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## **InfoSend, Inc. Response to:**

City of Beaumont, California

Cost proposal for Printing and Mailing Utility Bills

WW-RFP-25-004

**Due:** March 27, 2025

**Time:** 11:00 am PT

**Provided By:** Kelly Law  
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## InfoSend Data Processing, Print and Mail Pricing

InfoSend is proposing to keep the City of Beaumont's fees fixed per our current rates through the end of the new first contract year. Due to rising costs and high inflation, we respectfully request a 3% increase on services and materials fees for contract years 2 and 3. We outlined these fees ahead of time so that they are known up front and can be considered as part of the total contract value during council review.

Client Volume Assumptions
<u>Customers Contacted or Billed Monthly</u> Average 10,800 mail pieces monthly
<u>Number of Batches</u> 4 per month

Document Production Summary	Year 1	Year 2	Year 3
<b>Statements &amp; Notices</b> Package includes: Data processing, one printed page up to 4/1 ink, InfoSend outgoing #10 envelope, InfoSend #9 return envelope	<b>\$0.1742 per mail piece</b>	<b>\$0.1794 per mail piece</b>	<b>\$0.1848 per mail piece</b>

Finished mail pieces are delivered to the USPS **within one (1) business day**. If electronic PDF samples (proofs) are requested then the mailing will be completed within one day of sample approval. File upload deadline for next-day mailing is 3:00PM local time at the production facility designated for your account. If samples are required then they must be approved by 5:30PM local time for the file to be mailed by the next business day.

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

Data Processing	Year 1	Year 2	Year 3
Document Re-Design Fee	\$0.00 – Waived for document color upgrades	Scoped upon request	Scoped upon request
<b>Data Processing Fee (per document)</b>	<b>\$0.0300</b>	<b>\$0.0309</b>	<b>\$0.0318</b>

Data Processing, Document Composition, Printing and Mailing Service	Year 1	Year 2	Year 3
<b>Statement and Notices - Printing &amp; Mailing Fee with up to 4/1 Ink</b>	<b>\$0.0839</b>	<b>\$0.0864</b>	<b>\$0.0890</b>
<b>USPS Postage</b>	<b>Pass-through</b> A postage deposit will be required prior to starting service.	<b>Pass-through</b> A postage deposit will be required prior to starting service.	<b>Pass-through</b> A postage deposit will be required prior to starting service.
Print Color Options (colors per side) *	\$0.0889 for up to 4/4 printing	\$0.0916 for up to 4/4 printing	\$0.0943 for up to 4/4 printing
Inline Insert Print Fee*	\$0.0650 Black printing \$0.0750 Color printing	\$0.0670 Black printing \$0.0773 Color printing	\$0.0690 Black printing \$0.0796 Color printing
Batch Fee (per mailing batch under 200 mail pieces)	\$5.00	\$5.00	\$5.00
Excess Pages Handwork Surcharge (per mail piece)	\$0.3470	\$0.3574	\$0.3681
Address Updates – per "hit" (address that gets updated)	\$0.3700 NCOA \$0.3700 ACS	\$0.3811 NCOA \$0.3811 ACS	\$0.3925 NCOA \$0.3925 ACS

\*Data Processing, Document Composition, Printing and Mailing service fees are bundled into one line item.

\*Prices assume normal ink/toner coverage for business documents. Flood coating the entire page in color or other types of extremely high coverage designs may cost more or not be technically feasible. Extremely high coverage designs can cause content to bleed through to the other side of the page or to cause the page to curl too much to work properly with high-speed mail inserting equipment.

The postage deposit is subject to ongoing review and may be adjusted at any time to account for changes to Client average mailing volume or changes to USPS postage rates with at least thirty (30) days' written notice to Client.

Materials	Year 1	Year 2	Year 3
Standard 8.5" x 11" Paper Stock (per sheet)	\$0.0156	\$0.0161	\$0.0166
Standard Double Window Outgoing #10 Envelope	\$0.0239	\$0.0246	\$0.0254
Standard Single Window Return #9 Envelope	\$0.0208	\$0.0214	\$0.0221
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.1900	\$0.1957	\$0.2016

Insert Services	Year 1	Year 2	Year 3
InfoSend Produced	Quoted based on specification	Quoted based on specification	Quoted based on specification
Envelope Messaging (Snipes)	Quoted based on specification	Quoted based on specification	Quoted based on specification
Electronic Inserts, per insert	\$0.010	\$0.010	\$0.010
Inserting Fee, per insert  Fee to insert an InfoSend produced or Client provided marketing or informational insert. Client provided (drop-shipped) inserts must be professionally packaged and ready for usage. If folding is required then additional fees apply based on folding requirements. Minimum fee is \$0.01 per insert for folding. If inserts are not professionally packaged and damaged in shipment or require additional labor to prepare for inserting then additional fees can apply.  Per item fee assumes the insert will be included in all mail pieces. Selective inserting is available but requirements must be reviewed on a case-by-case basis to determine if additional fees will apply for setup and handling.	\$0.010	\$0.010	\$0.010

Optional Document Services	Year 1	Year 2	Year 3
Print Image Archiving (Per Document Image), with included USPS mail tracking, 12 months retention option. Additional options available.	\$0.0120	\$0.0124	\$0.0127
Print Image Archive API Monthly Support Fee	\$150.00	\$150.00	\$150.00
Professional Services Rate (per hour)	\$150.00	\$150.00	\$150.00
Returned Mail Handling	\$0.37 per reported returned mail piece	\$0.37 per reported returned mail piece	\$0.37 per reported returned mail piece
Remit Tracking	\$50 monthly support fee	\$50 monthly support fee	\$50 monthly support fee

InfoSend's Fees – Basic Email eBilling Service	Year 1	Year 2	Year 3
Set-up Fee One-time setup of email template and associated programming.	\$0.00 – Waived	\$0.00 – Waived	\$0.00 – Waived
Per Email Fee Per email sent. Includes creation of email bills and bill summaries based off of flagged accounts in the data provided by Client.	\$0.1000	\$0.1030	\$0.1061
eBilling Monthly Support Fee Per month fee to support the Email eBilling Service.	\$50.00	\$50.00	\$50.00

## Fee Explanations

### Data Processing

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

### Printing and Mailing Service

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

### Materials

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

### Insert Services

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

### Optional Document Services

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

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## Fee Explanations

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#### Insert Services

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#### Optional Document Services

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- **Print Image Archiving:** Fee per document to process, index, and store a document as a PDF for a set number of months. PDFs are securely accessed using an InfoSend website application, and includes USPS mail tracking for all outbound First Class mailed documents. Setup fees may apply depending on configuration needs.
- **Print Image Archive API Monthly Support Fee:** A flat monthly support fee to provide API access to documents in the InfoSend Print Image Archive. InfoSend will work with the designated third parties that a Client chooses, and provide support and open access to API calls on a monthly basis.
- **Final Doc Transfer FTP:** Each completed InfoSend batch is indexed and transferred to you via FTP or SFTP to store on your own network. InfoSend’s standard Batch File format is one PDF per batch with an XML companion file providing meta data and page numbers. If the client requires a custom scheme, including individual PDFs per each image in a batch, the Custom fee applies. Note: setup fees may also apply for some custom setups.
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**Postage Deposit**

InfoSend purchases the postage needed to mail Client documents on the day of mailing. The postage charges are later invoiced to Client based on the Client's payment terms. InfoSend requires Client to submit a postage deposit prior to the first mailing to facilitate the payment terms. This amount will remain in deposit for the duration of the Agreement. Upon Agreement expiration or termination Client must pay in full any outstanding invoices from InfoSend for payables created under this Agreement; the postage deposit will be refunded within fifteen (15) days of the date that the last open invoice is paid.

The postage deposit amount is calculated by multiplying the estimated number of mail pieces per month by the current 5-Digit pre-sorted first class postage rate. The postage deposit amount due for your account is:

10,800 mail pieces per month x \$0.545 x 2 = \$11,772.00

The postage deposit is subject to ongoing review and may be adjusted at any time to account for changes to Client average mailing volume or changes to USPS postage rates with at least thirty (30) days' written notice to Client.