exceed 90 days. We have strong EBPP expertise and will be happy to implement a solution to meet your requirements.
- Provide document design services upon request for all materials, including, but not limited to, billing inserts. Per above, we are a Commercial Printer and Envelope Manufacturer as well as the Print & Mail and Presort vendor. This is a strong advantage for us and allows us to provide you with excellent support in this area.



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: Envelopes & Forms, Inc, dba "Sure Bill"®

ADDRESS: 2505 Meadowbrook Parkway Duluth, GA 30096

SIGNATURE OF BIDDER: Scott N Madigan, EVP

REFERENCES

As requested in the RFP, below find three reference customers for whom we perform a similar scope of work. We will be happy to provide more references at any time. As stated previously in the RFP, we have print & mail clients as far South as Florida, as far North as Massachusetts and as far West as Washington State. These are all large municipalities for whom we send monthly utility bills.

Gerald Bowers
Revenue Collections Manager
DeKalb County Water & Sewer
1300 Commerce Drive, Annex
Decatur, GA 300030
404-371-2098

Jim DiMartino
Program Manager
Orange County Utilities Department
9150 Curry Ford Road
Orlando, FL 32825
407-2549948

Alicia Voutas
Billing & Collections Manager
Gwinnett County Water
684 Winder Highway
Lawrenceville, GA 30045
678-376-6866



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: Envelopes & Forms, Inc., dba "Sure D.11" (R)
ADDRESS: 2105 Meadowbrook Parkway Duluth GA 30096
SIGNATURE OF BIDDER: Scott N. Madison, EVA



CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Preferred Insurance Agency 3321 North Berkeley Lake #200 Duluth, GA 30096 Preferred Insurance Agency	770-476-1980	CONTACT NAME:	
	770-476-1875	PHONE (A/C, No, Ext):	FAX (A/C, No):
		E-MAIL ADDRESS:	
		PRODUCER CUSTOMER ID #:	ENVEL-1
		INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED Envelopes And Forms Inc 2505 Meadow Brook Parkway Duluth, GA 30096	INSURER A : State Auto Insurance Companies		
	INSURER B : American International Group		32220
	INSURER C :		
	INSURER D :		
	INSURER E :		
	INSURER F :		

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY			PBP2496510	08/18/11	08/18/12	EACH OCCURRENCE	\$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person)	\$ 10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:							PERSONAL & ADV INJURY
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
								\$
A	AUTOMOBILE LIABILITY			BAP2228502	08/18/11	08/18/12	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	\$
	<input type="checkbox"/> ALL OWNED AUTOS						BODILY INJURY (Per accident)	\$
	<input checked="" type="checkbox"/> SCHEDULED AUTOS						PROPERTY DAMAGE (Per accident)	\$
	<input checked="" type="checkbox"/> HIRED AUTOS							\$
<input checked="" type="checkbox"/> NON-OWNED AUTOS				\$				
							\$	
							\$	
A	UMBRELLA LIAB	<input checked="" type="checkbox"/>	OCCUR	PBP2496510	08/18/11	08/18/12	EACH OCCURRENCE	\$ 3,000,000
	EXCESS LIAB		CLAIMS-MADE				AGGREGATE	\$ 3,000,000
	DEDUCTIBLE							\$
	RETENTION \$						\$	
							\$	
							\$	
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		Y/N				WC STATUTORY LIMITS	OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)						E.L. EACH ACCIDENT	\$
	If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				E.L. DISEASE - EA EMPLOYEE	\$
							E.L. DISEASE - POLICY LIMIT	\$
A	Printers E&O			PBP2496510	08/18/11	08/18/12	Professio	2,000,000
B	Identity Protectio			01-829-42-51	05/19/11	05/19/12	Identify	3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Lexington Fayette Urban County
Government
200 East Main Street
3rd Floor, Room 338
Lexington, KY

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Christina P. Carter

ACORD CERTIFICATE OF LIABILITY INSURANCE

Page 17 of 87
DATE (MM/DD/YYYY)
05/15/2012

PRODUCER (410) 527-3400
Kelly & Associates Insurance Group, Inc.
 301 International Cricle
Hunt Valley MD 21030-
 INSURED
Envelopes and Forms, Inc.
 2505 Meadow Brook Parkway
Duluth GA 30096-

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.


INSURERS AFFORDING COVERAGE		NAIC #
INSURER A:	The Hartford Ins Group	
INSURER B:		
INSURER C:		
INSURER D:		
INSURER E:		

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR/ADD'L LTR/INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC		/ /	/ /	EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS		/ /	/ /	COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO		/ /	/ /	AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$		/ /	/ /	EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	30WEG LB2739	08/18/2011	08/18/2012	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
	OTHER		/ /	/ /	

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

CERTIFICATE HOLDER	CANCELLATION
() - () - Lexington Fayette Urban County Governmen Division of Central Purchasing 200 E Main Street Lexington KY 40507-	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE 

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

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>	\$0.02 each
2	Printing of past due notices	<i>per item</i>	\$0.02 each
3	Printing of letters	<i>per item</i>	\$0.02 each
4	Printing of window mailing envelope, including one 2-color logo	<i>per item</i>	\$0.015 each
5	Printing of invoice paper with two 2-color logos and a remittance stub perforation	<i>per item</i>	\$0.014 each
6	Printing of letterhead paper with one 2-color logo	<i>per item</i>	\$0.014 each
7	Printing of the window business return envelope (BRE), including one 2-color logo	<i>per item</i>	\$0.013 each
8	Folding and inserting single page documents	<i>per item</i>	\$0.016 each
9	Folding and inserting multiple page documents	<i>per item</i>	\$0.016 each
10	Inserting multiple pieces per envelope	<i>per item</i>	\$Included
11	Sealing, posting, sorting and shipping completed pieces, not including postage	<i>per item</i>	\$Included
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	<i>per item</i>	\$Included 1
15	Expected Modification Costs (based on requirements answered as "Satisfied with Modification")	<i>total</i>	\$None
16	Training (provided details on hours and trainers in the your response)	<i>total</i>	\$Included
17	Any other "typical" line item, one time costs, or other costs anticipated for the proposed services.	<i>total</i>	\$None
	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>	\$None
19	b) Estimated incidental costs (e.g.. telephone, administrative, etc.).	<i>total</i>	\$None
20	c) All other costs	<i>total</i>	\$None

21	Applicable fees to incorporate document changes (i.e. a letterhead change).	<i>total</i>	\$None
22	Hourly rates for document design services (envisioned for inserts).	<i>hourly</i>	\$Included 2
23	Ongoing annual support and maintenance costs, if any. In your response, include various options (i.e. 24x7, 5x9, others) if applicable.	<i>annualy</i>	\$None
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>	\$75/Hour
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>	\$TBD 3
26	12 DIFFERENT ENVELOPE MESSAGES, message changes monthly		\$None 1
27	4 DIFFERENT ENVELOPE MESSAGES		\$None 1

NOTES:

- 1) We manufacture the envelopes and preprints. We can easily manage the various messages you want printed, but have assumed you will be able and willing to give us advance notice to prepare and manage our inventory.
- 2) Up to five hours of graphic design services are included. This should be sufficient to perform the setup for LFUCG.
- 3) SureBill is experienced and capable to setup EBPP functionality to meet the needs of LFUCG. However, there is a wide range of functionality and complexity that can be introduced, depending on your requirements. Depending on your requirements, the implementation can be simple/inexpensive or complex/more expensive. We will be happy to work with you.

Original

Print & Mailing Services – Sewer, Landfill & Water
Quality Fees
Bid Invitation #67-2012 - May 23, 2012

RFP RESPONSE

Lexington Fayette Urban County Government

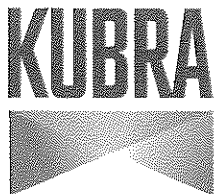
Lexington Fayette Urban County Government
Division of Central Purchasing
200 East Main Street
3rd Floor, Room 338

Dated May 23, 2012
Version 1.1

Prepared by and PRIMARY CONTACT:

Jordan Khamra
Manager, Regional Sales
North American Sales
KUBRA America

Email: jkhamra@kubra.com
Tel: 414-433-0962
Address: 210 McGaw Drive Edison, NJ 08837



**Enabling Performance.
Delivering Confidence.**



Table of Contents

Executive Summary 3

Invitation to Bid 6

Affidavit..... 7

Minimum Requirements 11

Printing and Mailing Services – Functional Requirements: 14

Future Deliverables 20

Pricing:..... 23

Appendix A – Postage Savings Process 26

Appendix B - Service Level Agreement 28

Appendix C - Document Review with DocWeb 34

Appendix D –Managing Inserts and Messages with DocWeb 36

Appendix E – Reports 42

Appendix F - Letter Template Manager 47

Appendix G - Professional Services Support 50

Appendix H - The Hampton Roads Sanitation Department (HRSD) Case Study 52

Appendix I - KUBRA - i-doxs Platform Document Archival and Retrieval 54

Appendix J - KUBRA – i-doxs Suite E-Billing Self-service Platform 56

Appendix K - KUBRA – EZ-Pay On-demand Payments 58

Appendix L – KUBRA Comments for Terms & Conditions and Insurance..... 60

Appendix M – Addenda Acknowledgement..... 62



Executive Summary

KUBRA is happy to respond to the RFP and is thrilled at the prospect of partnering with Lexington Fayette Urban County Government (LFUCG). For over 19 years, KUBRA has had a relentless focus on its clients' needs. Premier customer care, unparalleled print and mail offering, E-billing and electronic payment processing expertise and proven technology leadership are our brand attributes. We provide the expertise, products and services to help utilities reduce cost and better service their customers. We serve over 150 electric, gas and water regulated and deregulated utility clients across North America and provide our clients with customer interaction management solutions through four competencies:

- Document Production and Print/Mail Services
- Document Management Applications
- E-billing and Self-service Solutions
- Payment Solutions

Today's most successful organizations share not only a commitment to customer service but also subscribe to a philosophy that recognizes each and every customer communication, regardless of the vehicle employed, represents an opportunity to build brand value and increase customer satisfaction. In reviewing the RFP, it became apparent LFUCG is seeking a strategic partner that is:

- **Committed to protecting the environment** - KUBRA can use the official FSC or SFI logo on all applicable certified paper stock to certify that the paper used originates from a well-managed forest source. We utilize partners who have achieved the Environmental Certifications Forest Stewardship Council (FSC) & Sustainable Forestry Initiative (SFI) Chain-of-Custody (CoC) Certification
- **A market leading print & mail provider that provides LFUCG with control** – KUBRA will support, manage and monitor all activities related to printing, inserting/mailing and will provide LFUCG with an intuitive feature rich interface, DocWeb, to monitor printing and mailing activities, and access reports. Furthermore, Letter Template Manager (LTM) and On-Document Messaging allow clients to control how they communicate with their customers. LFUCG resources will be able build, edit, manage and test sophisticated on-document messaging campaigns and letter-based applications without any reliance on KUBRA resources
- **Proven** – KUBRA has a strong track record in providing similar services to over 150 utilities for over 19 years. Production print and mail processing will occur from the KUBRA Nashville, Tennessee production facility ensuring best postage rates and quickest and most efficient delivery timeframes
- **An E-billing and multi-channel delivery leader** - KUBRA is recognized as the market leader in E-billing and self-service solutions and is the only provider that offers a complete multi channel customer communication platform - Biller Direct, Consolidator, Mobile (SMS/Text, Mobile Browser, Mobile Apps), Secure E-mail Delivery, One-time on-demand Payments for non-enrolled customers and traditional mail. Our document composition engine and E-billing solutions are completely integrated. Leveraging one data file, we compose the file once for multi channel delivery – print, archive and various online presentment options
- **Familiar with Greater Cincinnati Water Works (GCWW) and Ventyx Customer Suite Billing System** - KUBRA is in the process of implementing the same platform being proposed to LFUCG for Greater Cincinnati Water Works (GCWW). Since LFUCG utilizes GCWW's Ventyx Customer Suite Billing System, KUBRA will be able leverage the GCWW interfaces and processes for the LFUCG conversion reducing implementation risk and project duration significantly. These same benefits apply when future changes, changes that may be dictated by changes to the GCWW billing platform, are required
- **Committed** – KUBRA is committed to an implementation delivery date of August 31, 2012. In addition, KUBRA is able to introduce and implement an E-billing platform in less than 90 days from contract execution
- **A design services expert** - We deliver expertise in the areas of cosmetic document design, layout and marketing applications. We have provided bill and notices design services for residential and commercial/industrial clients over the past 17 years
- **An experienced and trusted industry leader** - Highlights include:
 - **Disaster Recovery** – 5 fully networked and redundant facilities across North America
 - **Scale and resources** – KUBRA prints and mails over 360 million mail pieces per year, services over 30 million online end-users, processes over 4 million payments per month and publishes over 40 million online documents per month, making us one of the largest service providers in the industry
 - **Security and Privacy** – KUBRA is both PCI Level 1 and SAS 70 Type II / SSAE16 compliant providing LFUCG with complete assurance that confidential customer data will not be compromised



KUBRA represents the next wave of vendor consolidation with our extensive suite of products and services that allow for an integrated and comprehensive solution from a single vendor. KUBRA represents the only integrated solution portfolio that can support the entire document life cycle in both the traditional and digital arenas from data receipt to payment posting representing best-of-breed features, functions and capabilities – our depth and breadth of solutions are unmatched in the industry. All of the print and mail requirements listed in the RFP can be met with one solution – KUBRABCS™. All future E-billing requirements can be met with i-doxs™ Suite. The combined offerings from KUBRA allows LFUCG to leverage one business partner, one composition engine, one common data repository, one delivery platform, one payment processor, and one ‘back office’ set of reporting and administration tools.

The KUBRABCS™ solution portfolio delivers an integrated suite of services that helps utilities compose, personalize, produce and distribute monthly utility bills and delinquency notices that serve to improve customer service levels and reduce the customer care cost structure. As the industry leading provider of document composition, printing, insertion, and distributed mail delivery services, the KUBRABCS solution produces and delivers high volume, personalized, data-driven, utility bills through the mail stream.

Key KUBRABCS™ Differentiators:

- **DocWeb, Online Customer Portal** - allows for the real-time tracking and management of the entire document production print/mail process from receipt of the billing file to the delivery of the finished mail pieces via an intuitive web-based interface. The application supports a series of self-service features including selective insert management, on-document messaging, online inventory management, access to comprehensive reporting, advanced print preview and release tools, management of business rules and special handling and the ability to define specific account numbers for automated delivery of associated bills via e-mail (PDF attachment)
- **On-Document Messaging** – With the DocWeb portal, LFUCG will be able to control and manage sophisticated on-document messaging campaigns, with an online library, design console and campaign manager
- **Letter Template Manager (LTM) self service application** – LTM enables clients to build, edit and release letter-based applications for print production. It also enables clients to build their custom letter templates including *tagging* dynamic data fields, applying copy per letter template, embedding graphics, and rendering print files for production
- **Pre-Production Environment** - Our platform provides clients with tremendous flexibility and control over messaging, templates and letter management. The Pre-Production Environment is where customers are able to make and test their changes without the potential of disrupting current production processes. It is a complete self-service portal for customers to execute quality assurance. Changes are versioned and subject to workflow approval before they are migrated to production
- **Advanced Production Proofing Tools** - Enables your team to view sample documents in a PDF format, run balancing routines, process reconciliation reports, view postage reports, adjust last minute messaging and insert campaign logic, and generate audit reports all prior to the initiation of producing individual jobs
- **Special Handling** - Our account set-up and special handling tools enables customers to self-administer delivery channels, business rules, and exception processing
- **Postal Processing features** - KUBRA delivers advanced postal processing capabilities including return mail management, real-time NCOA updates, optional production of Postcards for lower class mailing costs and advanced address hygiene processing
- **Integrated Document Archival/Retrieval** - The platform provides a comprehensive and dynamic document indexing, archival, and retrieval
- **Data Integrity and Accuracy** – We utilize the most sophisticated production and distribution capabilities in highly secure environments backed with operational excellence, leading-edge technology, patented processes and unparalleled experience

Although e-billing is not a specific requirement of the RFP, we felt it was important to provide some details on the solution as this is one of KUBRA's core differentiators as a vendor competing for the document composition print/mail and document archival solutions. Our e-billing product, the i-doxs™ Suite, is a Cloud-based E-billing and self-service platform that combines multiple E-billing delivery models [Biller-Direct, Consolidator, Mobile, Secure E-mail Delivery], non-enrolled one-time payments [IVR, Call Center, Internet, Mobile], Customer Self-Service and Analytics, Outbound Interactive Messaging [IVR, SMS Messaging and Email], In-Bound e-payment consolidation, and Document Archival/Retrieval all powered by a common solution technology platform and system architecture.

A module of the i-doxs™ Suite but procured separately is KUBRA EZ-PAY™. KUBRA EZ-PAY™ is our comprehensive, non-enrolled, on-demand payment solution that supports multiple sales channels (Call Center, IVR, Internet, Mobile) and multiple payment types (ACH, credit card, signature debit card and PIN-less ATM Debit cards) with real-time account and payment authorization. KUBRA EZ-PAY™ extends our industry-leading



electronic payment suite of E-billing, self-service, and payment products to accommodate transactions from those who prefer to make bill payments conveniently and often last minute, through a variety of payment channels. By accepting multiple payment types through a variety of payment channels, we complete the offering of a holistic payment solution and provide many payment alternatives to your customer base.

With KUBRA and our integrated suite you eliminate the need for standalone E-billing, one-time payment and document management solutions. The i-doxs Suite addresses the challenge many utilities face: multiple technology "silos" are being used to deliver billing content and collect payments from customers. Removing and consolidating technology, systems and processes enables LFUCG to optimize the management of the Revenue Collection Lifecycle resulting in improved operational efficiency, customer service and competitive advantage.

As overviewed, KUBRA supports multiple electronic delivery and payment options (Biller Direct, Consolidator, Mobile - SMS/Text, Mobile Browser, Mobile Apps), Secure E-mail Delivery and One-time on-demand Payments for non-enrolled customers). KUBRA can be the partner that helps LFUCG navigate through the e-billing landscape. We welcome the opportunity to have continued discussions around your E-billing initiative. Based on further understating of your requirements and objectives, KUBRA will provide a recommendation on the E-billing channels LFUCG should support.

Upon review of the RFP responses it will become readily apparent that KUBRA not only offers the best overall solution with the richest set of features/functions and the most utility experience but also at the lowest Total Cost of Ownership (TCO). GCWW has recently completed an evaluation process to identify the partner able to address all of its print and mail and E-billing needs. After an extensive review process, GCWW identified KUBRA as that partner. While LFUCG has not requested any client references, something we are more than happy to provide, GCWW may be able to provide insights into their experience which may be of value to you. We are appreciative of the opportunity to provide a response for this initiative and look forward to continued discussions on our objectives. Within this proposal, we have outlined a strategy that we believe capitalizes on our strengths and best suits your needs.

Sincerely,

A handwritten signature in black ink, appearing to read "Jordan Khamra".

Jordan Khamra
Manager, Regional Sales
(P) 414-433-0962
(E) jkhamra@kubra.com



INVITATION TO BID

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

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

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

Submitted by: KUBRA Data Transfer, Ltd.
 Firm
 210 McGaw Drive
 Address
 Edison, NJ 08837
 City, State & Zip

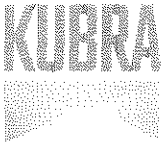
Bid must be signed: _____
 (original signature) Signature of Authorized Company Representative – Title

 Braden Short, Vice President North American Sales
 Representative's Name (Typed or printed)

800 766 6616 x 375
 Area Code - Phone – Extension Fax #
 bshort@kubra.com _____
 E-Mail Address

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

REP RESPONSE



AFFIDAVIT

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

1. His/her name is Rick Watkin and he/she is the individual submitting the bid or is the authorized representative of KUBRA Data Transfer, Ltd.

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 abovementioned 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 New York

COUNTY OF Westchester

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

by Rick Watkin on this the 17th day

of May, 2012.

My Commission expires: Not Applicable

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

Response:

KUBRA offers solutions that are environmentally friendly. We assist clients with E-billing adoption strategies which have positive environmental effects. We work directly with our clients to devise an effective strategy for proven adoption growth and cost savings. Sending paper bills has a dramatic impact on the environment. Converting as few as 20,000 customers to e-billing has tremendous positive environmental impact:

- 6 tons of paper is preserved
- 12 tons of trees are saved
- Over 95,000 gallons of water is conserved
- 30,250 pounds less of greenhouse gases are emitted

As a leader in this space, we are confident we have the solutions and strategies to help our customers achieve 30-40% e-billing adoption.

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 preapproved 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.

Response:

KUBRA can use the official FSC or SFI logo on all applicable certified paper stock to certify that the paper used originates from a well-managed forest source. We utilize partners who have achieved the Environmental Certifications Forest Stewardship Council (FSC) & Sustainable Forestry Initiative (SFI) Chain-of-Custody (CoC) Certification



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

KUBRA Data Transfer, Ltd.
Name of Business



Minimum Requirements

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

- **Manage and implement the proposed solution.**

Response:

KUBRA is compliant with this requirement and will be responsible for managing and implementing the entire proposed solution. Production print and mail processing will occur from the KUBRA Nashville, Tennessee production facility ensuring best postage rates and quickest and most efficient delivery timeframes. We take great pride in our approach to client implementations. Our Implementation methodology can be thought of as a combination of our implementation philosophy and our implementation phases. Our implementation philosophy drives the actions of our company with respect to our implementation goals in completing the phases and determining deliverables as follows:

The following is the implementation methodology that we adhere to:

- A. Our philosophy is founded on two principle methodology objectives:
 - 1. Projects are delivered on time.
 - 2. Projects are completed on budget.

- B. Based on these governing principles, our implementation has four basic goals:
 - 1. Accurately Define Project Scope and Estimate Effort Involved.
 - 2. Detailed Time Tracking.
 - 3. Exercise the ability to monitor report and manage adherence to project timelines.
 - 4. Economical utilization of resources.

- C. The key implementation processes can be sub-divided into four Stages:
 - 1. Information Gathering and Analysis
 - 2. Validation and Approval
 - 3. Project Development
 - 4. Parallel Testing

- D. The implementation process is subdivided into six Primary Phases:
 - 1. Discovery Phase;
 - 2. Set-up Phase
 - 3. KUBRA Development Phase - Design, Build, Parallel / Live Production Testing;
 - 4. Certification Phase;
 - 5. Production Phase;
 - 6. Rollout Phase.

- E. **Deliverables**

KUBRA implementation plans break-out the core tasks into components that are assigned dates and resource guidance. The project plans are delivered in MS Project and tracked weekly at status meetings.



- **Install and configure any proposed solution software and hardware components.**

Response:

KUBRA is compliant with this requirement. The KUBRABCS platform does not require any hardware or software resources as our entire platform is cloud-based. All that is required is a web based Internet browser to access DocWeb, the Online Customer Portal.

- **Design, construct and test any modifications necessary for the proposed solution.**

Response:

KUBRA is compliant with this requirement. Our implementation team consists of members with an average of 7-10 years experience in implementing similar projects. KUBRA will be responsible for the design, construction and testing of the proposed solution. KUBRA is in the process of implementing the same platform being proposed to LFUCG for Greater Cincinnati Water Works (GCWW). Since LFUCG utilizes GCWW's Ventyx Customer Suite Billing System, KUBRA will be able leverage the GCWW interfaces and processes for the LFUCG conversion reducing implementation risk and project duration significantly. These same benefits apply when future changes, changes that may be dictated by changes to the GCWW billing platform, are required.

- **Design, construct and test any conversion and interface components necessary to support the proposed solution.**

Response:

KUBRA is compliant with this requirement. Our implementation team consists of members with an average of 7-10 years experience in implementing similar projects. KUBRA will be responsible for the design, construction and testing of the proposed solution. It is important to note that KUBRA is in the process of implementing the same platform being proposed to LFUCG for Greater Cincinnati Water Works (GCWW). Since LFUCG utilizes GCWW's Ventyx Customer Suite Billing System, KUBRA will be able leverage the GCWW interfaces and processes for the LFUCG conversion reducing implementation risk and project duration significantly. These same benefits apply when future changes, changes that may be dictated by changes to the GCWW billing platform, are required.

- **Train the LFUCG functional users and technical resources that will operate, support and maintain the proposed solution.**

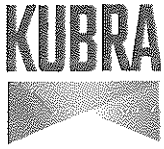
Response:

KUBRA is compliant with this requirement. KUBRA will provide full training to your staff through our unique "Train the Trainer" certified process. This training program is provided at your preferred location in a "Train the Trainer" format which is typically completed in one day. Training is scheduled in your KUBRA customized project plan, at a mutually agreed upon date prior to your anticipated Go Live date. The Content of the one day course is the DocWeb portal consisting of Current Jobs, Job History, Transmission History, Proofing, Returns, Reports, Inventory and Application Managers. A qualified instructor from KUBRA, with specific knowledge of your configuration, will travel to your location to perform the training. In addition, DocWeb provides state of the art online help consisting of on line user guides that can be PDF downloadable and on line detailed video tutorials.

- **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.**

Response:

KUBRA is compliant with this requirement. DocWeb provides clients with tremendous functionality and self service capabilities that empower them to manage the customer communication process. On-Document Message Manager and Letter Template Manager (LTM) provide clients with quick and user friendly self service options for content authoring. LFUCG resources will be able build, edit, manage and test sophisticated on-document messaging campaigns and letter-based applications without any reliance on KUBRA resources. The control provided by On Document Message



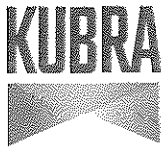
Manager and LTM does not come at the expense of quality. Testing is a very critical component to consider when non-technical users are part of the document authoring process. DocWeb provides a Pre-Production Environment where customers are able to make and test their changes ensuring production processors are not negatively affected and unauthorized or erroneous content is not delivered to your customers. Changes are versioned and subject to workflow approval and are only migrated to production after all proper approvals have been granted. The following is a brief overview of On-Document Message and LTM Managers.

On-Document Message Manager

Clients are able utilize the On-Document Message Manager to segment their customers based on dynamic data criteria. Utilizing an intuitive interface, non-technical users create message inventory and content. Based on targeting and segmentation rules, applicable text and graphic based messages are weaved within the transactional documents. This powerful feature allows clients to harmonize transactional data and marketing/communication to leverage the full potential of TransPromo initiatives. **Please see Appendix D – Managing Inserts and Messages with DocWeb** for a detailed description.

Letter Template Manager (LTM) self service application

The *Letter Template Manager* (LTM) application allows you to build, edit, and release letter-based applications for print production. This came out of client based demand for a toolkit which would allow them to add/edit/delete letter templates (apply dynamic data fields, write copy), sample output and promote the templates into production without KUBRA IT involvement and associated programming costs. It also allows you to build your own letter templates including *tagging* dynamic data fields, applying copy per letter template, embedding graphics, and rendering print files for production. Please see **Appendix F - Letter Template Manager** for a detailed description.



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	Satisfied. KUBRA supports both FTP and SFTP. Both of these protocols are supported for Encrypted Data Transfers across the Internet or direct, point-to-point dial-up links to ensure data integrity and privacy. Because KUBRA is GCWW's selected print and mail and E-billing provider, KUBRA will be able to leverage the GCWW interfaces and processes for the LFUCG conversion reducing implementation risk and project duration significantly. File Transfer Protocols and data file definition among other items should be very similar, if not the same, considering the data is produced by GCWW CIS system.
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. KUBRA is able to accept more than one file per day for processing. Files are processed based on a standard service level agreement defined at the time of finalizing the contract. Our standard service level agreement is included in Appendix B – Service Level Agreement .
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. DocWeb, the online customer portal contains the Proofing Manager for electronic document review and job control processes to schedule job and cancel jobs if needed. The Proofing Manager also allows clients to hold specific documents from the mail file and approve and release the rest of the documents for delivery. Please see Appendix C – Document Review with DocWeb for detail on Proofing Manager. KUBRA provides the service in a Software as a Service model, so there are no software requirements for LFUCG in order to utilize the online portal; DocWeb. The only requirement is internet access
4	Read barcodes and/or OMR marks to intelligently insert the	Mandatory	Satisfied. Our proprietary composition software;



Req. #	Requirement	Type	Response and Comments
	appropriate materials (i.e. inserts and envelopes) for each mail piece.		DoxsDirect interacts with our intelligent folding and insertion equipment via machine readable objects; such as 2D Glyphs, 3 of 9 barcodes or OMR marks to enable single and multiple page collation and insertion. Inserts can be managed via our online client portal; Docweb. Please see Appendix D - Managing Inserts and Messages with DocWeb for more detail.
5	Insertion equipment for invoices with at least 6 trays capable of handling dynamic insertion based on barcode or OMR logic.	Mandatory	Satisfied. . For more detail on intelligent insertion; please see Appendix D - Managing Inserts and Messages with DocWeb for more detail.
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	<p>Satisfied. Production print and mail processing will occur from the KUBRA Nashville, Tennessee production facility ensuring best postage rates and quickest and most efficient delivery timeframes KUBRA utilizes advanced postal correction, pre-sorting and NCOA real time processing to maximize the postage dollar for clients. These three processes enable our clients to typically achieve 5 digit pre-sort rates on 95% of their mail pieces consistently –utilities sometimes receive a 3-digit per-sort rate due to the density of the mail file.</p> <p><i>Highlights of tools:</i></p> <ul style="list-style-type: none"> • CASS certification formatting (Coding Accuracy Support System-CASS) • Address Correction (Address Element Correction- AEC) • Address Pre-sorting (Pre-sort Accuracy Validation Evaluation-PAVE) • Additional Address Processing/Hygiene Services • National Change of Address processing (NCOA Link) – real time processing • Return mail management <p>For more detail please see Appendix A – Postage Savings Process.</p>
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. The majority of our clients require varying form weights, sizes, perforations and pre-printed elements. We have essentially no limitations in the location or number of perforations, weight of form stock or format of the pre-print necessary..
8	Source print logo(s) on all stationary materials (paper, envelopes and inserts) in appropriate size(s), location(s) and color(s).	Mandatory	Satisfied. KUBRA has virtually limitless scale with regards to the production of form stock and related materials and tremendous velocity with respect to the turnaround time. We print and mail over 360 million pieces of mail per year and with that scale you gain far reaching efficiencies in regards to the sourcing of materials.



Req. #	Requirement	Type	Response and Comments
9	Print documents using spot color printing (black and one additional color at minimum)	Mandatory	Satisfied. KUBRA provides dynamic spot color printing at certain production facilities; however the response to a question in Addendum 1 stated that the additional color needed will be on pre-printed forms which KUBRA is able to source to the specifications of LFUCG.
10	Incorporate document revisions within 72 hours of receipt of revisions in the agreed upon format(s).	Mandatory	Satisfied. Once we have deployed the on-document messaging Application we believe there will be very limited requests for support into the KUBRA Center of excellence for bill modifications. With the On-document Messaging Application and the Letter Template Manager the Department of Utilities will be able to self-manage and test all document adjustments and the entire letter production, management and tracking processes. If there is a need for KUBRA support, we have described it in an Appendix to provide more details. We would also support LFUCG timelines in the contract if needed. Please see Appendix G – Professional Services Support for a detailed description of the professional services structure.
11	Provide CASS and NCOA certification to meet United States Postal Service minimum standards for maximum postage discounts.	Mandatory	Satisfied. KUBRA performs CASS and NCOA certifications as a standard process for all utility clients. For more detail please see Appendix A – Postage Savings Process .
12	Process all mail according to United States Postal Service rules, regulations and requirements to ensure the lowest possible postage rates.	Mandatory	Satisfied. Production print and mail processing will occur from the KUBRA Nashville, Tennessee production facility ensuring best postage rates and quickest and most efficient delivery timeframes Please see Appendix A – Postage Savings Process for more detail.
13	Provide daily, monthly and annual reports on quantities for each of the materials as used.	Mandatory	Satisfied. All standard reports issued by KUBRA can be sourced via our online process monitoring and audit application DocWeb. Sample of Reports available: <ul style="list-style-type: none"> ▪ Date and time billing file was received (number of pages, dollar totals, exception files, number of printed documents, number of mail packages, total postage used required, address verification report.) ▪ Date and time print file was processed (Inventory report on consumables utilized) ▪ Date and time file/documents were inserted and delivered to USPS (number of inserts used, postage reports, envelope usage reports, mail piece counts, selective insert inventory report) <p>On a monthly basis the daily reports are summarized for ease of understanding and simple reconciliation.</p>



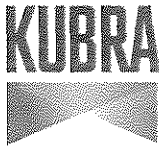
Req. #	Requirement	Type	Response and Comments
			<p>Typically two reports are supplied to clients; One summarizes the monthly activity by day and the other is a postage consumption summary itemized by day or production run. Both reports are designed to relate directly to one another for reconciliation purposes. KUBRA can also provide ad-hoc reports for clients, at point of processing or weeks/months consolidated for analysis. KUBRA can write programming logic to look for specific areas/concerns in the data, thus allowing a more informed analysis of data.</p> <p>Within Appendix E - Reports, we have provided further details and samples of the reports available.</p>
14	Provide daily, monthly and annual reports on pieces processed and postage used.	Mandatory	Satisfied. Please see the response above to question 13 and please reference Appendix E – Reports for more detail.
15	Provide a minimum of 14 days advance notice of need to add money to postage accounts.	Mandatory	Satisfied. KUBRA requires 2 months of postage upfront (provided prior to live date of services) as a deposit to account for postage billing in arrears and providing 30 day terms on payment of our invoices. Our standard approach is to maintain a postage account where we replenish and draw from the account to maintain postage monies which eliminates the need to require funding of the account prior to mailing if funds did run low.
16	Provide the ability to allow LFUCG to make bill content and message changes. Include any requirements needed for this.	Mandatory	Satisfied. LFUCG will have access to Message Manager within DocWeb which will allow LFUCG to control message content without involvement from KUBRA. For more information on the use of Message Manager; please see Appendix D – Managing Inserts and Messages with DocWeb . KUBRA can also provide access to Letter Template Manager (LTM) to allow youyou to quickly update letters as well as other ad hoc output that may be required. Different material such as paper size and mailing envelopes can be assigned at the time of creating the output template. In most cases the template changesha can be used to produce output the next day and the same day in some instances. LTM provides online capability to make changes, view electronic results immediately and release to production without the involvement of KUBRA. The control provided by On Document Message Manager and LTM does not come at the expense of quality. Testing is a very critical component to consider when non-technical users are part of the document authoring process. DocWeb provides a Pre-Production Environment where customers are able to make and test their changes ensuring production processors are not negatively affected and unauthorized or erroneous content is not



Req. #	Requirement	Type	Response and Comments
			<p>delivered to your customers. Changes are versioned and subject to workflow approval and are only migrated to production after proper approvals have been granted.</p> <p>Please see Appendix F - Letter Template Manager for a detailed description.</p>
17	<p>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.</p>	Desired	<p>Satisfied. One of KUBRA's key points of differentiation in the marketplace is our strength with regards to internal electronic document archival/retrieval features and functions. KUBRA provides a powerful, feature-rich document archival/retrieval solution with the ability to source the defined documents with multi-tier search and retrieval and a complete set of communication capabilities including fax, e-mail and print at a batch or individual level.</p> <p>Roles based security and advanced hierarchy storage management round out an impressive array of features.</p> <p>All documents received are loaded and stored within this secure document repository for a time period to be defined at implementation. Access to the documents is available within 3 hours of data receipt and response time upon search criteria submission is within 1 second irrelevant of search length.</p> <p>The User (CSR) Console, an intuitive and easy to use thin client interface, allows authorized personnel to perform sophisticated searches against the centralized i-doxs database of enterprise content. The results of these searches can be exact replications of customer documents of virtually any type (i.e. computer output, images, etc.). Once the document is located the user has the option to view multiple electronic versions and then print, fax, share, or e-mail the documents in question as well as to create/update annotations.</p> <p>The ability to release images for storage at a client site is a standard requirement and KUBRA is compliant. Please see Appendix I - KUBRA - i-doxs Platform Document Archival and Retrieval for additional information.</p>
18	<p>Provide the ability for bill payments to be scanned by our lockbox solution using the scanline on the invoice</p>	Mandatory	<p>Satisfied. KUBRA uses high-speed, MICR-enabled, cut sheet printers that in conjunction with our composition software support the computation of check digits for OCR processing from lockbox processors. With over 600 clients KUBRA has tested and certified with all major lockbox providers. As part of our implementation we</p>



Req. #	Requirement	Type	Response and Comments
			ensure 100% compliance with the lockbox provider.



Future Deliverables

The Vendor shall provide an overview of capabilities of possible future deliverables:

- Provide capabilities to introduce ebilling. This implementation timeframe for ebilling should not exceed 90 days.

Response:

KUBRA is compliant with this requirement. We serve over 150 electric, gas and water regulated and deregulated utility clients across North America and provide clients with customer interaction management solutions through four competencies:

- Document Production and Print/Mail Services
- Document Management Applications
- E-billing and Self-service Solutions
- Payment Solutions

In addition to KUBRA's print and mail leadership market position, KUBRA is considered the 'gold standard' E-billing and payment solution provider in the industry. We service over 30 million online end-users, process over 4 million payments per month, and publish over 40 million online documents per month, making us one of the largest service providers in the industry.

The i-doxs™ Suite, KUBRA's E-billing offering, is a Cloud-based E-billing and self-service platform, that combines multiple E-billing delivery models [Billers-Direct, Consolidator, Mobile, Secure E-mail Delivery], non-enrolled one-time payments [IVR, Call Center, Internet, Mobile], Customer Self-Service and Analytics, Outbound Interactive Messaging [IVR, SMS Messaging and Email], In-Bound e-payment consolidation, and Document Archival/Retrieval all powered by a common solution technology platform and system architecture. It also supports sophisticated administrative and User (CSR) user consoles - The Admin and User Consoles. The Admin Console is the "behind-the-scenes" interface that manages user (CSR) authorization, and provides auditing reports regarding the data loaded into the platform. The User (CSR) Console is the interface users/CSR use to retrieve documents, perform research, access payment history, run and review reports, take one-time payment from a customer and assist customers site access, navigation and overall functionality. Please refer to **Appendix J - KUBRA - i-doxs Suite E-Billing Self-service Platform** for additional information.

A module of the i-doxs™ Suite but procured separately is KUBRA EZ-PAY™. KUBRA EZ-PAY™ is our comprehensive, non-enrolled, on-demand payment solution that supports multiple sales channels (Call Center, IVR, Internet, Mobile) and multiple payment types (ACH, credit card, signature debit card and PIN-less ATM Debit cards) with real-time account and payment authorization. KUBRA EZ-PAY™ extends our industry-leading electronic payment suite of E-billing, self-service, and payment products to accommodate transactions from those who prefer to make bill payments conveniently and often last minute, through a variety of payment channels. By accepting multiple payment types through a variety of payment channels, we complete the offering of a holistic payment solution and provide many payment alternatives to your customer base. Please refer to **Appendix K - KUBRA - EZ-PAY On-demand Payments** for additional information.

With KUBRA and our integrated suite you eliminate the need for standalone E-billing, one-time payment and document management solutions. The i-doxs Suite addresses the challenge many utilities face: multiple technology "silos" are being used to deliver billing content and collect payments from customers. Removing and consolidating technology, systems and processes enables LFUCG to optimize the management of the Revenue Collection Lifecycle resulting in improved operational efficiency, customer service and competitive advantage.

As overviewed, KUBRA supports multiple electronic delivery and payment options (Billers Direct, Consolidator, Mobile - SMS/Text, Mobile Browser, Mobile Apps), Secure E-mail Delivery and One-time on-demand Payments for non-enrolled customers). KUBRA can be the partner that helps LFUCG navigate through the ebilling landscape. We welcome the opportunity to have continued discussions around your E-billing initiative. Based on further understating of your requirements and objectives, KUBRA will provide a recommendation on the E-billing channels LFUCG should support.



Key i-doxs™ Suite Differentiators:

- **A complete E-billing solution** - KUBRA is the only vendor that supports all 4 distinct E-billing models/channels [Biller-Direct, consolidator, Secure E-mail, and Mobile] within one integrated offering. With KUBRA you leverage one common data receipt, extraction, composition, delivery platform and one payment processing and settlement platform enabling a universal visibility and management across all online delivery channels, payment types and status
 - **Secure e-mail delivery** – Powerful alternative E-billing channel for the secure delivery of an entire e-bill for viewing and paying all encapsulated within the customers in-box. KUBRA is the only vendor to support this new channel fully integrated within our enterprise E-billing platform.
 - **Mobile E-billing** - Support for SMS/Text, Mobile Browser, and Mobile Apps across all carriers and multiple platforms from one vendor and a common technology platform
 - **One-time on-demand Payments** - Delivery of a non-enrolled one-time payment solution across IVR, Call Center, Internet, Walk-in payment and Mobile channels [convenience fee configuration] powered by a common platform, payment engine, reporting tool set. With a common platform for E-billing and one-time payments the systems are unified with regards to payment data access and presentment, suppression of email reminders, administrative tools, and payment file processing
 - **E-bill Consolidator relationships** – The only print/mail vendor with the ability to support all e-bill consolidator networks
 - **Targeted Marketing and Messaging** – Advanced targeted marketing applications to weave e-inserts, text and online graphical messages across all E-billing touch points including the e-bill site, detail bill, e-mails, etc using powerful customer segmentation tools
 - **Customized e-bill Biller-Direct solution** - Includes SSO support, advanced presentment and payment scheduling functionality all customized within your existing online portal environment
 - **Payment Processing Agnostic** – Our payment engine supports direct links to multiple ACH originators and credit card processors allowing for flexibility from a single source vendor enabling a “Least-Cost-Routing Model.” KUBRA has certified direct links into all core ODFI’s for payment processing (we do not leverage a gateway, which adds costs and liability)
 - **Consolidated Electronic Remittance** – The electronic remittance add-on module provides a consolidated feed specific to all the pay-any-one networks – We can capture the file (direct contracts with all networks), provide it in the existing remittance file, populate the data into the payment warehouse for reporting, tracking and presentment and eliminate an additional remittance feed and process
 - **One-time on-demand Payments** – With a common platform for E-billing and one-time payments the systems are unified with regards to payment data access and presentment, suppression of email reminders, administrative tools, and payment file processing
- **Provide document design services upon request for all materials, including, but not limited to, billing inserts.**

Response:

KUBRA does not provide Insert design services which are services typically performed by the client’s in-house Marketing Division or by an outside Marketing firm. KUBRA does have an in-house staff of document design experts that can assist you with a number of document related design decisions and the approach to take. Our re-design process with clients includes evaluating the Importance of Presentation and then Identifying Key Bill Design Elements (Layout and Design, Statement Communication and Marketing & Messaging). We then provide mock-up samples and a review of the current statement. Areas of expertise include:

Graphic Design - Our design department is comprised of experienced, designers who understand that the design is only as good as its effectiveness in a business context. No matter how mundane the information, we strive to produce documents that clearly communicate the client's message and brand identity.

Information Design - Financial experience is why our document designers go beyond the basics of simply making a document readable and aesthetically pleasing. They know how to portray complex financial data and information in a way that is easily understood by the target audience. A fine line divides graphic design from information design, but you can't have one without the other.

Architecture Design - Delivering documents often requires the integration of wildly different applications, software and hardware. We ensure a seamless line of communication from your record-keeping system to your printers or electronic delivery channel.



Business Process Analysis - As your strategic partner, KUBRA assists with analyzing existing business and document-intensive processes to determine if and how they can be improved. The goals to preserve your technology investments, maximize the impact of your communications efforts, improve customer relationships, and meet ROI objectives through the deployment of the right design, composition and print or electronic delivery technologies.

Document Analysis - The analysis focuses primarily on readability, delivery of appropriate information, effective use of graphics, effective overall presentation and presence of brand identity. The end product is a comprehensive report that provides input on best practices, recommendations, executables and solution next steps in delivering a powerful document.

The Hampton Roads Sanitation Department (HRSD) Case Study provides an example of the design service you can expect from KUBRA. Please see **Appendix H - The Hampton Roads Sanitation Department (HRSD) Case Study** for additional information.



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>	\$.019
2	Printing of past due notices	<i>per item</i>	\$.019
3	Printing of letters	<i>per item</i>	\$.019
4	Printing of window mailing envelope, including one 2-color logo	<i>per item</i>	\$0.01820
5	Printing of invoice paper with two 2-color logos and a remittance stub perforation	<i>per item</i>	\$0.01670
6	Printing of letterhead paper with one 2-color logo	<i>per item</i>	\$0.01670
7	Printing of the window business return envelope (BRE), including one 2-color logo	<i>per item</i>	\$0.01570
8	Folding and inserting single page documents	<i>per item</i>	\$.027
9	Folding and inserting multiple page documents	<i>per item</i>	\$.027 (up to 7 pages)
10	Inserting multiple pieces per envelope	<i>per item</i>	\$.005
11	Sealing, posting, sorting and shipping completed pieces, not including postage	<i>per item</i>	\$.005
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	<i>per item</i>	\$.36*
15	Expected Modification Costs (based on requirements answered as "Satisfied with Modification")	<i>total</i>	N/A. All requirements are satisfied.
16	Training (provided details on hours and trainers in the your response)	<i>total</i>	Included
17	Any other "typical" line item, one time costs, or other costs anticipated for the proposed services	<i>total</i>	N/A



	Investments for Project Management & Implementation Services		Cost
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>	Included
19	b) Estimated incidental costs (e.g., telephone, administrative, etc.).	<i>total</i>	Included
20	c) All other costs	<i>total</i>	N/A
21	Applicable fees to incorporate document changes (i.e. a letterhead change).	<i>total</i>	Included
22	Hourly rates for document design services (envisioned for inserts).	<i>hourly</i>	Per our RFP response, KUBRA does not provide Inserts design services. KUBRA offers bill and notices design services at an hourly rate of \$145.
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>	Included
	Optional Add-Ons to Price:		Cost
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>	\$145.00. KUBRA offers bill and notices design services.
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>	KUBRA supports multiple electronic delivery and payment options. Based on further understating of your requirements and objectives, KUBRA will provide a recommendation on the E-billing channels LFUCG should support along with applicable pricing information.
26	12 DIFFERENT ENVELOPE MESSAGES, message changes		\$36



	monthly		
27	4 DIFFERENT ENVELOPE MESSAGES changes monthly		\$.36

* With respect to items \$14, 26 & 27, the cost depends on whether additional color is utilized for the OME messages. The cost per additional color above the standard 2 color OME is \$.036. KUBRA would need to review the specification as it is our experience that message envelope changes, at times, impact the envelope specifications.



Appendix A – Postage Savings Process

KUBRA utilizes advanced postal correction, pre-sorting and NCOA real time processing to maximize the postage dollar for clients. These three processes enable our clients to typically achieve 5 digit pre-sort rates on 95% of their mail pieces consistently –utilities sometimes receive a 3-digit per-sort rate due to the density of the mail file.

Highlights of tools:

- CASS certification formatting (Coding Accuracy Support System-CASS)
- Address Correction (Address Element Correction- AEC)
- Address Pre-sorting (Pre-sort Accuracy Validation Evaluation-PAVE)
- Additional Address Processing/Hygiene Services
- National Change of Address processing (NCOA Link) – real time processing
- Return mail management

Any and all mailings presented to the USPS for automated postal discounts do require that there is a CASS certificate which demonstrates that all submitted addresses for a given domestic mailing have been double-checked against the USPS national database of valid addresses. Business Objects Software creates the CASS certificate with each automated mailing file we process. Business Objects Software is the highest-end PC based LAN address correction/CASS certification software, and that this software is both routinely upgraded in compliance with all USPS DMM pre-sort mailing regulations.

KUBRA holds multiple permits at all facilities. Sectional Center Facility ("SCF") entry point locations and can make multiple site drop offs as client volumes/turn-around times necessitate.

On a cyclical basis, KUBRA's software corrects the address. However, for addresses that are not correctable, the addresses would fall into the standard first class rate. This ensures that respective invoices are expediently mailed out. KUBRA prepares a list and sends the exception list to its clients after each cycle processed for review and next steps.

The following are the primary activities used to maximize postage savings:

- Address Correction Services are integrated with IMB and allow you to track down undeliverable mail for up to 90 days. You can use this information to update your customer's mailing address and start saving postage by minimizing the number of your undeliverable pieces.
- The mail will be pre-sorted to ensure the highest percentage of 3 and 5 digit per-sort rate pieces.
- Metered mail applied at a fixed rate – there will be some pieces that cannot be pre-sorted. KUBRA can offer fixed rate pricing on those pieces below standard first class non pre-sort rates.
- Leverage IMB on remittance items and leverage analytics to track payments and turn off delinquency notices

Other approaches to improve cost savings are as follows:

Business Rules – The batching process noted above combines "identical" documents into one envelope but we can take this to the next level. For example, you may have 5 invoices that are sent to one company within one building but the addresses are not identical and therefore each will be sent within a separate envelope. We can work around this with a business rule grouping all 5 invoices and sending in one envelope to one of the addresses or to another address. The scenario can apply in a number of other ways such as multiple property owners or for small/medium/large commercial customers.

We use bar-codes on all statements which form the basis of our quality control programs which also drive the folding, inserting equipment and the statements along with associated inserts that are combined and inserted into an outer mailing envelope.



The response required for this proposal is only related to print and mail; however the largest savings opportunity for postage can be found in other services provided by KUBRA related to electronic delivery and the adoption of the electronic delivery.

Increased e-bill adoption – There is no silver bullet to increasing e-billing adoption and a number of contributing factors will be key to the overall adoption and increase of paperless bill numbers over time. 95% of the vendors that support e-bill solutions only support one model which is the Biller Direct model that allows customers to view/pay bills at your website. While this is the most popular model is not the only model and many customers do not want to view/pay bills at your website as they are already viewing other bills at other destinations such as their bank where they are paying you today. With KUBRA we are the only vendor that supports all 4 distinct delivery models and by supporting multiple models over time you will inherently increase your e-bill adoption which reduces mailing costs.

Biller Direct – Customers view/pay bills at your website (Pull)

Secure Email Delivery – Customers receive an encrypted PDF (Push) via email

Consolidation – Customers receive/view/pay bills at their bank/credit union/portal where they are already receiving, viewing and paying other bills today

Mobile – Viewing/paying bills on a mobile device (supports browser, APPS and SMS/TXT)



Appendix B - Service Level Agreement

General:

Provider shall provide reports of its performance against the Service Levels on a monthly basis. Service Levels shall be applicable 90 days after the Production-Ready Date.

Provider will use commercially reasonable efforts to provide the Services in accordance with the performance standards ("Service Levels") set forth in the Service Level Schedule. Performance at or above a Service Level shall constitute satisfactory performance by Provider. In the event that, at any time, a monthly Service Level report shows any material failure by Provider to meet any of the Service Levels, Provider shall: (i) within thirty (30) days after the date of delivery of such report, deliver to Client a remedial plan showing in reasonable specificity and detail (A) Provider's findings regarding the causes for such failure to meet Service Levels and (B) a remedial plan of actions reasonably designed to eliminate, prevent or reduce the future likelihood of recurrence of such causes; and (ii) diligently proceed to carry out such plan. Except for Client's right to terminate for material breach in accordance with Section XX hereof (in the event that repeated, frequent, or specific material failures by Provider to meet Service Levels constitute a material breach of this Agreement), the foregoing shall constitute the sole and complete remedy for Client with respect to the corresponding failures by Provider to meet Service Levels.

Timeliness of Implementation

The implementation time line starts from the date of contract signing (Effective Date) and is primarily based on the number of print streams to be parsed, the number of templates to be created, as well as the number of non-standard features required. Once the Client implementation documentation is completed, the number of print streams is known, and the number of bill templates is known, then Provider can calculate how long the implementation will take. Provider will present a draft project plan during the kick-off meeting and Client will then have the opportunity to determine if it will meet the time estimates Provider has identified for the Client's tasks. Once both the Client and Provider have agreed on the project plan, every effort on both parties part must be made to meet this time line. Potential delays must be identified at least as soon as known, so that both parties can make suitable adjustments to the time line.

If Provider is the cause of the project's delay, Provider will make every reasonable effort to resolve the issue (s), including applicable internal escalation procedures, in order to ensure that the issue(s) will be resolved and new completion times will be estimated.

If the Client is the cause of the project's delay, the Client will make every effort to resolve the issue (s). Failure to resolve the issue(s) in a timely manner (fifteen (15) business days), which causes Provider assets to be idle, will result in the reassignment of said assets to other projects and the Client's project will be moved to the Provider project queue to be rescheduled as soon as the above mentioned resources become available.

Management Reporting Frequency and Content

Provider will supply daily, weekly and monthly reporting, as needed, to the Client accessible via the Admin Console. A complete list of all reports accessible via this application is available in the i-Direct product user guide.

Replacement Systems

In the event that any applicable system or function used by Provider to provide a Service is replaced during the Term by a comparable system or function, the Service Level shall, to the extent reasonably practicable, be defined during the first sixty (60) days of operation of such replacement system or function, provided that such Service Level shall be established at a level intended to achieve performance at least the same as or better than performance under the Service Level associated with the replaced system or function.



Storage

Standard retention period for bill images is thirty (30) months and thirty (30) months for payment history, if applicable. Historical bill images and payment history may be loaded into the Service at the election of Client; such election will be noted in the Services Fee Schedule, if applicable. Purging of Client data, beyond the selected retention period described in the Services Fee Schedule, will be at the election of Provider. Provider is not the system of record and the Client has the obligation to retain customer data on a permanent basis, or for any other Client need, and agrees that the loss or destruction of any such data will not result in any liability to Provider.

Additional Storage

Provider may provide storage services for Client Data beyond the standard period included in the Services, at the election of Client, which will be invoiced at the then-current Additional Storage Fee rate and described in the Services Fee Schedule.

Account Volume Growth

Batch windows and service levels are based on current account volumes as of the Commencement Date. Batch windows and service levels may be adjusted by Provider in consultation with Client should account volumes exceed 20% growth in a given month.

Commitment to Data Security

Provider will keep its security practices current by performing independent third party audits. Requests for audit results will be made through the Team Leader during the implementation process and to the assigned Project leader once the system is in full production.

Commitment to Continuous Application and Technology Upgrades

Provider will upgrade systems and application technology regularly in order to provide the most efficient servicing for our Clients. Planned system upgrades will be reported to the Client via an e-mail notice. Upon giving reasonable advance notice to Client, Provider at its expense may make any modifications, changes, adjustments or enhancements to the Services, which it considers being suitable or which are required by law or governmental regulation.

Documentation of Changes

Any additions or modifications to Service Levels shall be documented in a written amendment to the Agreement



Client Support:

Support Hours

Post Production, Provider will provide client support weekdays 8:00 am ET to 8:00 pm ET, excluding holidays. Client support required at another time will be based upon the severity of the problem. Contact will be made in accordance with the support defined below.

Telephone support services, available Monday to Friday 8:00 am ET to 8:00 pm ET excluding holidays, will include assistance related to routine questions regarding use of the i-doxs Suite system (i-doxs Suite), assistance in identifying and verifying the causes of suspected errors or malfunctions in the i-doxs Suite system, advice on detours for identified errors or malfunctions, where reasonably available and correction of reproducible errors of the i-doxs Suite system that cause the applicable i-doxs Suite system to deviate materially from the applicable documentation.

After Hours Support

Provider will provide support outside of regular business hours as needed. Although your dedicated support team will be unavailable, general support will still be available for any Production related issue. With that in mind please attempt to make solution specific requests for changes during business hours and use after hours support for service interruptions and issues.

On-site Support

On-site services will be provided at the Client's reasonable request. Provider shall charge Client for such on-site services at Provider's then-current rates, plus reasonable travel costs and other out-of-pocket expenses directly incurred in performing such services, provided Client has agreed to pay for on-site services in advance. However, Client shall have no obligation to pay for services rendered as a result of a failure of the Provider solution to satisfy the Service Level Agreement set forth herein, where Provider determines in its sole discretion, that such services must be performed on-site at Clients premises.

Escalation Procedures

In order to properly track and monitor, all issues must be reported to Provider Support via the dedicated 800 telephone number and / or to clientsupport@KUBRA.com Client may also elect to escalate an issue directly to your dedicated Client Relationship Manager.



Service Levels - KUBRABCS:

Platinum:

The Platinum Service Level Agreement for document production and distribution provides 12-hour turnaround from receipt of original data extract files to the delivery of finished mail pieces to the postal facility (USPS/Canada Post). Receipt of data extract files will be in accordance with the File Receipt schedule parameters defined by the specific SLA (Service Level Agreement)

Gold:

The Gold Service Level Agreement for document production and distribution provides for up-to a 24 hour turnaround time from receipt of original data extract files to the delivery of finished mail pieces to the postal facility (USPS/Canada Post) pending the file receipt schedule criteria. Receipt of data extract files will be in accordance with the File Receipt schedule parameters defined by the specific SLA (Service Level Agreement)

Silver:

The Silver Service Level Agreement for document production and distribution provides for up-to a 48-hour turnaround from receipt of original data extract files to the delivery of finished mail pieces to the postal facility (USPS/Canada Post) pending the file receipt schedule criteria. Receipt of data extract files will be in accordance with the File Receipt schedule parameters defined by the specific SLA (Service Level Agreement)

File Receipt Schedule:

Service Level	File Receipt (Mon-Fri)	Postal Delivery
Platinum	Prior to 6:00 AM	Same Day (6:00 PM)
Gold	Prior to 6:00 PM	Next Business Day (6:00 PM)
Silver	Prior to 6:00 PM	Two Business Days (6:00 PM)

Notes:

- Platinum SLA requires that the files arrive and are approved / released (if applicable) prior to 6:00 AM for same day delivery (6:00 PM). Files received from 6:01 AM to 6:00 PM will be produced next day (by 6:00 PM).
- Gold SLA requires that the files arrive and are approved/released (if applicable) by 6:00 PM for next day business delivery by 6:00 PM (24 hours). Files received 6:01 PM to 11:59 PM will be produced with 48 hours (2 business days).
- Silver SLA requires that the files arrive and are approved/released (if applicable) by 6:00 PM for 48 hour turnaround (2 business days)
- USPS or Canada Post mail centers do not accept pre-sorted mail on Saturdays or National holidays so files received beyond 6:00 AM on Friday or the day before a national holiday will not be delivered to the USPS or Canada Post until Monday or the first business day after the holiday.
- Errors in data files that require delayed processes and additional delivery of billing files will further impact Provider's ability to adhere to the noted SLA.
- If there is a Data error the regular SLA process will not be honored. The SLA will be recalculated from the time the account is released for normal processing.
- Last minute work requests from Billers that are required to be implemented for full production with respect to the production run in question may delay Provider's ability to executed on the noted SLA
- During the first week of each month all SLA's are migrated to the lower classification to support monthly increases during this time frame (i.e. A Client that is supported by a Platinum SLA would received Gold SLA during the first week of each month).
- All transmissions must be scheduled (at minimum) by 11:59 pm the previous calendar day. Jobs cannot be scheduled same day. Unscheduled jobs will be accepted however the SLA will be migrated to the lower classification (i.e. A Client that is supported by a Platinum SLA would received Gold SLA during the first week of each month).
- Late transmissions will be received up until 11:59 the same calendar day after which the entry will be automatically cancelled. Therefore, the transmission must be rescheduled for the next calendar day unless it can be amalgamated with a previously scheduled transmission.
- All times noted above are EST



SERVICES LEVEL FAILURES:

Excused Performance Problems

Provider shall not be liable to Client for any failure to meet a Service Level to the extent that such failure is attributable to: (i) a Force Majeure event; or (ii) acts or omissions of Client; or (iii) breaches of the Agreement by Client. The foregoing is referred to herein collectively as an "Excused Performance Problem."

Single Point of Contact

Regardless of whether any failure by Provider to meet a Service Level is attributable to Provider or an Excused Performance Problem, and without limitation on Provider's obligations to address such failure as otherwise specified in this Agreement, Provider shall provide a single point of contact in the form of a toll-free number to address resolution of such failure and shall act promptly to address the problem causing the failure.

Incident Management

All incidents that occur and affect Client directly and/or indirectly will be managed to resolution by your Support Team with ongoing communication to Client. Resolution of incidents at Provider is facilitated through:

- Provider incident management 7 X 24 based on the severity of the issue defined hereto.
- Provider analysts will track incidents to ensure that they are resolved in a timely manner. Resolution may be in the form of a transfer to the Client's own support service where appropriate.
- Escalation of any incident to Provider management at any time.
- Communication to all necessary parties as detailed in the contact lists agreed with the Client.
- Classification of the severity level of each incident in accordance with Provider's Incident Classification Standard
- Integrity and completeness of Incident records.

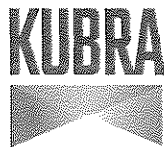
Incident Classification Standard

Provider shall use all commercially reasonable efforts to respond to incident reports according to the following schedule:

Incident Classification	Action 1	Action 2	Action 3
Severity Level 1	1 hour	1 business day	15 business days
Severity Level 2	1 hour	1 business day	30 business days
Severity Level 3	1 hour	15 business days	45 business days
Severity Level 4	1 hour	45 business days	as appropriate

Incident Classification Definition

- Severity Level 1 **Fatal:** Errors preventing all useful work from being done as reasonably determined by Client and Provider.
- Severity Level 2 **Severe Impact:** Errors, which disable major functions from being performed as reasonably determined by Client and Provider.
- Severity Level 3 **Degraded Operations:** Errors disabling only certain nonessential functions as reasonably determined by Client and Provider.
- Severity Level 4 **Minimal Impact:** Minor and cosmetic issues as reasonably determined by Client and Provider.



Action Classification

- Action 1 Acknowledgement of receipt of reported issue or error
- Action 2 Provide patch, workaround, temporary fix and document corrective action
- Action 3 Official object code fix, update or major release and/or updated documentation

Incidents are tracked via a work request "ticket" that documents all correspondence through its entire "life cycle". The ticket is also used to collect vital information for the change management logs which detail all issues and the subsequent adjustments and revisions to the solution in question.

Note: Business days are Monday to Friday, excluding national holidays.



Appendix C - Document Review with DocWeb

Document review and approval is not mandatory; however many clients have approval processes in place to review output as well as other information about the processing results prior to releasing to print.

The time allotted for review will affect the time available to deliver the mail to the USPS the current day; however the time to review can be determined by LFUCG and will be decided during the requirement phase of the implementation.

LFUCG has two options with regard to viewing documents before printing. The first option has your employees logon to DocWeb to approve the file prior to print production with our online preview and release tool. E-mail reminders can be sent to your staff to advise when a file has arrived and is waiting on approval/release. LFUCG can review file size, dollar value, postage amount, page and envelope counts prior to the release and approval of the job. LFUCG is also able to view samples of bills online, access insert campaign reports, pull individual documents, review postal logs, adjust on-document messaging campaigns, etc.

Preview and release tools

Output Files:							
File ID	File Name	Channel	Pages	Envelopes	Status	Location	Action
274292-295096	ABC Company Invoice Demo Mail File - A1EMAIL.DBF	Mail	486	486	🟢	MISS	View Samples Inserts
274292-295097	ABC Company Invoice Demo STD Mail File - A1STMAIL.DBF	Mail	373	373	🟢	MISS	View Samples Inserts
	ABC Company Invoice Demo Email File - A1EMAIL.DBF	Secure E-mail	5	5	🟢	EMAIL	View Details

Records: No records to display.
 🟢 Done 🟡 Cancelled/Dead 🟠 Error 🟣 In Progress/Pending Approval

Notes:			
ID#	Entered/On	Note	
System	4/3/2007 11:55:23 AM	Done notification sent to: rhuff@kubra.com (External)	
System	4/2/2007 8:30:11 AM	Job Log notification sent to: siehie@kubra.com, mgauthier@kubra.com (External)	
System	4/2/2007 3:45:28 PM	Pending Approval notification sent to: rhuff@kubra.com, mgauthier@kubra.com (External)	
System	4/2/2007 1:11:19 PM	Unexpected notification sent to: rhuff@kubra.com (External)	

Records: 4

ABC COMPANY
 123 1st Avenue
 Washington, DC 20005

000010 0000000000

WALTER DRECHSEL 22231
 4 PARK VIEW AVE
 WASHINGTON DC 20005

1% Discount on your next bill.

Special rate for being a valued customer of ABC Company. This rate is in the form of a 1% discount. <http://www.kubra.com>

Subscription: WALTER DRECHSEL
 Account: 1462004200
 Subscriber Since: 09/16/2006
 Bill Date: 09/06/2007

One-time Credit/Debit Card Payment (Expires 09/06/2008)
 Company - Automatically charge my credit card (I will be paid, account with payment, please advise me by email)

Mail Payment Options

Payment Cycle	Rate	Paid Through
01 - 09/06/07	\$167.36	02/22/08

Customer Account Activity

Date	Desc
09/02/07	Last Payment
	Purchase Order

Account Information

Account Number: 1462004200
 Notice Date: 02/16/2007
 Due Date: 02/28/2007
 Subscription Type: ACHN "MAIL" BULK
 Subscriber Since: 09/16/2006
 Delivery Address:
 WALTER DRECHSEL
 4 PARK VIEW AVE
 WASHINGTON DC 20005-1116

Customer Service Information

Questions or change of address?
 Call us at 800-282-8800 or 800-360-3602.
 Customer Service Hours:
 8:00 a.m. to 8:00 p.m. Monday-Friday
 8:00 a.m. to 1:00 p.m. Saturday & Sunday
 Website: www.express-unix.com

Amounts

Amount	Description
\$	Account Balance
\$	Carrier Charge
\$	Mailmark
\$	Bill Amount
\$	Postage
\$	Total Billable

The Express Times
 PO BOX 902 GPO
 LOUISVILLE KY 40202-1547

09/06/2007 10:03:56 AM



Proofing Manager

The second option is for LFUCG to utilize our new Proofing Manager within DocWeb; here users can review the documents online and decide on the destination (print/mail, archive, remove) of individual documents. This enables members to release an entire file while keeping certain documents from being released. This eliminates the need for the entire file to be held while LFUCG checks a select number of documents. Users can subscribe to receive a DocWeb alert when new documents arrive for proofing.

Proofing Manager

ID	Approved	Group	AXNO	FILEDATE	Address	City	Name	Date	Doc. Apps	Status	Action
123456	11/17/2009 11:59:24 AM	Group1	250101053405	02/02/2009	18500 MESA RD	8001	SMITH, LINDSEY	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity
123456	11/17/2009 11:59:24 AM	Group1	2501010216332	02/02/2009	2513 SW 27TH ST	8001	WALKER, ROBERT L	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity
123456	11/17/2009 11:59:24 AM	Group1	250101044207	02/02/2009	1141 SW 51ST ST	8001	KINGSTON, HAZELYN H	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity
123456	11/17/2009 11:59:24 AM	Group1	250101044207	02/02/2009	1235 SW 51ST ST	8001	DELOADO, LETICIA G	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity
123456	11/17/2009 11:59:24 AM	Group1	250101044207	02/02/2009	2000 NE 29TH ST	8001	MALDONADO, BLANCA	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity

CLIENT VALIDATES DOCUMENTS AND CAN RELEASE THEM FOR:

- It can take up to 24 hours for released documents to be processed and sent to print/mail or i-docs
- Documents released are placed in a "pending release" status until they are released at the end of the day. A "Pending release" or "pending archive" status can be revoked by cancelling the action.
- Documents are sent only to i-docs
- Documents are terminated (no print, no i-docs). A record of the document is kept for audit purposes.

ID	Approved	Group	AXNO	FILEDATE	Address	City	Name	Date	Doc. Apps	Status	Action
123456	11/17/2009 11:59:24 AM	Group1	250101053405	02/02/2009	18500 MESA RD	8001	SMITH, LINDSEY	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity
123456	11/17/2009 11:59:24 AM	Group1	2501010216332	02/02/2009	2513 SW 27TH ST	8001	WALKER, ROBERT L	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity
123456	11/17/2009 11:59:24 AM	Group1	250101044207	02/02/2009	1141 SW 51ST ST	8001	KINGSTON, HAZELYN H	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity
123456	11/17/2009 11:59:24 AM	Group1	250101044207	02/02/2009	1235 SW 51ST ST	8001	DELOADO, LETICIA G	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity
123456	11/17/2009 11:59:24 AM	Group1	250101044207	02/02/2009	2000 NE 29TH ST	8001	MALDONADO, BLANCA	3/31/2008	1	Pending Review	View / Release / Archive / Remove / Activity

ACTION OPTIONS:

Single document

- Release, Archive, Remove or View Activity, one document at the time

Multi-documents

- Release, Archive or Remove multiple documents with one click



Appendix D –Managing Inserts and Messages with DocWeb

KUBRA has the most progressive selective insertion capabilities in the industry with cutting edge quality control and process monitoring tools. Not only is all of KUBRA's insertion equipment intelligent relying on multi-tier bar-coding and advanced selective insertion process controls, but we also allow our clients to build and manage advanced insert campaigns online within our DocWeb application. Within the DocWeb application you are able to define your customer base into dynamic marketing groups, establish insert inventory, define business rules for the application of specific inserts towards marketing groups (at an unlimited number of data field levels), create insert campaigns (selective and global), track inventory amounts, and review insert campaign usage and results, and more - all online and without reliance on KUBRA.

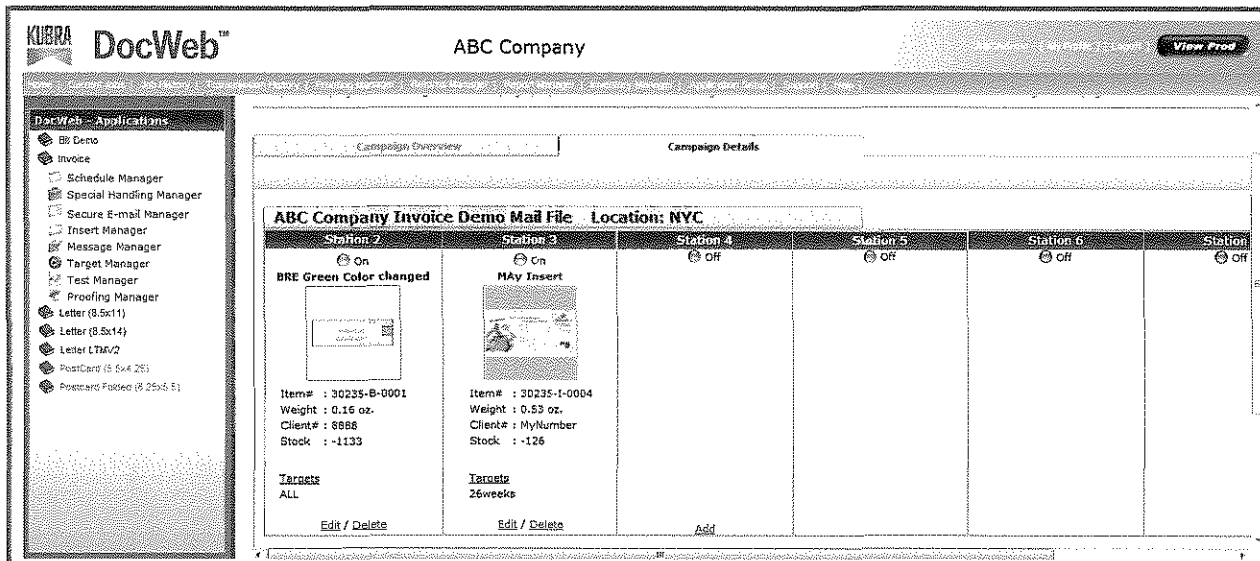
Within the DocWeb application you are able to define your customer base into dynamic marketing groups, establish insert inventory, define business rules for the application of specific inserts towards marketing groups (at an unlimited number of data field levels), create insert campaigns (selective and global), track inventory amounts, and review insert campaign usage and results, and more - all online and without reliance on KUBRA.

When inserts arrive at our facility a pre-defined SKU is assigned, they are weighed and a digital picture taken – all this information is uploaded along with the total number of pieces received into the DocWeb application so you can begin to schedule and manage insert campaigns. The intelligence within the online insert campaign tools advises you of the weight of the envelopes based on the insert application logic ensuring you maximize postage monies and minimizing extending into a new postage class. We can typically insert up to 3 inserts per #10 mail piece depending on weight and support all standard sizes, weights and finishes. We can provide our insert specifications on demand.

Following are Sample Screen shots of the online Insert Management tool:

Create and manage campaigns:

The Campaign Details screen shows an electronic image of the insert to be used.





Define inserts logic

Target groups are defined based on data fields identified at the time of implementation and then used as campaigns are defined.

The screenshot shows the 'DocWeb' interface for 'ABC Company' in the 'Target Manager > Edit Group Rules (wizard) > Test' section. The left sidebar lists various applications, with 'Target Manager' selected. The main area displays a table of 'Current Rules' for a target group. A note at the top states: 'Please be careful when modifying/deleting rules from this target. This target is used in 1 campaign(s)'. The table contains two rules:

Current Rules	Action
(Amount > 100 AND Service = 'WEEKDAY') OR (Amount > 100 AND Service = 'WEEKEND')	Edit / Delete
	Add Rule

Below the table, a note indicates: '* to change the Global Binding Operator (AND/OR) go to the 'Target Overview' tab.' There is also an 'Advanced Mode' button.

Insert / Campaign Report:

The insert summary report shows a history of all insert campaigns and all active campaigns.

The screenshot shows the 'DocWeb' interface for 'ABC Company' in the 'Reports - Insert Summary' section. A note at the top states: 'Note: The reporting period is limited to 6 months.' The 'Campaign' dropdown is set to 'Invoice (INSERT) - Demo Campaign - (02/01/2012 to 04/30/2012)'. Below this is a table with the following data:

Item No.	Client RefNo	Description	Quantity
1111180001		Blue Tab BAE	1120
30235-E-0003	1234566	ABC Company DME	1120
30235-I-0042		KUBRA U - Demo insert	0
30235-I-0043		KUBRA U - Demo Insert 2	0
30235-E-0001	1	ABC perf description - hello	1120

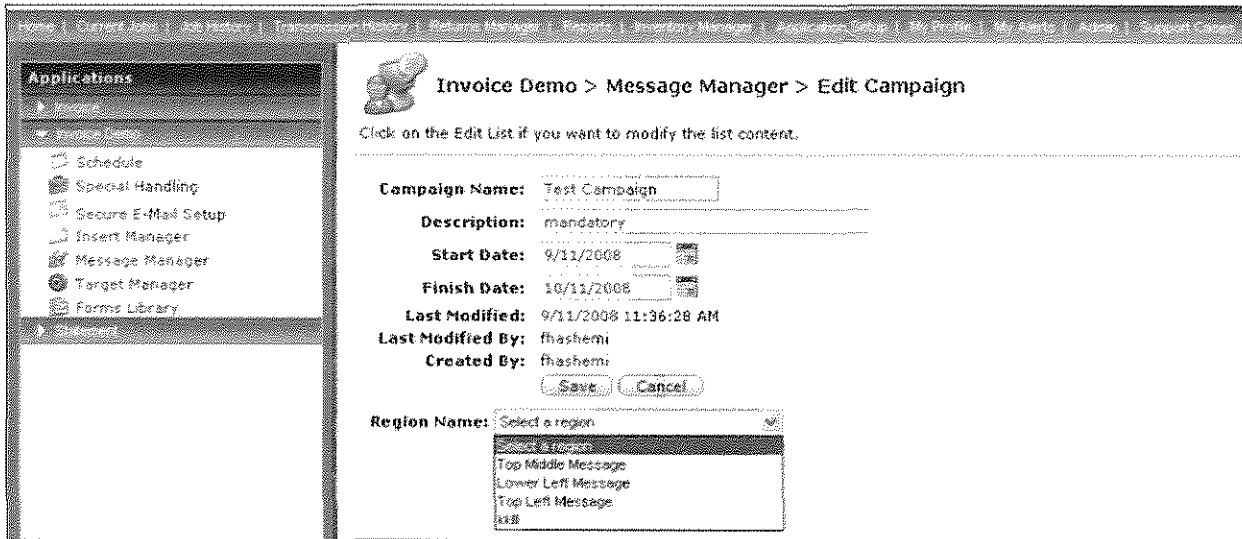
At the bottom of the table, it says 'Records: 5'. A 'Download: [Excel icon]' button is located below the table, with an arrow pointing to it from the text below.

Here you have the option to download the results to an Excel spreadsheet



Following are Sample Screen shots of the online Message Management tool:

Create and manage campaigns:

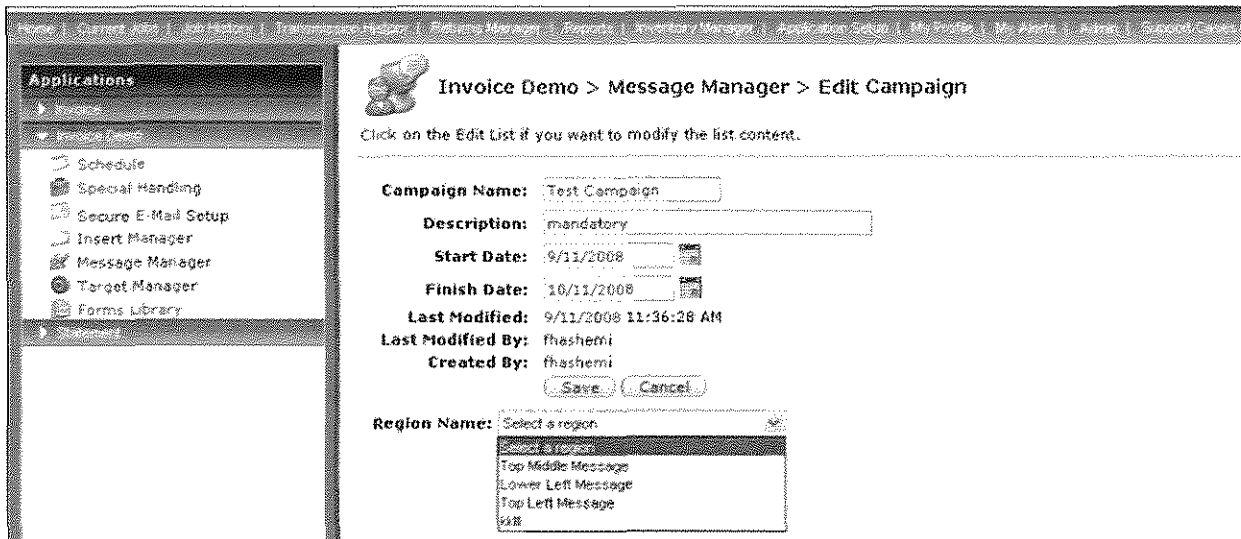


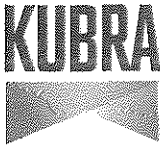


On-document Messaging

Once the customer segmentation tools are applied (consistent with the selective insertion tools) Retention Managers are then able to establish and build out messaging campaigns based on business rules they establish from a simple message that is applied to all customers to a complex campaign with multiple messages, locations on the bill, and the application to a diverse range of subscriber marketing groups. Retention managers are able to changes messages, preview the final version, and review the impacted customer groups real-time prior to printing. This powerful tool empowers the Retention managers to build and manage their on-document messaging and marketing campaigns outside of the circulation billing file and without reliance on the IT department. Below we have detailed a few screen shots with regards to our on-document messaging and management tools for your review:

Define target logic for messages.





Library of all messaging copy:

Invoice > Message Inventory Site problems or suggestions? [Click here](#)

Add, edit and delete your message inventory from here. The messages you create here will be used in Message campaigns.

Region: Top Middle Message [Add Message]

Region Name	Name	Message	Default	Action
Top Middle Message	Header Message - 2006 1% Discount on your next bill.		True	Edit
Top Middle Message	New Message No. 99	test1	False	Edit
Top Middle Message	Final Message	Everything starts with communication , the critical link between you and your customers. To strengthen that link and to help you make <u>effective decisions about your company, you need resources to call on. Resources that streamline outbound and inbound services</u> for improved customer care, better cash flow and increased sales.	False	Edit
Top Middle Message	THIS MSSGE	Kubra is great!!	False	Edit
Top Middle Message	April promo	Special offer	False	Edit
Top Middle Message	Final Notices	Pay your bill please	False	Edit

Edits to an existing message:

Invoice > Inventory Manager > Edit Inventory Site problems or suggestions? [Click here](#)

Edit your messages here.

Name:

Description:

Region:

Default Message:

Last Modified: 1/11/2007 10:20:31 AM

Last Modified By: mpitigoi

Created By: hsandhu

Message:

B I U

Everything starts with **communication**, the critical link between you and your customers. To strengthen that link and to help you make effective decisions about your company, you need resources to call on. Resources that streamline outbound and

[Edit](#)



Preview of message

DocumentWeb - Special Handling Lists - Microsoft Internet Explorer provided by Rogers Hi-Speed Internet

File Edit View Favorites Tools Help

Address <https://docweb.kubra.com/cmpMessagePreview.asp?MessageID=4>

ABC Corp
P.O. Box 9999
Chicago, IL 9999-9999
1-800-ABCCORP

Account#: 10000063

BRIAN VARNER
123 My Street
My Town

*Thank you for subscribing
to the ABC Co.!*

Thanks For Subscribing!

**New on Thursdays
and Fridays**

Introducing **At Play** -
Every Thursday, it's
Chicagoland's best
guide to dining and
leisure. Every Friday,
On the Town
provides the latest
on movies, theater,
music and more.
The Chicago Tribune
just got a whole lot
more entertaining.

Amount Due:
\$12.13

For Delivery Dates:
May 20, 2005 To
July 14, 2005

Due By:
July 08, 2005

Account Number:
10000063

EXPLANATION OF YOUR ACCOUNT

Pay your bill online in April for a chance to win a Blockbuster movie rental every week for a year!

Payments:	Payment 05/19/05 / -\$20.00
Credit as of:	May 19, 2005 -\$7.87



Appendix E – Reports

Our online customer portal, DocWeb provides networked visibility of the entire document production process, allowing web-based, real-time access, tracking and management of all critical functions associated with the document generation and distribution processes. This high level of interactivity gives you an active role in influencing, modifying and managing your own dedicated document production resources.

Solution Summary:

- Provides a panoramic view of the entire document production process - Allows you to track multiple production applications from start to finish via a web browser.
- Efficiently access all historical jobs with multiple levels of detail
- Access postal reports and job logs online prior to production
- Quality control queue lets you audit your documents for assurance prior to production
- Online real-time status tracking, production logs and e-mail alerts keep you informed through the document production, print, and mailing process.
- Online inventory management tools allows real-time access to inserts, forms and envelope consumables
- Real-time visibility and interactivity allows for an active role in modifying and managing your document production resources
- Integration with our quality control and audit applications provides for a further level of quality assurance
- Track and manage account specific business rules and exceptions all online (do not print, print two copies, print and return, etc)
- Set-up and manage accounts at an application level for optional fax, e-mail or courier delivery channels
- Dash-board interface delivers an intuitive and comprehensive snap-shot of the entire document production process
- Selective insertion campaign manager allows you to self-service your insert programs – managing business rules, access inventory, creating campaigns and drive timelines.
- On-document dynamic messaging tools include a business rules engine, copy and graphics library, preview/approve feature, and campaign management interface.
- Intuitive separate test site to test campaigns before running file in the production site
- Ability to run multiple reports, reconciliation and balancing routines at point of initial data receipt.
- Ability to review a PDF version of all bills for quality assurance and validation prior to the document printing process
- View and track the current status of a particular job and specific items (unique tracking number) at any stage of the document production process.
- Ability to access a detailed address verification report prior to the printing stage with the ability to correct individual addresses that do not meet USPS regulations prior to the job/item being processed
- Integration with the KUBRA Inventory Management System and KUBRATrac™ applications allows you to run reports during the insertion stage for compliance with insert parameters and inventory levels

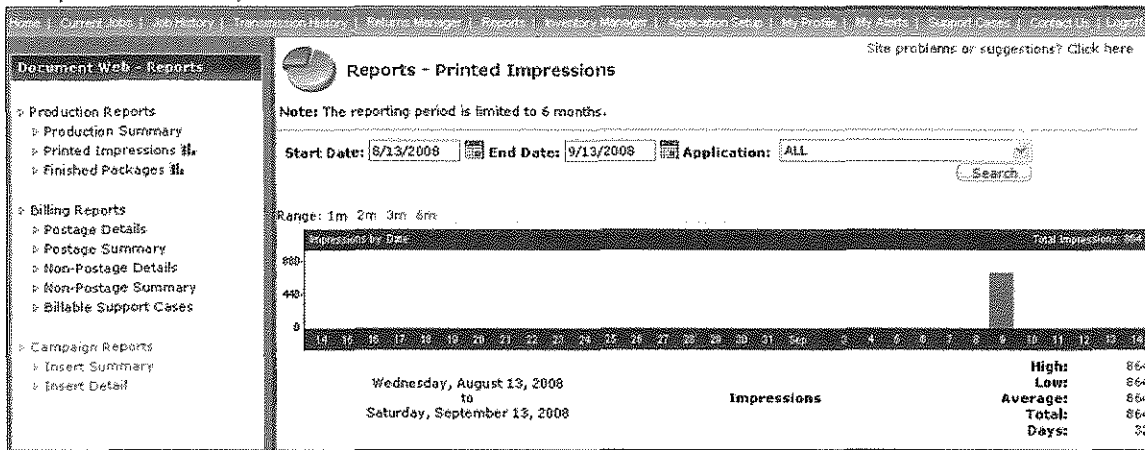


Production Reports

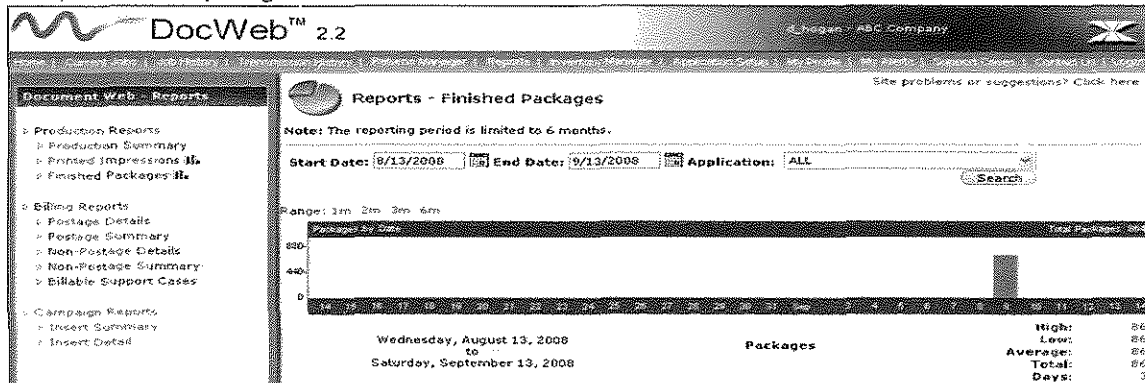
Printed Impressions / Finished Packages

Printed impression and Finished Packaged reports enable you to track all historical jobs with a bar graphic rendition across any date range. It presents the high and low impression and package counts per day and the impression/package average across the date range, the total impressions/package counts and the total calendar days in the range sourced.

Example 1 – Printed Impressions



Example 2-Finished packages





Postage Summary/Detail

Within the Reports section, you have the ability to break down postage details or obtain postage summaries for each application within a specific date range. There is also the option to download the report into an excel spreadsheet for accounting purposes via an icon at the bottom of the chart.

Reports - Postage Details Site problems or suggestions? [Click here](#)

Note: The reporting period is limited to 6 months.

Start Date: 07/01/2008 End Date: 9/15/2008 Application: ALL

JobID	Arrived Date	Application	Postal Description	Quantity
400931	7/16/2008 2:00:27 PM	Invoice	MISS - Standard LetterMail up to 30g - \$0.52	486
400931	7/16/2008 2:00:27 PM	Invoice	MISS - Standard LetterMail up to 30g - \$0.52	373
Subtotal:				859

Download:

Microsoft Excel - Regent(1).csv

Job ID	Account	Billing	Description	Quantity
274292		Invoice	MISS - Standard LetterMail over 30g up to 50g - \$0.93	373
274292		Invoice	MISS - Standard LetterMail over 30g up to 50g - \$0.93	486
Subtotal				859
273600		Invoice	MISS - RATEL Standard Mail up to 30g - \$0.93	482
273600		Invoice	MISS - RATEL Standard Mail up to 30g - \$0.93	372
273600		Invoice	MISS - Standard LetterMail over 30g up to 50g - \$0.93	4
273600		Invoice	MISS - Standard LetterMail over 30g up to 50g - \$0.93	1
Subtotal				859



Create and manage campaigns:

Invoice Demo > Message Manager > Edit Campaign

Click on the Edit List if you want to modify the list content.

Campaign Name: Test Campaign

Description: mandatory

Start Date: 9/11/2008

Finish Date: 10/11/2008

Last Modified: 9/11/2008 11:36:28 AM

Last Modified By: fhashemi

Created By: fhashemi

Region Name: Select a region

- Top Middle Message
- Lower Left Message
- Top Left Message
- ...

Define inserts logic:

Invoice Demo > Message Manager > Edit Campaign

Click on the Edit List if you want to modify the list content.

Campaign Name: Test Campaign

Description: mandatory

Start Date: 9/11/2008

Finish Date: 10/11/2008

Last Modified: 9/11/2008 11:36:28 AM

Last Modified By: fhashemi

Created By: fhashemi

Region Name: Select a region

- Top Middle Message
- Lower Left Message
- Top Left Message
- ...



Insert / Campaign Report:

Reports - Insert Summary

Download Reports

Item No.	Item Details	Description	Quantity
11111-0-0000		White High Foam	875
11111-0-0000		Galaxy One Softened Core Cells	659
10010-0-0000		SPR Green Color	102
10010-0-0000	rod/rod/s	Roundie Campaign	467
10010-0-0000	rod/rod/s	SPR OFF	485
10010-0-0000		The 2009/2010 Buy One Get One Offer	906

Download

Please note the option to download the results to an Excel spreadsheet



Appendix F - Letter Template Manager

The *Letter Template Manager (LTM)* application allows you to build, edit, and release letter-based applications for print production. This came out of client based demand for a toolkit which would allow them to add/edit/delete letter templates (apply dynamic data fields, write copy), sample output and promote the templates into production without KUBRA IT involvement and associated programming costs.

It also allows you to build your own letter templates including *tagging* dynamic data fields, applying copy per letter template, embedding graphics, and rendering print files for production. Functionality highlights are noted below:

- Users can build letter templates (apply dynamic data fields, write copy, apply images, etc), edit existing templates, sample output, and promote the templates into production without IT involvement
- Fully controlled the application through permissions based access rights with revision history
- Users can preview the template changes on a set of 25 on-line samples
- Security has been extended to assign special permissions for users to add, edit, or approve templates for production
- Support for an unlimited number of templates
- Support for insert campaigns applied to the letter print files
- Support for 8 ½ * 11 (Letter) 8 ½ * 14x14 (Legal), and 4x6 (Postcard) paper sizes.
- Multi-page templates are also supported. You can use this feature to control terms and conditions on the back of the documents with a duplex print application
- Quick application setup and potential for 'no code required' solution
- Support for variety of fonts, font size, style and images.

Below we have included a few screenshots of this tool (additional information is available on request):


By clicking on the "check in" link from the summary register, you check-in the finished template for approval.

26	test	Second Notice Letter	2/12/2009 2:50:43 PM	New	Properties / Revision History	rickhuff	Checked Out	View / Check In / Edit
----	------	-------------------------	-------------------------	-----	---	----------	----------------	--

From here, you will be taken to the following screen which provides you with the ability to check off the "seek approval" box in order to obtain approval from a user(s) who has the rights to approve. From the drop down menu, choose the individual you wish to gain approval from. Then click "check in" to complete the process. The individual you have chosen will then receive an e-mail notification advising them that the template has been created and is awaiting their approval. It can be sent back and forth between a number of people who have permission to approve/reject. Once final approval is made (optional to anyone who has approval credentials) the template is entered into production and noted as such within the Status column.

Letter Template Manager (LTM) continued...



 **Letter (8.5x11) > Template Manager > Template Check In**

Check In your template and seek approval for production update.

Code:
Description: Spring Letter
Seek Approval From:
Seek Approval:
Comment:

Under the action column, you will now see that there are a number of choices here "view, check-in and edit". Click the **edit** button which will take you to the blank letter template and enable you to create the letter template.

26	test	Second Notice Letter	2/12/2009 2:50:43 PM	New	Properties / Revision History	rickhuff	Checked Out	View / Check In / Edit
----	------	----------------------	----------------------	-----	---	----------	-------------	--

To the right of your screen you will notice a number of data fields to choose from (account number, date, balance due etc). Choose where you want the various data fields to be located on the blank template (sample above) by placing your cursor in that spot, then clicking on the chosen data field to the right. In our example, we have chosen to input the date and customer address (sold to). You can also access the image gallery to input graphics in pre-defined locations. The interface supports functions much the same as a Word document with a variety of fonts, font sizes, styles and images.



The screenshot shows the DocWeb 2.3 interface. The top bar includes the DocWeb 2.3 logo and the text "mskubw - ABC Company". Below the top bar is a navigation menu with items like Home, My Documents, My Templates, My Reports, My Settings, My Tools, My Account, My Help, My Support, My Contact Us, and My Feedback. The main workspace is divided into three sections:

- Applications:** A sidebar on the left with a tree view containing "Schedule", "Insert Manager", "Target Manager", and "Template Manager".
- Document Editor:** The central area displays a document template. At the top, it features the KUBRA logo and the address "Kubra Data Transfer, 5050 Torrien Road, Mississauga, Ontario". Below this, there are fields for "(Name)", "ADDRESS", "(CITY) (PROVINCE) (POSTAL CODE)", and "Date: {SYSDATE}". A prominent heading reads "SECOND NOTICE - ACCOUNT SERIOUSLY PAST DUE". The text below the heading says "Dear Valued California Customer |" and "Media Inc. is a subsidiary of the Acme Inc. that performs accounts receivable management services for the Acme Inc. and".
- Actions and Data Fields:** A sidebar on the right contains "Actions" (Preview, Samples, Save Changes, Cancel) and "Data Fields / Image Gallery" (AcctNo, ContractNo, BalanceDue, Amount, Date, CustName, Signature, ReturnAddr).



Appendix G - Professional Services Support

KUBRA has three integrated teams that provide pre/post implementation support:

- Implementation Team
- Client Relationship Management Team
- Support Team

Implementation Team:

The Project leader (PL) will be the main contact for communication during the implementation phase. The PL will maintain full responsibility to coordinate the entire project on behalf of the biller and KUBRA. Entailed in these responsibilities is coordinating the entire development of the project from the initial stages of testing to the completion and "live" status of the account. The PL will oversee all functions of the relationship during this implementation stage. In addition, s/he will inform and train the project team on all attributes of this account. All key members of your team have redundancy/back-ups that are copied on all correspondence and are updated on the account in bi-weekly meetings. This redundancy ensures compliance with respect to full business continuity.

IT Team Leader

- IT Design group
- IT Developer (Translation)
- IT Developer (Mapping)
- Project Leader / Relationship Manager
- IT Technical Support/Production Support

General Team responsibilities:

Project Management

KUBRA will provide all necessary Project Management Services. The KUBRA Project leader will be responsible for the administration and technical direction of all applications under this Statement of Work. Deliverables: Overall success of the project. Weekly status meeting, Weekly Status reports, project plans, project schedules, Statement of Work, resource planning and allocation.

Project Communications

The IT Team Leaders assigned to this project from the client and KUBRA will provide regular updates each week between the teams. All other communications are carried out on an as needed basis. The technical representatives from the client and KUBRA will communicate regularly to update issues and statuses. All communications will be copied to the Team Leader defined. Copies of the agreed upon project status will be communicated to the client executive sponsor on a weekly basis.

Client Relationship Management team:

The Client Relationship Manager assigned to your account will take on the financial, contractual, product optimization, relationship, implementation, and issue escalation responsibilities. Highlights of the Client Relationship Manager role include:



Implementations:

- Stay involved with each product specific implementation to ensure that it stays on course from the original Statement of Work and in line with timelines referenced in the Project Plan
- Ensure that all product implementations support core sales and business objectives of the client
- Work with IT, Finance and Operations to ensure that all implementations are executed flawlessly
- Work with the account support team in achieving a shared project vision with the client and manage the client's expectations

Issue Management:

- Serve as the primary executive or escalation contact for issue management and function as an internal quarterback to resolve and manage any and all issues that warrant initial contact.
- Identify, manage, and resolve issues via collaboration with the Information Technology (IT) Department Support Teams
- Support critical issue escalation by acting as an advocate for both the client and KUBRA to ensure expedient and appropriate resolutions

Relationship Management:

- Maintain the ultimate accountability for strategic client relationship management - manage client expectations, nurture and extend client relations
- Review product and solution core delivery metrics to ensure business requirements and benefit expectations are and continue to be met

Contract Management:

- Manage all contracts requirements for existing business including managing addendums, amendments, updated pricing, new contracts and contract extensions
- Draft and execute all SOW's and the communication with IT.

Account Review Management:

- Participate in regularly scheduled client review session with primary executive, senior-level manager contacts along with KUBRA support Team's.

Product Visioning and Matching:

- Introduce new releases/updates of products and services currently in production
- Clearly articulate KUBRA solutions, business value propositions and associate product road map
- Review of existing processes and detail areas of improvement
- Review KUBRA solutions that can positively impact business process and enterprise cost savings initiatives

The account managers ultimate goal is to ensure that we maximize the potential of the partnership formed between KUBRA and our clients, while deliver a primary senior sales point of contact, and tenaciously pursue excellence in the product/usage education and the execution of all KUBRA's products and services.

Support Team

The support team provides services required in the maintenance and running of the print and mail application. The service and support structure provides a *pooled* group of resources that adhere to strict best practices for the receipt, processing, and execution of support and incident related requests.

The service and support structure supports an automated e-mail response and tracking system as well as an online support case system. Clients are able to log-on to DocWeb, our online client portal, and track all active and closed support cases including status and all case associated e-mails. The support system has pre-defined SLA times for the all e-mails and phone calls into the support team. All e-mails and phone calls will receive a response with 15 minutes and a support case created via an automated e-mail.

With a pooled resource of support representatives you gain access to an automated, online and consistent support experience.



Appendix H - The Hampton Roads Sanitation Department (HRSD) Case Study

Some of the things that our clients have said about us after a Redesign initiative include:

"Redesigns have resulted in significant reduction in billing related call volume (8-12% or more) often within three (3) months."

"By adding a 'Understanding Your Bill' or 'How To Read Your Bill' section to all invoices, billing issues dropped 10% in a Customer Satisfaction Survey."

"Adding a "How to Read Your Bill" section resulted in reduced walk-in traffic and reduced in-bound calls by 11%."

"Adding summary boxes for key information, and in yellow for particularly important information, resulted in a drop of billing related calls from 50% to 20%."

"Adding summary boxes for key information, and in yellow for particularly important information, resulted in a drop of billing related calls from 50% to 20%."

Hampton Roads Sanitation Department (HRSD) Case Study

Hampton Roads underwent a 2011 document redesign to address several key customer issues including:

- Separate due date for past due balance- since past due balance has a different due date than the current charges.
- Customers wanted a reference that they received their sub meter credit
- Customers would like communications that states that their payment will be auto deducted
- Requests to display all payment options and locations on the bills (when, where and how)
- Customers would like the correct date of delinquent fees on the bill- current display is confusing.
- Convert all meters to the same unit of measure to decrease customer calculations needed
- Add automatic debit enrollment and change of address to the back of payment stub
- Display meter read grid only once and not each for each bill
- Add duplex backer to handle transactional detail overflow as well as important information about specific district bill.

Examples provided on the following page.

Examples from Hampton Road redesign case study.



HRSD Before/After

HAMPTON ROADS UTILITY BILLING SERVICE

M.P. & Son - Account
1440 Air Rail Ave
Virginia Beach, VA 23455
(757) 465-7400
HRSD 222-2702

Hampton Roads Utility Billing Service
228 S. 24th St
Salem, VA 23134
Customer Service
(800) 814-7022
(757) 614-7000

www.hrud.com
hrudf.customer@hrud.com

Customer Name: **DOE, JOHNATHAN**
Account Number: **0123456789**

Billing Date: 05/07/09
Due Date: 05/28/09

Page 1 of 2

Account Summary as of May 7, 2009

Previous Balance	\$214.00
Payments Received	-175.00
Balance Forward	39.00
Current Charges	59.00
Adjustments	95.00
Total Amount Due	\$132.00

The due date on this bill does not apply to the Balance Forward amount.

Automated payment options now available at www.hrud.com.

Service Address: 1440 AIR RAIL AVE, VIRGINIA BEACH, VA 23454

Water

Billed Water Usage
GDF

Water Service from 2/21/09 - 4/22/09
Meter Service Charge 4.00
Water Usage @ GDF @ \$9.50 per GDF 23.52
Subtotal \$28.52

Meter Number	Current Meter Read	Previous Meter Read	Water Usage
48228712	4/22/09 958	3/29/09 900	58 GDF

Sewer

Service from 2/21/09 - 4/22/09
Grease Collection @ GDF @ \$2.00 per GDF 17.28
Subtotal \$17.28

Meter Number	Current Meter Read	Previous Meter Read	Water Usage
48228712	4/22/09 894	2/27/09 852	42 GDF

BILL CONTINUED ON BACK

ACCOUNT SUMMARY

HRSD Account Number: 0123456789
Bill Date: 05/07/09
Current Charges Due Date: 05/28/2009

Previous Balance: \$60.00
Payments Received: \$0.00
Balance Forward: \$0.00
Current Charges: \$59.00
HRSD Collections: \$0.00
Credits/Adjustments: -\$28.00
Total Amount Due: \$74.00

Customer Name: **Johnathan Doe**

ACCOUNT DETAIL

Service Address: 1440 AIR RAIL AVE, VIRGINIA BEACH, VA 23454

Flat Fee (optional): Due immediately \$50.00

HRSD Charges

Wastewater Treatment (WWT) Charge - Firm @ GDF @ \$2.28	13.68
HRSD Subtotal	\$13.68
Fees/Adjustments	
CS07-2009 Suffer Field Activity Fee	10.00
DE07-2009 Suffer Custody Fee	25.00
Subtotal	\$35.00
Adjustment	-\$28.00
Total Amount Due	\$74.00

Billed Water Usage
GDF

IMPORTANT INFORMATION

Natural Green Composts
For a Green(er) Hampton Road!
Natural Soil Conditioner, 100% Weed-Free
Great for lawns, trees, shrubs, flowers, gardens, etc.
Visit www.hrud.com for more info!

my flush counts
Chemicals disposed of in sinks and toilets can reach the environment unacceptably.
For more information call 757.460.7050 or email flush@hrud.com

RETURN THIS PORTION WITH PAYMENT - DO NOT SEND CASH THROUGH MAIL

HRUBS

RETURN THIS PORTION WITH PAYMENT - DO NOT SEND CASH THROUGH MAIL

Account Number	Due Date	PAY THIS AMOUNT
0123456789	05/28/2009	132.00

MAKE CHECK PAYABLE TO:

HRUBS
PO Box 1051
NORFOLK, VA 23503-1051

JOHNATHAN DOE
1440 AIR RAIL AVENUE
VIRGINIA BEACH, VA 23455-3002

01234567893000000000013300012345678935

PAYMENT SECTION

Change of Address? Check here and fill out the back portion.
Automatic debit? Check here and fill out the back portion.

Account Number: 0123456789
Current Charges Due Date: 05/28/2009
Total Amount Due: \$74.28
Amount Enclosed: \$

Post our forms in your mailbox and HRSD services are subject to finance charges of 1.9% per month.

MAKE CHECK PAYABLE TO:

HRUBS
PO Box 1051
NORFOLK, VA 23503-1051

01234567893000000000013300012345678935

Through the document redesign process, HRSD was able to address all customer pain points, improve the overall design, extend company branding, maximize real estate and ultimately decrease their costs associated with billing. Through a simple document redesign process, you can truly create another successful customer interaction via one of the most important channels, the customer invoice.



Appendix I - KUBRA - i-doxs Platform Document Archival and Retrieval

Hardcopy will be inserted at print time and electronic will be included separately.

KUBRA

PRODUCT DATA SHEET



i-doxs™ Platform

Document Archival and Retrieval

PRODUCT DESCRIPTION

The i-doxs Platform is a cloud-based or virtual document archival/retrieval solution. The Platform module supports both COLD-based and imaged documents and can be sourced independently or as a module within the i-doxs Suite

INDUSTRY SOLUTIONS

- Utilities
- Insurance
- Communications
- Media
- Financial Services
- Manufacturing/Distribution

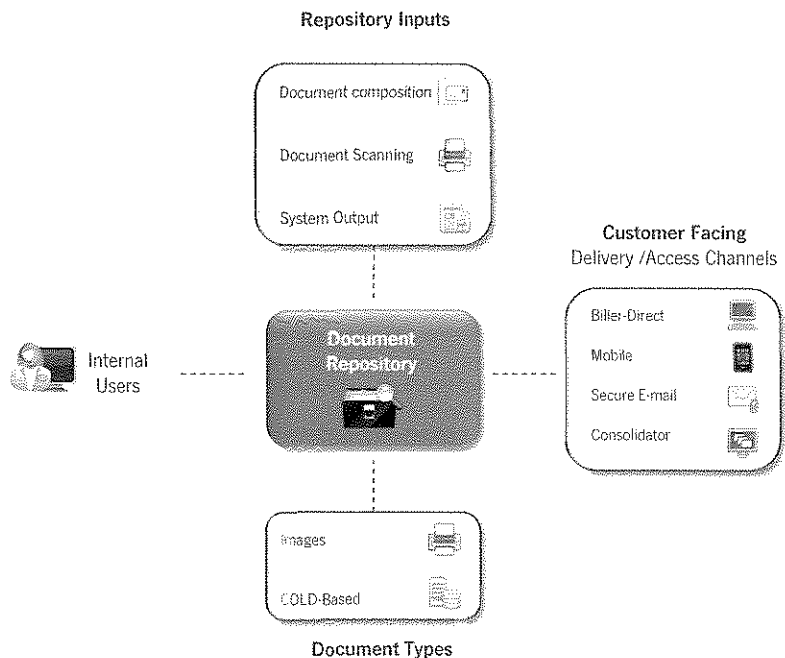
HIGHLIGHT FUNCTIONALITY

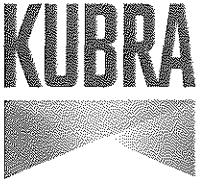
- Universal access to multiple document types including bills, statements, letters, and scanned or digitized documents.
- Users can view in HTML, PDF, PNG
- Actionable print, fax, annotate or e-mail activities at an individual or batch level
- Flexible search and retrieval features including
- Integration within your CIS or CRM systems
- Universal repository supporting internal and external access

Comprehensive Document Management

The i-doxs Platform is a cloud-based enterprise document archival and retrieval solution. The i-doxs Platform supports multiple document types [COLD/Images] with a powerful search and retrieval engine. Available as an individual solution or as an integrated module within the i-doxs Suite the Platform plays a critical role in storing customer documents.

The Platform provides your call center agents, financial analysts, and other knowledge workers with immediate access to exact replicas of all your critical customer communication documents including bills, statements, contracts, letters, and any other supporting documents or scanned-based images. Users can leverage sophisticated retrieval tools for efficient document viewing, printing, faxing, and e-mailing of selected documents.





Module Overview

Admin Console

The Admin Console is the 'back-office' administrative module that manages system configuration, data management, security/access rights, document folders/catalogs, messaging/communication, user community management and reporting/monitoring.

User Console

The User Console allows authorized personnel to perform sophisticated searches against the centralized i-doxs database of enterprise content. The results of these searches can be exact replications of customer documents of virtually any type (i.e. computer output, images, etc.). Once the document is located the user has the option to view multiple electronic versions and then print, fax, share, or e-mail the documents in question as well as to create/update annotations.

Cloud Repository

The Cloud repository provides organizations with a common, centralized document repository for all their critical content, which can be sourced at any time and from anywhere. The Cloud Repository is hosted and supported at KUBRA's data centers.

DoxsDirect

DoxsDirect, the data receipt, extraction and composition software is responsible for the capture, indexing, composition, and release of multiple document types into the i-doxs.net Virtual Repositories. The front-end software ingests computer output documents/reports (COLD) for processing, construction and population into the i-doxs databases.

DoxsCapture

The DoxsCapture software interacts with document scanners for the capture, indexing, review, editing and release of digital images into the i-doxs.net Virtual Repositories. The DoxsCapture will also accept digital images via fax servers and independent files for indexing, data validation, review, editing and release into the i-doxs environment.

Process Overview

The first step in the process is the conversion of idle information assets into value-enhancing content. The DoxsDirect document composition solution extracts, parses, and composes structured data from your core enterprise applications into high-fidelity customer documents. The DoxsCapture document image capture software ingests scanned paper documents for automated capture, indexing, review, edit, and release into the Cloud Repository. The platform allows any Internet based authorized user to access exact replica documents stored within the repository through a set of easy-to-use, intuitive content-based or property-based search and query capabilities. Users can access and view multiple documents and their associated annotations simultaneously with the options to print, fax, share or e-mail documents on-demand or in batch mode.

Functionality Review

User Console:

- Users can view (HTML, PDF, PNG), print, fax, annotate or e-mail exact replica documents at an individual or batch level
- Flexible search and retrieval features including content-based and property-based searching (Multiple-folder search, and 'Wild card' searching with intrinsic logic)
- Provides users with instant access to exact replicas of documents – regardless of age or size
- Enables high-resolution viewing, so even the smallest point sizes are legible
- Users can assign annotations to each document, which creates a history that is maintained and accessible to other users
- Powerful e-mail delivery engine for automated capture, creation and delivery of individual or multiple documents via e-mail – Integration with Microsoft Outlook enables optional facility for e-mailing documents and custom messages
- On-demand printing with or without cosmetic document elements for full color or pre-printed stock production.
- CRM/CIS integration – source the documents through a common GUI

System Capabilities:

- Scalable and fast - No performance degradation as repository grows - Provides fast access for thousands of concurrent users
- Cloud-based configuration minimizes application maintenance by automatically distributing enhancements/updates via a centralized server configuration and no client software.
- Meets strict legal requirements for storing original, exact document replicas.
- The hosted configuration eliminates storage, server, and client software and system requirements
- Supported integration with existing "back office" applications supporting seamless accessibility within an existing system instance via an API interface



Appendix J - KUBRA – i-doxs Suite E-Billing Self-service Platform

Hardcopy will be inserted at print time and electronic will be included separately.

KUBRA

PRODUCT DATA SHEET



i-doxs™ Suite

E-billing and Self-Service Platform

PRODUCT DESCRIPTION

The i-doxs Suite is an integrated multi channel e-billing and self-service platform, supporting the receipt and processing of structured data files or formatted print files for secure online presentation at multiple customer touch points with single, recurring, or threshold based payment scheduling and settlement capabilities.

INDUSTRY SOLUTIONS

- Utilities
- Insurance
- Communications
- Media
- Financial Services
- Manufacturing/Distribution

HIGHLIGHT FUNCTIONALITY

- E-billing (multiple delivery models – Biller-Direct, Consolidator, Secure E-mail Delivery)
- One-Time On-Demand payments (across IVR, Call Center, Internet, and walk-in)
- Customer Self-Service and Analytics
- Electronic Funds Transfer (Legacy Direct Debit) Processing
- In-Bound Electronic Remittance Consolidation
- Document Archival/Retrieval
- Interactive Outbound Messaging (IVR, SMS, E-mail)
- Mobile E-billing (Mobile Browser, SMS, Mobile App)
- B2C and B2B specific configurations

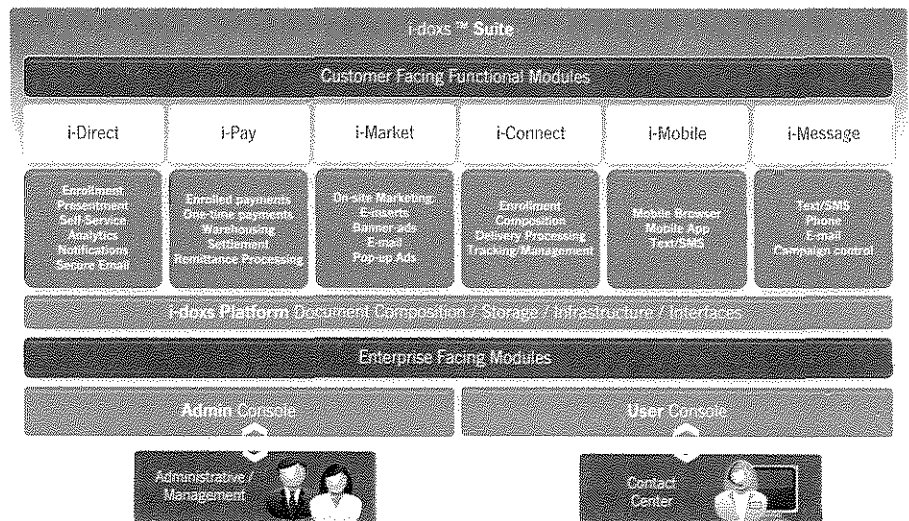
Solving multiple business challenges with one solution

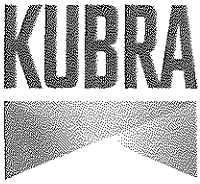
The i-doxs Suite, is a *cloud*-based e-billing and self-service platform, that combines multiple e-billing delivery models [Biller-Direct, Consolidator, Mobile, Secure E-mail Delivery], non-enrolled one-time payments [VR, Call Center, Internet], Customer Self-Service and Analytics, Outbound Interactive Messaging [VR, SMS Messaging and Email], In-Bound e-payment consolidation, and Document Archival/Retrieval all powered by a common solution technology platform and system architecture.

With KUBRA and our integrated enterprise suite you eliminate the need for standalone e-billing, one-time payment, in-bound electronic payment consolidation, and self-service solutions. The i-doxs Suite addresses the challenge many billing organizations face: multiple technology “silos” are being used to deliver content and collect payments from your customers. Removing and consolidating technology, systems, and processes enables Billers to optimize the management of the *Revenue Lifecycle* resulting in improved operational efficiency, customer service, and competitive advantage.



Customers





A seamless and integrated solution

A scalable and robust offering, the i-doxs Suite supports all categories of e-billing and self-service across both B2C and B2B environments including discrete and recurring financial transactional environments. The i-doxs Suite integrates and extends a wide variety of business applications, including billing, customer contact centers, and ERP systems - providing the foundation for a complete Customer Communication Management (CRM) environment. The i-doxs Suite essentially acts as a transparent extension of your existing online portal and customer self-service properties delivering ultimate ownership and control with best-in-class features and functionality.

Addressing the demands of the market place

Our Enterprise application is unique in the market place as the only integrated solution set to completely address one of the key objectives within treasury management and billing - a singular and unified display of all customer account activity and transactional payment details across payment channels, types, and status within one common set of reporting, tracking, and management tools. With the i-doxs Suite you no longer require multiple vendor relationships for standalone one-time payments, e-bill *biller-direct*, e-bill *consolidator*, e-bill *mobile*, one-time payments, document management, and self-service solutions. The i-doxs Suite offers a single integrated solution that's more cost effective and operationally efficient.

Module Overview

i-doxs Platform

The i-doxs Platform represents the core and foundation of the i-doxs Suite delivering a comprehensive and scalable infrastructure that allows for the transformation of legacy transactional data into rich, interactive and intuitive online bills, invoices and statements. It is an open and modular platform supporting core data extraction, composition, system administration/configuration, user community management, customer support, and document archival/retrieval.

i-Direct Module

The i-Direct module serves as the foundation for the entire online account management and electronic document presentment offering by providing your customers and trading partners with intuitive and dynamic access to their bills, statements and supporting documents online. This module supports our enrollment, e-mail notification, presentment, and our self-service/analytics cartridges. Also contained within the i-Direct module is our Secure E-mail Delivery and Payment solution that supports an alternative PUSH e-billing model. The i-Direct Module houses our Notification Manager with a design console that allows you to build and manage 25+ e-mail notification templates including 2-way SMS messaging with payment and outbound IVR notifications.

i-Market Module

The i-Market module supports personalization, campaign and content management applications that enable organizations to increase revenue and improve customer satisfaction. On-site marketing tools include e-inserts, pop-up ads, email, and banner ads.

i-Pay Module

The i-Pay module provides a complete payment enrolment, scheduling, management, warehousing and settlement application with real-time and batch connections to ACH originators, Credit Card Processors, and ATM networks. The i-Pay module supports e-bill activated [one-time/recurring], one-time [IVR, Call Center, Internet], and legacy EFT payment configurations. In addition you can source within the suite or independently our one-time quick payment solution - KUBRA EZ-PAY™ - that supports a customer funded payment model (convenience fee) across IVR, Internet, and Call Center channels. The i-Pay Module also supports the i-Lockbox application which aggregates payment data from multiple pay-any-one networks, walk-in payment vendors, and traditional remittance files.

i-Connect Module

The i-Connect module delivers a cartridge-based, e-bill gateway solution designed to deliver e-bills through multiple e-bill consolidator channels, portals, on-line banking web sites, and other customer defined destinations. The i-Connect Module handles all the complexities of securely distributing summary account information, processing enrollments and hosting detailed bill images to all viable consolidator networks.

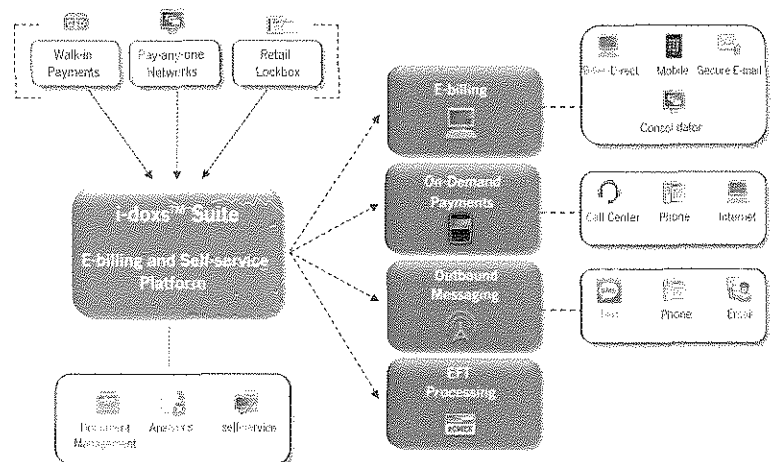
i-Mobile Module

The i-Mobile Modules supports a suite of leading edge mobile account management and billing applications across SMS, Mobile Apps, and Mobile Browser platforms. These new delivery channels complement and extend your existing touch points.

i-Message Module

The i-Message Module is a feature rich set of interactive outbound messaging applications that allow you to proactively communicate with enrolled or non-enrolled customers via SMS, IVR and Email channels with integrated support functionality.

Integrated Online Revenue Life-Cycle Management





Appendix K - KUBRA – EZ-Pay On-demand Payments

Hardcopy will be inserted at print time and electronic will be included separately.

KUBRA

PRODUCT DATA SHEET



KUBRA EZ-PAY™ On-Demand Payments

PRODUCT DESCRIPTION

The KUBRA EZ-PAY solution is a *consumer funded one-time* payment application with multiple payment channels and types supported. EZ-PAY supports call center, Internet and IVR customer touch points with multiple payment types.

INDUSTRY SOLUTIONS

- Utilities
- Insurance
- Communications
- Financial Services

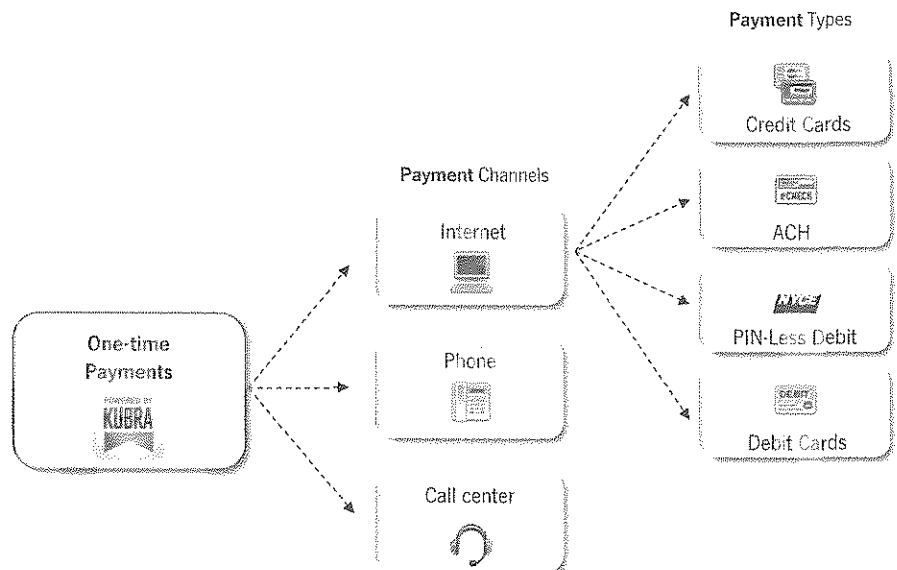
HIGHLIGHT FUNCTIONALITY

- Multiple Sales Channels – IVR, Call Center, Outsourced, and Internet with seamless integration
- Multiple payment types – ACH, Credit card, Signature debit, and ATM PIN-less Debit
- Consolidated 'dashboard' console supports payer reconciliation, returns management, reporting, and payment administration
- Payment warehousing functionality
- Real-time payment validation across all payment types
- Real-time Integration with back-end applications
- Fraud prevention
- Payment modeling and segmentation
- Convenience fee or consumer funded model

Solving multiple business challenges with one solution

KUBRA EZ-PAY is a comprehensive, non-enrolled, on-demand payment application that supports multiple sales channels (Call Center, IVR, Internet,) and multiple payment types (ACH, credit card, signature debit card and PIN-less ATM Debit cards) with powerful real-time account and payment authorization tools and direct feeds into multiple credit card processors, ATM Networks and ACH originators.

The EZ-PAY product extends our industry-leading electronic payment platform to accommodate accepting payments from not only customers enrolled in Self-Service and e-Billing applications, but also those who are not enrolled but prefer to make bill payments conveniently, and often last minute, via the Web, call center agent assisted or via the phone.





How it works

Collect and Validate—EZ-PAY gathers customer information from any of the available payment channels—Internet, phone or call center—and validates the data in real-time.

Process—ACH payments are batched and processed daily, and credit and debit card payments are authorized in real-time.

Settle—Payments are settled directly to your account(s), with remittance information provided to your accounts receivable system in a lockbox format you specify.

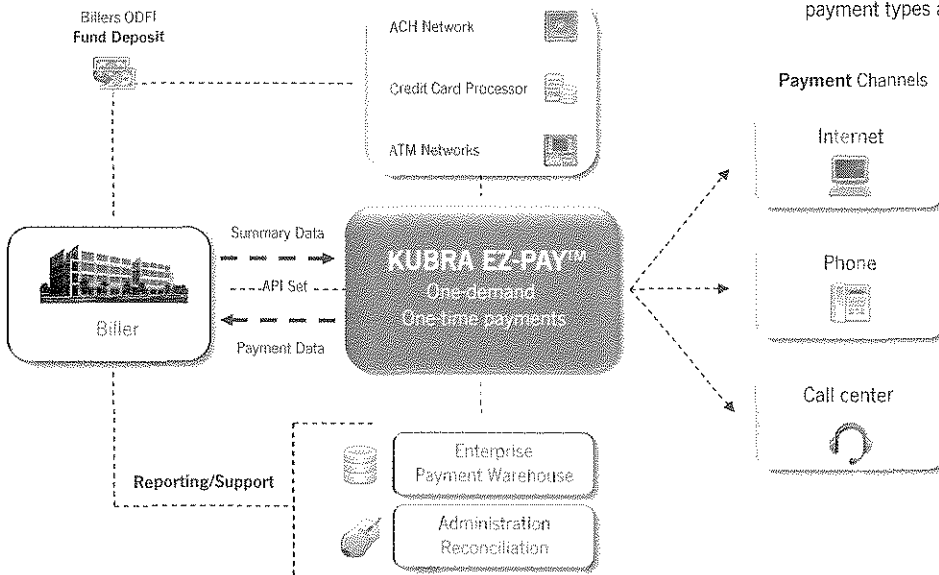
Report—Your data is stored in our secure data center and accessible through the Web-based console

Solution Benefits

- **Reduce customer care costs** – self-service channels allow customers to make last minute one-time payments in a self-serving capacity
- **Reduce billing and payment fees** – real-time feeds to the CIS allows for last minute payments and eliminates delinquency notices and service turn-on/off
- **No cost channel** – fully funded consumer model allows you to accept credit cards via a variety of channels with no costs
- **Quick payment option** - Quickly collect overdue accounts and introduce customers to the convenience of paying bills online without a lengthy enrolment process.
- **Convenience** - gives your customers 24-hour access via the Web or your IVR. Plus, it connects seamlessly with your CSR's existing interface.

Differentiators

- **Integration capabilities** - We deliver our solution as a Web Service and thus have tremendous flexibility on the integration, branding and digital asset incorporation strategies we take on. The EZ-PAY solution is fully integrated with our enrolled E-billing solution so payments are synchronized and notifications are aligned
- **Real-time payment posting** – integration to your back-end systems with our flexible API integration tool-kit
- **Real-time payment authorization**- Payment accounts and types are authorized real-time across all payment types – Credit Cards, ACH, Signature Debit Cards and ATM-PIN-less Debit
- **Next day availability of funds** - extended timelines (10:00 PM EST) for emergency payments with fund posting next day across all payment types
- **Support for split payments** – ideal for charity or donation applications
- **Support of multiple languages** – Spanish, French and English across all channels
- **Universal payment warehouse** – allows for access across all sales channels and payment types within one unified interface
- **Customer defined payment warehousing and analytics** – applied across payment history, type and status
- **Call Center and Technical Support** – Our call center can support off-hour payment support or technical inquiries
- **Advance Fraud prevention** – including velocity checks and customer segmentation tools
- **Advanced reporting and tracking tools** – ability to source payment details across all payment channels and types real-time with roles based access, optional cancellation, and refund tools.
- **Proven Performance** – we process over 4 million payments per month with 99.99% uptime metrics
- **Integrated solution** – common platform supports all payment types and channels within one integrated solution
- **Sophisticated customer analysis/risk management tools** – control payment types and channels based on historical payment behaviour





Appendix L – KUBRA Comments for Terms & Conditions and Insurance

KUBRA'S COMMENTS CHART

BID CONDITIONS AND INSURANCE FOR LEXINGTON FAYETTE URBAN COUNTY GOVERNMENT

Below are KUBRA's high-level comments relating to the Bid Conditions and the Procurement Contract Bid Conditions provided to KUBRA by Lexington Fayette Urban County Government ("City"). These comments are not intended to be an exhaustive list.

<u>Section</u>	<u>Comment</u>
Section R	Acceptance of the terms and conditions of the bid is subject to the comments below concerning the procurement contract bid conditions.
Procurement Contract Bid Conditions Section B Price Changes	Pricing is subject to a number of factors including such things as volume, customization, length of contract, type of services. As a result, Kubra may have reductions applicable to other contracts which are not applicable to the City.
Section E; Termination	In the event that City terminates for convenience on 30 days notice KUBRA would expect to be compensated for its losses.
Insurance	See Below:
Indemnification and Hold Harmless #3	In the event LFUCG is alleged to be liable upon (add the following text which bold and underlined) <u>"(1) and (2)"</u> (delete the word "the") above, Vendor shall...
Insurance Requirements Coverage General Liability	Add the following text that is bold and underlined (Insurance Services <u>(ISO)</u> Form CA00001) <u>or an ISO approved form...</u>
Insurance Requirements Coverage Commercial Automobile Liability	Add the following text that is bold and underlined (Insurance Services <u>(ISO)</u> Form CG 00 01) <u>or an ISO approved form...</u>
Insurance Requirements Worker's Compensation (add) Professional Liability	\$1,million per occurrence, \$2million Aggregate or \$2 million combined single limit
Insurance Requirements; Paragraph a.	...General Liability Policy (delete the following text that that is bold and underlined) <u>"Commercial Automobile Policy"</u> using the Kentucky DOI approved forms (add the following text that is bold and underlined) <u>"copies of which will be provided by LFUCG"</u> .
Insurance Requirements Paragraph c. The new paragraph reads as listed to the right	The Professional Liability Policy at the same limits as the CGL and will have the option of three years extended reporting following non renewal of the policy.
Insurance Requirements Paragraph d.	Remove the following text that is bold and underlined: ,in the event any of the required policies are cancelled <u>"or non renewed"</u> .

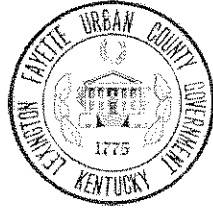


Section	Comment
Indemnification	KUBRA is generally indemnified under its contracts for claims arising out of the provision of the contracted services if the claim is not a result of KUBRA's breach of the Contract or negligence. KUBRA generally requires a cap on its liability equal to 3 months service fees.
Additional Provisions	KUBRA generally requires an exclusivity clause and a minimum volume of business requirement.



Appendix M – Addenda Acknowledgement

Hardcopy inserted in printed version.



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: _____

ADDRESS: _____

SIGNATURE OF BIDDER:  _____



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: _____

ADDRESS: _____

SIGNATURE OF BIDDER:  _____