

INVITATION TO BID

Bid Invitation Number: #67-2012

Date of Issue: 05/09/2012

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

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

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

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

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

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

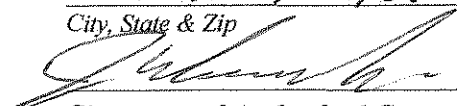
Commodity/Service
Print & Mailing Services – Sewer, Landfill & Water Quality Fees
See specifications

<p style="text-align: center;"><u>Check One:</u></p> <p><input checked="" type="checkbox"/> Bid Specifications Met</p> <p><input type="checkbox"/> Exceptions to Bid Specifications. <i>Exceptions shall be itemized and attached to bid proposal submitted.</i></p>	<p style="text-align: center;"><u>Proposed Delivery:</u></p> <p><u>60</u> days after acceptance of bid.</p>
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<u>Procurement Card Usage</u>	
<input type="checkbox"/> Yes	The Lexington-Fayette Urban County Government will be using Procurement Cards to purchase goods and services and also to make payments. Will you accept Procurement Cards?
<input checked="" type="checkbox"/> No	

Submitted by: SOURCELINK OHIO, LLC
 Firm
3303 WEST TEELE ROAD
 Address
MIAMISBURG, OHIO 45342
 City, State & Zip

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


 Signature of Authorized Company Representative – Title
JIM WISNIONSKI
 Representative's Name (Typed or printed)
937-619-4525 937-885-8010
 Area Code - Phone – Extension Fax #
JWISNIONSKI@SOURCELINK.COM
 E-Mail Address

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

AFFIDAVIT

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

1. His/her name is Jim Wisnionski and he/she is the individual submitting the bid or is the authorized representative of SourceLink Ohio, LLC

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.

Jim Wisnionski

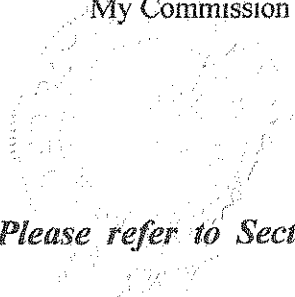
STATE OF Ohio

COUNTY OF Montgomery

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

by Jim Wisnionski on this the 22 day of May, 2012.

My Commission expires: 10/9/12



Ricki S. Guerra
NOTARY PUBLIC, STATE AT LARGE

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

I. GREEN PROCUREMENT

A. ENERGY

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

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

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

Key Benefits

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

B. GREEN SEAL CERTIFIED PRODUCTS

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

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

C. GREEN COMMUNITY

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

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

Yes No

II. Bid Conditions

- A. No bid may be withdrawn for a period of sixty (60) days after the date and time set for opening.
- B. No bid may be altered after the date and time set for opening. In the case of obvious errors, the Division of Central Purchasing may permit the withdrawal of a bid. The decision as to whether a bid may be withdrawn shall be that of the Division of Central Purchasing.
- C. Acceptance of this proposal shall be enactment of an Ordinance by the Urban County Council.
- D. The bidder agrees that the Urban County Government reserves the right to reject any and all bids for either fiscal or technical reasons, and to award each part of the bid separately or all parts to one vendor.
- E. Minor exceptions may not eliminate the bidder. The decision as to whether any exception is minor shall be entirely that of the head of the requisitioning Department or Division and the Director of the Division of Central Purchasing. The Urban County Government may waive technicalities and informalities where such waiver would best serve the interests of the Urban County Government.
- F. Manufacturer's catalogue numbers, trade names, etc., where shown herein are for descriptive purposes and are to guide the bidder in interpreting the standard of quality, design, and performance desired, and shall not be construed to exclude proposals based on furnishing other types of materials and/or services. However, any substitution or departure proposed by the bidder must be clearly noted and described; otherwise, it will be assumed that the bidder intends to supply items specifically mentioned in this Invitation for Bids.
- G. The Urban County Government may require demonstrations of the materials proposed herein prior to acceptance of this proposal.
- H. Bids must be submitted on this form and must be signed by the bidder or his authorized representative. Unsigned bids will not be considered.
- I. Bids must be submitted prior to the date and time indicated for opening. Bids submitted after this time will not be considered.
- J. All bids mailed must be marked on the face of the envelope:

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

and addressed to: Division of Central Purchasing
 200 East Main Street, Room 338
 Lexington, Kentucky 40507

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.

- K. Bidder is requested to show both unit prices and lot prices. In the event of error, the unit price shall prevail.
- L. A certified check or Bid Bond in the amount of XX percent of the bid price must be attached hereto. This check must be made payable to the Lexington-Fayette Urban County Government, and will be returned when the material and/or services specified herein have been delivered in accordance with specifications. In the event of failure to perform within the time period set forth

in this bid, it is agreed the certified check may be cashed and the funds retained by the Lexington-Fayette Urban County Government as liquidated damages. Checks of unsuccessful bidders will be returned when the bid has been awarded.

- M. The delivery dates specified by bidder may be a factor in the determination of the successful bidder.
- N. Tabulations of bids received may be mailed to bidders. Bidders requesting tabulations must enclose a stamped, self-addressed envelope with the bid.
- O. The Lexington-Fayette Urban County Government is exempt from Kentucky Sales Tax and Federal Excise Tax on materials purchased from this bid invitation. Materials purchased by the bidder for construction projects are not tax exempt and are the sole responsibility of the bidder.
- P. All material furnished hereunder must be in full compliance with OSHA regulations.
- Q. If more than one bid is offered by one party, or by any person or persons representing a party, all such bids shall be rejected.
- R. Signature on the face of this bid by the Bidder or his authorized representative shall be construed as acceptance of and compliance with all terms and conditions contained herein.
- S. The Entity (regardless of whether construction contractor, non-construction contractor or supplier) agrees to provide equal opportunity in employment for all qualified persons, to prohibit discrimination in employment because of race, color, creed, national origin, sex or age, and to promote equal employment through a positive, continuing program from itself and each of its sub-contracting agents. This program of equal employment opportunity shall apply to every aspect of its employment policies and practices.
- T. The Kentucky Equal Employment Opportunity Act of 1978 (KRS 45.560-45.640) requires that any county, city, town, school district, water district, hospital district, or other political subdivision of the state shall include in directly or indirectly publicly funded contracts for supplies, materials, services, or equipment hereinafter entered into the following provisions:

During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, age or national origin;*
- (2) The contractor will state in all solicitations or advertisements for employees placed by or on behalf of the contractors that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age or national origin;*
- (3) The contractor will post notices in conspicuous places, available to employees and applicants for employment, setting forth the provisions of the non-discrimination clauses required by this section; and*
- (4) The contractor will send a notice to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding advising the labor union or workers' representative of the contractor's commitments under the nondiscrimination clauses.*

The Act further provides:

KRS 45.610. Hiring minorities - Information required

- (1) For the length of the contract, each contractor shall hire minorities from other sources*

within the drawing area, should the union with which he has collective bargaining agreements be unwilling to supply sufficient minorities to satisfy the agreed upon goals and timetable.

- (2) *Each contractor shall, for the length of the contract, furnish such information as required by KRS 45.560 to KRS 45.640 and by such rules, regulations and orders issued pursuant thereto and will permit access to all books and records pertaining to his employment practices and work sites by the contracting agency and the department for purposes of investigation to ascertain compliance with KRS 45.560 to 45.640 and such rules, regulations and orders issued pursuant thereto.*

KRS 45.620. Action against contractor - Hiring of minority contractor or subcontractor

- (1) *If any contractor is found by the department to have engaged in an unlawful practice under this chapter during the course of performing under a contract or subcontract covered under KRS 45.560 to 45.640, the department shall so certify to the contracting agency and such certification shall be binding upon the contracting agency unless it is reversed in the course of judicial review.*
- (2) *If the contractor is found to have committed an unlawful practice under KRS 45.560 to 45.640, the contracting agency may cancel or terminate the contract, conditioned upon a program for future compliance approved by the contracting agency and the department. The contracting agency may declare such a contractor ineligible to bid on further contracts with that agency until such time as the contractor complies in full with the requirements of KRS 45.560 to 45.640.*
- (3) *The equal employment provisions of KRS 45.560 to 45.640 may be met in part by a contractor by subcontracting to a minority contractor or subcontractor. For the provisions of KRS 45.560 to 45.640, a minority contractor or subcontractor shall mean a business that is owned and controlled by one or more persons disadvantaged by racial or ethnic circumstances.*

KRS 45.630 Termination of existing employee not required, when

Any provision of KRS 45.560 to 45.640 notwithstanding, no contractor shall be required to terminate an existing employee upon proof that that employee was employed prior to the date of the contract.

KRS 45.640 Minimum skills

Nothing in KRS 45.560 to 45.640 shall require a contractor to hire anyone who fails to demonstrate the minimum skills required to perform a particular job.

It is recommended that all of the provisions above quoted to be included as special conditions in each contract. In the case of a contract exceeding \$250,000, the contractor is required to furnish evidence that his work-force in Kentucky is representative of the available work-force in the area from which he draws employees, or to supply an Affirmative Action plan which will achieve such representation during the life of the contract.

- U. Any party, firm or individual submitting a proposal pursuant to this invitation must be in compliance with the requirements of the Lexington-Fayette Urban County Government regarding taxes and fees before they can be considered for award of this invitation and must maintain a "current" status with regard to those taxes and fees throughout the term of the

contract. The contractor must be in compliance with Chapter 13 from the Code of Ordinances of the Lexington-Fayette Urban County Government. The contractor must be in compliance with Ordinance 35-2000 pursuant to contractor registration with the Division of Building Inspection. If applicable, said business must have a Fayette County business license.

Pursuant to KRS 45A.343 and KRS 45A.345, the contractor shall

- (1) Reveal any final determination of a violation by the contractor within the previous five year period pursuant to KRS Chapters 136 (corporation and utility taxes), 139 (sales and use taxes), 141 (income taxes), 337 (wages and hours), 338 (occupational safety and health of employees), 341 (unemployment and compensation) and 342 (labor and human rights) that apply to the contractor; and*
- (2) Be in continuous compliance with the above-mentioned KRS provisions that apply to the contractor for the duration of the contract.*

A contractor's failure to reveal the above or to comply with such provisions for the duration of the contract shall be grounds for cancellation of the contract and disqualification of the contractor from eligibility for future contracts for a period of two (2) years.

- V. Vendors who respond to this invitation have the right to file a notice of contention associated with the bid process or to file a notice of appeal of the recommendation made by the Director of Central Purchasing resulting from this invitation.

Notice of contention with the bid process must be filed within 3 business days of the bid/proposal opening by (1) sending a written notice, including sufficient documentation to support contention, to the Director of the Division of Central Purchasing or (2) submitting a written request for a meeting with the Director of Central Purchasing to explain his/her contention with the bid process. After consulting with the Commissioner of Finance the Chief Administrative Officer and reviewing the documentation and/or hearing the vendor, the Director of Central Purchasing shall promptly respond in writing findings as to the compliance with bid processes. If, based on this review, a bid process irregularity is deemed to have occurred the Director of Central Purchasing will consult with the Commissioner of Finance, the Chief Administrative Officer and the Department of Law as to the appropriate remedy.

Notice of appeal of a bid recommendation must be filed within 3 business days of the bid recommendation by (1) sending a written notice, including sufficient documentation to support appeal, to the Director, Division of Central Purchasing or (2) submitting a written request for a meeting with the Director of Central Purchasing to explain his appeal. After reviewing the documentation and/or hearing the vendor and consulting with the Commissioner of Finance and the Chief Administrative Officer, the Director of Central Purchasing shall in writing, affirm or withdraw the recommendation.

III. Procurement Contract Bid Conditions

- A. The terms of this agreement shall be for 1 year from the date of acceptance of this contract by the Lexington-Fayette Urban County Government. This agreement may be extended for an additional (2) - 1 year renewal upon the written agreement of the bidder and the Lexington-Fayette Urban County Government. Said agreement must be in writing and must be executed prior to the expiration of the current agreement.
- B. Price Changes (**Space Checked Applies**)
- (XXX) 1. Prices quoted in response to the Invitation shall be firm prices for the first 90 days of the Procurement Contract. After 90 days, prices may be subject to revision and such changes shall be based on general industry changes. Revision may be either increases or decreases and may be requested by either party. There will be no more than one (1) price adjustment per quarter. Requests for price changes shall be received in writing at least twenty (20) days prior to the effective date and are subject to written acceptance before becoming effective. Proof of the validity of a request for revision shall be responsibility of the requesting party. The Lexington-Fayette Urban County Government shall receive the benefit of any decline that the seller shall offer his other accounts.
- () 2. No provision for price change is made herein. Prices are to be firm for the term of this contract.
- () 3. Procurement Level Contract
- C. If any contract item is not available from the vendor, the Lexington-Fayette Urban County Government, at its option, may permit the item to be back-ordered or may procure the item on the open market.
- D. All invoices must bear reference to the Lexington-Fayette Urban County Government Purchasing document numbers which are being billed.
- E. This contract may be canceled by either party thirty (30) days after delivery by canceling party of written notice of intent to cancel to the other contracting party.
- F. This contract may be canceled by the Lexington-Fayette Urban County Government if it is determined that the Bidder has failed to perform under the terms of this agreement, such cancellation to be effective upon receipt of written notice of cancellation by the Bidder.
- G. No substitutions for articles specified herein may be made without prior approval of the Division of Central Purchasing.

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.

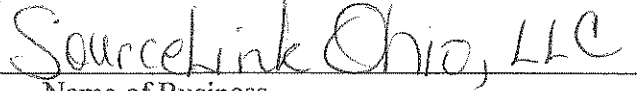
The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of 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


Name of Business

**RISK MANAGEMENT PROVISIONS
INSURANCE AND INDEMNIFICATION**

INDEMNIFICATION AND HOLD HARMLESS PROVISION

- (1) It is understood and agreed by the parties that Vendor hereby assumes the entire responsibility and liability for any and all damages to persons or property caused by or resulting from or arising out of any act or omission on the part of Vendor or its employees, agents, servants, owners, principals, licensees, assigns or subcontractors of any tier (hereinafter "Vendor") under or in connection with this agreement and/or the provision of goods or services and the performance or failure to perform any work required thereby.
- (2) Vendor shall indemnify, save, hold harmless and defend the Lexington-Fayette Urban County Government and its elected and appointed officials, employees, agents, volunteers, and successors in interest (hereinafter "LFUCG") from and against all liability, damages, and losses, including but not limited to, demands, claims, obligations, causes of action, judgments, penalties, fines, liens, costs, expenses, interest, defense costs and reasonable attorney's fees that are in any way incidental to or connected with, or that arise or are alleged to have arisen, directly or indirectly, from or by Vendor's performance or breach of the agreement and/or the provision of goods or services provided that: (a) it is attributable to personal injury, bodily injury, sickness, or death, or to injury to or destruction of property (including the loss of use resulting therefrom), or to or from the negligent acts, errors or omissions or willful misconduct of the Vendor; and (b) not caused solely by the active negligence or willful misconduct of LFUCG.
- (3) In the event LFUCG is alleged to be liable based upon the above, Vendor shall defend such allegations and shall bear all costs, fees and expenses of such defense, including but not limited to, all reasonable attorneys' fees and expenses, court costs, and expert witness fees and expenses, using attorneys approved in writing by LFUCG, which approval shall not be unreasonably withheld.
- (4) These provisions shall in no way be limited by any financial responsibility or insurance requirements, and shall survive the termination of this agreement.

FINANCIAL RESPONSIBILITY

Vendor understands and agrees that it shall, prior to final acceptance of its bid and the commencement of any work, demonstrate the ability to assure compliance with the above Indemnity provisions and these other risk management provisions.

INSURANCE REQUIREMENTS

YOUR ATTENTION IS DIRECTED TO THE INSURANCE REQUIREMENTS BELOW, AAND YOU MAY NEED TO CONFER WITH YOUR INSURANCE AGENTS, BROKERS, OR CARRIERS TO DETERMINE IN ADVANCE OF SUBMISSION OF A RESPONSE THE AVAILABILITY OF THE INSURANCE COVERAGES AND ENDORSEMENTS REQUIRED HEREIN. IF YOU FAIL TO COMPLY WITH THE INSURANCE REQUIREMENTS BELOW, YOU MAY BE DISQUALIFIED FROM AWARD OF THE CONTRACT.

Required Insurance Coverage

Vendor shall procure and maintain for the duration of this contract the following or equivalent insurance policies at no less than the limits shown below and cause its subcontractors to maintain similar insurance with limits acceptable to LFUCG in order to protect LFUCG against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by Vendor. The cost of such insurance shall be included in any bid:

<u>Coverage</u>	<u>Limits</u>
General Liability (Insurance Services Office Form CG 00 01)	\$1 million per occurrence, \$2 million aggregate or \$2 million combined single limit
Commercial Automobile Liability (Insurance Services Office Form CA 0001)	combined single, \$1 million per occurrence
Worker's Compensation	Statutory
Employer's Liability	\$500,000.00

The policies above shall contain the following conditions:

- a. All Certificates of Insurance forms used by the insurance carrier shall be properly filed and approved by the Department of Insurance for the Commonwealth of Kentucky. LFUCG shall be named as an additional insured in the General Liability Policy and Commercial Automobile Liability Policy using the Kentucky DOI approved forms.
- b. The General Liability Policy shall be primary to any insurance or self-insurance retained by LFUCG.
- c. The General Liability Policy shall include a Professional Liability Coverage or an endorsement for this coverage, at the same limits as the CGL. This coverage will be carried for up to three years after the completion of this project.
- d. LFUCG shall be provided at least 30 days advance written notice via certified mail, return receipt requested, in the event any of the required policies are canceled or non-renewed.
- e. Said coverage shall be written by insurers acceptable to LFUCG and shall be in a form acceptable to LFUCG. Insurance placed with insurers with a rating classification of no less than Excellent (A or A-) and a financial size category of no less than VIII, as defined by the most current Best's Key Rating Guide shall be deemed automatically acceptable.

Renewals

After insurance has been approved by LFUCG, evidence of renewal of an expiring policy must be submitted to LFUCG, and may be submitted on a manually signed renewal endorsement form. If the policy or carrier has changed, however, new evidence of coverage must be submitted in accordance with these Insurance Requirements.

Deductibles and Self-Insured Programs

IF YOU INTEND TO SUBMIT A SELF-INSURANCE PLAN IT MUST BE FORWARDED TO LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT, DIVISION OF RISK MANAGEMENT, 200 EAST MAIN STREET, LEXINGTON, KENTUCKY 40507 NO LATER THAN A MINIMUM OF FIVE (5) WORKING DAYS PRIOR TO THE RESPONSE DATE. Self-insurance programs, deductibles, and self-insured retentions in insurance policies are subject to separate approval by

Lexington-Fayette Urban County Government's Division of Risk Management, upon review of evidence of VENDOR's financial capacity to respond to claims. Any such programs or retentions must provide LFUCG with at least the same protection from liability and defense of suits as would be afforded by first-dollar insurance coverage. If VENDOR satisfies any portion of the insurance requirements through deductibles, self-insurance programs, or self-insured retentions, VENDOR agrees to provide Lexington-Fayette Urban County Government, Division of Risk Management, the following data prior to the final acceptance of bid and the commencement of any work:

- a. Latest audited financial statement, including auditor's notes.
- b. Any records of any self-insured trust fund plan or policy and related accounting statements.
- c. Actuarial funding reports or retained losses.
- d. Risk Management Manual or a description of the self-insurance and risk management program.
- e. A claim loss run summary for the previous five (5) years.
- f. Self-Insured Associations will be considered.

Verification of Coverage

Vendor agrees to furnish LFUCG with all applicable Certificates of Insurance signed by a person authorized by the insurer to bind coverage on its behalf prior to final award, and if requested, shall provide LFUCG copies of all insurance policies, including all endorsements.

Right to Review, Audit and Inspect

Vendor understands and agrees that LFUCG may review, audit and inspect any and all of its records and operations to insure compliance with these Insurance Requirements.

DEFAULT

Vendor understands and agrees that the failure to comply with any of these insurance, safety, or loss control provisions shall constitute default and that LFUCG may elect at its option any single remedy or penalty or any combination of remedies and penalties, as available, including but not limited to purchasing insurance and charging Vendor for any such insurance premiums purchased, or suspending or terminating the work.

00338641

**Lexington-Fayette Urban County Government
Division of Revenue
Print and Mailing Services – Sewer, Landfill, & Water Quality Fees**

The Lexington-Fayette Urban County Government is now accepting bids in order to establish a price contract for Print and Mailing Services as per the following specifications:

LFUCG is seeking a Vendor to whom print/mail services can be outsourced, off-site, at the selected Vendor's location, for LFUCG's sanitary sewer, water quality management, and landfill fee bills. It is preferred, but not mandatory, that the selected Vendor also offer robust electronic billing services that may possibly be leveraged by LFUCG in the future.

The proposed solution is required to accommodate billing these fees as of August 31, 2012. On an annual basis, LFUCG will bill the following; 108,000 sewer accounts totaling about \$48 million dollars, 79,000 landfill accounts totaling about \$4.5 million dollars, and 97,000 water quality management fee accounts totaling about \$11.5 million dollars for a total annual billing of approximately \$65.9 million dollars. Approximate number of bills issued to customers is 115,000 per month.

LFUCG outsources billing to Greater Cincinnati Water Works (GCWW), and GCWW will provide all billing files to the selected Vendor. GCWW uses the Ventyx Customer Suite billing system, and the selected Vendor will need to interface with GCWW's billing files.

The table below shows the types of documents that LFUCG envisions. It also indicates the stationary and inserts that may be needed for each type of document. It is expected that 90%+ of invoices will be 1 physical page.

Document	Duplex or Simplex?	8.5x11 Paper with Remittance Stub	8.5x11 Letterhead	Mailing Envelope	Windowed Business Reply Envelope	Inserts
Invoices	D	X		X	X	X
Past Due Notices	D	X		X	X	X
Other Letters	D	X		X	X	X
Other Letters	S		X	X		X
Flats	S		X	X		

The selected solution shall provide for all printing, inserting/mailing activities, and monitoring of the process by LFUCG/GCWW in a seamless solution. This includes the development and provision of reports to allow LFUCG to monitor printing and mailing services activities, and related reports. Mailing will be accomplished in such a manner as to maximize postage discounts.

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

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

PRINTING AND MAILING SERVICES – FUNCTIONAL REQUIREMENTS:

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

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

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

Req. #	Requirement	Type	Response and Comments
1	Receive files via FTP. These files will come directly from the Ventyx Customer Suite billing system. Format shown in Appendix A. (The file type will be a fixed length text file and files will be processed for the selected bill print/mail Vendor on all business days at about 9:00 pm.)	Mandatory	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	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	SATISFIED
4	Read barcodes and/or OMR marks to intelligently insert the appropriate materials (i.e. inserts and envelopes) for each mail piece.	Mandatory	SATISFIED
5	Insertion equipment for invoices with at least 6 trays capable of handling dynamic insertion based on barcode or OMR logic.	Mandatory	SATISFIED
6	Mail all pieces according to agreed upon postal specifications (i.e. first class, pre-sort, bulk mail, etc.), including achieving all available postal discounts.	Mandatory	SATISFIED
7	For items to be mailed, print all invoices, past due notices, letters and inserts on paper size and weights as determined by LFUCG. Includes use of correct stationary type for a given file. For example, invoice stationary will require perforations for the remittance stub, while most letters will require standard letterhead.	Mandatory	SATISFIED
8	Source print logo(s) on all stationary materials (paper, envelopes and inserts) in appropriate size(s), location(s) and color(s).	Mandatory	SATISFIED
9	Print documents using spot color printing (black and one additional color at minimum)	Mandatory	SATISFIED
10	Incorporate document revisions within 72 hours of receipt of revisions in the agreed upon format(s).	Mandatory	SATISFIED
11	Provide CASS and NCOA certification to meet United States Postal Service minimum standards for maximum postage discounts.	Mandatory	SATISFIED
12	Process all mail according to United States Postal Service rules, regulations and requirements to ensure the lowest possible postage rates.	Mandatory	SATISFIED
13	Provide daily, monthly and annual reports on quantities for each of the materials as used.	Mandatory	SATISFIED
14	Provide daily, monthly and annual reports on pieces processed and postage used.	Mandatory	SATISFIED
15	Provide a minimum of 14 days advance notice of need to add money to postage accounts.	Mandatory	SATISFIED
16	Provide the ability to allow LFUCG to make bill content and message changes. Include any requirements needed for this.	Mandatory	SATISFIED
17	Provide the ability to archive bills and letters for up to one year. After that one year period, bills will be moved to a document storage location at LFUCG. The ability to deliver or release these archive bills and letters for storage at LFUCG will also be required.	Desired	SATISFIED
18	Provide the ability for bill payments to be scanned by our lockbox solution using the scanline on the invoice	Mandatory	SATISFIED

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.
- Provide document design services upon request for all materials, including, but not limited to, billing inserts.

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 EACH
1	Printing of invoices	per item	\$.0268
2	Printing of past due notices	per item	\$.300
3	Printing of letters	per item	\$.300
4	Printing of window mailing envelope, including one 2-color logo	per item	\$.0238
5	Printing of invoice paper with two 2-color logos and a remittance stub perforation	per item	\$.0145
6	Printing of letterhead paper with one 2-color logo	per item	\$.0351
7	Printing of the window business return envelope (BRE), including one 2-color logo	per item	\$.0224
8	Folding and inserting single page documents	per item	\$.0317
9	Folding and inserting multiple page documents	per item	\$.0317
10	Inserting multiple pieces per envelope	per item	\$.015
11	Sealing, posting, sorting and shipping completed pieces, not including postage	per item	\$ N/A
12	Maintaining valid CASS certification	per item	\$ Included
13	Maintaining and/or increasing postal discounts	per item	\$.025
14	Printing of bill envelope message on back of envelope	per item	\$ Included
15	Expected Modification Costs (based on requirements answered as "Satisfied with Modification")	total	\$ N/A
16	Training (provided details on hours and trainers in the your response)	total	\$ N/A
17	Any other "typical" line item, one time costs, or other costs anticipated for the proposed services.	total	\$ —

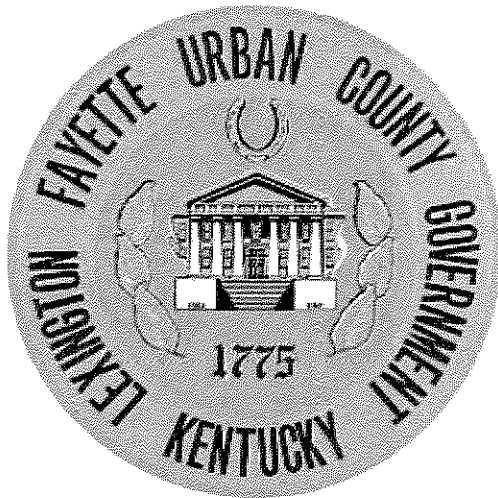
Investments for Project Management & Implementation Services			
18	a) Total of Vendor and Sub-Vendor expenses. (In your response, identify each project team member with hourly rate, estimated hours, and expenses if applicable. Note that travel hours are not billable.)	total	\$ Included
19	b) Estimated incidental costs (e.g.. telephone, administrative, etc.).	total	\$ Included
20	c) All other costs	total	\$ 0
21	Applicable fees to incorporate document changes (i.e. a letterhead change).	total	\$ Included
22	Hourly rates for document design services (envisioned for inserts).	hourly	\$ 125 ⁰⁰ /hr
23	Ongoing annual support and maintenance costs, if any. In your response, include various options (i.e. 24x7, 5x9, others) if applicable.	annually	\$ \$14,400
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>Initial Design Included</i>	hourly	\$ 125/hr <i>Initial Bill Design Incl</i>
25	Proposed pricing structure, including one-time implementation costs, annual fees and per transaction fees for both LFUCG and LFUCG's customers for electronic billing and payment services. (Provide details in your response.)	total	\$ N/A; TBD



Lexington Fayette Urban County Government

INVITATION TO BID #67-2012

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



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

Submitted by:

Evan Childs
Director, Business Development
SourceLink Ohio
3303 West Tech Road
Miamisburg, Ohio 45342
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echilds@sourcelink.com

Wednesday, May 23, 2012

Executive Overview

Thank you for your interest in SourceLink and for the opportunity to respond to your business requirements. I am pleased to represent SourceLink as your primary point of contact for all negotiations, questions or other communications related to this response.

SourceLink is truly a unique company. We are a multichannel, data-driven, direct marketing services company with robust direct mail production capabilities. **Illuminated Marketing** is our unique method of combining data, design and delivery. It's where science and imagination collide, resulting in the solution. The product is a one-stop, full-service answer to your communication needs.

What does that mean for you and your business? It's simple: We take a unique position in supporting your communications and business needs. As a marketing leader, SourceLink supports the production and delivery of electronic statements to your customers; but we also understand and have the capability and experience to support your efforts by helping you convert your customers to electronic presentment and payment channels. We're not just another vendor who provides you with production services or technology to deliver statements to customers. We're an industry-leading marketing partner who understands what drives consumers to take certain actions (such as opting into electronic delivery channels, or focusing on revenue growth for your organization). In the end, improving ROI is our primary objective.

We are a company that you should be proud to work with. Our industry rankings, the quality of our staff and the experience that we possess makes us uniquely qualified to excel with your communications needs. Our proposal will demonstrate exceptional capabilities to manage your business along with decades of experience in identical and similar business. Furthermore, the size and scope of our organization along with the technology that we possess enables us to support any growth you may experience in the future. We believe we are uniquely positioned to work alongside the Lexington-Fayette Urban County Government.

We are a leader in government support. We are the top provider of variable imaging to the Federal government and we have ranked 3rd in overall contracting for the Government Printing Office (GPO). Our leadership in support to government is demonstrative of our quality, capabilities and experience in direct mail and communications.

Thank you for your consideration of SourceLink. We look forward to the prospect of serving your growing customer communications needs.



Corporate Highlights

- Current production volumes at 1.2 billion/year
- Over 90% client retention rate
- 500+ employees at 6 locations

Two main disciplines with Best-in-Class Synergies:

- Transactional Document Outsourcing
- Direct Marketing Services

Primary markets served:

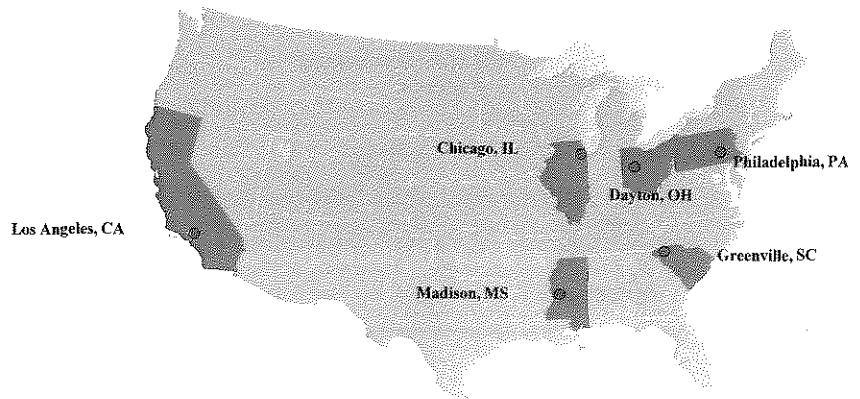
- Financial Services
- Government
- Insurance
- Utilities
- Automotive
- Agency
- Real Estate
- Travel & Entertainment

Applications Supported:

- Billing
- Financial Mailings
- Historical Documents
- Regulatory Notices
- Tax Notices
- MICR Checks
- General Correspondence
- Direct Mail

Vendor Profile: SourceLink

SourceLink is a privately held, full-service integrated marketing and communications services company with over \$75 million in annual revenues and over 500 full-time employees. Headquartered in the Chicago area, SourceLink operates multiple data processing and production facilities in the United States; including three production locations in Ohio, South Carolina, and Mississippi and a database marketing services operation in Los Angeles. In the past year, we expanded our national footprint by adding a Data Analytics and Database Modeling office just outside Philadelphia, PA.



Our locations are strategically located and diversified to match the unique volume and technical requirements of a wide variety of clients, but are integrated to provide redundancy of critical capabilities in the event of disaster. SourceLink facilities can satisfy a range of client volume needs from short-run processing of 1,000 to 50,000 hardcopy and digital communications per day to long-run processing of 50,000 to 700,000 hardcopy and digital communications per day.

SourceLink: An Industry Leader

We are proud of our leadership position in the integrated communications industry and recognize that technology continues to drive advancement. As a leader in transactional based communications, we've experienced the growth of e-delivery and the crunch our clients have experienced in recent years due to postal regulations and rate changes. As a leader in direct mail marketing, we've experienced the impact of technology, data analytics and full-digit color in delivering high-profile targeted marketing communications. As a result, we've re-dedicated ourselves to listening to our clients, adapting to change and integrating concepts from both transactional and direct mail strategies in delivering high impact targeted communications. In that regards, we're unique in our ability to deliver cost-conscious solutions that generate impactful results, because above all else, our clients work with us because we deliver.

SourceLink's corporate headquarters is in the Chicago area located at:
500 Park Blvd., Suite 415
Itasca, Illinois 60143



Ranked Top 5
Largest privately-held
CRM/Direct
Marketing Agencies
Ad Age Agency Rankings, 2011



Ranked in Top 20
(5 consecutive years)
Top CRM/Direct
Marketing Agencies
Ad Age Agency Rankings 2006-2011



Ranked #14
Top US DM Agencies
Direct Marketing News, 2011



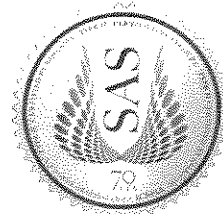
Ranked Top 3
in Top 50
Government
Printing Office
(GPO) Printers
Government Printing
Management, 2011

Sampling of SourceLink Clients Across Vertical Markets



Data Security

SourceLink is a SAS 70 Type II Certified organization. Our dedication to exacting security methods and internal controls has allowed us to consistently offer our clients an unprecedented level of quality, service and data security. The SAS 70 audit shows that we make our business processes and the security of our clients' data top priorities.



Our People



The people that comprise our company are the best and brightest minds in the industry. We go to great lengths to recruit and retain the best marketing talent the industry has to offer. Our people support the marketing needs for some of the most prominent and successful brands and logos across multiple industries. Our Chief Executive Officer, Don McKenzie, has served two terms as Vice Chair of the Direct Marketing Association (our industry's leading trade association) and remains an active member of the board today.

Product Development

SourceLink has made significant investments in the technology space to support our utility and transactional clients. In the electronic billing and payment area, SourceLink has developed an entire suite of solutions to support our billing clients. The benefit of our solutions is the full integration of the solution with the direct mail business. This translates into faster execution (on a daily processing basis) and less potential for errors and issues. Furthermore, our electronic billing and payment solution (BLINK) offer a fully-integrated mobile optimized interface for both the electronic presentment and the electronic payment functions. This mobile platform is standard with BLINK and is optimized for both Apple (iPhone and iPad devices) as well as Android devices, but supports any mobile device.

At SourceLink, we recognize that the physical transportation of critical mail and the Internet will continue to be intertwined for quite some time to come. For that very reason, we have adapted an industrial strength electronic archival/retrieval/e-delivery platform that will propel us into the future. SourceLink's Billing+ is a robust, scalable offering that enables Internet archival/retrieval coupled with electronic delivery. This new service offering complements our industry leading digital printing and fulfillment services.

With Billing+ you have the ability to consolidate your printing and fulfillment requirements with your e-initiative under one umbrella. We support the capability to manage your entire online statement presentment program, so you don't have to tie up your valuable resources. Billing+ improves your ability to communicate with members and service representatives. By combining the power and reach of the Internet with our fast intelligent deep archive and Internet presentment capabilities, you can store and retrieve your statements instantaneously, facilitating communication – shaving hours and even days off inquiry handling.



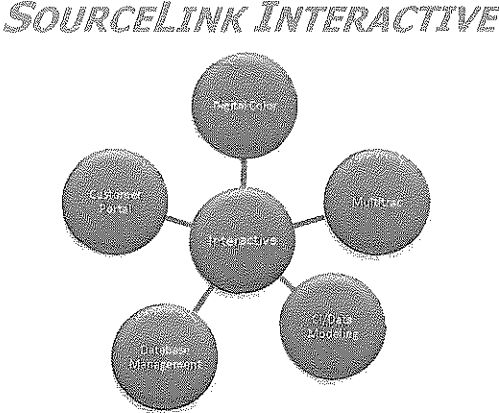
The Billing+ advantage:

- **Industrial-Strength** -- Drawing on our vast experience in high-quality printing and fulfillment services, coupled with our integration services, we have deployed this truly innovative web-based document repository service. The Billing+ repository network has been built to meet the rigorous demands of our diverse client base of large and small corporations that increasingly rely on timely access to critical information.
- **Vendor Neutral** -- Many business applications will evolve to the point that they will require a more sophisticated use of their document repository. For these organizations, Billing+ builds a custom-tailored application layer using the offerings of many of the leading document management and workflow vendors. This enables us to insure that your repository application is optimized for how you want to run your business.
- **Security First!** -- The design of the Billing+ service ensures end-to-end security from document conversion to storage and retrieval.
- **Scalability** -- The Billing+ infrastructure was built using world-class hardware, software and communication components so that your customized repository can grow with your business, the sophistication of your applications and the geographic spread of your location and the business partners that will share critical information with your systems.
- **Competitive Advantage** -- With millions of documents already online and processing millions of documents every day, we have established a track record that Fortune 500 companies can rely on every hour.
- **Document Images Are Displayed Exactly as they are Printed** -- What you see on the screen is an exact replica of your printed bills and/or statements, making documents easier to read and eliminating confusion. Billing+ is the perfect solution for LFUCG because your customer service department will benefit from mirror-image copies of the bills your customers receive in the mail. Providing contact service representatives with mirror images of statements and bills has been proven to reduce ACH (Average Call Handling) times for telephone inquiries. When it comes to contact centers – time IS money!

Billing+ allows both enrollees and internal users to have secure, authorized access to statements, invoices and regulatory notifications. With one simple link from an email or your website, the user will be directed to your website for authentication and then redirected to a branded landing page.

BILLING+

SourceLink's suite of transactional statement delivery solutions, including one of the industry's most comprehensive and flexible electronic

	<p>delivery and mobile payment platforms.</p>
	<p>SourceLink’s STATEMENT+ allows both enrollees and internal users to have secure, authorized access to statements and notices. Customers view their statements how and when they want. This provides for enhanced customer service through full-fidelity document retrieval with instantaneous reprint, fax and email delivery. STATEMENT+ also improves call center efficiency and effectiveness through the ability to quickly resolve questions.</p>
	<p>SourceLink’s electronic billing statement and notices tool. In addition to paperless presentment, customers can make payments online and are directed through links on the company’s website to a branded payment page that accepts ACH and card payments, one-time or recurring. BLINK provides for quick access to payment history and statements. BLINK offers a mobile application that is customizable to the user’s mobile device, which can drastically improve the billing experience. Integrated personalized email delivery offers a one-to-one experience for the customer.</p>
 <p>To Learn more, view our SourceLink Interactive YouTube Video: http://bit.ly/pvBrDM</p>	<p>A web-based application providing document and campaign message composition. SourceLink Interactive provides for the ability to dynamically control messaging (text or graphics) within a document (templates).</p> <ul style="list-style-type: none"> • Provides a document repository for all outbound correspondence. • For clients managing complex paragraph and text within a recurring marketing campaign, Interactive provides an intuitive repository system. • Data driven business rules can be used to target members or prospects with more relevant messaging. • On the fly document customization includes the ability to edit text within the template and insert paragraphs/text and images from a centralized repository. • All documents generated from Interactive can be delivered to electronic, print and mobile channels.

<p style="text-align: center;">MultiTrac[®]</p> <p style="text-align: center;">To learn more about MultiTrac, view our Product Video on YouTube: http://bit.ly/raSLA9</p>	<p>SourceLink’s mail tracking solution that assists financial services institutions with tracking billing statements/notices and remittance (inbound payments). MultiTrac has been proven to improve the “customer service experience,” and has helped to improve cash flow with subscribing MultiTrac enables full reporting and total campaign integration for your direct mail communications.</p>
<p style="text-align: center;">Agency Services</p> 	<p>SourceLink’s Agency Services starts with a process of discovery where we develop a full understanding of our clients’ marketing objectives, brand positioning and the differentiating features and benefits of their product or service offers that will resonate most with the target audience.</p>

Resources with a Distinct Advantage

Whether you’re involved in business-to-business or business-to-consumer relationships, SourceLink’s your one-stop solution for the delivery of time-sensitive communications. Our customized approach gives you (our partner) access to the following capabilities, technologies and expertise.

Management Processes

- Quality Control Procedures
- Documented Customer Service Level Agreements / Customer Procedures
- Regularly Scheduled Stewardship Meetings
- Programming and IT Support
- Experienced Personnel
- Dedicated Implementation Team

Capabilities

<ul style="list-style-type: none"> • Secure, limited access facilities • Multiple data receipt options • Programming and data processing • Consolidated statement management • Statement design and formatting • Database management • Inventory storage and management • Forms design/management/procurement • High-speed cut-sheet laser printing 	<ul style="list-style-type: none"> • Integration of multiple data streams • MICR check printing • Highlight color • Full-digit color • Offset Printing • On-demand document production • Fully automated lettershop capabilities • Manual assembly • USPS Postal Presorting, commingling and
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<ul style="list-style-type: none"> • High-speed continuous laser /inkjet printing • Support for multiple paper types • Variable data driven graphics and statement messaging 	<ul style="list-style-type: none"> • postage management • Internet presentment / Internet archival/retrieval repository system • Customized reporting • Disaster Recovery
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Document Composition

We serve a number of markets with different types of printed documents, in each of these markets and for all document types, we have been experiencing converging client requirements on high quality graphically complex documents with dynamic messages, photos, charts and/or multiple fonts. As a result of this increasing demand for sophisticated documents and hybrid delivery solutions, we have adopted the GMC's Inspire is an enterprise communication platform enabling our clients business to consistently deliver relevant personalized messages, at the right time through the preferred channel. We recognize that the effective use of targeted intelligent communications enables our clients to build loyalty that lasts, while driving down costs and reaching new markets and customers.

Adopting GMC Inspire has provided our clients a unique customer engagement platform. GMC Inspire has been developed with the goal of making every customer contact valuable for your business. Some of the features GMC allows us to bring to the forefront of the integrated communications arena include:

- **Native multichannel capabilities** -- GMC Inspire is built to handle both digital and paper channels. Whether it's mobile, email, social media, web or paper, GMC Inspire creates, optimizes and delivers communications through multiple channels.
- **Cloud scalability** -- GMC Inspire's ability to operate in a true web services environment means that it can be deployed easily into a private cloud or a hosted cloud. It can even integrate with other cloud-hosted services such as databases or CRM systems.
- **Effortless legacy migration** -- Most systems require legacy applications to be built from scratch, but this can be both time-consuming and costly. With GMC Inspire's flexible architecture, you can transform legacy applications with color, variable elements, and even changing output channels, without having to redo the whole template.

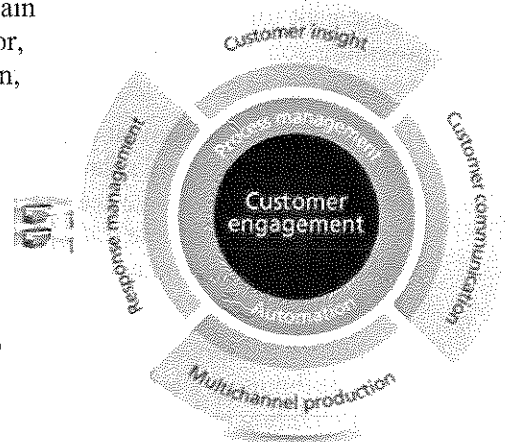
Production Capabilities

SourceLink has made its mark on the industry in great part due to the technology that we invest in to support our client's growing needs. We always aim to be a step ahead of the industry in terms of technology. We most recently invested millions of dollars to acquire the latest digital color printing technology. In fact, we are the first organization in the country to obtain the new Océ ColorStream 3500 digital color web press. This full color, high speed, continuous inkjet equipment provides for a white paper-in, full color imaged document out. And variable imaging is this equipment's specialty.

Additional production capabilities include the Xerox iGen, which is capable of producing highlight color, or full color documents in cut sheet format.

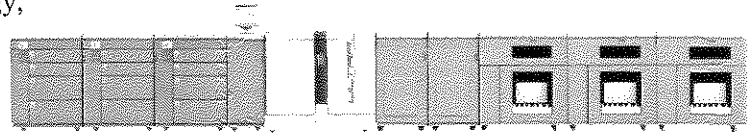
We also possess dynamic perforation capabilities, which enables us to variably perforate documents on an as-required bases.

Our versatile equipment and capabilities also includes high speed



continuous ink jet, high speed continuous laser, and high speed cut sheet equipment.

Whatever the requisite application and technology, SourceLink has the capability and necessary equipment to produce your integrated communications as efficiently and accurately as can be done. The quantity and versatility of



our production capabilities also gives SourceLink the ability to continuously evaluate your communications effectiveness, and marketing programs Return On Investment (ROI). We continuously monitor the technology landscape and strive to offer alternatives to reduce costs and/or maximize efficiencies. It is this flexibility and robust capability that has put us in a leadership position as an integrated communications provider.

Mail Insertion

Our facilities are equipped with state-of-the-art intelligent mail insertion platforms with integrated “nesting” folders. Utilizing these systems affords us the ability to handle envelopes of varied sizes. Performing selective messaging and insertion is a routine occurrence for us, as our several of our machines are equipped to handle up to 22 inserts.

SourceLink is Unique

SourceLink is unique from other companies in the marketplace because we are a marketing firm with full capabilities to support the production, delivery and analysis of all the programs we recommend and create. Many organizations are seeking ways to consolidate the number of vendors needed to support their marketing and communications applications. The comprehensive solutions and services that SourceLink offers has enabled many of our clients to consolidate multiple vendors under one company (SourceLink). We are a full-service database direct marketing and communications agency with complete production capabilities. Very few organizations can tout best-in-class synergies between marketing and production. No other organization can tout these qualities *and* the technology that SourceLink offers to its clients. We are uniquely positioned as a top 3 CRM Marketing Agency and a top 5 supplier in production services to the Government Printing Office (as demonstrated proof of the production capabilities we possess).

The unique government and high-profile financial services clients we support requires us to obtain exceptionally high security clearance and maintain exceptionally high security standards, with also makes us a unique organization.

SourceLink takes a unique approach to solving your business challenges. We don’t consider ourselves a vendor; we consider ourselves a partner to our clients. Our business model encourages a deeper engagement (understanding the “big picture” and overall objectives of the organization) versus simply providing you with a service. We aim to define objectives and provide measurable results for the programs we support.

The transactional document industry continues to be a primary focus for our organization. We continue to invest in technology and solutions to help SourceLink maintain its leadership position in this market. In recent years, we have invested in a fully-integrated, full feature loaded electronic document delivery and payment solution that integrates seamlessly with leading mobile platforms (iPhone, iPad and Android). Unlike many of our competitors who cannot offer these enhancements (or only offer them as add-ons to a basic solution) SourceLink’s solution comes feature rich and with these enhancements standard.

Our goal for the foreseeable future is to continue to forecast and predict the upcoming needs of our clients (from a technology standpoint), acquire the necessary technology and remain an industry leader in the direct marketing and communications industry. Our intentions are to grow in the utility vertical by advancing new technologies and programs which meet the growing needs of our diverse client base. This

is evident by the launch of several new marketing support programs in recent months, such as **REV** (automobile loan refinance targeted marketing program), **BLINK** (electronic bill presentment and payment platform with integrated mobile payment service), **STATEMENT+** (our rebranded and recently re-launched, comprehensive suite of statement delivery solutions), SourceLink Interactive (an intuitive and cutting-edge web based on the fly document composition tool that enables web-to-print), and our recent investment in two high-speed digital color web presses. Our commitment to technological investments ensures our leadership position in the marketplace and gives our clients a competitive advantage above their peers.

SourceLink will remain a full-service direct marketing solutions provider that offers its clients multi-channel direct marketing support and end-to-end solutions to business challenges. Our objective is to achieve measurable results with our clients through the use of data-based marketing strategies.

With significant production capabilities in support of your anticipated growth, and a fully integrated paperless billing solution, SourceLink offers LFUCG the most value and flexibility to support your current and future billing initiatives:

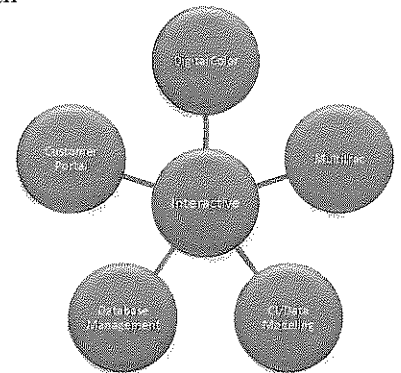
- **Ensure timely and accurate production and delivery of invoices and correspondence to utility customers.** From the minute we receive your data until the finished documents are accepted by the USPS, SourceLink has verification processes in place that assure accuracy and track delivery. Our print production facility in Miamisburg Ohio, coupled with our working relationship with the USPS ensures the fastest possible delivery of paper bills.
- **Reduce costs for invoice and correspondence production and delivery to customers.** SourceLink is relentless at increasing efficiencies and reducing cost through integration of advanced technologies. We invest in best of breed technologies to implement customized solutions that reduce your cost of doing business.
- **Expedite customer payment of utility invoices.** DSO is reduced by providing "*BLINK*", our simple, easy to use paperless billing and on-line payment option. As a leading marketing company, SourceLink will work with LFUCG to increase adoption rates. In addition, bill design can play a role in encouraging more timely payment. The way bills are presented on the printed page can affect what consumers do with them. Designed effectively with personalization and targeted messaging, bills can become powerful marketing tools that increase customer loyalty and influence buying patterns (for underground sewer and water line protection programs, for example). SourceLink provides design expertise, industry knowledge, the technical expertise to reformat your current bill.
- **Reduce utility costs for payment processing.** Our on-line payment options will eliminate remittance processing and special handling costs for paper bills.
- **Minimize mailing delays due to equipment failures and maintenance.** SourceLink provides both internal and external redundancy, with a full time maintenance team on site. In addition to running a 24-hour facility, we maintain multiple pieces of machinery in our 150,000 square foot facility to produce your billing statements. We also cross-train our staff on programs so that staffing doesn't hinder our ability to meet mail dates and Service Level Agreement (SLAs).
- **Maintain accuracy of piece counts.** SourceLink monitors processing at the individual document level, comparing input data with production data to ensure the highest level of document integrity.
- **Maintain current postal discounts and achieve additional postal discounts where eligible and**

appropriate. SourceLink runs USPS PAVE certified software to ensure compliance with all postal regulations and to provide the lowest possible rates. We use Group1 software for CASS, DPV, and sortation. SourceLink's Miamisburg production facility operates as a Detached Mail Unit (DMU) of the United States Postal Service. The USPS has representatives on our production floor, and completed mail pieces are trayed in presort order and presented to the USPS on-site, on the production floor of our facility in Miamisburg, Ohio for verification and acceptance. In addition, SourceLink is a certified manifest mailer; resulting in more mail pieces qualifying at lower rates.

- **Improve postal records through electronic reports.** SourceLink provides PS3607 electronic reports, available by email, thru our client portal, or on-line at USPS. We recommend use of a CAPS account, an electronic postage payment system that provides a centralized, convenient, and cost-effective way to fund permit imprint accounts.
- **Provide a solution that allows for expedited changes to forms and envelopes to accommodate things like changes, additions or deletions to logos and "boilerplate" changes for required instructions and information on billing statements.** SourceLink Interactive is a web based application providing document and campaign messaging solutions. We believe Interactive is a perfect application for your business, for the reasons outlined below. We recommend that you view the product YouTube video to learn more about how Interactive can provide an enhanced customer experience for your state agency clients to quickly and easily develop personalized campaigns through the tool. SourceLink Interactive can be branded (skinned) to your preferences (e.g. branded to the look and feel of LFUCG, if desired). SourceLink Interactive:
 - Provides LFUCG and/or its agents with the ability to dynamically control messaging (text or graphics) within your communications (templates).
 - Provides a document repository for all outbound correspondence.
 - For clients managing complex paragraph and text within a recurring marketing campaign, Interactive provides an intuitive repository system.
 - Data driven business rules can be used to target your customers with more relevant messaging (targeted messaging that is relevant to the specific needs of the customer).
 - On the fly document customization includes the ability to edit text within the template and insert paragraphs/text and images from a centralized repository
 - All documents generated from Interactive can be delivered to electronic, print and mobile channels

To Learn more, view our SourceLink Interactive YouTube Video:

<http://bit.ly/pvBrDM>



- **Mail tracking solution that can provide information on delivery of billing statements and status of remittance (in-bound payments).** MultiTrac® is SourceLink's Trademarked mail tracking technology. It's just another example of how our capabilities are aligned to deliver insight far beyond the capabilities of our competitors. With many changes in USPS delivery standards forthcoming (inevitably) many clients are using MultiTrac to monitor delivery times and hedge against future changes in direct mail delivery. MultiTrac enables full reporting and total campaign integration for your direct marketing efforts. For remittance mail (inbound payments to your company) MultiTrac provide significant cost savings to organizations by reducing the need to send reminder mailings for those customers whose payments are already in transit to you. Furthermore, MultiTrac has proven to be an effective cash flow solution for many companies who rely on timely payment of bills.

To learn more about MultiTrac, view our Product Video on YouTube: <http://bit.ly/raSLA9>

- **WebProof** will be used in support of communicating, proofing, and approving document format and data changes.
- **Provide reporting on documents as they move through the printing, insertion and mailing processes.** The SourceLink client portal allows users to gain insight to the production, mailing and delivery of their mail applications. The portal is divided into four sections for easy access to what you want to view: Project Status, Reports, Inventory, and MultiTrac™.

Experience

SourceLink is currently providing production, data, creative, or e-presentment services for a total of 375 clients. Our business is almost equally divided between transactional document outsourcing and direct marketing. SourceLink has provided utility billing solutions for 10 years; Outsourced document printing, inserting and mailing for 40 years; Electronic billing and payment for 7 years.

SourceLink best understands the responsibility that will be entrusted to the successful vendor. We accept that responsibility with the full commitment and support of executive management and our dedicated project team. Our experienced team and associates help to navigate you through the onboarding process, applying valuable lessons learned for the vast experience both they possess as employees and we as a company overall. Our experience in utility billing and communications translates to savings of time and money as we help our clients to avoid expense learning lessons that may accompany a less experienced partner.

A Forrester research study entitled the "The State of the Document Processing Services Industry 2011" observed that SourceLink's business model is unique and we are not just another company with significant production *m* equipment. Our solution for utility billing is unique: a data-driven approach that will maximize your project requirements and drive a transpromotional strategy, versus just imaging messages on paper.

As demonstrated expertise in business similar to the printing and mailing requirements requested by LFUCG, we support variable imaging, inserting and mailing needs for numerous public and private utility organizations, state, county and local governments and agencies. This experience includes printing, inserting and mailing of various time-sensitive and secure documents on behalf of our clients. These documents include, but are not limited to:

- Printing and Mailing of Utility Bills and Statements
- Printing and Mailing of Tax Assessment Notices
- Printing and Mailing of Water Usage Reports
- Printing and Mailing of EPA Notices and Fines
- Printing and Mailing of Vehicle Registration Renewal Notices
- Printing and Mailing of 1099 Tax Statements
- Printing and Mailing of 1040ES Tax Statements
- Printing and Mailing of Tax Bills
- Printing and Mailing of Jury Summons'
- Printing and Mailing of Voter Check Cards

Our government sector client list includes:

- The US Social Security Administration
- Medicare
- Internal Revenue Service

- Universal Service Administrative Company
- State of Alaska
- State of California
- Orange County, California
- State of Connecticut
- State of Florida
- State of Illinois
- Cook County, Illinois
- State of Kentucky
- State of Louisiana
- State of Maryland
- State of Massachusetts
- State of North Carolina
- State of New York
- Albany County, New York
- Rockland County, New York
- Clermont County, Ohio
- Hamilton County, Ohio
- State of Texas
- City of Kingsport, Tennessee
- Salt Lake County, Utah
- Indianapolis Power & Light
- Dayton Power and Light
- Greater Cincinnati Water Works
- Heartland Payment Systems
- Cleveland Public Power
- Cleveland Division of Water

SourceLink Personnel

SourceLink Ohio, which has been identified as the most appropriate SourceLink facility to manage your business, currently employs 182 full-time production and IT associates. Nationally (across all of our facilities), SourceLink employs more than 500 FTE's across 6 sites.

In Ohio, our key staffing allocation for statement production and delivery business is as follows:

Classification	Number of Full Time Employees
Customer Support	24
Customer Technical Support	12
Research and Development	4
Project Management	36
Project Implementation and Rollout	6

The average length of service for implementation team members is 20 + years experience with 6+ yrs at SourceLink.

Based on the details provided in your Request For Proposals, we've identified the following as resources dedicated to support your business:

- * Customer user support 2
- * Customer technical support 3
- * Research and development 4
- * Project management 2
- * Project implementation and rollout 6

Client References

SourceLink has worked closely with the Greater Cincinnati Water Works (GCWW) over the past five years to provide consistent, top quality production and mailing services for customer billing statements. We are the

current provider of bill printing and mailing services to GCWW and are thus, very familiar with their data requirements. We believe this historical experience with GCWW can be of benefit to LFUCG as it explores outsourcing bill production and mailing.

A sampling of a few other local references include the following utility companies. (Note: Reference information is confidential and proprietary and may not be copied or disclosed to any third party.)

Cleveland Division of Water 1201 Lakeside Ave. Cleveland, OH 44114
Sharonda Denson 216-664-2444 x5330 sharonda_denson@clevelandwater.com
Daily printing and mailing of residential/commercial water/sewer bills for approximately 280,000 accounts. Receive daily via FTP approx. 10,000 residential/commercial water bills. All are printed, folded, intelligently inserted, presorted, mailed same day. Bill review & suppression utility is provided.



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Dayton Power and Light 1900 Dryden Rd., Dayton, OH 45439
Roberta Thornhill 937.331.4424 roberta.thornhill@dplinc.com
Daily printing and mailing of residential/commercial electric bills for approx. 480,000 accounts. Receive daily via FTP approx. 25,000 residential/commercial electric bills and various customer correspondences. All are printed, folded, intelligently inserted, presorted, mailed same day. E-presentment, document archive, CustomerCare services (approx. 1.1mm/pgs/mo)



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Indianapolis Power & Light Company 1 Monument Circle, Indianapolis, IN 46204
Debbie Hatmaker 317-261-8426 debbie.hatmaker@aes.com
Daily printing and mailing of electric bills and customer correspondence; approx. 480,000 active accounts. Receive via FTP approx. 22,000 residential/commercial electric bills Tues-Sun. "Special handling" bills are sent in a separate file & returned to IPL for review. We manage and monitor a remote printing capability so these "review bills" are available in hard copy the same morning at the IPL customer service center without incurring any delivery fees. All bills are printed, folded, intelligently inserted, presorted, mailed same day. Bills are received at the Indianapolis postal hub next day.



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Butler County Water & Sewer 130 High St. Hamilton OH 45011
Sue Vance 513- 887-3936 vances@butlercountyohio.org
Daily printing and mailing of residential/commercial water/sewer bills for approx. 60,000 accts. Receive daily via FTP approx. 5,000 residential/commercial water bills. All are printed, folded, intelligently inserted, presorted, mailed same day.



Additional references may be provided upon request.

Project Management Philosophy

SourceLink has developed a centralized Project Management Office (PMO) with skilled project managers who have worked on large projects across many different vertical industries. At the start of this project, a dedicated project manager will be assigned to lead and monitor progress for this project from start to finish, provide status updates and ensure this project stays on track and is completed on time.

Based on the fact that SourceLink has an intimate knowledge of the existing GCWW applications, we will modify our methodology to conduct a Business Requirements *review* process rather than execute a full blown Business Requirements definition process (which would be required by any other supplier).

Our project management approach entails developing a project plan. This includes defining and confirming the project goals and objectives, identifying tasks and how goals will be achieved, quantifying the resources needed, and determining budgets and timelines for completion. SourceLink's governance spans the entire length of the project and our overall methodology is broken down into parallel tracks to keep the processing moving using both agile and waterfall methodologies.

WebProof will be used in support of communicating, proofing, and approving document format and data changes. The review and approval stages can quickly become the most lengthy, confusing and unwieldy of the entire document production process, WebProof provides a highly convenient and cost-effective way to manage the entire approval and final proofing process.

Should the project requirements and specifications change substantially, SourceLink and LFUCG will hold a project kick-off meeting. The agenda is to establish expectations, develop a project team with defined roles and responsibilities, and prepare for the business requirements meeting by reviewing high-level requirements and workflow.

Requirements Review

At the onset of the project, SourceLink will conduct a requirements review session. The session results in enough business, technical and project related information to size the project and enter the design phase. The next steps include the preparation of the business requirements, technical specifications and the development of a project plan. The final business requirements include scope, objectives, timing, assumptions, resource constraints and strategy.

During this meeting the following tasks will be accomplished:

- Finalize project description
- Review data format(s)
- Develop Statement of Work (SOW) deliverable
 - Identify all tasks and responsible parties
 - Develop a project critical path and list all tasks
 - Ensure all project team members understand the "roles and responsibilities" of each
 - Document all assumptions; i.e. the "do or do not" concept
 - Ensure communications are clear and involve everyone in the communication process

- Establish the completion criteria for the project
- Communicate "policies and procedures" to all team members
- Assign responsibility for documentation of each task
- Commit to date for delivery of first draft of project plan
- Commit to date for redraft and plan sign-off

A detailed project plan will be created indicating all tasks that are required to deliver the completed solution. SourceLink and Ailiant Energy will designate project leaders who will be responsible for sign-off on the approved project plan and business requirements.

Development Phase

The purpose of the development phase is to build the application in accordance with SourceLink technical development standards and architecture.

Prepare Technical Environments

This step includes preparing the technical environments required for the Build process. Preparing these environments includes everything needed to run the application being developed for document content processing.

Build the System

After the development environment has been set up, the technical staff starts construction of the application. Depending on the size of the application, these phases may be built simultaneously to allow quick delivery of a project.

Testing Phase

Separation of design, programming, testing and acceptance testing, along with peer reviews at each step contribute to SourceLink's reputation in the industry for timely, accurate development. Our production centers employ parallel production and testing environments. Application development is performed in the redundant, isolated test environment and, therefore, cannot affect subsequent live production. This step ensures that each unit and function of the system is working correctly in accordance with the program specifications,

Integration Testing

During integration testing all system functionality requiring interfaces to either SourceLink or an Alliant Energy external system is tested to ensure that all business requirements have been met.

Regression Testing

This is the process of using the system to make sure that the Alliant Energy can successfully conduct business according to the information presented in the business requirements document.

Project Management and Implementation Services

We will dedicate a Project Manager, Implementation Specialist and Executive Sponsor who will be ultimately responsible for the success of your implementation. Typically our Implementation leads manage the project documentation which consists of our "Business Requirements Documents", the guidebook for your electronic billing implementation, and project schedule included below.

You will be assigned a Project Manager who is measured on the quality, speed and customer satisfaction of each implementation. That person is an experienced project manager who is well-versed in all of the features of our service as well as in the keys to a successful conversion. Your project manager will be your primary contact throughout the conversion and will work behind the scenes with all resources needed in the process. LFUCG will also have dedicated executive sponsors Evan Childs (Director of Business Development) and Jim Wisnionski (President of SourceLink Ohio), who will have ultimate responsibility for your company's implementation success.

Another key resource is our Implementation Manager who will be responsible for any bill redesign (if necessary) and electronic forms template programming,

We'll start the implementation process with an implementation planning call with Evan Childs and your Project Manager. We review your needs at a high level and will walk you through the seven-step Start-Up program listed below. The key is that we will handle the vast majority of the implementation work required.

1. **Bill Redesign.** Our Bill Design team will work with LFUCG to determine what enhancements or modifications (if any) need to be made to the current format. This includes our suggestions to help improve readability in order to reduce customer questions, enhance messaging and graphics for improved marketing results, and optimized line item detail.
2. **Billing File Transmission and Formatting.** SourceLink is experienced working with the DOC1 bill print extraction input data file. Alternatively, we can accept a flat data file and compose documents using our GMC PrintNet tools.
3. **Billing Rules.** We will revisit special processing rules to ensure we are providing the best service. We'll cover any of the print related issues upfront and then move to electronic billing requirements. The answers to these and many other questions will be entered in our detailed *Business Requirement Document*, which becomes the guidebook for your e-implementation. Your Project Manager will work with you to complete this documentation.
4. **Testing.** SourceLink takes pride in getting it right the first time. Our testing process is extremely rigorous. Usually this involves several rounds of comprehensive review of files of PDFs generated by actual billing files until you are ready to sign off with your approval.
5. **Messaging and Inserts.** We'll review the messaging and inserting process and also give you instructions on additional message areas available in online billing.
6. **Online Billing and CustomerCare Training.** Based on your answers to the Business Requirements Document, your Project Manager will have created your branded web site for Online Bill Pay and CustomerCare. Your Project Manager will provide a customized online training session for your staff on these two important services. The two sites will be in a staging environment until GCWW feels comfortable with migrating to a live environment.
7. **Go Live.** On your first several live production runs, we set the jobs for Job Approval, giving you one final online review via CustomerCare prior to actual bill production.

Response to Requirements

Req. #	Requirement	Type	Response and Comment
1	Receive files via FTP. These files will come directly from the Ventyx Customer Suite billing system. Format shown in addendum 1.0	Mandatory	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	Satisfied. SourceLink Ohio has the capacity to print from 1,000 up to 600,000 mail pieces per day – which is in excess of your current customer base. Thus, we are confidently able to commit to meeting the deliverable, despite the lack of specifics in this requirement.
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. WebProof , a web based bill suppression utility, enables GCWW, and/or LFUCH authorized users to review, suppress, and then release print files for production by SourceLink. No special software tools are required as our solution is a web-based solution.
4	Read barcodes and/or OMR marks to intelligently insert the appropriate materials (i.e. inserts and envelopes) for each mail piece.	Mandatory	SourceLink will encode each printed page with a 2D barcode to ensure document and mail piece integrity.
5	Insertion equipment for invoices with at least 6 trays capable of handling dynamic insertion based on barcode or OMR logic	Mandatory	Satisfied. Pitney Bowes APS intelligent inserters with 10 stations.
6	Mail all pieces according to agreed upon postal specifications (i.e. first class, pre-sort, bulk mail, etc.) including achieving all available postal discounts.	Mandatory	Satisfied. PAVE approved BCC Mail Manager for standardization, presort, 1MB & BCC Move Update for COA. Full discounts are passed to GCWW.
7	For items to be mailed, print all invoices, past due notices, letters and inserts on paper size and weights as determined	Mandatory	Satisfied. We currently produce these applications on different preprinted stocks. NOTE: Varying paper stocks and preprint limits production to cut sheet imaging systems vs. roll to sheet systems which are more economical.

	by GCWW. 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.		
8	Source print logo(s) on all stationary materials (paper, envelopes and inserts) in appropriate size(s), location(s) and color(s).	Mandatory	Satisfied
9	Print documents using spot color printing (black and one additional color at minimum)	Mandatory	Satisfied. Currently provided by SourceLink for multiple clients, including GCWW.
10	Incorporate document revisions within 72 hours of receipt of revisions in the agreed upon format(s).	Mandatory	Satisfied. We propose implementation of WebProof for faster revisions and approvals.
11	Provide CASS and NCOA certification to meet United States Postal Service Mandatory minimum standards for maximum postage discounts	Mandatory	Satisfied. PAVE approved BCC Mail Manager for standardization, presort, 1MB & BCC Move Update for COA.
12	Process all mail according to United States Postal Service rules, regulations Mandatory and requirements to ensure the lowest possible postage rates.	Mandatory	Satisfied. PAVE certification of all software used by SourceLink.
13	Provide daily, monthly and annual reports on quantities for each of the materials as used.	Mandatory	Satisfied. Reports will be formatted per your specific requirements and delivered via email or posted to a client portal for easy access.
14	Provide daily, monthly and annual reports on pieces processed and postage used	Mandatory	Satisfied. Delivered via email or posted to a client portal for easy access.
15	Provide a minimum of 14 days advance notice of need to add money to postage accounts.	Mandatory	Satisfied
16	Provide the ability to allow LFUCG to make bill content and message changes. Include any requirements needed for this.	Mandatory	Satisfied. With PrintNet document composition by SourceLink LFUCG will have access to SourceLink Interactive , a web based tool for controlling areas of the paper bill designed for messages & graphics

17	Provide document design services upon request for all materials, including, but not limited to, billing inserts. Please provide hourly rates for these services. This should also include estimations for time and cost related to the initial bill design portion of the implementation project.	Desired	Satisfied. Our BLINK CustomerCare module provides PDF storage and instantaneous retrieval of bills & correspondence. PDFs may be loaded to a GCWW internal system as required.
18	Provide the ability for payments to be scanned by our lockbox solution using the scanline on the invoice	Mandatory	Satisfied. SourceLink currently provides printed scan lines at 100% readability.

