

## Clerk's Contract and Agreement Cover Page

Year: 2009                      Legistar File ID#: 2009-0104  
Multi Year:                       Amount                      \$38,000.00

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Contract Type:                      services  
Contractor's Name:                      InfoSend, Inc.  
Contractor's AKA:  
Execution Date:                      3/3/2009  
Termination Date:                      3/31/2012  
Renewal Date:    3/31/2010  
Department:                      Finance/Water Billing  
Originating Person:                      Debbie Gerwatowski  
Contract Description:      Utility Bill Printing 2209-2012



MAYOR  
Daniel J. McLaughlin

VILLAGE CLERK  
David P. Maher

14700 S. Ravinia Ave.  
Orland Park, IL 60462  
(708) 403-6100



VILLAGE HALL

TRUSTEES  
Bernard A. Murphy  
Kathleen M. Fenton  
Brad S. O'Halloran  
James V. Dodge  
Edward G. Schussler III  
Patricia Gira

March 18, 2009

Mr. J.D. McNaul  
InfoSend, Inc.  
1041 S. Placentia Avenue  
Fullerton, California 92831

**RE: *NOTICE TO PROCEED***  
***Utility Bill Printing 2009-2012***

Dear Mr. McNaul:

This notification is to inform you that the Village of Orland Park has received all necessary contracts, certifications, and insurance documents in order for work to commence on the above stated project.

Please contact Debbie Gerwatowski at 708-403-6174 or Sarah Schueler at 708-403-6192 to arrange the commencement of the work.

The Village will be processing a Purchase Order for this contract/service and it will be faxed to your company. It is imperative that this number on the Purchase Order be noted on all invoices, correspondence, etc. All invoices should be sent directly to the Accounts Payable Department at 14700 S. Ravinia Ave. Orland Park, IL 60462. Also, your final invoice for this contract/service should state that it is the final invoice pertaining to that Purchase Order.

For your records, I have enclosed one (1) original executed contract dated March 3, 2009 in an amount not to exceed not to exceed the rates outlined in Section 2 of the contract. If you have any questions, please call me at 708-403-6173.

Sincerely,

Denise Domalewski  
Contract Administrator

cc: Debbie Gerwatowski  
Sarah Schueler  
Judy Konow

MAYOR  
Daniel J. McLaughlin  
  
VILLAGE CLERK  
David P. Maher  
  
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Patricia Gira

March 3, 2009

Mr. J.D. McNaul  
InfoSend, Inc.  
1041 S. Placentia Avenue  
Fullerton, California 92831

**NOTICE OF AWARD – Utility Bill Printing 2009-2012**

Dear Mr. McNaul:

This notification is to inform you that on March 2, 2009, the Village of Orland Park Board of Trustees approved awarding InfoSend, Inc. the contract in accordance with the proposal you submitted dated February 3, 2009, for Utility Bill Printing 2009-2012 at the agreed upon per bill rates as stated in the contract.

In order to begin this engagement, you must comply with the following within ten business days of the date of this Notice of Award, which is by March 17, 2009.

1. Enclosed is the Contract for Utility Bill Printing 2009-2012. Please sign two (2) copies and return them both directly to me. I will obtain signatures to fully execute the Contract and one original executed Contract will be returned to you.
2. Several of the certifications submitted with the proposal were not notarized. I've included those certificates. Please complete the forms (I've converted them to forms, so you may enter the information online) and have them notarized. Return one set with the signed contracts above.

**Please deliver this information directly to me, Denise Domalewski, Contract Administrator, at Village Hall located at 14700 S. Ravinia Ave., Orland Park, IL 60462.** The signed Contracts and notarized certifications are required to be in place and received at my office prior to the commencement of work on this project. You will be issued a *Notice to Proceed* letter and a purchase order when you are in full compliance with this process. Failure to comply with these conditions within the time specified will entitle the Village to consider your proposal abandoned and to annul this Notice of Award. If you have any questions, please do not hesitate to call me at 708-403-6173 or e-mail me at [ddomalewski@orland-park.il.us](mailto:ddomalewski@orland-park.il.us).

Sincerely,  
*Denise Domalewski*  
Contract Administrator

cc: Sarah Schueler  
Debbie Gerwatowski



**VILLAGE OF ORLAND PARK**  
**Utility Bill Printing 2009-2012**  
**(Contract for Services)**

This Contract is made this 3<sup>rd</sup> day of March, 2009 by and between the Village of Orland Park (hereinafter referred to as the "VILLAGE") and InfoSend, Inc. (hereinafter referred to as the "CONTRACTOR").

**WITNESSETH**

In consideration of the promises and covenants made herein by the VILLAGE and the CONTRACTOR (hereinafter referred to collectively as the "PARTIES"), the PARTIES agree as follows:

**SECTION 1: THE CONTRACT DOCUMENTS:** This Contract shall include the following documents (hereinafter referred to as the "CONTRACT DOCUMENTS") however this Contract takes precedence and controls over any contrary provision in any of the CONTRACT DOCUMENTS. The Contract, including the CONTRACT DOCUMENTS, expresses the entire agreement between the PARTIES and where it modifies, adds to or deletes provisions in other CONTRACT DOCUMENTS, the Contract's provisions shall prevail. Provisions in the CONTRACT DOCUMENTS unmodified by this Contract shall be in full force and effect in their unaltered condition.

The Request for Proposals  
The Instructions to Proposers  
This Contract  
The Terms and Conditions  
The Proposal as it is responsive to the VILLAGE'S RFP requirements  
All Certifications required by the Village  
Certificates of insurance  
Correspondence with the Contractor dated February 12, 2009 changing email set up fee to a flat \$1,500.00  
Correspondence with the Contractor dated February 18, 2009 waiving the \$50.00 email monthly maintenance fee  
Correspondence with the Contractor dated February 24, 2009 reducing the cost of email by \$.005 each

**SECTION 2: SCOPE OF THE WORK AND PAYMENT:** The CONTRACTOR agrees to provide labor, equipment and materials necessary to provide the services as described in the CONTRACT DOCUMENTS and further described below:

- The CONTRACTOR will set up the system to provide printing, inserting, emailing and mailing services of monthly Utility Bills;
- The CONTRACTOR will provide printing, inserting, and mailing of monthly Utility Bills for the Village of Orland Park, Illinois. The service includes file transfer, processing, CONTRACTOR'S standard single-window #9 envelope with security



tint, CONTRACTOR’S standard double-window #10 envelope with security tint and handling. Also, includes one-sided black printing onto a custom color preprinted form with perforation OR two-color laser printing onto white form with perforation;

- The CONTRACTOR will provide emailing of monthly Utility Bills to selected customers for the Village of Orland Park, Illinois. The service includes file transfer and processing;

(hereinafter referred to as the “WORK”) and the VILLAGE agrees to pay the CONTRACTOR pursuant to the provisions of the Local Government Prompt Payment Act (50 ILCS 505/1 *et seq.*) the following amount for performance of the described services:

- One-time email bill service set-up fee of Fifteen Hundred and No/100 (\$1,500.00) Dollars to provide for secure emailing of Utility Bills to selected Village customers.
- A programming fee of \$150 per hour for customizations completed to the document processing program after the process is activated.

Service	Year One Price April 1, 2009 – March 31, 2010	Year Two Price April 1, 2010 – March 31, 2011	Year Three Price April 1, 2011 – March 31, 2012
Printing, inserting, and mailing Utility Bills	11.1 cents per printed Utility Bill (excluding postage)	11.5 cents per printed Utility Bill (excluding postage)	11.7 cents per printed Utility Bill (excluding postage)
Emailing Utility Bills	12.5 cents per emailed Utility Bill	12.9 cents per emailed Utility Bill	13.3 cents per emailed Utility Bill
Printing, folding, and inserting a one page black ink/one sided document into the Utility Bill	6.0 cents	6.3 cents	6.6 cents
Printing, folding, and inserting a two page black ink/one sided document into the Utility Bill	10.0 cents	10.5 cents	11.0 cents

**SECTION 3: 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 payment terms listed in Section 2. 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 contract and be refunded in full should Client decide not to renew the contract.

The deposit amount is calculated by multiplying the estimated number mail pieces per month by the current maximum pre-sorted first class postage rate. The postage deposit amount is subject to an annual review and may be adjusted to account for increases to Client mailing



volume or USPS postage rate. The minimum deposit amount due prior to first mailing which is expected to be April 23, 2009: 12,000 mail pieces per month x \$0.335 = \$4,020.00. The Village agrees to pay a two month deposit of \$8,040.00 by April 23, 2009.

**SECTION 4: ASSIGNMENT:** CONTRACTOR shall not assign the duties and obligations involved in the performance of the WORK which is the subject matter of this Contract without the written consent of the VILLAGE.

**SECTION 5: TERM OF THE CONTRACT:** This Contract shall commence on the date of its execution. The WORK shall commence upon contract signing and continue expeditiously until March 31, 2012. The term of this contract shall be from March 3, 2009 through March 31, 2010, but shall be automatically renewed on its anniversary date (March 31<sup>st</sup>) for each of two (2) successive years unless the Village notifies the CONTRACTOR in writing thirty (30) days before said anniversary date that it does not wish to renew the contract. This Contract may be terminated by either of the PARTIES for default upon failure to cure after (10) days prior written notice of said default from the aggrieved PARTY. The VILLAGE, for its convenience, may terminate this Contract with thirty (30) days prior written notice.

**SECTION 6: INDEMNIFICATION AND INSURANCE:** The CONTRACTOR shall indemnify and hold harmless the VILLAGE, its trustees, officers, directors, agents, employees and representatives and assigns, from lawsuits, actions, costs (including attorneys' fees), claims or liability of any character, incurred due to the alleged negligence of the CONTRACTOR, brought because of any injuries or damages received or sustained by any person, persons or property on account of any act or omission, neglect or misconduct of said CONTRACTOR, its officers, agents and/or employees arising out of, or in performance of any of the provisions of the CONTRACT DOCUMENTS, including any claims or amounts recovered for any infringements of patent, trademark or copyright; or from any claims or amounts arising or recovered under the "Worker's Compensation Act" or any other law, ordinance, order or decree. In connection with any such claims, lawsuits, actions or liabilities, the VILLAGE, its trustees, officers, directors, agents, employees, representatives and their assigns shall have the right to defense counsel of their choice. The CONTRACTOR shall be solely liable for all costs of such defense and for all expenses, fees, judgments, settlements and all other costs arising out of such claims, lawsuits, actions or liabilities.

The Contractor shall not make any settlement or compromise of a lawsuit or claim, or fail to pursue any available avenue of appeal of any adverse judgment, without the approval of the Village and any other indemnified party. The Village or any other indemnified party, in its or their sole discretion, shall have the option of being represented by its or their own counsel. If this option is exercised, then the Contractor shall promptly reimburse the Village or other indemnified party, upon written demand, for any expenses, including but not limited to court costs, reasonable attorneys' and witnesses' fees and other expenses of litigation incurred by the Village or other indemnified party in connection therewith.

The indemnification obligation under this paragraph shall not be limited in any way by any limitations on the amount or type of damages, compensation or benefits payable by or for the benefit of Subcontractor or any indemnities under any Worker's Compensation Act, Occupational Disease Act, Disability Benefits Act, or any other employee benefits act. The



Subcontractor further agrees to waive any and all liability limitations based upon the Worker's Compensation Act court interpretations or otherwise.

Execution of this Contract by the VILLAGE is contingent upon receipt of Insurance Certificates provided by the CONTRACTOR in compliance with the CONTRACT DOCUMENTS.

**SECTION 7: COMPLIANCE WITH LAWS:** CONTRACTOR agrees to comply with all federal, state and local laws, ordinances, statutes, rules and regulations including but not limited to the Illinois Human Rights Act as follows: CONTRACTOR hereby agrees that this contract shall be performed in compliance with all requirements of the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., and that the CONTRACTOR and its subcontractors shall not engage in any prohibited form of discrimination in employment as defined in that Act and shall maintain a sexual harassment policy as the Act requires. The CONTRACTOR shall maintain, and require that its subcontractors maintain, policies of equal employment opportunity which shall prohibit discrimination against any employee or applicant for employment on the basis of race, religion, color, sex, national origin, ancestry, citizenship status, age, marital status, physical or mental disability unrelated to the individual's ability to perform the essential functions of the job, association with a person with a disability, or unfavorable discharge from military service. CONTRACTOR and all subcontractors shall comply with all requirements of the Act and of the Rules of the Illinois Department of Human Rights with regard to posting information on employees' rights under the Act. CONTRACTOR and all subcontractors shall place appropriate statements identifying their companies as equal opportunity employers in all advertisements for workers to be employed in work to be performed under this contract.

The CONTRACTOR shall obtain all necessary local and state licenses and/or permits that may be required for performance of the WORK and provide those licenses to the VILLAGE prior to commencement of the WORK.

**SECTION 8: NOTICE:** Where notice is required by the CONTRACT DOCUMENTS it shall be considered received if it is delivered in person, sent by registered United States mail, return receipt requested, delivered by messenger or mail service with a signed receipt, sent by facsimile or e-mail with an acknowledgment of receipt, to the following:

To the VILLAGE:  
Denise Domalewski, Contract Administrator  
Village of Orland Park  
14700 South Ravinia Avenue  
Orland Park, Illinois 60462  
Telephone: 708-403-6173  
Facsimile: 708-403-9212  
e-mail: [ddomalewski@orland-park.il.us](mailto:ddomalewski@orland-park.il.us)

To the CONTRACTOR:  
Mahmood Rezai, President and CEO  
InfoSend, Inc.  
1041 S. Placentia Road  
Fullerton, CA 92831  
Telephone: 800-955-9330  
Facsimile: 714-446-1482  
e-mail: [m.rezai@infosend.com](mailto:m.rezai@infosend.com)

or to such other person or persons or to such other address or addresses as may be provided by either party to the other party.



**SECTION 9: STANDARD OF SERVICE:** Services shall be rendered to the highest professional standards to meet or exceed those standards met by others providing the same or similar services in the Chicagoland area. Sufficient competent personnel shall be provided who with supervision shall complete the services required within the time allowed for performance. The CONTRACTOR'S personnel shall, at all times present a neat appearance and shall be trained to handle all contact with Village residents or Village employees in a respectful manner. At the request of the Village Manager or a designee, the CONTRACTOR shall replace any incompetent, abusive or disorderly person in its employ.

**SECTION 10: PAYMENTS TO OTHER PARTIES:** The CONTRACTOR shall not obligate the VILLAGE to make payments to third parties or make promises or representations to third parties on behalf of the VILLAGE without prior written approval of the Village Manager or a designee.

**SECTION 11: COMPLIANCE:** CONTRACTOR shall comply with all of the requirements of the Contract Documents, including, but not limited to, the Illinois Prevailing Wage Act where applicable and all other applicable local, state and federal statutes, ordinances, codes, rules and regulations.

**SECTION 12: LAW AND VENUE:** The laws of the State of Illinois shall govern this Contract and venue for legal disputes shall be Cook County, Illinois.

**SECTION 13: MODIFICATION:** This Contract may be modified only by a written amendment signed by both PARTIES.

**SECTION 14: COUNTERPARTS:** This Contract may be executed in two (2) or more counterparts, each of which taken together, shall constitute one and the same instrument.

This Contract shall become effective on the date first shown herein and upon execution by duly authorized agents of the parties.

FOR: THE VILLAGE

By: 

Print Name: Paul G. Grimes

Its: Village Manager

Date: 3/10/09

FOR: THE CONTRACTOR

By: 

Print Name: MAHMOOD REZAI

Its: President & CEO

Date: 3-5-09



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is proud & appreciative for this opportunity to present this

**RFP Response Proposal for  
UTILITY Print and Mail SERVICES**

For



**February 3, 2009**

**This proposal is valid for 90 days after the date of submittal.**

**Proposal Provided By:**

**J. D. McNaul**

**Director, eBusiness Solutions**

InfoSend, Inc.

1041 S. Placentia Ave

Fullerton, CA 92831-5105

(800) 955-9330

[www.infosend.com](http://www.infosend.com)

<b>SECTION II FORMS WITH SIGNATURES</b>	<b>33</b>
<b>PROPOSAL SUMMARY SHEET</b>	<b>34</b>
<b>INFOSEND SPECIFIC ITEM DETAIL PRICING: BILLPRINT AND MAIL SERVICE</b>	<b>35</b>
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# A. LETTER OF TRANSMITTAL

**InfoSend, Inc.**


Respondent's Name

Letter of Transmittal

InfoSend, the firm submitting this proposal certifies the following:

The Company submitting this proposal certifies the following:

1. The proposal is complete and accurate. Comments, explanations, and attachments have been provided as appropriate to present a balanced, fair image of the Product(s) and Services being proposed by InfoSend.
2. The proposal is valid for at least 90 days from the date of submission.
3. The proposed Services are well suited to operate in Customer's environment and to reasonably accomplish the Village of Orland Park's stated objectives.
4. The proposed Services will, upon proper implementation, meet all of the Village of Orland Park stated requirements, except as clearly noted in Exceptions, of the vendor's proposal.

  
Signature of Respondent

Mahmood Rezai, President and CEO  
Name/ Title

InfoSend, Inc.  
Name of Firm

m.rezai@infosend.com  
Email Address

1041 S. Placentia Rd.  
Address of Firm

Fullerton, CA 92831  
Village, State, Zip

800.955.9330  
Phone Number

714.446.1482  
Fax Number

The information in this proposal is confidential and is not to be used or disclosed except to the recipient's employees and officers engaged in evaluating this proposal. This proposal is valid for 90 days after the date of submittal.

will be a state of the art facility located within easy delivery range of several major postal hubs. We will have several hubs available to us for mailing purposes. One of the reasons we chose Downers Grove for our building location was because of the USPS hub choices available for mailing. The following is a matrix of the available hubs to us:

<b>Mileage Analysis</b>						
Processing Center	Bulk Mail Center	Sectional Center Facility (SCF's)				
USPS Location Name				South Suburban	Fox Valley	
City USPS located in	Forest Park	Palatine	Carol Stream	Bedford Park	Aurora	Chicago
Miles From Downers Grove Facility	13.3	22.5	10.6	22	15	21.7
<b>Time Analysis</b>						
Minutes From Downers Grove Facility	19	33	20	29	21	29

InfoSend is currently leaning toward choosing the Fox Valley USPS hub due to the fact that this hub has late acceptance hours (7 PM weekdays) and also accepts mail on Saturdays until 12 Noon. The South Suburban hub also offers these extended hours and will serve as our back up delivery hub.

### **Get to Know InfoSend**

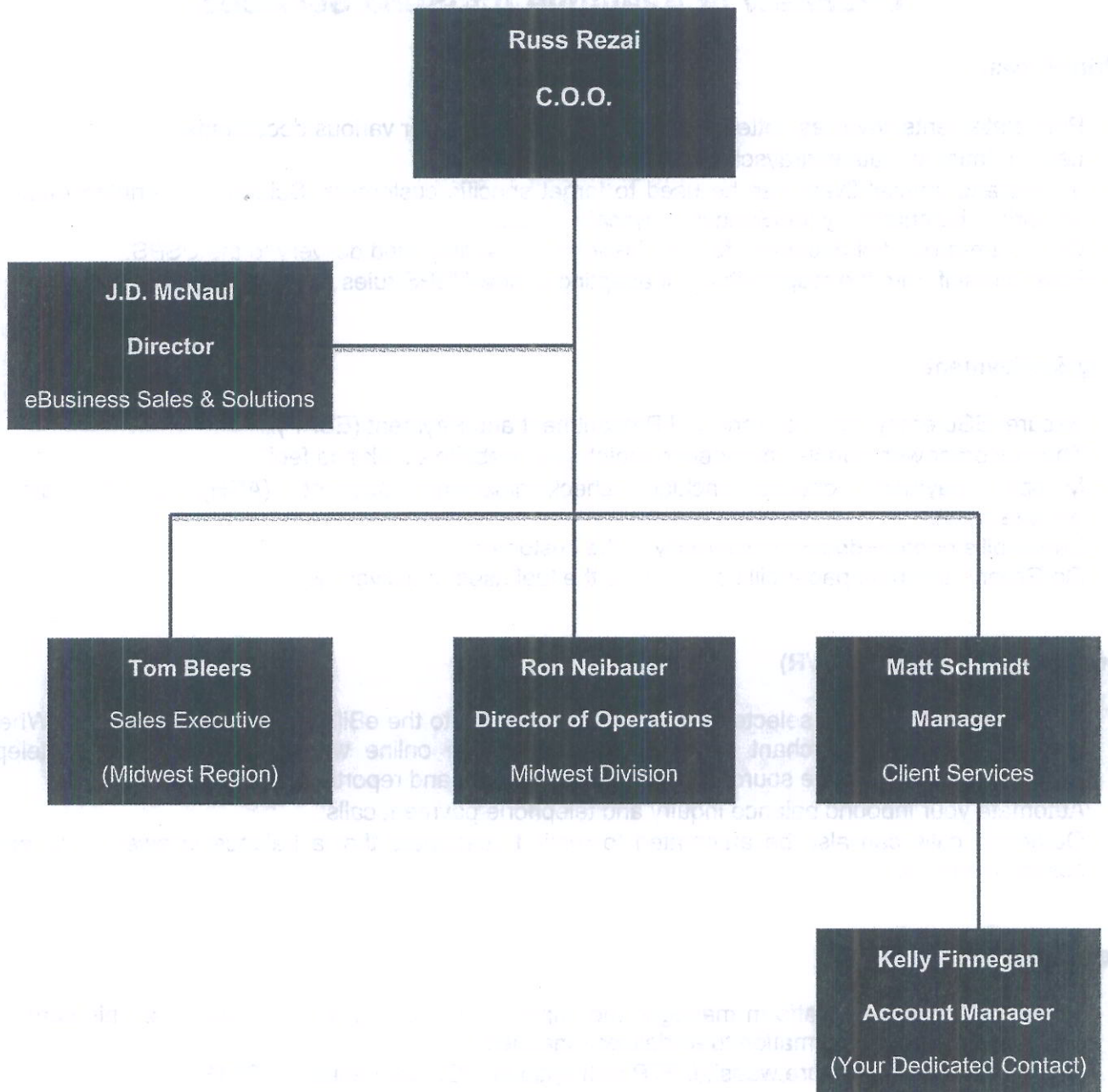
Since 1996, InfoSend has personalized the printing and handling of critical documents for industries throughout the United States. Utilizing the most current technology, InfoSend offers an innovative approach with customized, flexible, and secure solutions for organizations seeking eBilling, ePayment, and print and mail services. Choosing InfoSend as your outsourcing partner will also significantly reduce total overhead costs. Together, we can reach your customers more effectively.

InfoSend is a privately held California corporation with annual sales of approximately 20 million dollars per year. InfoSend's core competencies are information technology, document formatting, and document production. Your unique data is transferred into our database where it can then be output to multiple destination channels – print, web, or telephone. Electronic payments can be initiated over the web or telephone. The Software as a Service (SaaS) approach allows InfoSend to continually refine its services and equipment without requiring software installation and maintenance at your site.

You can use the eBilling & ePayment or BillPrint & Mail services as a stand-alone offering or together as integrated customer communications solutions. When multiple services are outsourced to InfoSend you receive the benefit of having one data processing platform generate all of your outbound communications. Easily customize business rules for processes like paperless billing and automatic payments. Perfect your bill



# Orland Park Project Organizational Chart





# D. SERVICES TO BE PROVIDED TO ORLAND PARK

## InfoSend Solutions

We recognize our clients' unique needs by personalizing the way we build solutions for each account. InfoSend configures each service to work together to build custom solutions for your organization. Every time a client asks for a new configuration option it is added to our standard portfolio of implementation options.

InfoSend does not simply mail out bills and present them online to enable payments. We tailor both services to suit client needs in a way that makes us an extension of both your finance and customer service departments. Our clients often rely on us to build solutions that their own systems may not support. By using our platform you can create a unified look and feel for both your print and electronic bills. By using InfoSend's platform you can manage all data using online account management tools and use our bill design expertise to accomplish a unified look and feel for all your billing documents.

### Free Account Management Tools Included with both the Bill Print and Mail and eBilling Services

These free account management tools are useful for both the Bill Print and Mail and eBilling services. They are especially helpful if you use both services as you can set document messages, review proofs, and track job progress using one web portal.

#### Job Tracking

Allows your staff to log onto [www.infosend.com](http://www.infosend.com) to view the progress and completion of your print or electronic bill files. Confirmation reports are accessible from the job tracker for easy access. Check off the "Viewed" checkbox after auditing the completion time of a finished batch.

A sample screenshot of the Job Tracking tool is provided below:

Received	Processing	Sample File	Sample Status	Printing	QC	Mail Prep.	Confirmation	Viewed
2008-08-20 18:58:02	Done	2008-08-20 19:14:27	Approve Reject	Pending	Pending	Pending	Pending	<input type="checkbox"/>

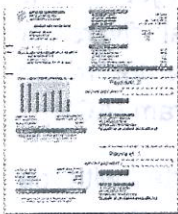
#### Sample Approval

InfoSend can provide PDF samples of your documents before they are printed or HTML samples of your documents before they are presented online. A screenshot of the sample approval window is shown below:



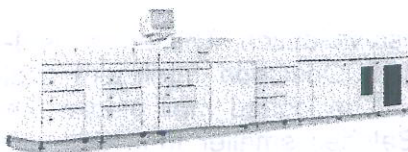
## Bill Print & Mail Service: Standard Features

### Message Manager



This free customer service tool is a custom built web-based application that allows you to control the messages that print on your documents. You can schedule the messages months or even years in advance! You can assign unique messages to different types of customers, or even to individual account. A PDF preview displays the message in the actual font that will be used.

### Laser Printing



Documents are printed using high-speed production laser printers at a minimum of 600 DPI. Bills are either printed in grayscale onto color preprinted forms or using a 2-color laser process that supports black plus a standard shade of **blue**, **red**, or **green**. Postcards and inserts can be printed using grayscale, 2-color, or 4-color CMYK laser printing technology. A 4-color process can also be used for bills under certain circumstances. Please

refer to the pricing section to see which technology was recommended for your documents.

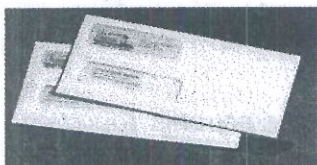
### Bill Stock Options



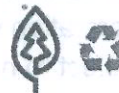
A variety of cut-sheet paper stock options are available. Any bill that requires a tear-off remittance stub will include a micro perforation for a clean and smooth edge (lockbox compatible). Bill stock options include plain white, in-stock color preprinted with a standard change of address form on the back, or custom color preprinted with custom logos and backers. Laser printed bills are available as well. Recycled 30% post-consumer paper stock is available.



### Envelopes



You will receive the lowest possible envelope price by using InfoSend's standard double window #10 and single window #9 envelopes. We order millions of these each month and pass the savings on to you. Envelopes contain security film and tint. They are compatible with the bulk letter opening machines used by your remittance processing department or lockbox vendor. Your name and logo will appear through the #10 outgoing envelope. Custom envelopes can be ordered if you have a special need for a custom envelope. Sustainably sourced and recycled 30% post-consumer paper stocks are available.



### Quality Control



InfoSend's Quality Control (QC) is one of the company's most unique internal programs. Printed documents are always put through a QC process before being released to the mailing department. Each QC operator checks for print quality and follows on-screen prompts that are specific to the client. Each individual mailing application can have its own set of items to check for.



## Online Print Image Archiving

Online Print Image Archiving is an optional service. This is a document archiving tool used by your customer service representatives to download electronic copies of any document that InfoSend mails. This web application allows you to query the database by customer name, account number, or up to **three other custom fields**. Documents are archived as individual PDF files, which gives you a quick download time. Your CSRs can use this service to research customer inquiries by viewing a carbon copy of the printed bill. Pricing is based on how long the documents are retained.

This service can be used to reproduce exact copies of your printed bills. If you can produce accurate copies from your own billing system then this service is not needed. This service is unrelated to the eBilling service.

A screenshot of the EBP viewer is included below. The fields "Cyc", "Rte", "CID", "LID", and "Address" can be changed to custom fields in your data file.

623465 Total Record(s)  
PLEASE ENTER SEARCH CRITERIA BELOW TO DISPLAY RECORDS

Name:	<input type="text"/>		<input type="button" value="▼"/>
Cy-Rt:	<input type="text"/>		<input type="button" value="▼"/>
Cyc:	<input type="text"/>		<input type="button" value="▼"/>
Rte:	<input type="text"/>		<input type="button" value="▼"/>
CID:	<input type="text"/>		<input type="button" value="▼"/>
LID:	<input type="text"/>		<input type="button" value="▼"/>
Address:	<input type="text"/>		<input type="button" value="▼"/>
Date (MM-DD-YY):	<input type="text"/> - <input type="text"/> - <input type="text"/>	To	<input type="text"/> - <input type="text"/> - <input type="text"/>
SPCL Status:	<input type="text"/>		

## Exception Processing

Exception Processing, or EP, is an optional service that allows you to approve, cancel, or hold individual bills based on predetermined criteria. You may choose to flag exception bills within the data, or InfoSend can build the custom exception rules on your behalf. Example: All bills with dollar amounts over \$500,000, or less than \$5.00, could be posted to the InfoSend website for individual approval.

## Print & Mail Service Specifics

### Setup

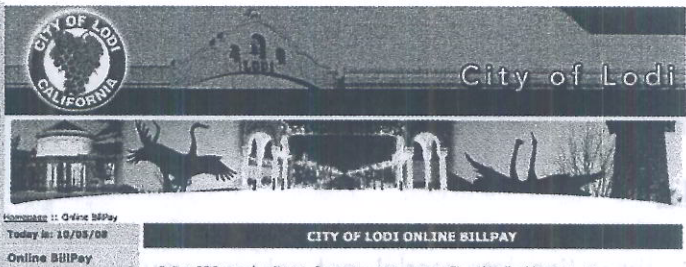
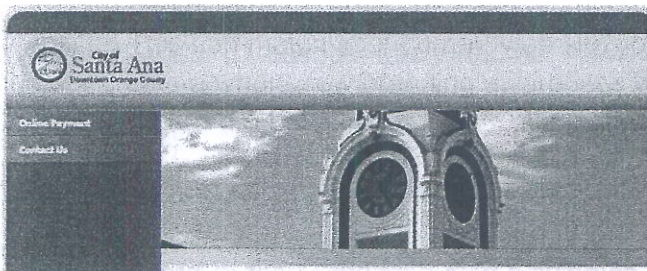
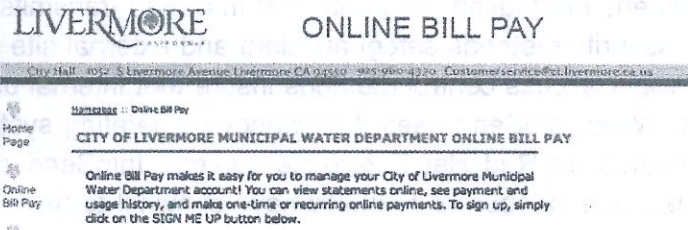
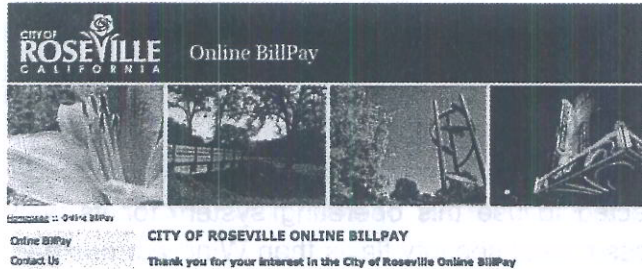
InfoSend will waive our normal set up fee for Orland Park. We will create custom programming to deliver a printed bill how Orland Park wants, when you want it. **InfoSend offers Orland Park the opportunity to change or redesign its bill at the beginning of this contract free of charge if it would like a new look. All set up charges are waived.**



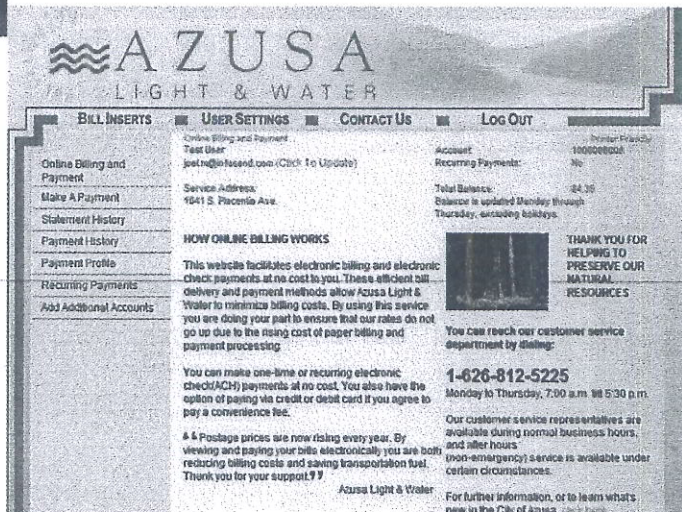
## Optional Full EBPP

### 1. "Look and Feel" of the EBPP website.

InfoSend prides itself on providing each of our customers the look and feel that they want on their EBPP website. This can match your current web site you currently have or you can choose to have a slightly different look or create a whole new branding awareness with EBPP. The choice is up to you. Below are some samples of sites we have designed for other clients:



...we customize the entire web portal. You get the same amount of control as you would if you created your own EBPP portal, except you'll be live much faster and at a lower cost. Leverage our experience to perfect your online billing presence.





## E. INFOSEND QUALIFICATIONS & EXPERIENCE

### EXAMPLES WITH SIMILAR PROJECTS

InfoSend is a market leader for utilities who send out less than 150,000 bills per month. We have never lost a utility client because of service issues or delays in mail delivery in our company's history. Two of our facilities are in California, and we are opening a full production facility in the Chicago, IL.

Most of Orland Park's customers will receive their bill the day after we deliver it to the post office. Roughly half of our almost 200 clients are Municipal utility clients who either use the BillPrint and Mail Service, eBilling, or both.

InfoSend's experience with processing similar projects like Orland Park's Print & Mail jobs ensures an efficient integration and print & mail service experience should you choose to trust and award InfoSend this project. Following are six client profiles that detail some of the different types of services InfoSend provides.

**The City of Anaheim (CA)** Public Utilities Department has been live on the InfoSend platform since 2005. InfoSend provides data processing, printing, and mailing services to Anaheim. Anaheim exports raw data files from its **SunGard HTE** system to InfoSend nightly in the ASCII format. InfoSend processes the data using a custom program that added features to the bill that were not included in the HTE software (or would be too pricy to have HTE add). InfoSend prints and mails approximately 1.2 million bills a year for Anaheim. The City uses InfoSend's online Message Manager, online sample approval process, and in addition to this InfoSend provides an online "Exception Processing" portal. The Exception Processing portal allows Anaheim's CSRs to individually review and approve select bills from the batch. If they catch incorrect bills in Exception Processing they can take their time to review and approve/delete them without holding up the main batch.

**The City of Indio** has been using InfoSend's printing and mailing services since 2003. Indio uses the HTE system and exports files to InfoSend in ASCII format. InfoSend prints and mails approximately 275,000 bills per year for Indio. The City uses InfoSend's sample approval process for its' Final Disconnect Notices only.

**Azusa Light and Water** is a municipal utility that is wholly owned by the City of Azusa, CA. Azusa L&W has been using InfoSend printing and mailing services since 2002 and our EBPP service since 2008. Their current production volume is approximately 430,000 bills per year. InfoSend designed the Azusa L&W web portal to look like the City's website and built in custom business logic for the client.

**The City of Corona** contracted with InfoSend in July, 2003 for Print & Mail services. Corona has approximately 147,000 residents, and mails around 636,000 municipal utility statements annually. Some specifics of The City of Corona's statements include duplex printing and **intelligent inserting for AutoPay customers** with credit balances and \$0.00 amounts. InfoSend also prints with selective color highlighting for this client, basing the color on whether the statement is delinquent or not. The City of Corona also chooses to use conditional messages, depending on the utility customer's balance forward amount. The City of Corona extended its contract with InfoSend in 2006, and InfoSend continues to provide Print & Mail services for this client today.

**The City of San Bruno** has been an InfoSend Client since 2006. San Bruno was previously a client of one of InfoSend's competitors, but decided to switch to InfoSend because they were dissatisfied with the competitor's service and quality of statements. San Bruno has a volume of approximately 61,000 statements a year. After two years of using InfoSend for only Print & Mail, The City of San Bruno decided to implement EBPP, and went live with the site in 2008. San Bruno's EBPP site enables City customers to view bills and inserts online and makes payments via ACH or credit card. San Bruno's EBPP customers have access to 18 months of their



## **F. ORLAND PARK SPECIFIC RFP REQUIREMENTS**

(In Section F: Orland Park requirements in black, InfoSend responses in green)

### **ORLAND PARK UTILITY BILL APPLICATION REQUIREMENTS**

All Utility Bill Application Requirements listed on pages 4 and 5 of the issued RFP can and will be **FULLY MET**

### **ORLAND PARK TECHNICAL REQUIREMENTS**

Work in conjunction with the Village and its vendors in implementing all aspects of the requirements in this proposal.

FULLY MET

Work with the SunGard HTE – IBM iSeries software system that is written in RPG 400/DB2 400 database and runs on an IBM iSeries model 525 minicomputer V5R4 running a V5R1 of the operating system.

FULLY MET. We have several current customers today using the SunGard HTE systems and have extensive experience working with them. One of our references, the City of Anaheim, uses SunGard HTE and has a very complicated and difficult printing process. We did a lot of customization work for them to help them get their bills out due to limitations within their own systems.

Meet the Village's communication requirements of a having a secure FTP server available 24 hours a day, 7 days a week for input file transfers.

FULLY MET

Meet the Village's input file requirements which are input print or data streams including ASCII, EBCDIC, and APF.

ASCII FILE TYPE ONLY SUPPORTED The sample files that you included at the end of the RFP were vetted by our technical programming department and look fine to use. We will need you to send the data in ASCII format. Our programming manager took a look at the sample files in the RFP and his exact words were: "These files look almost identical to the types of files we receive from Anaheim and Sunnyvale's SunGard systems, with multiple file splits requiring merges. There will be no problem working with them and the bill design will be a simple one to code."

Create print programs from the Village's database files and map the data fields to produce the correct print out. Data from multiple input files will be combined to produce one document.

FULLY MET. This is a standard practice and requirement when working with files from a SunGard HTE system.

Have the ability to work with customer Data from multiple input files (sample included in Exhibit F)

FULLY MET.



Bank draft customers do not need a return envelope. The proposer shall state if they have the capability to insert return envelopes only in those accounts that are required to send in a payment and also if there are additional costs for this service.

FULLY MET. This is a standard capability to our service.

The proposer shall state if they have the capability to email utility bills only to those accounts that have requested this service and also if there are any additional costs for this service.

InfoSend has the capability to offer the Village electronic services ranging from full EBPP (see Addendum A for a more complete description of our full EBPP service) to simply enabling your customers to get their bill emailed to them. We can accept a file from you each month that instructs us in which bills get emailed as long as that file also has the email addresses in it. Or, we can actually set up an enrollment system so your customers can enroll for email bills, enter and store their email address (InfoSend manages the email addresses and enrollment for you) and can even offer the choice to the customer whether to turn the paper bill on or off. Another option the Village has is to force paper turn off for email bill customers, thus ensuring the savings of printing and mailing costs. Either way, InfoSend in the course of handling your printing can also manage the suppression of the appropriate paper bills to ensure the greatest savings for the Village.

Full EBPP differs significantly from a simple email bill system, offering a more robust customer experience, historical information, more customer service features, and payment enablement right over the internet.

The following are screen shots of a simple enrollment and email bill system we have designed for one of our customers:

### Screenshot 1 – Enrollment Page One: Validation

#### Customer Enrollment

Please enter your complete account number and service address as it appears on your statement to proceed with enrollment. By clicking "I Agree", you are agreeing to the terms of service. Please note this service is currently available for AutoPay customers only.

Please enter your complete account number and service address as they appear on the statement, including the hyphen.

<b>Account Number:</b>	00000-0000009
<b>Service Address:</b>	1041 S Placentia Ave

#### Terms Of Service

While we make every best effort to ensure that the emails will not be blocked or delayed by "SPAM" filters, we provide no guarantee of this. Some email providers, especially Yahoo and AOL, can be overaggressive in their attempts to block junk email and block or delay legitimate email in the process. By checking off the box below you acknowledge the City cannot guarantee that your email will be delivered to your inbox. It is also your responsibility to keep your email address up-to-date.

Please check this box to accept terms of service.

Back

Print Terms of Service

I Agree



## Screenshot 4 – Verification Email: Customer Clicks on the Link to Complete Enrollment

To: Russ Rezai <russ.r@infosend.com>

Subject: City of Huntington Beach eBill – Enrollment Almost Complete

Attachments: email\_header.jpg



*Welcome to*

# THE CITY OF HUNTINGTON BEACH EBILL

## City of Huntington Beach eBill - Enrollment Confirmation

Dear Russ Rezai,

This message confirms your request to enroll for eBill for account number 00000-0000009 on 01/30/09. The service address for this account is 1041 S Placentia Ave.

*In order to complete enrollment, you must activate your account by clicking on the link below.*

[Complete Enrollment](#)

Please feel free to print or save this email for your records. If you have received this notification in error, please [click here](#).

*Thank you for choosing our eBill option and helping us "Go Green Electronically"!*

*Sincerely,*

**City of Huntington Beach  
Office of the City Treasurer**

Please do not reply to this email. This mailbox is not monitored and you will not receive a response. For assistance, log in to your City of Huntington Beach eBill account and click on the Contact Us link.

### City of Huntington Beach eBill Terms of Service Agreement

While we make every best effort to ensure that the emails will not be blocked or delayed by "SPAM" filters, we provide no guarantee of this. Some email providers, especially Yahoo and AOL, can be overaggressive in their attempts to block junk email and block or delay legitimate email in the process. By checking off the box below you acknowledge the City cannot guarantee that your email will be delivered to your inbox. It is also your responsibility to keep your email address up-to-date.

---

Email sent to russ.r@infosend.com

\*\*\*Please do not include your account password, bank account number, or any other sensitive personal information in any email correspondence with the City of Huntington Beach. Our representatives will never ask you to send this type of information via email.\*\*\*



The contractor shall provide immediate communication to the Village on any vendor maintenance, operational, or production issue that would delay the monthly delivery of the Utility Bills to the United States Postal Service.

FULLY MET. InfoSend will notify you via email of any production issues that affect the prompt and timely mailing of your billings.

The contractor shall have CASS certification with the United States Postal Service.

FULLY MET.

The contractor shall use bar coding to obtain the most economical postage rate.

FULLY MET. This is a standard included feature.

The contractor shall identify the address and telephone number of the regional post office mail center that will be used for mailing the Utility Bills.

USPS Mail Acceptance Center  
6801 W. 73<sup>rd</sup> St.  
Bedford Park Illinois 60499  
708-563-7770

Mail accepted:  
M-F 8 am to 7 pm  
Sat 10-12 pm

The contractor shall coordinate, monitor, and order the inventory of statements and envelopes (window and return envelopes). The contractor shall provide notification to the Village for approval of any document supply reorder at least 60 business days in advance of the depletion of the existing supply. The contractor shall also be responsible for the storage of all documents, including any Village inserts, in a climate-controlled environment.

FULLY MET. InfoSend generally keeps a 6-month supply of stock on hand for each of our clients. We will control and track the inventory and alert you for approval before ordering more stock. Generally this alerting is to ensure that you don't have any changes to the stock in any way. It also ensures that we don't have a huge supply of stock on hand if and when you ever do need changes. Finally, you are not charged directly for paper, envelope or other stock. All stock is included in the pricing we have stated in the pricing section, INCLUDING SALES TAX where applicable.

**The current process and procedures, which the selected contractor will be required to follow, are described below:**

The Village shall send the contractor any documents to be inserted one week prior to the printing of the Utility Bills.

Accepted

The Village shall send the contractor the bulletin board message that will be on the Utility Bill two days prior to the file transmission.

This can be accepted, however there are other alternatives. The first alternative is including the message in the billing file. However, InfoSend has what we feel is an even better method, included at no extra cost to our customers:



The contractor shall send 8-30 bills (one bill in every category i.e. final bill, bank draft bill, etc.) to the Village for proofing. Occasionally, the Village will specify the accounts requested to proof. List additional charges, if any, for this service.

Accepted. We can do this via file download of PDF images, you can see these on the tracking tool detailed immediately above, or we can send via email. **InfoSend will not charge the Village for the proofing services.**

After approval of proofs, the contractor shall laser print the Utility Bills on a pre-printed statement document or be entirely laser printed.

Accepted. Pricing for both options is listed in the pricing section.

Any requested inserts and return envelopes shall be inserted with the Utility Bills to be mailed by the contractor.

Accepted.

The contractor shall commit to meet the regional post office mail center's schedule in order for delivery and postmark of Village documents three (3) days after the Village transmission to contractor occurs, and confirmation of this delivery shall be provided to the Village within one (1) business day by electronically transmitting a copy of the of the Postal Service Form 3602. The contractor shall be responsible for researching and resolving any reported mailing delays at the regional post office.

Accepted.

## **ORLAND PARK IMPLEMENTATION REQUIREMENTS**

The selected contractor will be responsible for the printing, inserting and mailing of the Utility Bills beginning June 1, 2009 and all subsequent months as listed on the 2009 Water Billing Schedule in Exhibit B. All subsequent years schedules of the contract term will be prepared using similar monthly timeframes and will be provided to the contractor for their reference.

Can and will be FULLY MET as described throughout this response.

## **SET UP & IMPLEMENTATION TIMELINE**

Proposals must demonstrate that they will have all items completed and systems set up in order to be ready to begin the Utility Bill printing, inserting and mailing to the Village's customers, no later than June 10, 2009.

This timeline assumes an implementation start date of around early to mid-April. InfoSend see nothing in your requirements that would cause a delayed start date for The Village of Orland's Print and Mail project. The management of your implementation is assigned to your dedicated Account Manager. As noted in the organization chart previously shown, your Account Manager will be Kelly Finnegan. Your Account Manager serves as the main point of contact during and after the implementation.

A bulleted overview of the how the implementation is performed is provided below:

- Your Account Manager gathers test files, sample bill layouts, and any service options not specified in the RFP from your Project Manager.
- The project is started and your Account Manager completes steps in our implementation plan while working with InfoSend programming and your staff. All communications sent to you or received from you during the implementation are centrally archived in our CRM system. This includes test files, form

- Finalize artwork for custom printed form and envelope

Week 4:

- Finalize bill mockups
- Review Client Installation Checklist progress
- Review application development progress

Week 5:

- Finalize Client Installation Checklist
- Review InfoSend Message Manager feature to determine if The Village of Orland would like to use it
- InfoSend testing of application
- InfoSend to send The Village of Orland sample OCR documents for testing
- Train The Village of Orland Project Manager on how to use the InfoSend website to manage its account

Week 6:

- Begin parallel testing and provide The Village of Orland with SOP document
- Train other Village of Orland staff members on how to use the InfoSend website
- The Village of Orland to begin sending an export of each billing cycle to InfoSend
- InfoSend to provide PDF samples via its Job Tracker application on the InfoSend website's secure portal
- The Village of Orland to review PDF files and compare the new output to the output of its legacy system

Week 7-9:

- Continue parallel testing
- Review & finalize application development progress
- Complete parallel testing and go-live

Week 10:

- Post go-live review (can continue for additional weeks)

### **Project Alternatives**

No project alternatives are suggested. Everything in this RFP is covered under our standard offering for both print & Mail and EBPP.

### **Conflicts of Interest**

No known conflicts of interest exist between InfoSend and the Village.

## **Proprietary Information**

InfoSend is submitting a proposal in response to this RFP and nothing contained in the submitted proposal is considered proprietary other than pricing. This proposal shall become the property of the Village.



## **SECTION II FORMS WITH SIGNATURES**

**Including RFP Pricing Form with Additional Pricing Information**

FORM OF PROPOSAL

TO: Village Clerk's Office  
Village of Orland Park  
14700 S. Ravinia Avenue  
Orland Park, IL 60462

FROM: Organization: InfoSend, Inc.  
Address: 1041 S. Placentia Ave.  
City, State, Zip Code: Fullerton, CA 92831  
Contact Person: J.D. McNaul  
Telephone Number: 303.706.9226  
Fax Number: 714.446.1482  
E-Mail address: jd.mcnaul@infosend.com  
FEIN #: 330748516  
Project Name: Orland Park Utility Bill Printing RFP

ACCEPTANCE: This proposal is valid for 90 calendar days from the date of submittal.  
(NOTE: At least 60 days should be allowed for evaluation and approval.)



# Proposal Summary Sheet

## PROPOSAL SUMMARY SHEET

Please list proposed total annual price based on approximately 10,000 to 13,000 Utility Bills per month. (Approximately 137,000 Utility Bills Annually.)

**ALL ANNUAL PRICES BASED ON THE ESTIMATED ANNUAL VOLUME OF 137,000 BILLS/INSERTS PLEASE SEE MATRIX FOLLOWING VILLAGE PRICING FORM FOR INDIVIDUAL ITEM COSTS AND OPTIONS**

		<u>ANNUAL PRICE USING PREPRINTED STATEMENT</u>	<u>ANNUAL PRICE USING LASER PRINTED BILL</u>
YEAR 1	2009/2010	<u>\$16,440.00*</u>	<u>\$16,440.00*</u>
YEAR 2	2010/2011	<u>\$16,988.00*</u>	<u>\$16,988.00*</u>
YEAR 3	2011/2012	<u>\$17,262.00*</u>	<u>\$17,262.00*</u>
TOTAL		<u>\$50,690.00</u>	<u>\$50,690.00</u>

\*Discounts are available for using InfoSend's standard envelopes. We stock a standard white #10 double window outgoing envelope and a standard #9 single window envelope. Both use security tint and window film. If used we will redesign your bills to work with the envelopes. We especially recommend using the standard #9 envelope as it is a way to save cost since appearance is not as critical for an envelope that is coming back to you.

**Subtract \$685.00 per year** from each price above if you use the standard #9 envelope and **subtract \$548.00 per year** from each option above if you use the standard #10 envelope.

**ADDITIONAL COSTS (Based on 137,000 Inserts per year)**

<b>ADDITIONAL COSTS FOR ONE PAGE INSERT PER PIECE</b>	<u>\$ 8,220.00</u>	YEAR 1
	<u>\$ 8,631.00</u>	YEAR 2
	<u>\$ 9,042.00</u>	YEAR 3

<b>ADDITIONAL COSTS FOR TWO PAGE INSERTS PER PIECE</b>	<u>\$ 13,700.00</u>	YEAR 1
	<u>\$ 14,385.00</u>	YEAR 2
	<u>\$ 15,070.00</u>	YEAR 3

<b>ADDITIONAL COSTS FOR SELECTIVE INSERTING</b>	<u>No Charge/Included</u>	YEAR 1
	<u>No Charge/Included</u>	YEAR 2
	<u>No Charge/Included</u>	YEAR 3

<b>ADDITIONAL COSTS FOR SELECTIVE E-MAILING OF UTILITY BILLS</b>	\$ 2,160.00	YEAR 1
	<u>\$ 2,208.00</u>	YEAR 2
	<u>\$ 2,256.00</u>	YEAR 3

\* Annual cost is based on an estimate of 1,000 emails per month and includes a monthly maintenance fee of \$50 per month. Actual costs will adjust based on actual number of email bill enrollees each month/year. InfoSend's system will be used to let customers enter and update their email addresses and paper bill delivery preferences (you can force email customers to forego their paper bill or let the customer decide if they want to go paperless or not. Either way, InfoSend will manage the paper turn off and paper billing suppression for the Village to ensure lowest possible print and mailing costs and savings.

Proposer's Name: Mahmood Rezai, President and CEO

Signature: 

### InfoSend Specific Item Detail Pricing: BillPrint and Mail Service

**(These are the unit prices that were used to calculate the Year 1 annual numbers on the prior page.)**

InfoSend's Fees – BillPrint and Mail Services		
Transaction Fees – Cable Bills, Delinquent Notices, and any other document types that can be included in the daily batch file.	\$0.12*	<p>Per document fee <b>includes</b> file transfer, processing, custom Orland Park #9 return envelope, custom Orland Park #10 outgoing envelope, and handling. Includes one-sided black printing onto a custom color preprinted form with perforation OR two-color laser printing onto white form with perforation at the same cost. No minimum run fee. <b>Sales tax inclusive – you pay no tax on materials.</b></p> <p><b>Discounts:</b></p> <p><b>Subtract \$0.005 from fee if InfoSend's standard single-window #9 envelope with security tint is used.</b></p> <p><b>Subtract \$0.004 from fee if InfoSend's standard double-window #10 envelope with security tint is used.</b></p>
Setup Fee	\$0.00	<p>Implementation is estimated to take over 60 hours of programming. InfoSend will absorb the cost of the implementation.</p> <p>Setup can include all of the following features:</p> <ul style="list-style-type: none"> <li>-Bill Redesign</li> </ul>



	<p>-Intelligent Inserting</p> <p>-Individual bills addressed to the same billing address can be grouped together. This is referred to as "householding".</p> <p>-Batch summary report including total dollar amount billed (per document type), listing of auto pay accounts whose return envelopes were suppressed, and list of any duplicate records that may have been suppressed.</p>
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**\*Postage not included. Lowest possible postage will be applied.**

## Pricing: BillPrint and Mail Optional Services

Optional Services		
Move Updates – ACS	\$0.50	Per reported change. 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.
Inserts  Printing, folding, & Inserting 1 page Black Ink/1 sided  Printing, folding, & Inserting 2 page Black Ink/1 sided		<p>Year 1: \$0.06 each, Year 2: \$0.063, Year 3: \$0.066 each <b>(Based on 137,000 inserts per year)</b></p> <p>Year 1: \$0.10 each, Year 2: \$0.105, Year 3: \$0.11 each <b>(Based on 137,000 inserts per year)</b></p>
Online PDF Print Image Searchable Archiving	TBD	Priced based on the number of months retention that you require.
eMail Bill Service  Set Up  Monthly Maintenance  Per eMailed Bill	<p>\$2,195.00</p> <p>\$50.00/mth</p> <p>Yr 1:\$0.13 per bill per mth,</p> <p>Yr 2:\$0.134 per bill per mth,</p> <p>Yr 1:\$0.138 per bill per mth</p>	<p>Includes:</p> <ul style="list-style-type: none"> <li>• Custom designed pages within the system to mimic the Village's current website's look, fee, and navigation.</li> <li>• an enrollment system so your customers can enroll for email bills, enter and store their email address (InfoSend manages the email addresses and enrollment for you)</li> <li>• customers can enter and store their email address (InfoSend manages the email addresses and enrollment for you)</li> <li>• enable paper turn off (you can choose the default choices in this area) for customers to save print and postage. InfoSend will manage the print suppression on your behalf</li> <li>• A more full description and screenshots starts on page 23 above.</li> </ul>
Programming	\$150	Per hour and performed upon request. For customizations made to document processing program <b>after go-live</b> . Examples: you change export file format 12 months after go-live. Programming is only started after receiving your approval to proceed with a formal quote.

**BUSINESS ORGANIZATION:**

\_\_\_\_\_ Sole Proprietor: An individual whose signature is affixed to this proposal.

\_\_\_\_\_ Partnership: Attach sheet and state full names, titles and address of all responsible principals and/or partners. Provide percent of ownership and a copy of partnership agreement.

  X   Corporation: State of incorporation: **California**

Provide a disclosure of all officers and principals by name and business address, date of incorporation and indicate if the corporation is authorized to do business in Illinois.

In submitting this proposal, it is understood that the Village of Orland Park reserves the right to reject any or all proposals, to accept an alternate proposal, and to waive any informalities in any proposal.

In compliance with your Request for Proposals, and subject to all conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish the services as outlined.

**InfoSend, Inc.**

(Corporate Seal)

\_\_\_\_\_  
Business Name



\_\_\_\_\_  
Signature

**Mahmood Rezai**

\_\_\_\_\_  
Print or type name

**President and CEO**

\_\_\_\_\_  
Title

**January 29, 2009**

\_\_\_\_\_  
Date



**CERTIFICATION OF ELIGIBILITY  
TO ENTER INTO PUBLIC CONTRACTS**

**IMPORTANT: THIS CERTIFICATION MUST BE EXECUTED.**

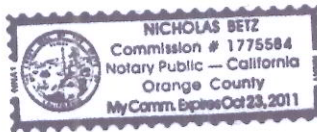
I, Mahmood Rezai, being first duly sworn certify and say  
that I am President and CEO  
(insert "sole owner," "partner," "president," or other proper title)

of InfoSend, Inc., the Prime Contractor  
submitting this proposal, and that the Prime Contractor is not barred from contracting with any unit of  
state or local government as a result of a violation of either Section 33E-3, or 33E-4 of the Illinois  
Criminal Code, or of any similar offense of "bid-rigging" or "bid-rotating" of any state or of the United  
States.



Signature of Person Making Certification

Subscribed and Sworn To  
Before Me This 5 Day  
of March, 2009.



  
Notary Public

## SEXUAL HARASSMENT POLICY

Please be advised that pursuant to Public Act 87-1257, effective July 1, 1993, 775 ILCS 5/2-105 (A) has been amended to provide that every party to a public contract must:

"Have written sexual harassment policies that shall include, at a minimum, the following information: (I) the illegality of sexual harassment; (II) the definition of sexual harassment under State law; (III) a description of sexual harassment, utilizing examples; (IV) the vendor's internal complaint process including penalties; (V) the legal recourse, investigative and complaint process available through the Department ( of Human Rights) and the Commission (Human Rights Commission); (VI) directions on how to contact the Department and Commission; and (VII) protection against retaliation as provided by Section 6-101 of the Act. (Illinois Human Rights Act). (emphasis added)

Pursuant to 775 ILCS 5/1-103 (M) (2002), a "public contract" includes:

...every contract to which the State, any of its political subdivisions or any municipal corporation is a party."

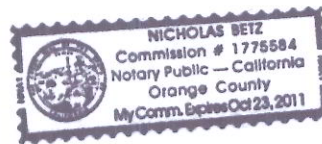
I, Mahmood Rezai, having submitted a proposal for InfoSend, Inc.  
(Name) (Name of Contractor)

for Utility Bill Printing 2009-2012 to the Village of Orland Park, hereby  
(General Description of Work Proposed on)

certifies that said contractor has a written sexual harassment policy in place in full compliance with 775 ILCS 5/2-105 (A) (4).

By:   
Authorized Agent of Contractor

Subscribed and Sworn To  
Before Me This 5 Day  
of March, 2009.



  
Notary Public

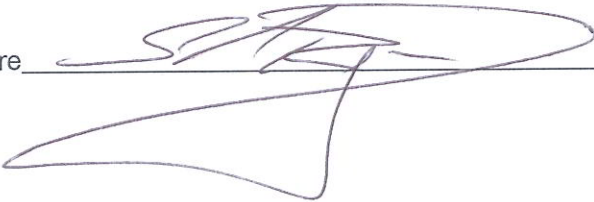


California Jurat

State of California

County of Orange

Subscribed and sworn to (or affirmed) before me on this 29th day of January, 2009, by  
\*\*\*Mahmood Rezai\*\*\*  
proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Signature  (Seal)



---

Optional

*Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.*

Description of Attached Document

Title or Type of Document: Sexual Harassment Policy  
Document Date: January 29, 2009 # of Pages: 1  
Signer(s) Other Than Named Above: \_\_\_\_\_

## EQUAL EMPLOYMENT OPPORTUNITY

**Section I.** This EQUAL EMPLOYMENT OPPORTUNITY CLAUSE is required by the Illinois Human Rights Act and the Rules and Regulations of the Illinois Department of Human Rights published at 44 Illinois Administrative Code Section 750, et seq.

**Section II.** In the event of the Contractor's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Human Right Act, or the Rules and Regulations for Public Contracts of the Department of Human Rights (hereinafter referred to as the Department) the Contractor may be declared non-responsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and this agreement may be canceled or avoided in whole or in part, and such other sanctions or penalties may be imposed or remedies involved as provided by statute or regulation.

During the performance of this Agreement, the Contractor agrees:

- A.** That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin or ancestry; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
- B.** That, if it hires additional employees in order to perform this Agreement, or any portion hereof, it will determine the availability (in accordance with the Department's Rules and Regulations for Public Contracts) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.
- C.** That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, or physical or mental handicap unrelated to ability, or an unfavorable discharge from military service.
- D.** That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Vendor's obligations under the Illinois Human Rights Act and Department's Rules and Regulations for Public Contract.
- E.** That it will submit reports as required by the Department's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts.
- F.** That it will permit access to all relevant books, records, accounts and work sites by




personnel of the contracting agency and Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts.

**G.** That it will include verbatim or by reference the provisions of this Equal Employment Opportunity Clause in every subcontract it awards under which any portion of this Agreement obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this Agreement, the Vendor will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Vendor will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

**Section III.** For the purposes of subsection G of Section II, "subcontract" means any agreement, arrangement or understanding, written or otherwise, between the Vendor and any person under which any portion of the Vendor's obligations under one or more public contracts is performed, undertaken or assumed; the term "subcontract", however, shall not include any agreement, arrangement or understanding in which the parties stand in the relationship of an employer and an employee, or between a Vendor or other organization and its customers.

**ACKNOWLEDGED AND AGREED TO:**

BY: 

ATTEST: MAHMOUD REZAI

DATE: 1-29-09

## Equal Employment Opportunity Statement

InfoSend, Inc. is committed to providing equal employment opportunity for all persons regardless of race, color, religion, sex, age, marital status, national origin, ancestry, sexual orientation, medical condition, pregnancy, citizenship status, disability, military or veteran status, or any other basis protected by applicable state or federal law.

Equal opportunity extends to all aspects of the employment relationship, including hiring, evaluating, transferring, training, and all other terms or conditions of employment, including but not limited to treating all employees equitably with respect to compensation and opportunities for advancement, including upgrading, downgrading, promotion and transfer.

Employees feeling that they have been subjected to prohibited discrimination or harassment should immediately report the incident to their supervisor or manager, or the Human Resources Manager. Complaints are investigated with the utmost urgency and handled as confidentially as possible. InfoSend, Inc. ensures that employees following this complaint procedure are protected against illegal retaliation.

The Human Resources Manager is considered to be the EEO Officer for InfoSend, Inc. Any reported violations of EEO law or this policy are investigated by the EEO Officer. Supervisors or employees found to have engaged in discriminatory conduct or harassment are subject to disciplinary action, up to and including termination.

## Harassment Free Workplace Policy

In keeping with the spirit and the intent of federal and state laws, InfoSend, Inc. strives to provide a comfortable work environment. We are committed to a workplace that is free of discrimination and harassment based on race, color, religion, age, sex, national origin, disability, citizenship, or any other protected status. Offensive or harassing behavior toward any employee that interferes with another employee's work performance or creates an intimidating, offensive, or hostile work environment will not be tolerated. This policy also applies to vendors, customers, or others who enter our workplace.

**Sexual Harassment Defined** – Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment,
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or



- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Harassment in employment may take many forms such as:

1. Verbal conduct, such as epithets, derogatory comments, slurs or unwanted comments and jokes.
2. Visual conduct, such as derogatory posters, cartoons, drawings or gestures.
3. Physical conduct, such as assault, blocking normal movement, restraint, touching or other physical interference with work directed at an individual.
4. Threats and demands to submit to certain non-work related conduct or perform certain non-work related actions in order to keep or get a job, to avoid some other loss or as a condition of job benefits, security or promotion.
5. Retaliation, by any of the above means, for having reported harassment or discrimination or having assisted another employee to report harassment or discrimination.

Both as a matter of law and common decency, each employee of the Company is entitled to pursue his or her employment free of harassment and discrimination on any of the bases described above. Accordingly, the harassment of any employee of InfoSend, Inc. will not be tolerated. Violation of this policy could result in termination.

## **Complaint Procedure**

Any employee, who believes that they are being harassed in any way or otherwise discriminated against, is encouraged to report it to his or her Supervisor who will then notify the Human Resources Manager. If the employee feels that it is inappropriate to discuss the incident with his Supervisor, he/she should discuss the incident with a Department Manager or the Human Resources Manager.

All complaints will be thoroughly investigated and will remain as confidential as possible. When appropriate, disciplinary or corrective action will be taken. Complaints made in good faith will in no way be held against an employee. Under no circumstances will an employee be penalized for reporting improper conduct.

Both state and federal governments have agencies whose purpose is to address unlawful discrimination in the workplace. InfoSend, Inc. does not discourage or obstruct employees from filing a complaint with the federal Equal Employment Opportunity Commission ("EEOC") or the Department

of Fair Employment and Housing (“DFEH”) which is the State of California agency. In Illinois, the appropriate departments are: Department ( of Human Rights) and the Commission (Human Rights Commission).

Employees are protected by law and Company policy from retaliation by anyone for opposing unlawful discriminatory practices, filing a complaint with any governmental agency, or for otherwise participating in any proceeding conducted by either of the above mentioned agencies.



## TAX CERTIFICATION

I, Mahmood Rezai, having been first duly sworn depose  
and state as follows:

I, Mahmood Rezai, am the duly authorized  
agent for InfoSend, Inc., which has  
submitted a proposal to the Village of Orland Park for  
Utility Bill Printing 2009-2012 and I hereby certify  
(Name of Project)

that InfoSend, Inc. is not

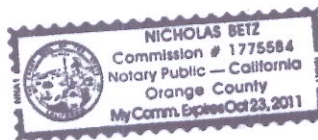
delinquent in the payment of any tax administered by the Illinois  
Department of Revenue, or if it is:

- a. it is contesting its liability for the tax or the amount of tax in accordance  
with procedures established by the appropriate Revenue Act; or
- b. it has entered into an agreement with the Department of Revenue for  
payment of all taxes due and is currently in compliance with that  
agreement.

By: 

Title: President and CEO

Subscribed and Sworn To  
Before Me This 5 Day  
of March, 2009.




  
Notary Public

**MUNICIPAL REFERENCES**

ORGANIZATION The City of Anaheim  
ADDRESS 201 S. Anaheim Blvd. #107  
CITY, STATE, ZIP Anaheim, CA 92805  
PHONE NUMBER 714.765.4531  
CONTACT PERSON Russell Whitecup, Utility Services Supervisor  
DATE OF PROJECT The City of Anaheim has been and InfoSend Print and Mail client since November, 2004.

ORGANIZATION Azusa Light and Water  
ADDRESS 729 N. Azusa Ave.  
CITY, STATE, ZIP Azusa, CA 91702  
PHONE NUMBER 626.812.5160  
CONTACT PERSON Karen Vanca, Customer Service Manager  
DATE OF PROJECT Azusa Light and Water has been under contract for InfoSend's services since April, 2002.

ORGANIZATION The City of Sunnyvale  
ADDRESS 650 West Olive Ave.  
CITY, STATE, ZIP Sunnyvale, CA 94086  
PHONE NUMBER 408.730.7397  
CONTACT PERSON Jan Broussard, Finance Department  
DATE OF PROJECT Sunnyvale has contracted with InfoSend since March 18, 2004.

Proposer's Name & Title Mahmood Rezai, President and CEO  
Signature and Date  1-29-09

**NOTE:** Please submit samples of other similar projects printed by proposer for each reference listed.

**INSURANCE REQUIREMENTS**



Please submit a policy Specimen Certificate of Insurance showing bidder's current coverage's

**WORKERS COMPENSATION & EMPLOYER LIABILITY**

\$500,000 – Each Accident

\$500,000 – Policy Limit

\$500,000 – Each Employee

Waiver of Subrogation in favor of the Village of Orland Park

**AUTOMOBILE LIABILITY**

\$1,000,000 – Combined Single Limit

Additional Insured Endorsement in favor of the Village of Orland Park

**GENERAL LIABILITY (Occurrence basis)**

\$1,000,000 – Each Occurrence

\$2,000,000 – General Aggregate Limit

\$1,000,000 – Personal & Advertising Injury

\$2,000,000 – Products/Completed Operations Aggregate

Additional Insured Endorsement & Waiver of Subrogation in favor of the Village of Orland Park

**EXCESS LIABILITY (Umbrella-Follow Form Policy)**

\$2,000,000 – Each Occurrence

\$2,000,000 – Aggregate

**EXCESS MUST COVER:** General Liability, Automobile Liability, Workers Compensation

Any insurance policies providing the coverages required of the Contractor shall be specifically endorsed to identify "The Village of Orland Park, and their respective officers, trustees, directors, employees and agents as Additional Insureds on a primary/non-contributory basis with respect to all claims arising out of operations by or on behalf of the named insured." If the named insureds have other applicable insurance coverage, that coverage shall be deemed to be on an excess or contingent basis. The policies shall also contain a Waiver of Subrogation in favor of the Additional Insureds in regards to General Liability and Workers Compensation coverage's. The certificate of insurance shall also state this information on its face. Certificates of insurance must state that the insurer shall provide the Village with thirty (30) days prior written notice of any change in, or cancellation of required insurance policies. The words "endeavor to" and ", but failure to do so shall impose no obligation or liability of any kind upon the insurer, its agents or representatives" must be stricken from all Certificates of Insurance submitted to the Village. Any insurance company providing coverage must hold an A VII rating according to Best's Key Rating Guide. Permitting the contractor, or any subcontractor, to proceed with any work prior to our receipt of the foregoing certificate and endorsement however, shall not be a waiver of the contractor's obligation to provide all of the above insurance.

The bidder agrees that if they are the selected contractor, within ten days after the date of notice of the award of the contract and prior to the commencement of any work, you will furnish evidence of Insurance coverage providing for at minimum the coverages and limits described above directly to the Village of Orland Park, Denise Domalewski, Contract Administrator, 14700 S. Ravinia Avenue, Orland Park, IL 60462. Failure to provide this evidence in the time frame specified and prior to beginning of work may result in the termination of the Village's relationship with the selected bidder and the bid will be awarded to the next lowest bidder or result in creation of a new bid.

ACCEPTED & AGREED THIS 29th DAY OF January, 2009



Signature

Mahmood Rezai, President and CEO

Printed Name & Title

Authorized to execute agreements for:

InfoSend, Inc.

Name of Company



# ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)  
1/28/2009

**PRODUCER** JONES AND COMPANY INSURANCE AGENCY  
505 S. VILLA REAL  
SUITE 115  
ANAHEIM HILLS CA 92807  
(877) 566-3726

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

**INSURERS AFFORDING COVERAGE**

**INSURED**  
INFOSEND, INC.  
1041 S. PLACENTIA AVE  
FULLERTON CA 92831

INSURER A: **Employers Fire Ins Co**  
INSURER B: **PROGRESSIVE INSURANCE COMPANY**  
INSURER C: **AXIS Surplus Insurance Company**  
INSURER D:  
INSURER E:

**COVERAGES**

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

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR	1U46885	2/24/2008	2/24/2009	EACH OCCURRENCE \$ 2,000,000
					FIRE DAMAGE (Any one fire) \$ 300,000
					MED EXP (Any one person) \$ 5,000
					PERSONAL & ADV INJURY \$ 2,000,000
					GENERAL AGGREGATE \$ 4,000,000
					PRODUCTS - COMP/OP AGG \$ 4,000,000
					GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC
B	<b>AUTOMOBILE LIABILITY</b> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	06546590-0	8/13/2008	2/13/2009	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
					BODILY INJURY (Per person) \$
					BODILY INJURY (Per accident) \$
					PROPERTY DAMAGE (Per accident) \$
	<b>GARAGE LIABILITY</b> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
A	<b>EXCESS LIABILITY</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> DEDUCTIBLE 10,000 RETENTION \$	1U46885	2/24/2008	2/24/2009	EACH OCCURRENCE \$ 2,000,000
					AGGREGATE \$ 2,000,000
					\$
					\$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b>				WC STATU-TORY LIMITS OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
C	<b>OTHER PROFESSIONAL LIABILITY</b>	ECN9970801	12/1/2008	12/1/2009	EACH ACT 1,000,000
					TOTAL LIMIT 1,000,000
					RETENTION 5,000

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

**ADDITIONAL INSURED: THE VILLAGE OF ORLAND PARK, AND THIER RESPECTIVE OFFICERS, TRUSTEES, DIRECTORS, EMPLOYEES AND AGENTS.**

**\*\*10 DAYS NOTICE OF CANCELLATION FOR NON-PAYMENT OF PREMIUM.**

<b>CERTIFICATE HOLDER</b>	<b>ADDITIONAL INSURED; INSURER LETTER:</b>	<b>CANCELLATION</b>
THE VILLAGE OF ORLAND PARK C/O DENISE DOMALEWSKI 14700 S. RAVINIA AVE ORLAND PARK IL 60462	34	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE





POLICY CHANGE ENDORSEMENT

Company: EMPLOYERS FIRE INSURANCE				Office: ASIC ORANGE	
Transaction Type	Issue Date	Effective Date	Rex Number	Policy Number	File Number
ENDORSEMENT	01/28/2009	01/28/2009	1N62WW	FF 1U46885	2581284 30

NAME INSURED and MAILING ADDRESS:

INFOSEND, INC.  
1041 S PLACENTIA AVE  
FULLERTON, CA 92831-5105

AGENT NAME and CODE:

Jones & Company Insurance Agen  
505 S. Villa Real Suite 115  
Anaheim Hills, CA 92807

0401982

POLICY PERIOD: From 02/24/2008 To 02/24/2009 at 12:01 AM Standard Time at your mailing address stated above.

EFFECTIVE DATE OF POLICY CHANGE: 01/28/2009 at 12:01 AM Standard Time at your mailing address stated above.

The above policy is amended as described below.

PREMIUM CHANGES:

The changes stated in this endorsement result in the following premium adjustment for the remainder of the policy period.

Additional Premium: \$28.00

DESCRIPTION OF CHANGES:

ADDITIONAL NAMED INSUREDS ADDED:

THE VILLAGE OF ORLAND PARK  
C/O DENISE DOMALEWSKI  
14700 S RAVINIA AVE  
ORLAND PARK, IL 60462-3134

POLICY LEVEL ADDITIONS

Add'l Insd - Owners, Lessees, Contractors (CG2010)

Name of Person or Organization: THE VILLAGE OF ORLAND PAR

Location: 1041 S. PLACENTIA AVE





CG 20 10 07 04

**ADDITIONAL INSURED — OWNERS, LESSEES OR CONTRACTORS —  
SCHEDULED PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

**COMMERCIAL GENERAL LIABILITY COVERAGE PART**

**SCHEDULE**

**Name of Additional Insured Person or Organization:**

**THE VILLAGE OF ORLAND PAR**

**Location(s) of Covered Operations:**

**1041 S. PLACENTIA AVE**

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

- A. Section II 5 Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:
1. Your acts or omissions; or
  2. The acts or omission of those acting on your behalf; in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.
- B.** With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.







**POLICY CHANGE ENDORSEMENT**

<b>Company: EMPLOYERS FIRE INSURANCE</b>				<b>Office: ASIC ORANGE</b>	
<b>Transaction Type</b>	<b>Issue Date</b>	<b>Effective Date</b>	<b>Rex Number</b>	<b>Policy Number</b>	<b>File Number</b>
<b>ENDORSEMENT</b>	<b>01/28/2009</b>	<b>01/28/2009</b>	<b>1N62WW</b>	<b>FF 1U46885</b>	<b>2581284 31</b>

**NAME INSURED and MAILING ADDRESS:**

**INFOSEND, INC.  
1041 S PLACENTIA AVE  
FULLERTON, CA 92831-5105**

**AGENT NAME and CODE:**

**Jones & Company Insurance Agen  
505 S. Villa Real Suite 115  
Anaheim Hills, CA 92807**

**0401982**

**POLICY PERIOD:** From **02/24/2008** To **02/24/2009** at 12:01 AM Standard Time at your mailing address stated above.  
**EFFECTIVE DATE OF POLICY CHANGE:** **01/28/2009** at 12:01 AM Standard Time at your mailing address stated above.

**The above policy is amended as described below.**

**PREMIUM CHANGES:**

The changes stated in this endorsement result in the following premium adjustment for the remainder of the policy period.

**Additional Premium: \$18.00**

**DESCRIPTION OF CHANGES:**

**POLICY LEVEL CHANGES**

**Umbrella Coverage**

- BI by Disease Limit: \$2,000,000**
- General Aggregate Limit: \$2,000,000**
- Products Aggregate Limit: \$2,000,000**
- Occurrence Limit: \$2,000,000**



# ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
1/29/2009

**PRODUCER**  
Thornton & Powell, Inc.  
5550 W. 147<sup>th</sup> St.  
Oak Forest, IL 60452-1078  
708-597-2800

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

**INSURED**  
InfoSend, Inc.  
  
1041 S, Placentia Ave.  
Fullerton, CA 92831

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Assigned Risk	
INSURER B:	
INSURER C:	
INSURER D:	
INSURER E:	

## COVERAGES

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

INSR   ADD'L LTR   INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	<b>GENERAL LIABILITY</b> <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<b>GARAGE LIABILITY</b> <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
	<b>EXCESS/UMBRELLA LIABILITY</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE  <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER	submitted to NCCI	1/29/2009	1/29/2010	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

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

Insured Illinois location: InfoSend, Inc., 1406 Centre Circle, Downers Grove, IL. 60515

**CERTIFICATE HOLDER**  
Village of Orland Park  
Village Clerk's Office  
14700 S. Ravinia Ave.  
Orland Park, IL. 60462

**CANCELLATION**  
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.  
AUTHORIZED REPRESENTATIVE: *Paul A. Lucas* Lucas



**Sarah Schueler**

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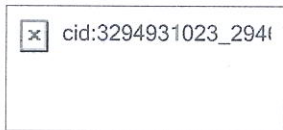
**From:** J.D. McNaul [InfoSend] [jd.mcnaul@infosend.com]  
**Sent:** Thursday, February 12, 2009 11:19 AM  
**To:** Sarah Schueler  
**Subject:** RE: Orland Park RFP

Hi Sarah,

Per our conversation, I can drop the set up for the email system to a flat \$1,500.00 since it doesn't look like we will need the enrollment system section of the solution to be set up. Per our conversations yesterday in our meeting, Mary had said that the email addresses of the customers to receive an emailed bill can be embedded inside the billing file.

Cheers,

J.D. McNaul | **Director, e-Business Solutions**



**InfoSend, Inc.**

BillPrint. eBills. Delivered.

**Direct line:** 303-706-9226 **Cell:** 303-810-6997 **Email:** [jd.mcnaul@infosend.com](mailto:jd.mcnaul@infosend.com)

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 please consider the environment before printing this email

**Sarah Schueler**

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**From:** J.D. McNaul [InfoSend] [jd.mcnaul@infosend.com]

**Sent:** Wednesday, February 18, 2009 1:06 PM

**To:** Sarah Schueler

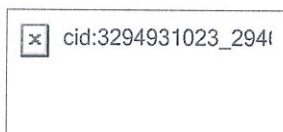
**Subject:** RE: Orland Park RFP

Hi Sarah,

Because of the slimmed down needs of the email system, InfoSend will waive the \$50.00 monthly maintenance fee listed in the RFP response. I look forward to speaking with you soon.

Cheers,

J.D. McNaul | **Director, e-Business Solutions**



**InfoSend, Inc.**

BillPrint. eBills. Delivered.

**Direct line:** 303-706-9226 **Cell:** 303-810-6997 **Email:** [jd.mcnaul@infosend.com](mailto:jd.mcnaul@infosend.com)

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please consider the environment before printing this email



## Denise Domalewski

---

**From:** Sarah Schueler  
**Sent:** Tuesday, March 03, 2009 10:32 AM  
**To:** Denise Domalewski  
**Subject:** FW: Orland Park RFP

Can you incorporate the below price change before sending the contract? Thanks!

Sarah Schueler  
 Assistant Finance Director  
 Village of Orland Park  
 14700 Ravinia Ave.  
 Orland Park, IL 60462  
 Phone - 708-403-6192  
 Fax - 708-403-9212

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**From:** J.D. McNaul [InfoSend] [mailto:jd.mcnaul@infosend.com]  
**Sent:** Tuesday, February 24, 2009 9:20 AM  
**To:** Sarah Schueler  
**Subject:** RE: Orland Park RFP

Hi Sarah,

Just due to the infrastructure, ISP usage and costs, server upkeep, maintenance costs, etc. But if it helps, I can lower the cost of the email bill by \$0.005 (1/2 a cent) each. We really do want to earn your business and are very excited about working with you.

Cheers,

J.D. McNaul | Director, e-Business Solutions


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