THE DATA CENTER
STATEMENT PRINTING   DIRECT MAIL   DIGITAL OUTPUT

Proposal
For

RFP 10873

For

Tax Billing Printing

County Of Monterey
Contracts/Purchasing Division
1488 Schilling Place
Salinas, CA 93901

April 6, 2023

Submitted by
Stacy Conologue
The Data Center
1827 South Fremont Drive
Salt Lake City, Utah 84104
(801) 978-1030
stacy@datacenterusa.com

Exhibit C

SECTION 1

April 6, 2023

County of Monterey
1488 Schilling Place
Salinas, CA 93901

Please consider this bid proposal from The Data Center, LLC regarding your RFP 10873, - Tax Bill Printing. We currently do work similar in scope to your RFP, for a number of our customers and feel based upon your RFP that we can meet your requirements as outlined in your RFP.

The Data Center has been in business for over 30 years printing and mailing highly confidential information for our customers. Some of our customers include; Centers for Medicare and Medicaid, Sonoma County, CA, Superior Court of California County of Riverside, Superior Court of California County of Orange, many other government and private businesses. We work with very complex data and can provide mail accuracy and the lowest possible postage rates available. We are able to work with almost any data format.

This proposal includes our capabilities, experience, personnel, security and disaster recovery procedures, quality assurance procedures along with the price proposal.

The primary point of contact and our principal address for the bid proposal is:

Stacy Conologue
The Data Center
1827 South Fremont Drive
Salt Lake City, Utah 84104
Office: 801-978-1030 ~ Cell: 801-201-1420
Fax: 801-978-0501 ~ Email: stacy@datacenterusa.com

We will produce, print and mail according to your timeline and specific designs you have for each mailing. We understand that the mailings have specific mail dates that are required and will send the mail presorted first class through USPS.

TRUE FLEXIBILITY: This is where I believe that The Data Center is heads and tails above the rest. We have the ability to meet expectations, make changes and handle additional requests in a timely manner. We understand that our customers require us to be efficient and effective but also have the ability to step outside the box to perform tasks and provide services that are not part of the standard agreement. We understand the need to be flexible without sacrificing accuracy or timeliness. That is true flexibility and customer service.   Our belief is now and has been for 30 years to keep a customer here with quality work and great customer service. We **Firmly Believe That "TRUE FLEXIBILITY"** is an absolute must for the customer.

Please feel free to call me with any questions you may have regarding this proposal or for more information about The Data Center.

Regards,
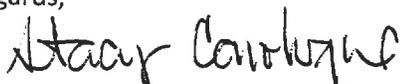
Stacy Conologue
Government Bid Specialist

SIGNATURE PAGE

COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION

RFP 10873 Tax Bill Printing Service
ISSUE DATE: March 9, 2023

RFP TITLE: RFP 10873 Tax Bill Printing Services

PROPOSALS ARE DUE IN THE OFFICE OF THE CONTRACTS/PURCHASING OFFICER BY
3:00 P.M., LOCAL TIME, ON April 6, 2023

MAILING ADDRESS:
COUNTY OF MONTEREY
CONTRACTS/PURCHASING OFFICE
1488 SCHILLING PLACE
SALINAS, CA 93901

QUESTIONS ABOUT THIS RFP SHOULD BE DIRECTED TO
Gina Encallado, EncalladoGL@CO.MONTEREY.CA.US, (831) 796-1336

CONTRACTOR MUST INCLUDE THE FOLLOWING IN EACH PROPOSAL (1 original plus 3 copies):

☐ ALL REQUIRED CONTENT AS DEFINED PER SECTION 8.1 HEREIN

This Signature Page must be included with your submittal to validate your proposal.
Proposals submitted without this page will be deemed non-responsive.

☐ **CHECK HERE IF YOU HAVE ANY EXCEPTIONS TO THIS SOLICITATION.**

CONTRACTOR MUST COMPLETE THE FOLLOWING TO VALIDATE PROPOSAL
I hereby agree to furnish the articles and/or services stipulated in my proposal at the price quoted, subject to the instructions and conditions in the Request for Proposal package. I further attest that I am an official officer representing my firm and authorized with signatory authority to present this proposal package.

Company Name: _The Data Center LLC_   Date _04/04/2023_

Signature: _Kim Kendall_   Printed Name: _KIM M KENDALL_

Street Address: _1827 S. Fremont drive_

City: _SLC_   State: _UT_ Zip: _84104_

Phone: _(801) 978-1030_   Fax: _(801) 433-1297_ Email: _Stacy@datacenterusa.com_

License No. (If applicable): _SLC CORP. LIC 2002-0057_

License Classification (If applicable): _____

END RFP 10873

MONTEREY COUNTY

Administrative Office
Contracts/Purchasing Division
1488 Schilling Place
Salinas, CA 93901
831-755-4990

ADDENDUM #1 RFP 10873 Tax Bill Printing

DATE: March 31, 2023

PROJECT: RFP 10873 Tax Bill Printing

TO: Interested Proposers

SUBJECT: Written Questions and Answers

A signed copy of this addendum must be submitted along with your original bid proposal package to verify receipt of this Addendum #1.
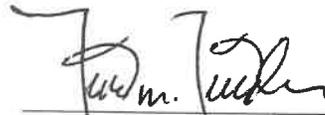
_____
Company Representative

04/04/2023
_____
Date

....

Addendum #1 consists of all Written Questions and Answers asked prior to the Deadline for Written Question (See 3.0 Calendar of Events).

Addendum #1
for the delay! Please see below.

RFP 10578

1. Does the County currently utilize a vendor for this work? If so, can you please let us know who that is? Yes. Our current vendor is The Data Center.
2. What warranted going out to bid for this work? Is this a mandated process, or are there issues with the current service? Our current agreement is due to expire.
3. We do not use Laser Printing, but instead a roll-fed Inkjet solution. Is this acceptable? We would want to see samples to fully understand the difference.
4. We are a white paper company, which means we print all variable and static information and formatting of the document on the fly and do not use custom forms. Is this acceptable? We would require further explanation of this process. Some custom formatting of the data is required as it is generated from our software platform which can be overlayed with images and color blocking printed on paper, but a pre-printed paper form is not required.
5. We also do not use custom envelopes. We are aware the county's current process uses custom envelopes. Is the County open to instead using a double window #10 envelope, with the return and mailing address being positioned on the document so they show through the windows correctly when folded? And for the #9 remit envelope, is the county open to using a blank single window envelope, with the remit to address showing through? This would require an additional expense to format those options with our software platform and would require time to process that may not be feasible with the upcoming print deadlines.
6. The County is referring to a #10.5 window envelope. Do you mean a standard business #10 envelope? Do you have the dimensions of the 10.5 envelope? Can you also provide dimensions for the #9 remit envelope? Please see dimensions for the two envelopes below:
   #9 Envelopes: 3 7/8 x 8 7/8
   #10 1/2 Envelopes: 4 1/2 x 9 1/2

END ADDENDUM #1 RFP 10873

END ADDENDUM 1

SECTION 1
COVER LETTER

SECTION 2

SECTION 6
  PRICING
SECTION 7, 8, 9

SECTION 2

The Data Center, in Salt Lake City, Utah has been serving the document needs of customers for over 30 years. We are a strong privately held organization with sales exceeding $5 million. With our unique combination of data processing ability, graphics design and production, we have created a secure, flexible and high quality portfolio of products and services that meet the needs of our customers nationally. The Data Center is fully insured and bonded. We have saved our customers thousands of dollars annually based on the high costs associated with printing systems, postage, programming and design.

The Data Center specializes in printing critical documents and we have all of the requirements securely in place to successfully provide critical document print and distribution services:

- ✓ Ability to provide our customers with state of the art technology
- ✓ Accurate programming / mapping of data to static form with proofs for any scenario with 'live data'
- ✓ In-house programmers to handle any programming and software issues internally
- ✓ State of the Art and Redundant Equipment / Software
- ✓ Highly Experienced People/Personnel and Low Employee Turn-over
- ✓ Detailed Quality Assurance Program
- ✓ Security Program and Policies, and SFTP Server
- ✓ Ability to provide all services within our secure facility
- ✓ Thorough Disaster Recovery Plan
- ✓ Clear and custom postage reporting and invoicing
- ✓ Clear and custom inventory procedures
- ✓ Lowest possible postage rates for all customers
- ✓ Complete and up-to-date knowledge of the Unites State Postal Service
- ✓ National contracts for high quality paper, envelopes, ID cards and equipment
- ✓ Ability to provide low-cost additional printed items as an added service to our customers
- ✓ Efficiently account for each and every item utilizing unique sequential numbers.

The difference between The Data Center and our competitors:

- The Data Center's structure and technology allow us to be highly responsive and adaptive to the business requirements of our customers
- The Data Center is a small business with the capabilities and backing to be a much larger corporation; we are better able to control security, service our customers immediately and resolve issues in a timely manner as a small business.
- The Data Center provides the same account manager and team to create, implement and fulfill all print and mail products
- The Data Center is a "CRITICAL DOCUMENT" print and mail company. We provide maximum security features for both facility and data transportation.
- Flexibility – ability to make modifications quickly and seamlessly

Company Information

a) **Hours of Operation** - Currently The Data Center operates Monday – Friday 5 am – midnight during Non-peak hours and 24/7 during peak hours.

b) **Principal Address** – The Data Center principal place of business is located in Salt Lake City, Utah, less than one mile away from the Salt Lake City Business Mail Unit. The address is:
1827 South Fremont Drive
Salt Lake City, UT 84104
www.datacenterusa.com

c) **Federal Employer Identification Number:** 87-0644300

d) **Key Management Tenure:** The processing and print team work together under Kim Kendall. She has been president and operating partner of The Data Center since it was established in September of 1993.

e) **The primary point of contact for this bid proposal is:**
Stacy Conologue - Account Manager
Office: 801.978.1030 - Cell: 801.201-1420
Fax: 801.978.0501 - Email: stacy@datacenterusa.com

f) **Business Structure:** The Data Center is a limited liability corporation owned by Kim Kendall, operating manager and President; with one additional partner, Gregory Clark.

g) **Primary Business:** Our primary business is critical document printing and mailing: Utility billing, hospital billing, statements and court documents. We have been serving the utility industry since the beginning in 1993.

h) **Length of time in business:** 30 years; The Data Center was established in September 1993.

i) **Employees:** The Data Center has 24 employees.

j) **Revenue for past three years:**
2020 = $8,150,814.25   2021 = $7,017,218.47   2023 = $8,547,927.00

k) **Investment in R&D: In the last three years:** $75,000.00

l) **USPS:** We can perform all certifications and requirements for the USPS including Move Update requirements, CASS, DPV, NCOA and the IMB.

m) **Security & Confidentiality** – Maintaining the security of our customers' data is our top priority. Our processing facility is secured with a card key system at all times. Access to the processing area is limited to print operators, company managers and project managers. Any visitors/vendors that need access to our processing facility are escorted by Data Center personnel. The Data Center has state of the art technology for secure data transmission. We also have Camera systems located throughout the building

n) **Insurance or bond coverage** – Policy available on request. The Data Center also maintains an errors and omissions policy

o) **Personnel screening requirements**
   i.   Drug Testing Policy   ii.   Background Checks

The Data Center partners with DSS Investigations for annual background checks on all employees. Background Checks are conducted through LexisNexis, the company that provides background checks for the Federal Government

p) **Future Enhancements:** Online tracking and online store front.

q) **Downtime needed for maintenance and upgrades:** None. We have redundant equipment to keep us up and running 24/7.

Data Center's Ethics

Our ethical principles are the values that set ground rules for all that we do at The Data Center, LLC. It is meant to remind us that if we each strive to live and abide by basic ethical principles in the day-to-day conduct of our

business, we will foster and environment of mutual trust and respect, and continue to build our reputation for integrity, which is the foundation of the company.

The Data Center, LLC believes that trust fosters long term relationships which are built through honesty, openness and fair play. Our employees are key tour success. As we all are part of a team we all must take responsibility for our own actions and conduct.

At all times, it is our policy to stay within the laws, rules and regulations of the countries, states or other jurisdictions in which we operate.

The truth properly told and presented, should be the objective of all activity. Customers shall be treated with respect and competition with peer companies should be fair and ethical. The following are some the ethics in the marketplace The Data Center, LLC will adhere to.

- Our products and services must stand on their own merits and their quality.
- No collaboration with competitors to establish or maintain prices or to unlawfully restrain trade will be allowed
- Customers should always be given factual information.
- Customers and Vendors should be treated fairly, honestly and in accordance with agreed terms.
- We will not share confidential information with anyone.
- Any complaints from customers, suppliers, subcontractors shall be dealt with promptly and fairly.
- Although we should strive to understand our competitors so that we can perform in the market, industrial espionage is not permitted.
- Company policy forbids on knowingly infringing on copyright, trademarks, patents or other properly register intellectual property of others.
- Management should have due regard as to how contracts or arrangements with new suppliers, et al. will reflect on the reputation and ethics of The Data Center, LLC.

The Data Center does not use corporate funds, whether in cash, goods, services, equipment, etc, to make contributions to political candidates, political parties or committees, or political entities.

No bribes of any sort may be paid to or accepted from customers, politicians, government representatives, advisors or representatives.

Whether it is actual or apparent, conflicts of interest must be avoided. Actions taken by employees should be objective and based on the best interests of the Company.

Trade secrets, technology, ideas, customer lists, unannounced financial data, marketing and pricing strategies, and business plans are among others, The Data Center most valuable business assets and protecting their confidential and proprietary nature is the ethical duty of all employees. This type of information must not be divulged outside the organization via any route.

Implementation Plan/Project Schedule and Methodology

The Data Center's structure and technology allow us to be highly responsive and adaptive to the business requirements of our clients. We have the ability to meet expectations, make changes and handle additional requests in a timely manner. We understand that our customers require us to be efficient and effective but also have the ability to step outside the box to perform tasks and provide services that are not part of the standard agreement. We are flexible without sacrificing accuracy or timeliness.

The Data Center will work with you to provide a plan and timeline that ensures that we meet your expectations with the schedule, roles, customer service, data management, reporting and invoice and escalation process.

Account Team Structure and Support: The Data Center provides each account with a dedicated account manager. In addition, there is a core team including the operations manager, data transfer manager, and accounting manager dedicated to each account. This management includes approving reports, invoicing, reconciling postage charges, form changes, and daily quality checking. This dedicated team works closely with the account manager to ensure outstanding customer service and quality.

Communication Process: The Data Center creates a customized communication plan for each account based on that client's needs. We have created a specific work order for each of our customers based on their parameters. The Data Center is committed to being available to our customers, whether they prefer communication by email, telephone or scheduled calls or on a needs-based plan. All of these preferences are reported and adhered to for each client.

Training: The Data Center can provide technical assistance during implementation. We have been implementing projects similar to this for over 30 years and have never had to do a site visit. We are happy to work with your software vendor in order to retrieve the data needed to successfully implement the project.

Time Schedule: The Data Center provides a maximum of a 2-3 days turnaround time from receipt of data file to mail once the account is live and all checks and balances are set. In order to take an account live The Data Center estimates at least 20 – 30 days for form design, programming, proofing and final approval. The Data Center is first and foremost a data processing company. All data is processed before printing. This reduces expensive errors and ensures a secure program. See Implementation Timetable on the next page.

User Acceptance Testing: Our success is measured by the parameters set by our customers, convenience and reduction of overall costs to our customers. Our methodology for understanding our customers' business and the way they accomplish their goals is a critical element in developing strong and reliable business partnerships. This enables us to compliment your efforts and strategies by providing a custom program that makes the most sense for you.

Sample Implementation Schedule

Date	Event	Details
Immediately After Award	Provide Level of Service Statement	Establish agreed upon procedures for proofing and set parameters for all notices and summons and department transactions and schedules. Including but not limited to; changes on letters, turnaround expectations, etc.
Immediately After Award	Load library of letters	Monterey provides library of static notices to The Data Center. The Data Center codes and loads letters for accurate merging with data.
Immediately after Award	Begin programming and 'mapping' for all letters.	Monterey provides test data and mapping/programming instructions. The Data Center to produce and submit for proofing and approval all letters with appropriate test data starting with the most used and continuing through library of all notices. The Data Center prefers 30 - 60 days for programming on most variable imaging project implementations. We are flexible and happy to work with the schedule needed by the Court.
20-30 days after Award	Live Data transfer	The Data Center produces final proof of live data on letter formats to be approved by Monterey before live implementation.
2-3 days after final data sent	GO LIVE	The Data Center has approval from Monterey; on approved letters and daily file transfers and printing and mailing begins.

Program Narrative

The Data Center is a data processing, variable data laser printing and mail company that is fully insured and bonded. We print and mail in excess of 8 million critical documents, statements, notices, checks, and direct mail pieces monthly.

We are confident that we would exceed the expectations clearly stated in your RFP. The majority of what we do is similar in scope to your statement of services.

The proposed volume is very attractive for our business. We would not need to make any changes in our production to fit the volume. We can handle a large increase in print and production volume, with our current equipment and personnel. The Data Center has the resources to handle and increase in work load for this project or any project at any time. We have the financial backing available to increase our equipment, staff and space capabilities as needed.

Below is a summary of our experience and the benefits of working with The Data Center.

- We have provided our customers with full service printing and mailing solutions for over 30 years.
- We create a strategic alliance with our clients that will reduce their costs without sacrificing timeliness, quality or service.
- We provide a professional, experienced team, ready to coordinate and manage an entire range of print, mail and storage requirements.
- We provide unrestricted access to cutting edge technology.
- We provide our customers with true flexibility.
- We have 30+ years of professional experience and a reputation for proven service and support.
- We provide our customers with a single point-of-contact for all programming, printing, mailing, reporting, and invoicing needs.
- We use our combined expertise to schedule and execute without interruption of our clients ongoing business.
- We provide a security and disaster recovery plan that ensures your critical documents are presented to the USPS on time and secure.
- We provide an unsurpassed quality assurance program that guarantees 100% of data is tracked and mailed.
- We stay focused on our core business which is printing and mailing critical documents.

The Data Center specializes in critical documents and we have all the requirements securely in place that are needed to successfully provide critical document print and distribution services. These factors include the following items which we have described in detail in the following pages.

1. Equipment / Software / SFTP
2. Personnel
3. Work Plan and Methodology
4. Quality Assurance Program
5. Security
6. Disaster Recovery Program

Equipment

The Data Center believes in being prepared, and part of that preparation is having redundant equipment as well as a comprehensive disaster recovery plan. This helps ensure that projects are not delayed due to downtime, or due to a situation that disables our facility. Our Disaster Recovery Plan details the different solutions we have to any downtime occurrence. Details of our Disaster Recovery plan are included below for your review.

In times of large production runs on short timelines, our staff is able to rotate schedules and provide 24 hour operation. This can both overcome machine downtime as well as compensate for unexpected large print runs. This flexibility enables us to meet exacting production requirements that exceed the production capabilities of our equipment during normal hours.

Print Volume Capabilities

Our full capacity is over 85,000 prints per hour using high quality, high speed, digital laser printers. Our printers print at 600 DPI. Our total daily capacity accounting for paper loading, machine maintenance, and shift changes is estimated at over 1.3 million prints per day.

<u>Networked Digital Printing Equipment</u>

- OCE 6160 Printer with booklet Marker
- (2) Xeror Brenva High Speed Ink Jet Full Color
- OCE System 180 - MICR capable
- Xerox Versant Full Color Digital Printer
- Fargo Direct to Card 550
- (2) Rena Mach 5 color envelope printer

Mail Volume Capabilities

Our mailing capabilities match that of our print capabilities at an average of approximately 50,000 pieces per hour. This number varies depending on specific project requirements, but the mailing functions are designed specifically as an integral part of our workflow process.

<u>Mail Processing Equipment/Software</u>

- MCS Inkjetter
- Bell & Howell Intelligent Inserters 6 station (2)
- Bell & Howell 6 Station Inserters
- Bulk Mailer Postal Software
- MBO Right Angle Folder Baum Folders

- Whittier Bag Tagger
- Pitney Bowes Stand Alone Meters (2)
- Table top folder
- Challenger Cutters
- Sentra Scale
- Quadient meter bases (4)

As you can see we have redundant equipment to keep us up and running 24/7. The Data Center has established maintenance contracts for all our equipment and machinery. All contracts are for 24 hours, 7 days a week and require all factory certified parts to be available within 6 hours of service call.

Computer Systems – Software – Programming

Our IT professionals have over 45 years combined experience in writing programs for print applications, maintaining live software systems, writing program documentation, in-depth knowledge of current print hardware, operating systems and standard development tools and resources.

We have years of experience with new software applications and mapping data to present the most clearly printed image possible. Our strengths include, troubleshooting and determining the root of a problem whether it is caused by hardware, operating system software, application programs or network failures. The Data Center is experienced in creating the best fit for ongoing projects by doing needs analysis, technical correspondence, form design, programming and production scheduling, production management, training and ongoing support.

The Data Center is a partner with the USPS and in constant contact regarding new software and all updates to the DMM. We provide CASS, PAVE, NCOA[Link] software services and will always achieve the lowest possible postage rate for all mailings.

Programming Languages and Operating Systems:

- C/C++
- Postscript
- LCDS/Metacode
- Windows

- House holding – Multiple documents programmed to go into one envelope based on a variety of customer driven criteria, to maximize postage savings.
- Checks and Balances – Create customer driven parameters of checks and balances for number of documents, number of printed pages, dollar amount billed, etc. and make this a part of ongoing production.
- Custom Messages – We can create customized printed messages to add to your statements. We will create a program for you based upon your criteria. For instance if a person has a past due amount we then can print a message on only that statement.
- We can create different graphs showing history or usage depending on your needs and data available.
- Selective inserting – We can create jobs that have certain types of statements that only get a certain statement. We will program OMR codes so as the inserter is doing it's job it will read the code and only put an insert when it comes to the code we set up.
- We will code your statements with OMR marks. These marks will tell the intelligent inserters how to proceed. The marks will tell the inserter how many pages go into an envelope which helps us to automate the house holding procedures. It then sends it into the folder as one set to be folded together.

Data Transfer via SFTP

The technical expertise of our staff is immense. SFTP is a daily activity in our data center. Technical difficulties are prevented on a proactive basis through regular systems checks, and our 24-hour production schedule allows for the utmost responsiveness to correcting difficulties or problems with our systems.

Our IT department works very closely with our customers for both quality programming/set-up and issue resolution.

The Data Center has some of the highest security standards in the industry in terms of transporting, storing, and data back-up. As a print provider for the federal government we have implemented some of the most secure systems and practices that are currently available. They include: SFTP, data transport providing AES 256 Bit Encryption. As well as secure VPN Tunnel Services. Full back up of customer data on administrator hardened, NTFS encrypted volumes are performed each day. Data is backed to optical media and scrubbed from customer volume at the end of each job cycle.

Project Personnel

SECTION 3

Excellent customer service is our number one priority. Carefully managing our processes for design, planning and implementation is the key to providing consistent quality services that gives our customers the assurance they need that a project is going to be completed on time and within budget. Customer satisfaction is always the result. We achieve this result through our personnel.

The Data Center has a team dedicated to your account. The account manager manages the account on an ongoing basis. This management includes approving reports, invoicing, reconciling postage charges, form changes, and daily quality checking.

The following is a list of the 'key' personnel for this project with their area of expertise and responsibilities indicated. All personnel can be reached at (801) 978-1030.

Stacy Conologue - Account Manager - Your Account Manager has over 20 years' experience in managing mailing operations, which includes managing all mailing services, print job turnover, quality checking of printed materials, sequential numbering checks and balances, folding, inserting, traying, sorting, tagging and presentation to the USPS. The Account Manager will be responsible for communication all pertinent information to the team working on implementing the account, in addition to: setting and applying timetables, key staff coordination and communicating with contacts at your office whenever needed. Your Account Manager is your advocate in guaranteeing that you get the service you want and deserve.

Trisha Allen- Rasmason – Customer Service Manager - Your Customer Service Manager will be your help desk. Understands customers' needs and provides solutions for their needs. They will help research questions and provide the answers you will need. They also keep us on budget throughout the job. They balance the accounts for print, labor and postage.

Gary Swensen - Production Manager - The Print Production Manager has over 18 years' experience in production management. He provides the schedule that allows us to meet all deadlines. The Print Production Manager works closely with the programming team, account managers and the mail services department to ensure that all job deadlines are consistently met.

Derek Toronto – IT & Programming Manager - Our programmers have a combined total of over 35 years' experience in programming for variable data print and mailing. Your programmer will manage the programming and data integrity of all of your work. The programmer is responsible for the accuracy of the data and will be scheduling the print equipment time and managing the print operators. Our programmers can work with almost any file type.

Nancy Moore - Mail Services Operations Manager - MQC = Mail piece Quality Control Specialist, Certified by US Postal Service, EMCM = Executive Mail Center Management Specialist, Certified by US Postal Service. This person has over 20 years' experience in the mail services industry and is certified by the USPS as a Mail Piece Quality Control Specialist and Executive Mail Center Management Specialist.

Workflow & Quality Assurance Program

Receive data or Retrieve Data – We check the SFTP site every 15 minutes for incoming data to be processed. After establishing a schedule with our customers for data transfer, we will monitor incoming data to be sure we are on schedule for every transfer. If we do not receive data within 1 hour of expectation, we make a call to the customer for clarification.

Process data and balance to customer specifications - Once data is received it is submitted for processing and balancing to customer specifications. Processing the data includes sorting the data to achieve the lowest postage rates based on density per zip codes. Balancing the data includes; checking the file size, dates, record counts, fields, and accounting numbers are balanced to customer specifications.

Data sent to printer - Once the file is balanced and the balancing paperwork filled out and there are no discrepancies, the data is sent to the printer followed by the supporting documentation. Once the data is received by the printer; the print operator checks for data alignment, paper specifications, ink color calls, quality, alignment for outgoing envelope and barcode placement. Assuming no discrepancies exist, the print job continues.

Print quality check – Continually throughout the printing process, the print operator is balancing all of the print streams per record counts according to the balancing worksheet. As the application is printing, quality is checked by the operator by looking at every 500 documents as they come off of the printing systems. Once the printing is complete, it is again scanned for accuracy and quality. It is also balanced once again to the pages to bin sheets that are distributed by the printing systems. If no discrepancies or quality issues exist, the documents are transferred from the print facility to the mailing services department for mail preparation.

Documents delivered for mailing – The Data Center has separated the mailing section of the facility from the print section for better organization. Once the file is in the mail section it is again checked for quality and accuracy. If no discrepancies or quality issues exist, the records are processed for mailing.

Inserts – Whether inserts are produced by The Data Center or shipped to us for coordination; it is at this time that the inserts and bills are partnered for mail processing. The Data Center has successfully printed inserts or accepted preprinted inserts with complex mingling instructions for over 30 years.

Documents processed for mailing – Processing for mailing includes folding the documents and inserting into envelopes and metering which provides three additional levels of balancing. Once the totals are balanced the mail is then bundled, sorted, tagged and put into trays for delivery to the U.S.P.S. Any undeliverable mail or indicated pulls are delivered to the customer.

Final Quality Check – During each phase of the process our director of operations is checking with all operators and technicians to assure quality and accuracy. At the end of each shift the balancing worksheet and postal worksheets are turned into the director of operations. It is then checked again that all data received has mailed. Printing the notices, postage and billing are all completed at this time by the director of operations.

See our Daily Work Flow Chart on the following page.

Daily Work Flowchart

```
┌──────────────────────────┐
│    Receive Data via SFTP │
└──────────────────────────┘
             │
             ▼
┌──────────────────────────┐   Data              ┌──────────────────────────┐
│     Process Data &       │   Discrepancies  →  │   Call to Communicate    │
│ Balance to Customer Specs.│                     │   & Solve Problem        │
└──────────────────────────┘                     └──────────────────────────┘
     Data Balanced │
             ▼
┌──────────────────────────┐   Data              ┌──────────────────────────┐
│    Data Sent to Printer  │   Discrepancies  →  │  Examine with Data Processor│
└──────────────────────────┘                     │   to Correct Discrepancy  │
     Data Balanced │                              └──────────────────────────┘
             ▼
┌──────────────────────────┐   Discrepancies     ┌──────────────────────────┐
│    Print Quality Check   │   or Quality     →  │  Review with Print Operator│
└──────────────────────────┘   Issues            │   & Correct Problem       │
     Data Balanced │                              └──────────────────────────┘
             ▼
┌──────────────────────────┐   Discrepancies     ┌──────────────────────────┐
│   Documents delivered    │   or Quality     →  │  Review with Print Operator│
│      for mailing         │   Issues            │   & Correct Problem       │
└──────────────────────────┘                     └──────────────────────────┘
     Data Balanced │
             ▼
┌──────────────────────────┐   Discrepancies     ┌──────────────────────────┐
│   Documents processed    │   or Quality     →  │  Examine Mail with Customer│
│      for mailing         │   Issues            │   & Correct Problem       │
└──────────────────────────┘                     └──────────────────────────┘
     Data Balanced │
             ▼
┌──────────────────────────┐   Discrepancies     ┌──────────────────────────┐
│     Bundle Mail &        │                  →  │     Return All            │
│   Deliver to USPS        │                     │ Undeliverables to Customer│
└──────────────────────────┘                     └──────────────────────────┘
     Data Balanced │
             ▼
┌──────────────────────────┐
│   Send Daily Report to   │
│      Customer            │
└──────────────────────────┘
```

Work Plan and Methodology

Program Evaluation: Our success is measured by the parameters set by our customer, convenience and reduction of overall costs to our customers. Our methodology for understanding our customers' business and the way they accomplish their goals is a critical element in developing strong and reliable business partnerships. This enables us to compliment your efforts and strategies by providing a custom program that makes the most sense for you.

The Data Center will work with you to provide a plan and timeline that ensures that we meet you expectations with the schedule, roles, customer service, data management, reporting and invoice and escalation processes.

Account Team Structure: The Data Center provides each account with a dedicated account manager. In addition, there is a core team that works closely with the account manager to ensure outstanding customer service and quality. Your account manager is your first point of contact.

Communication Process: The Data Center creates a customized communication plan for each account based on that customer's needs. We have created a specific work order for each of our customers based on their parameters. The Data Center is committed to being available to our customers, whether they prefer communication by email, telephone or scheduled calls or on a needs-based plan. All of these preferences are reported and adhered to for each customer.

Ordering Process: The Data Center will work with you in creating your customized order process. Typically customers will email or SFTP the order. We can send an automated file receipt showing confirmation that the order was received.

Data: The Data Center will build a customized program to meet the data layout you have defined. The mapping process will insure the data fields are laid out correct to your specifications within the statement. Once we have the program built we will provide proofs for you to verify. We will send the proofs either by email or FedEx them to you for approval. Once our initial test is completed we will do a final test with live data.

The Data Center uses PAVE certified software for sorting your mail to meet postal regulations. We will CASS Certify, DPV Certify and NCOA your list before sorting. We then will follow your instructions on removing data that is not within the county or are bad addresses. At this point we will sort for the maximum postage savings depending on the density of your mail. We do not margin the postage. We strive to give you the lowest possible postage.

Time Schedule: The Data Center goal is a 24 - 48 hour turnaround time from receipt of data file to mail. In order to take an account live The Data Center estimates at least 20 - 30 days for form design, form and envelope printing, programming, proofing and final approval.

Track orders, inventory and historical information: We use a customized program to track our orders. When a job comes in it is assigned its own id number. Throughout the whole process that number is with the job on our work orders. As we update information it is recorded on the work order. Once complete if we need historical data we will access our program to find the job and the information we need. Our work orders also contain quality control reports that we use.

Mail Plan: The Data Center has committed mail staff and a specific strategy for keeping up-to-date with all mail regulations listed in the DMM including:

- Ongoing attendance to training opportunities provided by the USPS
- Relationships with key personnel at USPS with who we are in constant communication.
- We have been presenting mail for over 30 years and we have maintained an excellent working relationship with the staff at the SLC BMEU.

The Data Center uses USPS approved custom software packages including NCOA^{link}, PAVE certified and CASS certified software that assists our operators in sorting our mail pieces down to the lowest possible sorting method used by the USPS that allows for maximum postage discounts. This software is used to sort each print job and assign it a specific and unique sequential number to be printed on each piece. This number is used to track each item throughout the entire process of the job from programming, printing, folding, inserting, tagging, traying and to presentation to USPS.

Maintenance Contracts: The Data Center has established maintenance contracts for all of our equipment and machinery. All contracts are for 24 hour, 7 days a week and require all factory certified parts to be available within 6 hours of service call.

Searchable PDF Capabilities: The Data Center can provide a downloadable and searchable PDF file of all notices.

Material Handling and Inventory Control Plan: The Data Center production area is divided into 2 main areas; the printing department and the mailing department. Each area has a production area and a warehouse/storage area in which materials are inventoried and stored. In the print area there is a section for general inventory including stock, equipment parts and toner used for all ongoing jobs that is checked and logged daily for accurate counts and balancing. In addition we have storage space for specific customers and specific projects. Based on each of our customers' specifications and productions needs, we keep a detailed log of that customers' inventory.

Process to handle back ordered or out of stock products: The Data Center tracks stock inventory at each run so there isn't a chance of stock shortages. The Data Center has established contracts in place for disaster recovery and immediate stock replacement in case the need does arise. In case of disaster our secure data is processed at our partner's facility and our team moves to that facility to complete the work following our quality assurance program.

Disposal of Waste Materials: The Data Center contracts with Shred-It; they are the same waste material vendor that is an approved vendor by the US General Service Administration. Shred-It utilizes a cross-cut shredding process, reducing paper to crisscross cut pieces of confetti. These crisscross pieces of paper are cut to approximately 5/8", which provides far greater security than conventional strip-cut shredders. Shred-It comes to our facility every Friday to shred our waste materials on site. We store our waste material in locked consoles. The waste material is contained in specially designed bags within these consoles, and only the designated contact within our organization has a key to access these consoles.

Reports: Our systems are all designed to provide an excellent level of accuracy for the variable data process. Each step in our production process is also a checkpoint for the accuracy of the previous step. Our equipment is capable of producing reports that verify data in each step of the process. During each of these phases, both incoming data and outgoing data are reconciled to insure that each statement is processed according to the specified requirements. Customizing a reporting program for each of our customers is the reason for our success. We can produce the reports that are a priority for your office. On page 22 we show a few of our reports.

Sample Reports

PS Form 3600-P - First-Class Mail and First-Class Package Service - Postage Affixed

Final

Postage Summary

Account Holder:	DATA CENTER, THE 1827 FREMONT DR SALT LAKE CITY, UT 84104 -4220 Contact: JANET BROWN (801) 978 - 1030 worldwidemailing@worldwidemailing.com		Mailing Agent:		Org. For Mailing is Prepared:		
Account Number:	195873						
Permit:	Metered 4588				Processing Category:	Letters (may include postcards)	
	CRID: 2473919			CRID:		CRID:	
Post Office Of Mailing:	SALT LAKE CITY, UT 84199-9655		Mailer's Mailing Date:	10/29/2013	Weight of Single Piece:	Non-identical	
Post Office of Permit:	SALT LAKE CITY, UT 84199-9655						
Total Pieces:	26,420 pcs.		Total Weight:	566.3788 lbs.	Total Postage:	$ 9,613.75	
Additional Postage Permit:	PI 4910		Price at which Postage is Affixed:	Neither			
	CRID: 2473919						
Sequencing Date:			Address Matching Date - Automation:	10/17/2013	Address Matching Date - Carrier Route:		

No of Containers:	1' MM Trays	2' MM Trays	2' EMM Trays	Flat Trays	Sacks	Pallets	Other
	6	32					

Move Update Method:	NCOALink		NSA:	NO	Election Mail:	NO	

Mailpieces contain reply postcard or reply envelope: NO

Mailpieces contain Only contents that are not required to be mailed FCM: NO

Mailpieces contain a DVD/CD or other Disk: NO

Round Trip Only: 1 DVD/CD or other Disk: NO

Incentive/Discount Claimed: NO

Type of Fee: N/A

Mail Arrival Date and Time: 10/29/2013 15:56

Payment Date and Time: 10/29/2013 15:59

Comments:

Part A: Automation Prices

Line Number	Title	Description	Price	Quantity	Subtotal Postage	Discount Total*	Fee Total	Postage
A5	5-Digit	Letters	0.000	23500pcs.	$ 8,460.0000	$ 0.0000	0	$ 8,460.0000
A6	3-Digit	Letters	0.000	1169pcs.	$ 448.9000	$ 0.0000	0	$ 448.9000
A7	AADC	Letters	0.000	205pcs.	$ 78.7200	$ 0.0000	0	$ 78.7200
A8	Mixed AADC	Letters	0.000	1546pcs.	$ 626.1300	$ 0.0000	0	$ 626.1300

Part A Total (Add lines A1–A12)	$ 9,613.7500
Total Postage From All Parts	$ 9,613.75
Total Postage:	$ 9,613.75
Total Postage Affixed:	$ 9,511.2000
Net Postage Due:	$ 102.5500
Net Postage Adjustment Transaction Amount:	$ 102.55
Total From Attached Form 3540-S	N/A
Total Postage	$ 9,613.75

For Extra Services and Other Fees

* May contain both Full Service Intelligent Mail and other discount - see Instructions page for additional information.

Certification

The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer, and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control.

I hereby certify that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and that the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation.

I understand that anyone who furnishes false or misleading information on this form or who omits information requested on the form may be subject to criminal and/or civil penalties, including fines and imprisonment.

Signature

---

https://www.uspspostalone.com/postal1/postage_statements/index.cfm?fa=web_version&... 12/31/2013

Signature of Mailer or Agent	Name of Mailer or Agent	Telephone

Facsimile Form 3600-P

USPS Use Only			
Weight of a Single Piece		Are figures at left adjusted from mailer's entries? [ ] Yes [x] No If Yes, Give Reason	
Total Pieces 26,420 pcs.	Total Weight 566.3788 lbs.	Date Mailer Notified	
Total Postage $9,613.75		Contact	
Presort Verification: Check One(If Applicable) [ ] Not Scheduled [ ] Performed		By (Initials)	
I CERTIFY that this mailing has been inspected concerning: (1) eligibility for postage price claimed; (2) Proper preparation (and presort where required); and (3) proper completion of postage statement; and (4) payment of annual fee (If required).			
Verifying Employee's Signature		Verifying Employee's Name	
		Round Stamp Required	
Optional Procedure No	Location Code 0002A	Mailing Date	

Facsimile Form 3600-P

Verification	Request Source	Performance Status	Disposition	Performance Type	Performance Percentage	Additional Postage	Cost Avoidance
eMIR Cursory review		Not Performed	N/A		N/A		
Weigh Entire Mailing		Not Performed	N/A		N/A		
Manual Shortpaid	Verification not requested by system	Not Performed	N/A		N/A		
MERLIN	Verification not requested by system	Not Performed	N/A	N/A			
Mailing Review	Verification requested by random selection	Performed	N/A	Mailing Review	100%	N/A	N/A
Labeling Review	Verification requested by random selection	Performed	N/A	Labeling Review	100%	N/A	N/A
Mailpiece Review	Verification requested by random selection	Performed	N/A	Mailpiece Review	100%	N/A	N/A
Documentation/Postage Statement Review	Verification requested by random selection	Performed	N/A	Documentation/Postage Statement Review	100%	N/A	N/A
					Total:	$0.00	$0.00

This mailing has been inspected concerning:
(1) eligibility for postage prices claimed;
(2) proper preparation (and presort where required);
(3) proper completion of postage statement; and
(4) payment of annual fee (if required).

Company Detail

Company Name	DATA CENTER, THE
Address	1827 FREMONT DR SALT LAKE CITY, UT 84104-4220
Contact Name	JANET BROWN
Phone Number	(801)978-1030
Profit Indicator	P

PS Form 3607R - Mailing Transaction Receipt

Account Holder Account Number	195873
Account Holder Permit Number	4588
Account Holder Permit Type	MT
Account Holder CRID	2473919
Post Office of Permit	SALT LAKE CITY, UT 84199-9655
Post Office of Mailing	SALT LAKE CITY, UT 84199-9655
Post Office of Permit Cost Center	497786-0002
Post Office of Mailing Cost Center	497786-0002
Mailing Agent Name	DATA CENTER, THE
Mailing Agent CRID	2473919
Mail Owner Name	
Mail Owner CRID	
JOB ID	MANUAL
Customer Reference ID	
CAPS Transaction Number	N/A
Class of Mail	First-Class Mail and First-Class Package Service
Processing Category	Letters (may include Postcards)
Postage Statement ID	155915388
Mailing Group ID	117673728
Mailer's Mailing Date	02/19/2013
Total Pieces	6,277 pcs.
Weight of a single-piece	0.0313 lbs.
Total Weight	196.0000 lbs.
Total Number of Containers	26
Additional Postage for Postage Affixed Mailings	$ 27.36
Account Number of Additional Postage for Postage Affixed Mailings	30999
Permit Type of Additional Postage for Postage Affixed Mailings	PI
Permit Number of Additional Postage for Postage Affixed Mailings	4910
Total Postage (Without Incentive/Fee)	$ 2,437.73
Total Incentive/Discount	$ 0.00
Fee	$ 0.00
Total Adjusted Postage	$ 2,437.73
Payment Date and Time	02/19/2013 16:12
Payment Transaction Number	201305017122839M0
Mailer Figures Adjusted?	No
Person authorizing adjustment	
Name	
Phone Number	
Acceptance Site Mailer ID	
Clerk Initials	LRH
Mail Arrival Date and Time	02/19/2013 15:47

Granger/Hunter Improvement (GHI)
Processing Worksheet

Contact Information

....

Job Information

```
INPUT PROGRAM.....................................................................GHI-IN
OUTPUT PROGRAM.............................................................GHI-OUT
DATABASE BATCH................................................. DODATAC GHI
ARCLIST INPUT MACRO....................................... DATAC-IN
MAILING CLASS......................................................................FIRST
POSTAL CLEANSING ..............................................................YES
PRESORT.................................................DATACENTER MASTER
PAPER SIZE/TYPE...................................BOTTOM REMITE PERF
ORIENTATION.................................................................PORTRAIT
ENVELOPS .................................................................. #10, #9
INK COLOR ............................................... FULL COLOR (BRENVA)
JOB FREQUENCY................................................................ WEEKLY
FILE RECEIVED VIA ................................................................. FTP
```

Processing Description

Input: See special Instructions. Run GHI-IN on the file. Postal cleanse and sort using Arclist.

Arclist: Process as normal.

Output: Use GHI-OUT.

Disbursement

Jobs: All streams except, SH, NO, mail.
SH & NO are returned to Customer.

Reports: This worksheet and account reports go in the billing box.

Special Instructions

Job Processing and Printing

Job Subdirectory: _____

Job Processing/Printing Checklist

DATA CENTER QUALITY CONTROL CHECKLIST

PROCESSED BY _____

PAPER TYPE _____

INK COLOR _____

BILLING DATE _____

PRINTER # _____

PRINTED BY _____

PULLS & SPECIAL HANDLING _____

BARCODE ALIGNMENT CHECKED _____

Accounting Totals

STREAM	RECORDS
OUTPUT TOTALS	
INPUT TOTALS	

SAMPLE CUSTOMER
SPREADSHEET

Date 5-Mar-12

$9,456.02 Postage Balance from previous month
$13,965.51 Total Postage Checks
-14319.97 Total Postage Used
$9,101.56 Total Postage Balance

Name of Job	Date	Total Pages	Total Postage	Date Mailed	Average Price Per Piece	Undeliverable Pieces	Inserts	Postage Check	Check Number
	1-Mar	130	49.53	1-Mar	0.381				
	2-Mar	548	206.05	6-Mar	0.376	1			
	6-Mar	477	181.74	6-Mar	0.381				
	7-Mar	154	58.21	12-Mar	0.378	1			
	8-Mar	95	35.91	12-Mar	0.378				
	9-Mar	96	36.54	12-Mar	0.38				
	12-Mar	554	210.52	12-Mar	0.38				
	13-Mar	538	205.52	14-Mar	0.382				
	14-Mar	241	91.82	15-Mar	0.381				
	15-Mar	167	63.79	15-Mar	0.382				
	16-Mar	270	102.33	16-Mar	0.379				
	19-Mar	567	214.33	19-Mar	0.378	5			
	20-Mar	466	178.01	20-Mar	0.382	2			
	21-Mar	235	89.3	21-Mar	0.38				
	22-Mar	181	69.32	22-Mar	0.383				
	23-Mar	301	114.68	23-Mar	0.381				
	26-Mar	344	130.38	27-Mar	0.379				
	27-Mar	296	113.07	27-Mar	0.382				
	28-Mar	131	49.78	28-Mar	0.38				
	29-Mar	98	37.44	29-Mar	0.382				
	30-Mar	345	131.45	30-Mar	0.381				
		6234	2369.72						
						Enhanced Payment INSERTS	INSERTS	13965.5	10069305

Customer Service

Customer Service: Customer service is our number one priority. Carefully managing our processes for design, planning and implementation is the key to providing consistent quality services that give our customers the assurance they need that a project is going to be completed on time and within budget. With this process, the ongoing management for each project, whether it's a bi-monthly payroll run, juror summons or a monthly statement run is closely monitored for accuracy and quality. Customer satisfaction is the result.

Customer Service Organizational Structure: The Data Center provides each account with a dedicated account manager. In addition, there is a core team dedicated to each account including the operations manager, data transfer manager, and customer service manager. This dedicated team works closely with the account manager to ensure outstanding customer service and quality.

Follow up process: Our protocol is to be readily available to our customers at all times. Our goal is to return calls within 1 hour of receiving messages. We have a live person answering our phones, not an automated message.

Contact Procedure: Your account manager is your first point of contact. There is a team devoted to each customer's service and quality. Once account is established, you will get a list of your team's contact information.

Internal Procedures to track customer service contact resolution: Your account manager will be the main point of contact and will be your advocate. This person should always be available to you and is committed to resolving any and all issues that arise. Each account manager has their own system for tracking your service. If at any time you do not feel that your issues are being responded to immediately, please use the escalation process outlined below.

Escalation process: In addition to receiving a list of your account management team, each customer is provided with contact information for our President, Kim Kendall. This contact information is to be used when the account feels escalation is required. We are confident that our quality and customer service will be above and beyond your expectations.

Invoicing / Postage: The Data Center invoices the same way we do everything else, 'any way the customer wants us to'. We can bill monthly and consolidate and itemize the month's run on each invoice. We are happy to comply with our customers invoicing requests whether it is weekly, bi-monthly or per job, etc.

Before invoicing the customer service manager will take all reports based on job id numbers from transmission to the end with the USPS postal receipt and verify that all quality control measures were done. They will verify counts and postage and any special verification that the court would want us to do. Each invoice will have a line item detail description as to what job we are billing for.

They will enter information into the appropriate spreadsheet for postage reconciliation. Two invoices will be generated – one for the postage and one for the services. This is appropriate because a number of our customers have different budgets for postage and services. It also supports our policy of maximum postal discounting with no margins.

Security

Maintaining the security and confidentiality of our customers' data is our top priority. Our processing facility is secured with a card key system at all times. Any visitors/vendors that need access to our processing facility are escorted by a company representative.

Our Security system includes the following features:

- ➤ Outside Glass Detectors on all doors and windows
- ➤ Motion Detectors - internal and external
- ➤ Smoke Alarm System
- ➤ Sprinkler System
- ➤ Internal Camera System
- ➤ Off Premises Camera Monitoring System
- ➤ Weekend and 3rd Shift Patrol

The Data Center has also made significant investments in ensuring that all data files and transfers are protected. We utilize a firewall and ZYXEL router with a continual password change feature. Encryption and alternate security measures are also implemented upon customer request. Confidential data files can only be accessed by our programmers.

The Data Center's Information Systems Security Policies, Change Control, and Procedures

I. **The following will be evaluated, performed, implemented, and maintained by IT management only**

1. Any and all application software to be installed, uninstalled, modified.
2. Any and all infrastructure modifications, builds, or changes. Infrastructure changes include, but are not limited to, all hardware and software which comprise any component(s) directly or indirectly (local or remote) connected to the company network: firewall exceptions, port assignments, changes to any and all hardware.
3. Any and all OS updates, user accounts and passwords.
4. Any and all Virus ware updates and patches.
5. Any and all suspicious or unauthorized activity with regard to Information Systems security will be reported to the primary IT manager and all responsible IT staff will take immediate action to resolve, and prevent any such reoccurrence.
6. Any and all suspicious or unauthorized activity with regard to Information Systems security will be assessed on a case-by-case basis to determine the appropriate course of action to ensure against reoccurrence and reported to Human Resources for corrective or punitive action to be taken, if necessary.

II. Information Systems Security Policies, and Procedures performed by IT management only

1. All Passwords for all OS, Virus Ware, Email, SFTP and User accounts therein will be determined, maintained, and known only to authorized IT management.
2. Passwords will be generated and controlled by primary information systems management personnel. Passwords will be alpha-numeric, have a minimum length of eight characters and consist of at least one number and one symbol.
3. Regular audits of LAN/ WAN traffic will be conducted on a weekly basis via router traffic, and packet broadcast analysis.
4. Regular audits of security, and audit logs will be conducted on a weekly basis at the Server level.
5. Virus ware and event logs will be regularly surveyed for intrusion and un-authorized activity.

III. Information Systems Operating System Procedures and Policies performed by IT management only

1. All systems must be hardened with endpoint Virus ware, OS firewall operational and exceptions granted on an as-needed and security assessed basis, access to Administrator accounts and privileges limited via password protection.
2. Administrator accounts will be accessible to authorized IT management only.
3. Administrator accounts will be used for the purposes of new builds, modifications to existing software, major upgrades, general system maintenance, and to facilitate infrastructure changes.
4. All Passwords for all OS, Virus Ware, Email, SFTP and User accounts therein will be determined, maintained, and known to authorized IT management only.
5. User (limited access) accounts will be available for normal staff/ production, and daily operation use.

Disaster Recovery Plan

The Data Center recognizes that it is imperative to have a back-up plan for any kind of emergency situation. We have developed plans for any eventuality.

Power Failure: The Data Center has a back-up generator to ensure that despite power failure we are able to continue operations.

Equipment Issues: The Data Center has redundant equipment to ensure that when one piece fails, back-up equipment can be utilized to get mail out. All of our equipment is networked so that we are able to just transfer the data to a new printer and continue the job for print. We also have redundant equipment for all mail services. You can see by looking at our equipment list that we are well prepared for any kind of equipment failure. This redundancy includes our transportation vehicles as well.

Road Closure to Salt Lake City Bulk Mail Entry Unit USPS: The Data Center is within one mile of the SLC BMEU and has three alternate routes to get there. The Data Center holds permits at several other mail facilities so other locations could be used if necessary.

Communication: All key personnel have cellular phone service to be utilized if phones lines go down. In addition our phone system is set up to forward to key personnel's cell phones in case of emergency.

Disaster Recovery: In case of disaster, The Data Center has two plans for disaster recovery depending on whether the disaster is limited to our facility or if it incapacitates a larger geographical area.

If disaster incapacitates our facility: The Data Center staff is relocated to our disaster recovery facility to complete the jobs that are required to mail that day. Our partner facilities have all of the same software and equipment that we have at our facility so making this transition would be transparent to our customers. Our advanced programming and our ability to create output in postscript lends itself to transition to either single or multiple facilities seamless.

If disaster incapacitates The Data Center and our confidential partner: The Data Center facilitates getting our customers' secure data processed at one of 2 of our confidential partner's facilities in the United States. We have an 'out of state' disaster recovery drill bi-annually.

Our disaster recovery plan is all encompassing and involves the planning and recovery of not just data and IT equipment but the organization as a whole.

- UPS solutions and distributed backup sites; we have business-critical backups off site.

- We consistently have a backup generator that is on a secondary circuit that our critical systems are on.

- Solutions where each critical system is fitted w/ both wired and wireless connectivity; if one goes down we just switch to the other.

- We make external backups daily.

- Maintain software firewalls, antivirus software and spyware software, file system access controls, and user policies. In terms of disaster recovery, many of these measures ensure mitigation and or recovery.

- We maintain a comprehensive insurance policy which provides a high level of reimbursement and replacement options; which covers all office and production equipment, etc. Including an errors and omissions policy.

Facility

The Data Center Production facility has a total of 25,000 square feet and is divided into 2 main areas: print and production area and mail services. Each area has a production and warehouse /storage area in which materials are inventoried and stored. In the print area, there is an area for general inventory including equipment parts, toner,

paper, envelopes, boxes, etc. The inventory is taken daily at the end of each shift to ensure inventory count accuracy. The inventory area is managed and quality checked by the operations manager and the account managers.

See photo's of our facility below.

Front View of the Data Center

Rear Entrance to The Data Center

ns in separate Walled-in area, provide for

**Mail Operations Equipment at
The Data Center**

Security Feature: Mandatory Key Card

The Data Center's Floor Plan

NOT TO SCALE

The Data Center Confidential References

Superior Court, County of Orange

Attn: Financial Services Dept.
PO Box 22002
Santa Ana, CA 92702
Collection Unit Final Notices - Delinquency Notices -
Owners Responsibility -Delinquency Notices - Failure To
Pay – Traffic School Notices - Mandatory Appearance
Notices - Operation Warning Notices -Operation Fail To
Pay Notices
Volumes: Various quantities with a monthly
average of 70-75K
This ongoing contract was established in December 2009
Alfonso Rivas – Purchasing – (657)622-5959
arivas@occourts.org

County of Sonoma

Auditor-Controller Treasurer-Tax Collector
585 Fiscal Drive, Suite 100
Santa Rosa, CA 95403
Business and Personal Tax Notices
Volume: 170,000 notices
This contract was established in 2009
Tracy Papenhausen – 707-565-3226
Tarcy.papenhausen@sonoma-county.org

Salt Lake County Treasurer

2001 S State St.
Salt Lake City, Utah 84190
Property Tax Statements
Volume: various quantities and various months;
350,000 notices in October
This ongoing contract was established in 2005
Wayne Cushing– (801) 468-3142
kwchushing@slco.org

Superior Court of California, County of Riverside

PO Box 1547
Riverside, California 92501
Court Statements, Notices and Letters
Volume: Approximately 60,000 – 80,000 per month
This contract was established in 2006
Lanena Clinkenbeard, Case Management - (951) 777-3794
lanena.clinkenbeard@riversidercourts.ca.gov

Centers for Medicare and Medicaid

U.S. Government Printing Office
Washington DC
Beneficiary Notices
Volume: Approximately 245,000 a Week
This ongoing contract was established in 2006
Linda Price   614-488-4617 ext. 7

Granger Hunter Improvement District

2888 S 3600 W
West Valley City, UT 84119
Utility Statements
Volume: Approximately 30,000 per month
This contract is ongoing established in 2005
Michelle Ketchum 801-557-0786
m.ketchum@ghid.org

West Valley City

3600 Constitution Avenue
West Valley City UT 84119
Utility Statements
Volume: Approximately 30,000 per month
This contract is ongoing – established in 2010
Paul Love – 801-963-3379
Paul.Love@wvc-ut.gov

Previous Experience with Similar Projects

Listed below are three contracts The Data Center performs on a daily basis with a description of the services provided. These contracts are all similar in scope to the scope listed in RFP 10307, Tax Bill Printing and Distribution.

1 - Salt Lake County Treasurer's Office– Tax Notices Statement of Work 2009 - 2023

The Data Center created and supplied the tax bill stock (8 ½" x 14"), and provided a proof of the stock to the Treasurer's Office for approval prior to the commencement of laser imaging. The Davis County Treasurer's Office

utilized a (8 ½" x 14") stock with one perforation and chose the highlight color blue for on demand printing with no preprinted stock.

Prior to laser printing of tax notices, The Data Center provided to the County Treasurer's Office proofs for verification of data accuracy & alignment, random laser printed tax notices as proofs with real data. After approval of the laser printed tax bill proofs, The Data Center laser imaged variable data in black and a spot color of blue, at 600 dpi double side to create the tax notices.

After laser imaging of variable data on notices, The Data Center folded and inserted the tax notices. The Data Center folded on the perforations then inserted into a #10 window envelope and included one (1) #9 remittance envelope, supplied by The Data Center.

Data was "householded," or sorted to allow 2 or more bills addressed to the same owner/address to be mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. Any mutilated or damaged bills were immediately reproduced and mailed by The Data Center.

The Data Center verified upon completion of laser imaging, inserting and sealing that the number of pieces prepared for mailing equaled the number of properties in the database, and upon verification reported the same to the Davis County Treasurer in writing.

Output data file was provided to The Data Center via FTP file via electronic transmission. The Data Center set up and converted data, including merging and placement of electronic data and fonts, and text onto the static tax bill form.

The Data Center delivered all pieces properly prepared for mailing to the Salt Lake City Business Mail Entry Unit Post Office. The Data Center prepared the necessary Postal Service 3600R documents for acceptance with First Class Presort Meter Impression. Mail was sorted by The Data Center to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to 5-digit and 3-digit levels.

Within 24 hours after receipt of the CD-ROM or FTP file via electronic transmission from Davis County, The Data Center commenced NCOA and CASS certification and uninterrupted imaging of the supplied data. The Data Center checked every 500th statement printed for quality and completeness during the imaging process. Completion was within 10 calendar days from receipt of the components and database to delivery at the Postal Service.

2- Sonoma County Tax Collector's Office – Abbreviated Statement of Work 2009 through 2023.

Prior to laser imaging, The Data Center provided NCOA/CASS/MASS and Move Update certified for USPS automation, in accordance with USPS Domestic Mail Manual (DMM) Issue 300.

The Data Center supplied the tax bill stock (8 ½" x 14"), and provide a proof of the stock to the Tax Collector's Office for approval prior to the commencement of laser imaging.

Prior to laser printing of tax bills, The Data Center provided to the Tax Collector's Office for verification of data accuracy & alignment, twelve laser printed tax bill proofs with real data (six regular, six Cortac and three unsecured).

After approval of the laser printed tax bill proofs, The Data Center provided at least 50 samples of regular tax bills (with stubs attached) and 50 samples of Cortac bills (without stubs) and 50 samples of unsecured to the Tax Collector's office.

The Data Center Laser imaged variable data in black, at 600 dpi onto one side only of the two styles of preprinted property tax bills. The Data Center provided only one (1) image per record.

After laser imaging of variable data on bills, The Data Center folded and inserted the three styles of bills as follows:
A. Bills with two detachable stubs 8½" x 14" (Regular Tax Bills) - Approx. 170,000
This configuration had two parallel perforations to create two detachable stubs. The bills were tri-folded. The Data Center folded on the perforations that separated stub #1 from stub #2. The bill was inserted into a #10.5 window envelope and with two (2) #9 remittance envelopes, supplied by The Data Center.

B. Bills without detachable stubs 8 ½" x 14" (Cortac Tax Bills) - Approx. 30,000
These are courtesy bills provided to property owners in instances where a mortgage company remits the property tax on behalf of the owner. These bills were handled as indicated in #1 above, but had no perforations, and did not include #9 remittance envelopes.

C. Bills with one detachable stubs 8½" x 14"(Unsecured Tax Bills)- Approx. 20,000
This configuration had one parallel perforation to create one detachable stub. The bill was tri-folded. The Data Center folded on the perforation that separated stub #1. The bill was then inserted into a #10.5 window envelope and with one (1) #9 remittance envelopes, supplied by The Data Center.

These three bill types were generated at different times of the year. A & B types were generated together in late September and type C was generated in mid-July.

Data from Items A, B & C above, were "householded," or sorted to allow 2 or more bills addressed to the same owner/address and were mailed in the same envelope (or other appropriate packaging), yielding additional postage and envelope savings. The data for Items A, B & C above was not pre-sorted by Monterey County for this purpose.

Any mutilated or damaged bills were immediately reproduced and mailed by The Data Center.

The Data Center verified upon completion of laser imaging, inserting and sealing, that the number of pieces prepared for mailing equaled the number of properties in the database, and upon verification reported the same to the Tax Collector in writing.

Output data file was provided to The Data Center via FTP file via electronic transmission containing nine files. Each type of output document was created by combining multiple files containing taxpayer information, voter approved taxes, charges, assessments and messages. The Data Center set up and converted data, including merging and placement of electronic data and fonts, and text onto the tax bill form.

The Data Center delivered all pieces properly prepared for mailing to the Salt Lake City Business Unit US Post Office. The #10.5 mailing envelopes was preprinted. The Data Center prepared the necessary Postal Service 3600R documents for acceptance with First Class Presort Permit. Mail was sorted by The Data Center to the maximum presort level for the best possible postal rate for this mailing, including maximum sorting to carrier route, 5-digit and 3-digit levels.

Within 24 hours after receipt of the CD-ROM or FTP file via electronic transmission from Monterey County, The Data Center commenced CASS certification and uninterrupted imaging of the supplied data. The Data Center checked every 500th statement printed for quality and completeness during the imaging process. Completion was within 10 calendar days from receipt of the components and database to delivery at the Postal Service.

3 - Centers for Medicare and Medicaid Services– Abbreviated Statement of Work 2007 through 2023

The Data Center provides four different types of notices for Centers for Medicare and Medicaid Services (CMS) that meet all U.S. Postal Service (USPS) requirements for First Class mail. Each of the four notices require a different number of pages and paper color as outlined in the specifications. The appearance and quality of the documents shall meet or exceed the quality produced by a laser printer.

The Data Center retrieves data daily from secure Gentran Mailbox. Background checks and fingerprints must be approved by CMS before implementation.

The Data Center shall offer new programming and 'mapping' for all notices. This process also involves sending proofs to CMS with the test data on the notices for review. The Data Center shall produce final proof of live data on all notices to be approved by CMS before live implementation. Once The Data Center has approval from CMS on all notices, printing, and mailing begins.

The Data Center shall produce and mail the notices daily from electronic data provided by CMS. The Data Center shall use software packages, including NCOA, PAVE and CASS certified software, to assist in sorting mail pieces down to the lowest possible postage rate before they are printed. The software shall be used to sort each print job and assign it a specific and unique sequential number to be printed on each piece. The number shall be used to track each item throughout the entire process of the job from programming, printing, folding, inserting, tagging, traying and presenting to USPS.

The Data Center shall provide a USPS statement of mailing via fax or e-mail at the end of each week. The Data Center shall submit a monthly statement to Government Printing Office for products and services rendered that distinguishes between types of notices. This statement shall be based upon only the number of mailers that were successfully produced and mailed, not to include any mailers that were destroyed or deemed unfit for mailing. Invoices for postage and print shall support the monthly statements that document all work performed.

Volume of CMS notices is approximately as follows:
Annually 2,808,000 notices   Daily 10 – 80,000 notices printed and mailed

5 different notices; two of which have 34 different versions and constantly changing data/ letter lengths.

The Data Center team performs all aspects of this project with no subcontracting.

SECTION 4

SECTION 5

THE DATA CENTER
STATEMENT PRINTING   DIRECT MAIL   DIGITAL OUTPUT

Environmentally Friendly Practices:

The Data Center prides itself on being mindful of the carbon footprint that we leave. We take very seriously our obligations to the environment and are committed to doing our part. That includes:

Recycling all cardboard and paper products

We shred with a company that also recycles.

We recycle all toner and ink cartridges.

We purchase recycled goods as often as possible.

We offer recyclable products to our customers where feasible.

We have been active in tree planting projects.

**As a result of the contributions of many print providers across the country there is 360% more wood in the forests today than in 1920.

**More than 60% of paper today is recycled compared to 18% of electronics.

**We strive to be the best stewards of our forests as possible to create clean air, water and wildlife habitat.

SECTION 6

THE DATA CENTER
STATEMENT PRINTING   DIRECT MAIL   DIGITAL OUTPUT

Initial Setup and programming	$	No Charge
Programming charges	$	No Charge
Secured Tax Bills with 2 detachable stubs	$	.254
Quantity approx. 100,000		
CORTAC Tax Bills with on detachable stubs	$	.215
Quantity approx. 35,000		
Unsecured Tax Bills with 1 detachable stub	$	.235
Quantity approx. 20,000		
Mailing too large for #10.5 envelope	$	See below
Large 9 X12 envelope	$	.20
Hand inserting / bundling	$	.08
Postage	$	.471 1oz to 3.5 oz
9 X 12 envelope	$	$1.98 4 oz
Additional misc. fees	$	None

SECTION 7-8-9