



**Marion County
Board of County Commissioners**

**MODIFICATION OF AGREEMENT
WITH MARION COUNTY ("COUNTY")**

AGREEMENT NUMBER/TITLE: 21P-087-CA-02 Patient Invoicing & Mailing Services

MODIFICATION NUMBER: 2 MODIFICATION EFFECTIVE DATE: July 31, 2023

DESCRIPTION OF MODIFICATION:

1. This Agreement is renewed for one (1) year, valid through July 31, 2024.
2. Exhibit A - Schedule of values of this Modification increases the cost of contracted items and replaces Exhibit A of the previous Agreement.
3. All provisions of the Agreement not specifically modified herein shall remain in full force and effect.

ISSUED BY: Marion County Board of County Commissioners Procurement Services 2631 SE Third St. Ocala, FL 34471	PCA/BUYER: DEANN BROYLES E-MAIL: <u>deann.broyles@marionfl.org</u> PHONE: <u>(352)671-8658</u>
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FIRM NAME: ADDRESS: ATTN:	<u>InfoSend, Inc.</u> <u>4240 E. La Palma Avenue, Anaheim, CA 92807</u> <u>Marty Bielecki - marty.b@infosend.com</u>
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INSTRUCTIONS: Please sign Signature Block showing acceptance of the above written modification and return this form to Procurement Services within five (5) days after receipt. Once fully executed, a copy of this modification will be returned to you to be attached to the original agreement.

MARION COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA

Craig Curry 7/18/2023
 CRAIG CURRY DATE
 CHAIRMAN

ATTEST: Gregory C. Harrell 7/18/2023
 GREGORY C. HARRELL DATE
 MARION COUNTY CLERK OF THE COURT

FOR USE AND RELIANCE OF MARION COUNTY ONLY, APPROVED AS TO FORM AND LEGAL SUFFICIENCY

Matthew G. Minter
 MATTHEW G. MINTER
 MARION COUNTY ATTORNEY

COMPANY NAME:
InfoSend, Inc.

Roxana Weil 7/26/23
 BY: Roxana Weil DATE

PRINTED NAME
Exec. Vice President
 ITS:

EXHIBIT A

Client Volume Assumptions
Customers Billed Monthly -Statements: 8,000 per month -Letters: Unspecified Volume (assumed low) -Electronic: Paperless Billing 0%
Number of Batches Monthly -Files sent daily – Statements -Files sent occasionally - Letters
Average Customer Payment Amount -Average Payment amount - TBD -Maximum Amount - TBD

InfoSend Data Processing, Print and Mail Pricing

Document Production Summary	Effective 07/01/2023	
Statements	\$0.129 per document	\$0.1331 per document
One 8.5 x 11 Page with Return Envelope		
Letters	\$0.129 per document	\$0.1331 per document
One 8.5 x 11 Page with Return Envelope		

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

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

Data Processing	Effective 07/01/2023	
Setup Fee - Express PDF Input Files	\$0.00 - Waived	\$0.00 - Waived
Setup Fee – Data Only Input Files	\$0.00 - Waived	\$0.00 - Waived
Document Re-Design Fee	\$125.00 per hour	\$125.00 per hour
Data Processing Fee (per document)	\$0.006	\$0.0063

Printing and Mailing Service	Effective 07/01/2023	
Statement or Letter Print Fee per Page with 1/1 Ink	\$0.061	\$0.064
USPS Postage	Pass-through A postage deposit will be required prior to starting service.	Pass-through A postage deposit will be required prior to starting service.
Print Color Options (colors per side)	\$0.061 for up to 1/1 printing \$0.063 for 2/1 or 2/2 printing \$0.065 for 3/1, 3/2 or 3/3 printing \$0.071 for 4/0 or 4/1 printing \$0.076 for 4/4 printing	\$0.064 for up to 1/1 printing \$0.066 for 2/1 or 2/2 printing \$0.068 for 3/1, 3/2 or 3/3 printing \$0.074 for 4/0 or 4/1 printing \$0.079 for 4/4 printing
Inline Insert Print Fee	\$0.061 Black printing \$0.076 Color printing	\$0.064 Black printing \$0.079 Color printing
Batch Fee (per mailing batch under 200 mail pieces)	\$10.00	\$10.00
Excess Pages Handwork Surcharge (per mail piece)	\$0.35	\$0.35
Address Updates	\$0.30 NCOA \$0.30 ACS	\$0.35 NCOA \$0.35 ACS

Materials		Effective 07/01/2023
Standard Paper Stock (per sheet)	\$0.017	\$0.0178
Standard Outgoing #10 Envelope	\$0.024	\$0.024
Standard Return #9 Envelope	\$0.021	\$0.021
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.17	\$0.19

Insert Services		Effective 07/01/2023
InfoSend Produced	Quoted based on specification	Quoted based on specification
Envelope Messaging (Snipes)	Quoted based on specification	Quoted based on specification
Electronic Inserts	\$0.02	\$0.02
Inserting Fee	\$0.02 per insert	\$0.02 per insert

Optional Document Services		Effective 07/01/2023
Enhanced Print Quality	\$0.00 – Not Applicable	\$0.00 – Not Applicable
Final Doc Transfer (FDT)	\$0.02 per image InfoSend Batch File \$0.03 per image Custom File Format	\$0.02 per image InfoSend Batch File \$0.03 per image Custom File Format
Professional Services Rate (per hour)	\$125	\$125
Returned Mail Handling	\$0.35 per reported returned mail piece	\$0.35 per reported returned mail piece

Fee Explanations

Data Processing

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

Printing and Mailing Service

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

Materials

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

Insert Services

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

Optional Document Services

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