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RECEIVED  
OFFICE OF PUBLIC ACCOUNTABILITY  
PROCUREMENT APPEALS

DATE: Jan. 14, 2022

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FILE NO OPA-PA: 21-012

**OFFICE OF THE PUBLIC AUDITOR  
PROCUREMENT APPEALS**

IN THE APPEAL OF ) DOCKET NO. OPA-PA-21-012  
)  
Graphic Center, Inc., ) **EXHIBIT LIST**  
)  
Appellant. )  
\_\_\_\_\_ )

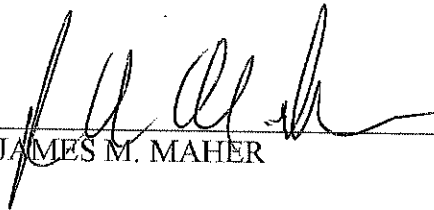
Appellant, Graphic Center, Inc. through counsel, hereby submit their exhibit list.

1. Guam Power Authority (GPA); RFP No. Re-Solicitation GPA-RFP-21-002
2. RFP Amendment dated May 27, 2021
3. E-mail from Jesse Rosario to Jamie Pangelinan dated May 25, 2021
4. Infosend, Inc. Response to GPA Request for Proposal 21-002; dated June 3, 2021
5. E-mail from Dawn KP Fejeran to Jessie Rosario date May 28, 2021
6. Graphic Center, Inc. Response to GPA Request for Proposal 21-002; dated June 3, 2021
7. E-mail from Graham Botha to Dawn KP Fejeran dated June 7, 2021
8. Evaluation Committee letter to GPA Supply Management Administrator, dated June 22, 2021 Re: Clarifications questions
9. GPA letter to Infosend; dated July 1, 2021; Subject: Clarification
10. Infosend; dated July 3, 2021; Subject Response to Guam Power Authority's Clarification Questions
11. GPA; dated July 28, 2021; from Evaluation Committee; Professional Printing, Mailing and Processing Services Relating to UCB GPA-RFP-21-002 – Request to begin negotiations

12. Evaluation Sheet for Request for Proposal No.: Re-Solicitation GPA-RFP-21-002; dated July 27, 2021
  - a. GPA Evaluation Sheet dated July 27, 2021
  - b. GPA Evaluation Sheet dated July 27, 2021
  - c. GPA Evaluation Sheet dated July 27, 2021
  - d. GPA Evaluation Sheet dated July 27, 2021
  - e. GPA Evaluation Sheet dated July 27, 2021
13. RFP Evaluation, July 27, 2021, GPA Procurement Conference Room
14. GPA; dated August 11, 2021; Attention Kelly Law, Territory Sales Manager; Request for Proposal No.: Re-Solicitation GPA-RFP-21-002 for Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing
15. GPA; dated August 11, 2021; Attention Pete Nye, Client Solution Manager; Request for Proposal No.: Re-Solicitation GPA-RFP-21-002 for Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing
16. E-mail correspondence from Dawn Fejeran dated May 28, 2021; 10:07 a.m.
17. E-mail correspondence from Arlene Quifunas dated May 28, 2021; 8:38 a.m.
18. E-mail correspondence from John Benavente dated May 27, 2021; 3:52 p.m.
19. GPA RFP Evaluation, June 18, 2021

LAW OFFICE OF JAMES M. MAHER  
Attorney for Appellant

By:

  
\_\_\_\_\_  
JAMES M. MAHER

# **EXHIBIT**

**“1”**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN  
P.O.BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

To All Interested Parties:

I hereby acknowledge the following **GLOBAL NOTICE: COVID-19 PANDEMIC requirements:**

To ensure the safety and well-being of personnel and prospective bidders, please be advised of the following:

1. Six (6) Feet of Social Distancing shall be practiced.
2. Mandatory face mask required for each individual.
3. Temperature checks shall be conducted upon entrance of the Gloria B. Nelson Public Service Building.
4. One (1) Personnel per Prospective Bidder to submit and attend public opening.
5. One (1) Personnel per Prospective Offeror to submit an RFP proposal.

**COMPANY NAME:**

**NAME OF INDIVIDUAL:**

\_\_\_\_\_

\_\_\_\_\_

Print / Sign

Date

**BID NO.:** \_\_\_\_\_

**RFP NO.:** RE-SOLICITATION GPA-RFP-21-002





JOEY T. DUENAS  
CCU Chairman

GUAM POWER AUTHORITY  
ATURIDAT ILEKTRESEDAT GUAHAN  
P.O. BOX 2977 \* AGANA, GUAM U.S.A. 96932-2977  
Telephone Nos.: (671) 648-3054/55 or Facsimile (671) 648-3165



JOHN M. BENAVENTE, P.E.  
General Manager

Accountability	Impartiality	Competence	Openness	Value
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REQUEST FOR PROPOSAL: RE-SOLICITATION GPA-RFP-21-002

DESCRIPTION: PROFESSIONAL PRINTING, MAILING AND PROCESSING SERVICES RELATING TO UTILITY CUSTOMER BILLING

**SPECIAL REMINDER TO PROSPECTIVE INDIVIDUALS/FIRMS**

Firms/Individuals are reminded to read Proposal Instructions to ascertain that all of the following requirements checked below are submitted in the proposal envelope, one (1) bound paper original, five (5) bound paper copies, and one (1) electronic PDF format copy, at the date and time for proposal remittance.

- STATEMENT OF QUALIFICATION;
- AFFIDAVIT OF DISCLOSURE OF MAJOR SHAREHOLDERS
- NO GRATUITIES OR KICKBACKS AFFIDAVIT;
- ETHICAL STANDARDS AFFIDAVIT;
- WAGE DETERMINATION AFFIDAVIT;
- RESTRICTIONS AGAINST SEX OFFENDERS AFFIDAVIT;
- NON-COLLUSION AFFIDAVIT;

\*Note: The above Affidavits must comply with the following requirements;

- a. The affidavit must be signed within 60 days of the date the bid is due;
- b. Date of signature of the person authorized to sign the bid and the notary date must be the same.
- c. First time affidavit **must** be an **original** – If copy, indicate Bid Number/Agency where original can be obtained.

OTHERS: A Guam Business License is not required in order to provide a proposal for this engagement, but is a pre-condition for entering into a contract with the Authority. Offerors MUST comply with PL 26-111 dated June 18, 2002, PL 28-165 dated January 04, 2007 and Wage Determination under the Service Contract Act ([www.wdol.gov](http://www.wdol.gov)).  
Additionally, upon award the successful firm/individual must provide to GPA the most recently issued Wage Determination by the US Dept. of Labor.

**\*\*Restriction against Sex Offenders Employed by Service Providers to Government of Guam from Working on Government of Guam Property, 5GCA Section 5253, enacted by P.L. 28-24 and amended by P.L. 28-98:**

*If a contract for services is awarded to the bidder or offeror, then the service provider must warrant that no person in its employment who has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 of the Guam Code Annotated or of an offense defined in Article 2 of Chapter 28 of Title 9 of the Guam Code Annotated, or who has been convicted in any other jurisdiction of an offense with the same elements as heretofore defined, or who is listed on the Sex Offender Registry, shall provide services on behalf of the service provider while on government of Guam property, with the exception of public highways. If any employee of a service provider is providing services on government property and is convicted subsequent to an award of a contract, then the service provider warrants that it will notify the Government of the conviction within twenty-four hours of the conviction, and will immediately remove such convicted person from providing services on government property. If the service provider is found to be in violation of any of the provisions of this paragraph, then the Government will give notice to the service provider to take corrective action. The service provider shall take corrective action within twenty-four hours of notice from the Government, and the service provider shall notify the Government when action has been taken. If the service provider fails to take corrective steps within twenty-four hours of notice from the Government, then the Government in its sole discretion may suspend temporarily any contract for services until corrective action has been taken.*

This reminder must be signed and returned in the proposal envelope together with the proposal. Failure to comply with the above requirements will mean a disqualification and rejection of the proposal.

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ I, authorized representative of \_\_\_\_\_ acknowledge receipt of this special reminder to PROSPECTIVE Individual/Firm with the above referenced RFP.

\_\_\_\_\_  
Individual/Firm Representative's Signature

**REQUEST FOR PROPOSAL**

**NO. GPA-RFP-21-002**

**FOR  
RE-SOLICITATION OF  
PROFESSIONAL PRINTING, MAILING AND PROCESSING SERVICES  
RELATING TO UTILITY CUSTOMER BILLING**





---

**JOHN J. KIM**  
Chief Financial Officer



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**JOHN M. BENAVENTE, P.E.**  
General Manager

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# 1 INSTRUCTIONS TO OFFEROR

## 1.1 DEFINITIONS

**OFFEROR:** The individual, partnership, corporation, or joint venture submitting a written or documented response to this subject RFP.

**OWNER:** The Guam Power Authority (GPA) General Manager or designated representative.

**ADDENDA:** Any amendment, modification or addenda issued by OWNER, prior to the opening of the RFP's, for the purpose of changing the intent of the plans and technical specifications, clarifying the meaning of the same, or changing any of the provisions of this RFP, shall be binding to the same extent as if written in the Specifications.

## 1.2 PROPOSALS

The OFFEROR is required to read each and every page of the Request for Proposal and by the act of submitting a proposal shall be deemed to have accepted all conditions contained therein. In no case will failure to inspect constitute grounds for a claim or for the withdrawal of a proposal after opening.

Proposals shall be filled out in ink or typewritten and signed in black ink. Erasures or other changes in a proposal must be explained or noted over the signature of the OFFEROR. Proposals containing any conditions, omission, unexplained erasure or alterations or items not called for in the Proposal, or irregularities of any kind shall be rejected by the Guam Power Authority as being incomplete.

## 1.3 PROPRIETARY PORTIONS OF PROPOSALS

The OFFEROR may designate any proprietary portions of the proposal which contain trade secrets or other proprietary data to remain confidential.

## 1.4 PREPARATION AND SUBMISSION OF PROPOSALS

Envelopes containing proposals shall be sealed and marked on the face with the name and address of the OFFEROR, the Proposal Number and the time and date of submission. Telegraphic proposals will not be considered, nor modification by telegraph of proposals already submitted.

Only non-priced proposals are to be submitted by the proposal deadline. Priced proposals will be requested of the selected vendor or vendors at a later time.

Proposals shall be hand-carried and received at the place of opening on or before the opening date and time. Proposals received through mail will not be accepted if such mail is received at the address showing after the submission date and time. Proposals will not be opened publicly.

All submittals must strictly conform to the Request for Proposal and any addenda.

One (1) bound paper original, five (5) bound paper copies, and one (1) electronic PDF format copy of each proposal, consisting of technical and commercial sections, must be submitted, including all addenda, if any. Any and all sample documentation (reports of similar jobs, brochures, etc.) that will assist towards OFFEROR's evaluation may be furnished with each proposal.

No submittal shall be considered complete unless accompanied by all items specified in these submittal instructions.

**Request for Proposal No.: RE-SOLICITATION GPA-RFP-21-002 must be submitted before 3:00 P.M., June 03, 2021 in a sealed envelope indicating the RFP number and addressed as follows:**

**To: Guam Power Authority  
GPWA Procurement Office  
Gloria B. Nelson Public Service Building  
688 Route 15  
1<sup>st</sup>. Floor, Room 101  
Fadian, GU 96913**

**Attn: Jamie Lynn C. Pangelinan  
Supply Management Administrator**

Examination of RFP Documents: OFFEROR shall examine the RFP documents to inform himself of all conditions and requirements for the execution of the proposed work. Ignorance on the part of OFFEROR of any part of the Request for Proposal will in no way relieve him/her of the obligations and responsibilities assumed under the Contract.

Interpretation of the Approximate Quantities: OFFEROR's attention is called to the fact that any estimate of quantities of work to be done and materials to be furnished under the Contract as shown on the technical requirements section or elsewhere, is approximate only and not guaranteed. OWNER does not assume any responsibility that the final quantities shall remain in strict accordance with the estimated quantities, nor shall OFFEROR plead misunderstanding or deception because of such estimate of quantities or of the character, location of the work or other conditions pertaining thereto.

Familiarity with Laws: OFFEROR is assumed to be familiar with Federal and Local laws, ordinances, rules and regulations that in any manner affect the work. Ignorance on the part of OFFEROR will in no way relieve him/her from responsibility. The preparation and submission of a proposal will be by and at the expense of the OFFEROR.

## **1.5 EXPLANATION TO OFFERORS**

No oral explanation in regard to the meaning of the specification will be made and no oral instructions will be given before the award of the proposal. Discrepancies, omissions, or doubts as to the meaning of the specifications must be communicated in writing to the named contact individual of the Guam Power Authority requesting for interpretation. OFFERORS should act promptly and allow sufficient time for a reply to reach them before the submission of their proposals. Interpretation, if required, shall be made in the form of an amendment to the specifications, which will be forwarded to all prospective OFFERORS, and its receipt by the OFFEROR should be acknowledged on the proposal form.

## **1.6 CLARIFICATION ON REQUEST FOR PROPOSAL**

Each OFFEROR must carefully examine the Request for Proposal and all addenda. If any OFFEROR (a) finds any discrepancies, omissions or ambiguities in the RFP documents, (b) is uncertain as to the intent or meaning of any provision of the request for Proposal, or (c) has any question regarding the Request for Proposal, the OFFEROR must promptly notify GPA in writing no later than (4) four working days prior to the closing date of this RFP thereof in writing at the address specified for submission of proposals. Replies to such notices may be made in the form of addenda, which will be issued simultaneously to all prospective OFFERORS. GPA further reserves the right to respond to any and all inquiries to this RFP, as any amendments issued may impact the project completion schedule.

## **1.7 ALTERNATE PROPOSALS**

GPA reserves the right to withhold its approval of any or all alternates proposed by OFFERORS and to deny any or all requests for such approvals.

## **1.8 MODIFICATION OR WITHDRAWAL OF PROPOSALS**

An OFFEROR may modify or withdraw its proposal by written request, provided that the request is received by GPA at the address indicated and prior to the time specified for the submission of proposals. Any proposals or submittals received after the time and date set for receipt of proposals or submittals will be considered late. No late modification or withdrawal will be considered unless received before the date of opening. Following withdrawal of its proposal, an OFFEROR may submit a new proposal, provided the new proposal is received by GPA prior to the time specified for the submission of proposals. There shall be no modifications or withdrawals after the opening date.

GPA may modify any provision of the Request for Proposal at any time prior to the time specified for the submission of proposals. Such modifications may be made in the form of addenda, which will be issued simultaneously to all OFFERORS.

Any addenda issued will be mailed to all OFFERORS in duplicate. OFFEROR shall acknowledge receipt of same by his signature on copy, which is to be returned to OWNER. The other copy shall accompany the proposal or submittal. Acknowledgement may also be made in writing or by telex or telegram.

Negligence on the part of the OFFEROR in preparing the proposal confers no right for the withdrawal of the proposal after it has been opened.

## **1.9 COMPLETE PROPOSALS**

OFFERORS are requested to submit proposals, which are complete and unambiguous without the need for additional explanation or information. GPA may make a final determination as to whether a proposal is acceptable or unacceptable solely on the basis of the proposal as submitted, and proceed with proposal evaluation without requesting further information from any OFFEROR. GPA may, in its sole discretion, request from OFFERORS additional information clarifying or supplementing, but not basically changing any proposal as submitted.

All Proposals shall remain the property of GPA.

Time for Acceptance: All submittals shall be valid for 60 days from date of RFP opening.

Completion Date: OFFEROR shall realize that satisfactory completion of this work within the period shown on the Contract form is a critical requirement. Failure to do so may cause the imposition of liquidated damages as specified therein.

#### **1.10 POST-PROPOSAL MEETING**

After the receipt of proposals, GPA may request additional information over the telephone or in individual meetings with selected OFFERORS to clarify and discuss their proposals. Failure by an OFFEROR to attend such requested meeting(s) shall be cause for disqualification.

GPA reserves the right to request clarifications from only those OFFERORS whom it deems in its best interest.

All clarifications shall be documented by OFFERORS as addenda to the submittals.

#### **1.11 PROPOSAL INCONSISTENCIES**

Any provisions in the proposal which are inconsistent with the provisions of this Request for Proposal, unless expressly described as being exceptions or alternates, are deemed waived by the OFFERORS. In the event the proposal is awarded to OFFEROR, any claim of inconsistency between the proposal and these RFP documents will be resolved in favor of these RFP documents unless otherwise agreed to in writing by GPA.

#### **1.12 SUBCONTRACTOR**

If the OFFEROR plans to enter into contracts with subcontractors in order to complete this project, the identification and location of the possible subcontractors with a comprehensive description of their offering shall be submitted with the proposal. GPA reserves the right to disapprove any subcontractor, or a subcontractor's offering proposed by the OFFEROR. This right applies to the original submittal as well as submittals subsequent to the original proposal.

#### **1.13 SUBMITTAL FORMAT**

All responses to this subject RFP shall be written in the ENGLISH language.

The submittal information shall be in 8-1/2 inch by 11-inch report binders with the covers identifying the respective OFFEROR. Large sheets or drawings shall be bound in the binder so that they can be unfolded for easy review.

#### **1.14 SIGNATURE**

The proposals shall be signed by an official authorized to contractually bind the OFFEROR. The proposal shall also provide the following information:

Signature on Proposal: OFFEROR must sign his proposal correctly. If the proposal is made by an individual, his name and post office address must be shown. If made by a firm or partnership, the name and post office address of each member of the firm or partnership must be shown. If made by a corporation, the person signing the proposal shall show the name of the State or Territory under the laws of which the corporation was chartered, also the names and business address of its president, secretary and treasurer.

#### 1.15 INQUIRIES

Prospective OFFERORS should address inquiries, questions or clarifications in writing to:

John M. Benavente, P.E.  
General Manager  
Guam Power Authority  
Gloria B. Nelson Public Service Building  
688 Route 15  
Mangilao, Guam 96913

Attn: Jamie Lynn C. Pangelinan  
Supply Management Administrator  
GPA Procurement Division  
1<sup>st</sup>. Floor, Room 101  
Telephone No: (671) 648-3054/3055  
Facsimile: (671) 648-3165  
Email: [jpangelinan@gpagwa.com](mailto:jpangelinan@gpagwa.com)

**\*Note: Cut-Off Date for Receipt of Questions shall be Thursday, May 20, 2021 at 4:00 P.M.  
Inquiries received after the deadline shall not be entertained.**



## **2 GENERAL TERMS AND CONDITIONS**

### **2.1 AUTHORITY**

This Request for Proposals (RFP) solicitation is issued subject to all of the provisions of the Guam Procurement Act (Public Law 16-124) and the Guam Procurement Regulations (copies are available for inspection at the Guam Power Authority). The RFP requires all parties involved in the preparation, negotiation, performance, or administration of contracts to act in good faith.

### **2.2 GENERAL INTENTION**

Unless otherwise specified, it is the declared and acknowledged intention and meaning of these General Terms and Conditions for the OFFEROR to provide the Guam Power Authority with specified services.

### **2.3 STANDARDS FOR DETERMINATION OF MOST QUALIFIED OFFEROR**

In determining the most qualified OFFEROR, the Agency/Department shall be guided by the following:

- A. The ability, capacity and skill of the OFFEROR to perform the work specified.
- B. Whether the OFFEROR can perform promptly or within the specified time.
- C. The quality of performance of the OFFEROR with regard to awards previously made to him.
- D. The previous and existing compliance by the OFFEROR with laws and regulations relative to procurement.

### **2.4 AWARD OR REJECTION OF PROPOSALS**

The right is reserved as the interest of the Guam Power Authority may require waiving any minor informalities or irregularities in proposals received. The Guam Power Authority reserves the right and shall have the prerogative to award, amend, or reject proposals in whole or in part. It is the policy of the Guam Power Authority to award proposals to OFFERORS duly authorized and licensed to conduct business in Guam.

GPA reserves the right to award a Contract for the entire RFP scope or for subsets of the RFP scope to one, none, or any OFFERORS.

Proposals will be opened privately, and GPA reserves the right to keep any or all proposals confidential.

- A. Cancellation of Solicitation, Delays: GPA reserves the right to cancel or to withdraw this RFP, to delay determination on this RFP, or to reject all submittals or any individual submittal in whole or in part at any time prior to the final award. The reasons for the cancellation, delay or rejection shall be made a part of the project file and shall be available for public inspection.

After opening, but prior to award, all proposals may be rejected in whole or in part when the Procurement Authority of GPA determines in writing that such action is in the Territory's best interest for reasons including but not limited to:

- 1) The supplies and services being procured are no longer required;
- 2) Ambiguous or otherwise inadequate Specifications were part of the solicitation;
- 3) The solicitation did not provide consideration of all factors of significance to the Territory;
- 4) Price(s) exceed available funds and it would not be appropriate to adjust quantities to come within available funds;
- 5) Inability of the selected OFFEROR and GPA to successfully negotiate contract terms for the scope of services requested.

When a solicitation is cancelled or rejected prior to final award, notice of cancellation or rejection shall be sent to all OFFERORS. The reasons for cancellation or rejection shall be made a part of the project file and shall be available for public inspection.

B. Rejection of Individual Proposal or Submittal: Any individual proposal or submittal may be rejected in whole or in part when in the best interest of the Authority. Reasons for rejecting a proposal or submittal include but are not limited to:

- 1) OFFEROR is not responsive;
- 2) The proposal or submittal is non-responsive as it does not conform in all respects to the RFP;
- 3) The construction, supply or service offered in the proposal is unacceptable by reason of its failure to meet the requirements of the specifications or technical requirements set forth in the RFP;
- 4) The proposal or submittal does not meet the requirements or criteria set forth in the RFP. Upon request, unsuccessful OFFERORS shall be advised of the reasons for rejection.

Any or all proposals or submittals will be rejected if there is reason to believe that collusion exists among OFFERORS and no participants in such collusion will be considered in future projects for the same work.

## 2.5 EXECUTION OF THE ORDER

The OFFEROR to whom the Order is awarded (the "successful OFFEROR") shall execute and deliver to GPA the Contract prior to performing any services on GPA premises. A written notice will be issued to the most successful OFFEROR indicating commencement of the project.

Award of Contract: The award of the Contract, if awarded, will be to the most responsive OFFEROR whose qualifications indicate that award thereto will be in the best interest of OWNER, and whose proposal shall comply with the requirements of the Contract Documents. In no case will the award be made until all necessary investigations have been made into the responsibility of the OFFEROR, and the OWNER is satisfied that the OFFEROR is qualified to do the work and has the necessary equipment to carry out the provisions of the Contract to the satisfaction of OWNER within the time specified. OWNER may award separate contracts for each project scope or for any combination of project scope.

Execution of Contract: The individual, firm or corporation to which this Contract has been awarded shall sign the necessary agreement entering into Contract with OWNER, and return it to OWNER within ten (10) days after date of award.

Failure to Execute Contract: Failure on the part of OFFEROR to execute the Contract as required will be just cause for the annulment of the award. The award may then be made to the next most qualified OFFEROR or the work re-advertised, as OWNER may elect.

## 2.6 MODIFICATION / ALTERATION

After the receipt and opening of proposals, and at its option, the Guam Power Authority may conduct discussions with the OFFEROR who has submitted a proposal reasonably susceptible of being selected for award with the purpose of clarification to assure full understanding and responsiveness to the Proposal requirements. OFFERORS shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision to proposals and such revisions shall be permitted after submission and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing OFFERORS.

## 2.7 CONTACT FOR CONTRACT ADMINISTRATION

If your firm receives a contract as a result of this Proposal, designate a person whom we may contact for prompt administration, showing:

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_

## 2.8 DETERMINATION OF RESPONSIBILITY OF OFFEROR

The Guam Power Authority reserves the right to secure from OFFERORS information necessary to determine whether or not they are responsible and to determine their responsibility in accordance with Section 2.3 of the General Terms and Conditions.

## 2.9 LIMITATIONS

This RFP does not commit the Guam Power Authority to award a contract, to pay any costs incurred in the preparation of a proposal by the OFFEROR under this request, or to procure a contract for services. The Guam Power Authority reserves the right to reject any and all proposals received under this request, to negotiate with all qualified sources, or to cancel the whole or any part of this RFP at any time.

## 2.10 ACCEPTANCE OF PROPOSAL CONTENTS

The contents of the Proposal of the successful firm will become contractual obligations if a contract ensues. Failure of the successful firm to accept these obligations will result in a disqualification of the Proposal.

## 2.11 CONTROL

The successful OFFEROR will carry out this assignment under the direction and control of the Guam Power Authority and/or his/her designee(s).

## 2.12 REQUIRED FORMS

All OFFERORS are required to submit current affidavits, as required below. Failure to do so will mean disqualification and rejection of the proposal.

- A. Major Shareholders Disclosure Affidavit
- B. Non-Collusion Affidavit
- C. No Gratuities or Kickbacks Affidavit
- D. Ethical Standards Affidavit
- E. Declaration Re-Compliance with U.S. DOL Wage Determination
- F. Restriction Against Convicted Sex Offenders
- G. Exhibit A

## 2.13 CONTRACT TERM

GPA and the CONSULTANT agree this CONTRACT will be for a one year period (12 months) from the date of award of the contract with an option to extend the contract for four additional one-year periods, subject to the availability of funds, and may, by mutual written agreement, be renewed at the same terms and conditions for additional periods subject to availability of funding.

## 2.14 JUSTIFICATION OF DELAY

The OFFEROR who is awarded the proposal guarantees that the services will be completed within the agreed upon completion date. If, however, the OFFEROR cannot comply with the completion requirement, it is the OFFEROR's responsibility to advise the Guam Power Authority in writing explaining the cause and reasons for the delay.

Section 6-101.09.1 of the Guam Procurement Regulations, "Liquidated Damages", will be in effect if the OFFEROR fails to meet the completion requirement.

## 2.15 INVOICING AND PAYMENT TERMS & CONDITIONS

All invoices shall include supporting documents (i.e. timesheets, shipping invoices, consumable listings, etc.). All supporting documents must be reviewed and approved by the GPA Project Manager prior to invoice submittals. All invoices will be paid net 30 days from the date the invoice is received at the GPA Accounting Department. Payment shall be made using a method mutually agreed upon by the Guam Power Authority and the successful OFFEROR.

## 2.16 TAXES

OFFEROR shall be liable for Guam Gross Receipt Taxes and all other applicable taxes and duties. The Guam Power Authority shall have no tax liability under this order. Specific information on taxes may be obtained from the Director of Revenue and Taxation.

GPA is a government agency exempted from all government taxes as stipulated in the Guam Code Annotated.

**2.17 LICENSING**

OFFERORS are reminded that the Guam Power Authority will not consider for award any offer submitted by an OFFEROR who has not complied with the Guam Licensing Law by the time of contract signing. Specific information on licenses may be obtained from the Director of Revenue and Taxation.

**2.18 COVENANT AGAINST CONTINGENT FEES**

The OFFEROR warrants that he has not employed any person to solicit or secure any resultant contract upon agreement for a commission, percentage, brokerage, or contingent fee. Breach of this warranty shall give the Guam Power Authority the right to terminate the Contractor, or in its discretion to deduct from the contract price or consideration the amount of such commission, percentage, brokerage, or contingent fees. This warranty shall not apply to commission payable by contractors upon contracts or sales secured or made through, bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business.

**2.19 ASSIGNMENTS**

Contractor may not assign this CONTRACT or any sum becoming due under the provisions of this CONTRACT without the prior written consent of the Guam Power Authority.

**2.20 EQUAL EMPLOYMENT OPPORTUNITY**

Section 3.01 of the Executive Order 10935 dated March 07, 1965 requires the OFFEROR not to discriminate against an employee or applicant for employment because of race, creed, color or national origin. The OFFEROR will take affirmative action to ensure that applicants are employed and that employees are treated equally during employment without regard to race, creed, color or national origin.

**2.21 AMERICAN DISABILITIES ACT**

If requested, the OFFEROR must meet all ADA regulations and requirements.

**2.22 PROHIBITION AGAINST GRATUITIES, KICKBACKS AND FAVORS TO THE TERRITORY**

All OFFERORS are required to submit a current No Gratuities of Kickbacks Affidavit. Failure to do so will mean disqualification and rejection of the proposal.

Pursuant to GCA 5 section 5630 (c), this clause is conspicuously set forth to alert all parties in this procurement that Guam Public Law Title 5 §5630. Gratuities and Kickbacks, prohibits against gratuities, kickbacks, and favors to the Territory.

## 2.23 RESTRICTION AGAINST CONVICTED SEX OFFENDERS

All OFFERORS are required to submit a current Restriction against Sex Offenders Affidavit. Failure to do so will mean disqualification and rejection of the proposal.

GCA 5 §5253(b) restricts the OFFEROR against employing convicted sex offenders from working at Government of Guam venues. It states:

(b) All contracts for services to agencies listed herein shall include the following provisions: (1) warranties that no person providing services on behalf of the contractor has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA, or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry; and (2) that if any person providing services on behalf of the contractor is convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry, that such person will be immediately removed from working at said agency and that the administrator of said agency be informed of such within twenty-four (24) hours of such conviction.

## 2.24 MAJOR SHAREHOLDERS DISCLOSURE AND NON-COLLUSION

All OFFERORS are required to submit a current Major Shareholders Disclosure Affidavit as required below. Failure to do so will mean disqualification and rejection of the proposal.

5 GCA §5233 (Title 5, Section 5233) states:

"Section 5233 Disclosure of Major Shareholders. As a condition of submitting a bid or offer, any partnership, sole proprietorship or corporation doing business with the Government of Guam shall submit an affidavit executed under oath that lists the name and address of any person who has held more than ten percent (10%) of the outstanding interest or shares in said partnership, sole proprietorship or corporation at any time during the twelve (12) month period immediately preceding submission of a bid, or, that it is a not for profit organization that qualifies for tax exemption under the Internal Revenue Code of the United States or the Business Privilege Tax law of Guam, Title 12, Guam Code Annotated, Section 26203©. With the exception of not for profit organizations, the affidavit shall contain the number of shares or the percentage of all assets of such partnership, sole proprietorship or corporation which have been held by each such person during the twelve (12) month period. In addition, the affidavit shall contain the name and address of any person who has received or is entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the bid or offer and shall also contain the amounts of any such commission, gratuity or other compensation. The affidavit shall be open and available to the public for inspection and copying."

1. If the affidavit is a copy, indicate the RFP number and where it is filed.
2. Affidavits must be signed within 60 days of the date the proposals are due.

**2.25 NON-COLLUSION**

All OFFERORS are required to submit a current Non-Collusion Affidavit. Failure to do so will mean disqualification and rejection of the proposal.

**2.26 ETHICAL STANDARDS**

All OFFERORS are required to submit a current Ethical Standards Affidavit. Failure to do so will mean disqualification and rejection of the proposal.

**2.27 COMPLIANCE WITH U.S. DOL WAGE DETERMINATION**

All OFFERORS are required to submit a Declaration Re-Compliance with U.S. DOL Wage Determination. Failure to do so will mean disqualification and rejection of the proposal.

<b>3 FORM OF CONTRACT</b>
---------------------------

### CONTRACT FOR TECHNICAL AND PROFESSIONAL SERVICES

THIS CONTRACT is made and entered into on the \_\_\_ day of \_\_\_\_\_, 2021, by CONSULTANT NAME, hereinafter called the CONSULTANT, and the Guam Power Authority, hereinafter called GPA.

GPA engages the CONSULTANT to perform professional services for a project known and described as "**Professional Printing, Mailing and Processing Services**", GPA-RFP-\_\_-\_\_, hereinafter called the "Project".

#### RECITALS

WHEREAS, the Guam Power Authority (GPA), is a public corporation of the Government of Guam authorized to conduct its own procurement; and

WHEREAS, the GPA strategic plan contains initiatives to create a culture based on customer services excellence at the Authority; and

WHEREAS, GPA seeks to enter into a contract for **Professional Printing, Mailing and Processing Services** with a Consultant wherein such services can be provided to the Authority for the benefit of its customers; and

WHEREAS, the services to be rendered are of a special and temporary nature and are determined to be in the best public interest to be performed under contract by technical personnel other than employees in the services of GPA; and

NOW, THEREFORE, the Guam Power Authority and the Consultant for the considerations set forth, agree as follows:

#### SECTION I - SERVICES OF THE CONSULTANT

The CONSULTANT shall perform the following professional services in accordance with the degree of care and skill that a registered professional in Guam would exercise under similar conditions:

- A. The CONSULTANT shall provide services as described in the detailed scope of work provided in the Scope of work in GPA-RFP-\_\_-\_\_.
- B. The CONSULTANT has assigned \_\_\_\_\_ as the Project Manager for this Contract. Prior written approval is required in the event the CONSULTANT needs to change the Project Manager. The CONSULTANT shall submit the qualifications of the proposed substituted personnel to GPA for approval.
- C. The CONSULTANT shall submit all final documents in both hard copy and electronic format. All documents shall be Microsoft Office compatible or in an alternate format approved by GPA. The software version used shall be compatible to current GPA standards.

#### SECTION II - PERIOD OF SERVICE

GPA and the CONSULTANT agree this CONTRACT will be effective commencing \_\_\_\_\_, 2020 for a one year period (12 months) from the date of award of the contract with an option to extend the contract for four additional one-year periods, subject to the availability of funds, and may, by mutual written agreement, be renewed at the same terms and conditions for additional periods subject to availability of funding.

#### SECTION III - CONSULTANT'S COMPENSATION

A. The total compensation to Consultant for services in this CONTRACT is the lump sum of: \_\_\_\_\_, plus approved adjustments.



B. GPA shall pay the CONSULTANT using a method mutually agreed upon by GPA and the successful Offeror.

#### **SECTION IV - CONSULTANT'S STATUS**

Consultant agrees that there shall be no employee benefits occurring from this Agreement, such as:

- A. Insurance coverage provided by GPA;
- B. Participation in the Government of Guam retirement system;
- C. Accumulation of vacation or sick leave;
- D. There shall be no withholding of taxes by GPA;
- E. That it is expressly understood and agreed that, in the performance of services under this Agreement, CONSULTANT and its employees shall at all times act as independent contractors with respect to GPA, and not as an employee or agent of GPA. Further, it is expressly understood and agreed by the parties that nothing contained in this Agreement shall be construed to create a joint venture, partnership, association, or other affiliation or like relationship is and shall remain that of independent parties to a contractual relationship set forth in this Agreement.

#### **SECTION V - GUAM POWER AUTHORITY'S RESPONSIBILITIES**

- A. GPA shall designate a Project Manager during the term of this CONTRACT. The Project Manager has the authority to administer this CONTRACT and shall monitor compliance with all terms and conditions stated herein. All requests for information from or a decision by GPA on any aspect of the work shall be directed to the Project Manager.
- B. GPA shall review submittals by the CONSULTANT and provide prompt responses to questions and rendering of decisions pertaining thereto, to minimize delays in the progress of the CONSULTANT'S work. GPA will keep the CONSULTANT advised concerning the progress of GPA's review of the work. The CONSULTANT agrees that GPA's inspection, review, acceptance or approval of CONSULTANT'S work shall not relieve CONSULTANT'S responsibility for errors or omissions of the CONSULTANT or its sub-consultant(s).

#### **SECTION VI - INVOICING AND PAYMENT TERMS & CONDITIONS**

All Invoices shall include supporting documents (i.e. timesheets, shipping invoices, consumable listings). All supporting documents must be reviewed and approved by GPA Project Manager prior to invoice submittal for charges. All invoices will be paid NET 30 Days from date invoice is received at the GPA Accounting Department. Payment shall be made using a method mutually agreed upon by the Guam Power Authority and the CONSULTANT.

#### **SECTION VII - TERMINATION**

GPA, at its sole discretion, may terminate this CONTRACT for convenience or abandon any portion of the Project for which services have not been performed by the CONSULTANT, upon thirty (30) days written notice delivered to CONSULTANT personally, via email, or by certified mail at the address provided.

Immediately after receiving such notice, the CONSULTANT shall discontinue advancing the services under this CONTRACT and proceed to close said operations under this CONTRACT. The CONSULTANT shall appraise the services it has completed and submit an appraisal to GPA for evaluation. GPA shall have the right to inspect the CONSULTANT'S work to appraise the services completed.

In the event of such termination or abandonment, the CONSULTANT shall be paid for services performed prior to receipt of said notice of termination including reimbursable expenses then incurred.

GPA shall make final payment within thirty (30) days after the CONSULTANT has delivered the last of the partially completed items and the final fee has been agreed upon.

In the event this CONTRACT is terminated, GPA shall have the option of completing the work, or entering into a CONTRACT with another party for the completion of the work according to the provisions and agreements herein.

### **SECTION VIII - CHANGES**

GPA may at any time, by written order, make any changes or deletions in the services to be performed hereunder. If such changes or deletions cause an increase or decrease in the cost of doing work under this Agreement, or in the time required for this performance, an equitable adjustment shall be made as agreed to by the parties and the Agreement shall be modified in writing accordingly.

### **SECTION IX - ASSIGNMENT OF AGREEMENT**

Consultant may not assign this Agreement, or any sum becoming due to under the provisions of this Agreement, without the prior written consent of GPA.

### **SECTION X - FORCE MAJEURE**

Neither party shall be liable for any delay in meeting or failure to meet its obligations under this Agreement due to a force majeure.

### **SECTION XI - TAXES**

OFFEROR shall be liable for Guam Gross Receipt Taxes and all other applicable taxes and duties. Guam Power Authority shall have no tax liability under this contract. Specific information on taxes may be obtained from the Director of the Guam Department of Revenue and Taxation.

GPA is a government agency exempted from ALL government taxes as stipulated in the Guam Code Annotated.

### **SECTION XII - NOTICES**

Any notice, demand or other document required or permitted to be delivered hereunder shall be in writing and may be delivered personally (not to include facsimile transmission) or shall be deemed to be delivered when received postage prepaid, registered or certified mail, return receipt requested, addressed to the parties at their respective address as specified herein:

TO:	Name and Address
COPY:	If applicable, Name and address
FAX:	Fax number

TO:	Guam Power Authority P.O. Box 2977 Hagatna, Guam 96932-2977
ATTN:	General Manager
FAX:	(671) 648-3165

### **SECTION XIII - GOVERNING LAW**

The validity of this Agreement and any of its terms or provisions, as well as the rights and duties of the parties to this Agreement, shall be governed by the laws of Guam.

### **SECTION XIV - SUPPLEMENTAL CONTRACT PROVISIONS**

The supplemental contract provisions to this CONTRACT are attached hereto and incorporated herein by reference as if fully set forth.

**SECTION XV – INDEMNIFICATION**

The CONSULTANT shall indemnify and hold GPA harmless from any claim, liability or product liability, loss, damage, demand, cause of action or suit, expense or reasonable fee of legal counsel arising out of or in connection with the goods or services the CONSULTANT provides.

**SECTION XVI – DISPUTES**

All controversies between GPA and the CONSULTANT which arise under, or are by virtue of this CONTRACT and which are not resolved by mutual agreement shall be resolved under Guam Procurement Law and the Government Claims Act, and pursuant to the laws of Guam.

**SECTION XVII – RELEASE OF INFORMATION**

The CONSULTANT shall not release any information, including the contract price; concerning this project or any part thereof in any form, including advertising, news releases, or professional articles, without written permission from GPA.

**SECTION XVIII – INSURANCE**

The CONSULTANT shall not commence work under this CONTRACT until he has obtained reasonable insurance for Auto Liability and Worker's Compensation and Employer's Liability up to the statutory limits. The CONSULTANT shall maintain all insurance required during the course of the work.

IN WITNESS WHEREOF, the parties hereto have executed this CONTRACT this \_\_\_\_ day \_\_\_\_\_, 2021. The CONSULTANT warrants that the person who is signing this CONTRACT on behalf of the CONSULTANT is authorized to do so and to execute all other documents necessary to carry out the terms of this CONTRACT.

\_\_\_\_\_  
Offeror  
Title  
Company Name  
Federal I.D. No. /Social Security No.

\_\_\_\_\_  
JOHN M. BENAVENTE, P.E.  
GENERAL MANAGER  
GUAM POWER AUTHORITY

## 4 SOLICITATION AND TECHNICAL REQUIREMENTS

### Guam Power Authority Professional Printing, Mailing and Processing Services

#### General:

Established in 1968, Guam Power Authority (GPA) is a public corporation and an enterprise fund of the Government of Guam. GPA's governing board is the Consolidated Commission on Utilities (CCU) consisting of five elected commissioners.

GPA provides electric services to the island of Guam with 48,000 customer connections.

Our Billing section is responsible for preparing approximately 48,000 bills per month for print and mailing. The meter reading and billing processes are divided into 30 cycles with approximately 1,800 bills per cycle. A bill print file is processed and printed based on a set schedule of the cycle. Please note that multiple cycle can be processed in a day.

In addition, the Consolidated Commission on Utilities oversees Guam Water Authority (GWA). GWA provides water and waste treatment to the island of Guam.

GWA has 48,000 customers. If the business relationship is successful, GPA has the right to extend the RFP to Guam Water Works.

#### Current Customer Information System:

GPA recently converted our billing system to Oracle's Customer Care and Billing (CC&B) V2.6.1. Oracle Customer Self Service with Oracle replaced our current web based customer self-service system. This allows customers to easily view the bills and make payments online.

#### Purpose:

Guam Power Authority is seeking proposals from qualified vendors who can provide dynamic bill design, processing, print, finishing, mail, insertion, and electronic archiving of customer bills from Oracle's Customer Care & Billing (CC&B) solution. Guidelines with industry standards and best practice need to be considered when working with GPA and the bill reformat.

#### Scope of Work:

The following is an overview of the major requirements/specifications in which Guam Power Authority (GPA) is interested and provides explanatory information regarding items within the SOW.

**A. Communication** - This area covers the methods of data transfer from GPA to the vendor. You should indicate all methods of data transfer supported and the recommended method for transferring data. If the data must be delivered in a manual or non-electronic manner, please describe the method, delivery, turnaround time frame, additional costs, etc.

**B. Security** - This item addresses the security methods employed by the vendor to assure that transfer of GPA customer data and data processing is secure. This should also cover the finished products and its electronic and physical distribution. All encryption software, procedures, secured lines, etc. should be listed.

**C. Bill Format Software** - Guam Power Authority is looking to provide a flexible-billing format to support multiple metered and non-metered services. It is the intent of GPA to have the vendor format the billing statement from the provided layout, utilizing proven software.

**C. Electronic Archive** - Guam Power Authority is interested in obtaining an electronic archive of the bill and other documents sent to its customers to facilitate better Customer Service. This archive will need to be available directly after the bill extract is processed and represent a true image of the bill or other document to its Customer Service Representatives. The following will be required for the electronic archived data:

1. Electronic bill should be available via GPA Customer Website Integration or Mobile APP and indexed by customer number and billing date/month/year via a secure webpage link.
2. Electronic bill archive data should be kept for no more than 2 years from data of bill print to electronic conversion.
3. Bill archive data should also be available to GPA via an external secured access portal indexed by customer number and billing date/month/year.
4. All electronic data should be stored in a secure hosted environment in the United States or related territories. Access to such data is to be limited to GPA and vendor.

**E. Internet Email Delivery or Notification of Bill** - Guam Power Authority is interested in the ability to notify the customer that a bill is available via email. The internet accessible bill must be generated in a format that represents the true image of the bill, as well as not require special software licensing on the client. This true image must represent charts and graphs, logos and graphics, fonts, etc.

**F. Duplicate Bill** - This area addresses the ease and method of duplicate bill delivery at GPA's or the customer's request.

Return/Undeliverable Bill

Describe how return or undeliverable bills are addressed and notification to GPA of such.

**G. Special Handling/Pull Bill** - This section deals with the ease with which the vendor can handle special requests, particularly whether the vendor can pull a bill electronically or whether the vendor needs to rely on manual methods.

**H. Printer** - This area deals with the flexibility and features of your printers. As GPA starts to offer more services, it may be necessary to utilize different paper sizes and paper stocks.

**I. Finishers/Insertion Equipment** - This section addresses the features available on your finishing/insertion equipment.

**J. Mail** - GPA wants the best value as well as present a host of delivery options to its customers. Please also include if local printing and mailing will be available.

**K. Paper/Envelope** - GPA would like to understand your processes, procedures and pricing regarding paper inventory and envelopes. Include your inventory plan for GPA stock.

**L. Processing Window** - GPA needs to understand the deadlines and turnaround times between delivery of the bill print file, printing, and mailing to our customers.

Delivery Receipt Timeframe

GPA would like to know the timeframe of mailing of bills to customers from delivery to actual receipt.

**M. Disaster Recovery Plan** - Answering questions within this section will allow GPA to discover your processes and procedures in regards to Disaster Recovery and backup processes.

**N. Reporting** - Describe your balancing and quality assurance processes. How do you determine that every bill transmitted for processing is worked and data printed is accurate?  
Service Level Response Time

Describe the process and timeframe of responding to issues and resolutions.

**O. Archival and Retrieval Processing**

**P. Printing and Processing of Disconnection Notices**

**Q. Other Services** - Describe any other services you may offer which may benefit GPA.

**ADDITIONAL REQUESTS:**

- Each Proponent must complete Exhibit A.
- Copies of bill samples in Exhibit B.

**5.0: RFP EVALUATION CRITERIA**

A committee will convene after the deadline for receipt of submittals to evaluate the respondents' qualifications based on but not limited to the following criteria:

Criteria	Points	Weight
Experience of the firm in this type of service and utility scale.	10	25%
Quality of approach and methodology that demonstrates an understanding of the requirements.	10	25%
Quality, extent and relevance of Proponent's staff / experience in conducting service(s) and utility scale.	10	25%
Overall presentation (Quality of submittal, professionalism, etc.)	10	15%
References	10	10%

A team composing of five (5) members will be chosen by the Authority to evaluate the proposals based on the above criteria. Each team member will rank each OFFEROR based on points received from the total weighted criteria. A final ranking will be determined by consolidating the team members' ranking.

**APPENDIX A MAJOR SHAREHOLDERS DISCLOSURE AFFIDAVIT**



MAJOR SHAREHOLDERS DISCLOSURE AFFIDAVIT

TERRITORY OF GUAM )
)ss.
HAGATNA, GUAM )

I, the undersigned, \_\_\_\_\_, being first
(partner or officer of the company of, etc.)
duly sworn, depose and say:

1. That the persons who have held more than ten percent (10%) of the company's shares during the past twelve months are as follows:

Table with 3 columns: Name, Address, Percentage of Shares Held. Includes four rows of blank lines for data entry.

Total Number of Shares: \_\_\_\_\_

2. Persons who have received or are entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the bid/rfp for which this Affidavit is submitted are as follows:

Table with 3 columns: Name, Address, Amount of Commission Gratuity or Other Compensation. Includes two rows of blank lines for data entry.

Further, affiant sayeth naught.

Date: \_\_\_\_\_

Signature of individual if bidder/offeror is a sole proprietorship; Partner, if the bidder is a partnership; Officer, if the bidder is a corporation.

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public \_\_\_\_\_
In and for the Territory of Guam

My Commission expires: \_\_\_\_\_

**APPENDIX B      NON-COLLUSION AFFIDAVIT**

NON-COLLUSION AFFIDAVIT

TERRITORY OF GUAM )  
 )ss.  
HAGATNA, GUAM )

I, \_\_\_\_\_, first being duly sworn, depose and say:  
(Name of Declarant)

1. That I am the \_\_\_\_\_ of the \_\_\_\_\_.  
(Title) (Name of Bidding/RFP Company)
2. That in making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham, that said bidder/offeror has not colluded, conspired or agreed, directly or indirectly, with any bidder or person, to put in a sham or to refrain from bidding or submitting a proposal and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or any other bidder, or to secure any overhead, project or cost element of said bid price, or of that of any bidder, or to secure any advantage against the GUAM POWER AUTHORITY or any person interested in the proposed contract; and
3. That all statements in said proposal or bid are true.
4. This affidavit is made in compliance with 2 Guam Administrative Rules and Regulations §3126(b).

\_\_\_\_\_  
(Declarant)

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public \_\_\_\_\_  
In and for the Territory of Guam

My commission expires: \_\_\_\_\_

**APPENDIX C NO GRATUITIES OR KICKBACKS AFFIDAVIT**

**NO GRATUITIES OR KICKBACKS AFFIDAVIT**

**AFFIDAVIT**

(Offeror)

TERRITORY OF GUAM            )  
  )ss:  
HAGATNA, GUAM                )

\_\_\_\_\_, being first duly sworn, deposes and says:

As the duly authorized representative of the Offeror, that neither I nor of the Offeror's officers, representatives, agents, subcontractors, or employees has or have offered, given or agreed to give any government of Guam employee or former employee, any payment, gift, kickback, gratuity or offer of employment in connection with Offeror's proposal.

\_\_\_\_\_  
Signature of Individual if Offeror is a Sole Proprietorship;  
Partner, if the Offeror is a Partnership;  
Officer, if the Offeror is a Corporation

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

Notary Public \_\_\_\_\_  
In and for the Territory of Guam

My commission expires: \_\_\_\_\_

**APPENDIX D    ETHICAL STANDARDS AFFIDAVIT**

**ETHICAL STANDARDS AFFIDAVIT**

**AFFIDAVIT**

(Offeror)

TERRITORY OF GUAM            )  
  )ss:  
HAGATNA, GUAM                 )

\_\_\_\_\_, being first duly sworn, deposes and says:

That I am (the Sole Proprietor, a Partner or Officer of the Offeror)

That Offeror making the foregoing Proposal, that neither he or nor of the Offeror's officers, representatives, agents, subcontractors, or employees of the Offeror have knowingly influenced any government of Guam employee to breach any of the ethical standards set forth in 5 GCA Chapter 5 Article 11, and promises that neither he nor any officer, representative, agent, subcontractor, or employee of Offeror will knowingly influence any government of Guam employee to breach any ethical standard set for in 5 GCA Chapter 5 Article 11.

\_\_\_\_\_  
Signature of Individual if Offeror is a Sole Proprietorship;  
Partner, if the Offeror is a Partnership;  
Officer, if the Offeror is a Corporation

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public \_\_\_\_\_  
In and for the Territory of Guam

My commission expires: \_\_\_\_\_

**APPENDIX E      DECLARATION RE-COMPLIANCE WITH U.S. DOL WAGE  
DETERMINATION**



**DECLARATION RE-COMPLIANCE WITH U.S. DOL WAGE DETERMINATION**

Procurement No.: \_\_\_\_\_

Name of Offeror Company: \_\_\_\_\_ hereby certifies under penalty of perjury:

- (1) That I am \_\_\_\_\_ (the offeror, a partner of the offeror, an officer of the offeror) making the bid or proposal in the foregoing identified procurement;
- (2) That I have read and understand the provisions of 5 GCA § 5801 and § 5802 which read:

**§ 5801. Wage Determination Established.**

In such cases where the government of Guam enters into contractual arrangements with a sole proprietorship, a partnership or a corporation ('contractor') for the provision of a service to the government of Guam, and in such cases where the contractor employs a person(s) whose purpose, in whole or in part, is the direct delivery of service contracted by the government of Guam, then the contractor shall pay such employee(s) in accordance with the Wage Determination for Guam and the Northern Mariana Islands issued and promulgated by the U.S. Department of Labor for such labor as is employed in the direct delivery of contract deliverables to the government of Guam.

The Wage Determination most recently issued by the U.S. Department of Labor at the time a contract is awarded to a contractor by the government of Guam shall be used to determine wages, which shall be paid to employees pursuant to this Article. Should any contract contain a renewal clause, then at the time of renewal adjustments, there shall be made stipulations contained in that contract for applying the Wage Determination, as required by this Article, so that the Wage Determination promulgated by the U.S. Department of Labor on a date most recent to the renewal date shall apply.

**§ 5802. Benefits.**

In addition to the Wage Determination detailed in this Article, any contract to which this Article applies shall also contain provisions mandating health and similar benefits for employees covered by this Article, such benefits having a minimum value as detailed in the Wage Determination issued and promulgated by the U.S. Department of Labor, and shall contain provisions guaranteeing a minimum of ten (10) paid holidays per annum per employee.

- (3) That the offeror is in full compliance with 5 GCA § 5801 and § 5802, as may be applicable to the procurement referenced herein;
- (4) That I have attached the most recent wage determination applicable to Guam issued by the U.S. Department of Labor.

\_\_\_\_\_  
 Signature of Individual if Proposer is a Sole Proprietorship;  
 Partner, if the Proposer is a Partnership;  
 Officer, if the Proposer is a Corporation

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_ day of \_\_\_\_\_, 2021.

\_\_\_\_\_  
 Notary Public  
 In and for the Territory of Guam  
 My Commission Expires:

**APPENDIX F RESTRICTION AGAINST CONVICTED SEX OFFENDERS**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN  
P.O.BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

## SPECIAL PROVISIONS

### **Restriction Against Sex Offenders Employed by Service Providers to Government of Guam from Working on Government of Guam Property**

GCA 5 §5253(b) restricts the OFFEROR against employing convicted sex offenders from working at Government of Guam venues. It states:

(b) All contracts for services to agencies listed herein shall include the following provisions: (1) warranties that no person providing services on behalf of the contractor has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA, or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry; and (2) that if any person providing services on behalf of the contractor is convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry, that such person will be immediately removed from working at said agency and that the administrator of said agency be informed of such within twenty-four (24) hours of such conviction.

\_\_\_\_\_  
Signature of Bidder      Date  
Proposer, if an individual;  
Partner, if a partnership;  
Officer, if a corporation.

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public \_\_\_\_\_  
In and for the Territory of Guam

My commission expires: \_\_\_\_\_

**EXHIBIT A - 2020 BILLING CYCLE**

MONTH	YEAR
JANUARY	2020

DATE	CYCLES
January 1, 2020	<i>New Year's Day</i>
January 2, 2020	PM23,PM24,PM25,PM26,PM27,PM28
January 3, 2020	
January 4, 2020	
January 5, 2020	
January 6, 2020	PM29,PM30
January 7, 2020	
January 8, 2020	PM01, PM02, PM03
January 9, 2020	PM04,PM05
January 10, 2020	PM06
January 11, 2020	
January 12, 2020	
January 13, 2020	
January 14, 2020	
January 15, 2020	PM07,PM08,PM09
January 16, 2020	PM10, PM11
January 17, 2020	
January 18, 2020	
January 19, 2020	
January 20, 2020	<i>Martin Luther King Jr Day</i>
January 21, 2020	PM12
January 22, 2020	PM13, PM14, PM15
January 23, 2020	PM16
January 24, 2020	PM17, PM18
January 25, 2020	
January 26, 2020	
January 27, 2020	PM19
January 28, 2020	PM20
January 29, 2020	PM21
January 30, 2020	
January 31, 2020	

MONTH	YEAR
FEBRUARY	2020

DATE	CYCLES
February 1, 2020	
February 2, 2020	
February 3, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
February 4, 2020	
February 5, 2020	
February 6, 2020	
February 7, 2020	PM01,PM02,PM03,PM04,PM05
February 8, 2020	
February 9, 2020	
February 10, 2020	
February 11, 2020	PM06
February 12, 2020	PM07,PM08
February 13, 2020	PM09
February 14, 2020	PM10
February 15, 2020	
February 16, 2020	
February 17, 2020	PM11
February 18, 2020	PM12
February 19, 2020	PM13,PM14
February 20, 2020	PM15
February 21, 2020	PM16
February 22, 2020	
February 23, 2020	
February 24, 2020	PM17,PM18
February 25, 2020	PM19,PM20,PM21
February 26, 2020	
February 27, 2020	
February 28, 2020	
February 29, 2020	

MONTH	YEAR
MARCH	2020

DATE	CYCLES
March 1, 2020	
March 2, 2020	<i>Guam Discovery and Chamorro Heritage Day</i>
March 3, 2020	
March 4, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
March 5, 2020	
March 6, 2020	PM01,PM02,PM03
March 7, 2020	
March 8, 2020	
March 9, 2020	PM04,PM05
March 10, 2020	PM06
March 11, 2020	
March 12, 2020	PM07,PM08
March 13, 2020	PM09
March 14, 2020	
March 15, 2020	
March 16, 2020	PM10
March 17, 2020	PM11
March 18, 2020	PM12
March 19, 2020	PM13,PM14
March 20, 2020	PM15
March 21, 2020	
March 22, 2020	
March 23, 2020	PM16
March 24, 2020	PM17,PM18
March 25, 2020	PM19,PM20,PM21
March 26, 2020	
March 27, 2020	
March 28, 2020	
March 29, 2020	
March 30, 2020	
March 31, 2020	

MONTH	YEAR
APRIL	2020

DATE	CYCLES
April 1, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
April 2, 2020	
April 3, 2020	
April 4, 2020	
April 5, 2020	
April 6, 2020	
April 7, 2020	PM01,PM02,PM03
April 8, 2020	PM04,PM05,PM06
April 9, 2020	
April 10, 2020	
April 11, 2020	
April 12, 2020	
April 13, 2020	
April 14, 2020	PM07,PM08,PM09,PM10
April 15, 2020	PM11
April 16, 2020	
April 17, 2020	
April 18, 2020	
April 19, 2020	
April 20, 2020	PM12
April 21, 2020	PM13,PM14,PM15,PM16
April 22, 2020	PM17,PM18
April 23, 2020	
April 24, 2020	
April 25, 2020	
April 26, 2020	
April 27, 2020	PM19,PM20,PM21
April 28, 2020	
April 29, 2020	
April 30, 2018	



MONTH	YEAR
MAY	2020

DATE	CYCLES
May 1, 2020	
May 2, 2020	
May 3, 2020	
May 4, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
May 5, 2020	
May 6, 2020	PM01,PM02,PM03,PM04,PM05
May 7, 2020	
May 8, 2020	PM06
May 9, 2020	
May 10, 2020	
May 11, 2020	
May 12, 2020	PM07,PM08
May 13, 2020	PM09
May 14, 2020	PM10
May 15, 2020	PM11
May 16, 2020	
May 17, 2020	
May 18, 2020	
May 19, 2020	PM12,PM13,PM14
May 20, 2020	PM15
May 21, 2020	PM16
May 22, 2020	PM17,PM18
May 23, 2020	
May 24, 2020	
May 25, 2020	<i>Memorial Day</i>
May 26, 2020	
May 27, 2020	PM19,PM20,PM21
May 28, 2020	
May 29, 2020	
May 30, 2020	
May 31, 2020	

MONTH	YEAR
JUNE	2020

DATE	CYCLES
June 1, 2020	
June 2, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
June 3, 2020	
June 4, 2020	
June 5, 2020	
June 6, 2020	
June 7, 2020	
June 8, 2020	
June 9, 2020	PM01,PM02,PM03
June 10, 2020	PM04,PM05
June 11, 2020	PM06
June 12, 2020	PM07,PM08
June 13, 2020	
June 14, 2020	
June 15, 2020	PM09
June 16, 2020	PM10,PM11
June 17, 2020	
June 18, 2020	PM12
June 19, 2020	PM13,PM14
June 20, 2020	
June 21, 2020	
June 22, 2020	PM15
June 23, 2020	PM16,PM17,PM18
June 24, 2020	
June 25, 2020	PM19,PM20,PM21
June 26, 2020	
June 27, 2020	
June 28, 2020	
June 29, 2020	
June 30, 2020	

MONTH	YEAR
JULY	2020

DATE	CYCLES
July 1, 2020	
July 2, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
July 3, 2020	<b>Observed Independence Day</b>
July 4, 2020	<b>Independence Day</b>
July 5, 2020	
July 6, 2020	
July 7, 2020	
July 8, 2020	PM01,PM02,PM03,PM04,PM05
July 9, 2020	PM06
July 10, 2020	
July 11, 2020	
July 12, 2020	
July 13, 2020	
July 14, 2020	PM07,PM08,PM09,PM10
July 15, 2020	PM11
July 16, 2020	
July 17, 2020	
July 18, 2020	
July 19, 2020	
July 20, 2020	PM12
July 21, 2020	<b>Guam Liberation Day</b>
July 22, 2020	PM13,PM14,PM15,PM16
July 23, 2020	
July 24, 2020	PM17,PM18
July 25, 2020	
July 26, 2020	
July 27, 2020	PM19,PM20,PM21
July 28, 2020	
July 29, 2020	
July 30, 2020	

MONTH	YEAR
AUGUST	2020

DATE	CYCLES
August 1, 2020	
August 2, 2020	
August 3, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
August 4, 2020	
August 5, 2020	
August 6, 2020	PM01,PM02,PM03,PM04
August 7, 2020	PM05
August 8, 2020	
August 9, 2020	
August 10, 2020	PM06
August 11, 2020	
August 12, 2020	PM07,PM08
August 13, 2020	PM09
August 14, 2020	PM10
August 15, 2020	
August 16, 2020	
August 17, 2020	PM11
August 18, 2020	PM12
August 19, 2020	PM13,PM14
August 20, 2020	PM15
August 21, 2020	PM16
August 22, 2020	
August 23, 2020	
August 24, 2020	PM17,PM18
August 25, 2020	PM19,PM20,PM21
August 26, 2020	
August 27, 2020	
August 28, 2020	
August 29, 2020	
August 30, 2020	

	YEAR
SEPTEMBER	2020

DATE	CYCLES
September 1, 2020	
September 2, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
September 3, 2020	
September 4, 2020	
September 5, 2020	
September 6, 2020	
September 7, 2020	<b>Labor Day</b>
September 8, 2020	PM01,PM02,PM03
September 9, 2020	PM04
September 10, 2020	PM05,PM06
September 11, 2020	
September 12, 2020	
September 13, 2020	
September 14, 2020	
September 15, 2020	PM07,PM08,PM09,PM10,PM11
September 16, 2020	
September 17, 2020	
September 18, 2020	PM12
September 19, 2020	
September 20, 2020	
September 21, 2020	PM13,PM14
September 22, 2020	PM15,PM16,PM17,PM18
September 23, 2020	
September 24, 2020	
September 25, 2020	PM19,PM20,PM21
September 26, 2020	
September 27, 2020	
September 28, 2020	
September 29, 2020	
September 30, 2020	

	YEAR
OCTOBER	2020

DATE	CYCLES
October 1, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
October 2, 2020	
October 3, 2020	
October 4, 2020	
October 5, 2020	
October 6, 2020	
October 7, 2020	PM01,PM02,PM03
October 8, 2020	PM04,PM05,PM06
October 9, 2020	
October 10, 2020	
October 11, 2020	
October 12, 2020	
October 13, 2020	PM07,PM08,PM09
October 14, 2020	PM10
October 15, 2020	PM11
October 16, 2020	
October 17, 2020	
October 18, 2020	
October 19, 2020	
October 20, 2020	PM12,PM13
October 21, 2020	PM14,PM15,PM16
October 22, 2020	PM17,PM18
October 23, 2020	
October 24, 2020	
October 25, 2020	
October 26, 2020	
October 27, 2020	PM19,PM20,PM21
October 28, 2020	
October 29, 2020	
October 30, 2020	
October 31, 2020	

	YEAR
NOVEMBER	2020

DATE	CYCLES
November 1, 2020	
November 2, 2020	<i>All Soul's Day</i>
November 3, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
November 4, 2020	
November 5, 2020	
November 6, 2020	PM01,PM02,PM03
November 7, 2020	
November 8, 2020	
November 9, 2020	PM04
November 10, 2020	PM05
November 11, 2020	<i>Veterans Day</i>
November 12, 2020	
November 13, 2020	PM06,PM07,PM08,PM09
November 14, 2020	
November 15, 2020	
November 16, 2020	PM10
November 17, 2020	PM11
November 18, 2020	PM12
November 19, 2020	PM13
November 20, 2020	PM14,PM15
November 21, 2020	
November 22, 2020	
November 23, 2020	PM16
November 24, 2020	PM17,PM18
November 25, 2020	PM19,PM20,PM21
November 26, 2020	<i>Thanksgiving Day</i>
November 27, 2020	
November 28, 2020	
November 29, 2020	
November 30, 2020	

	YEAR
DECEMBER	2020

DATE	CYCLES
December 1, 2020	
December 2, 2020	PM22,PM23,PM24,PM25,PM26,PM27,PM28,PM29,PM30
December 3, 2020	
December 4, 2020	
December 5, 2020	
December 6, 2020	
December 7, 2020	PM01,PM02,PM03
December 8, 2020	<i>Our Lady of Camarin Day</i>
December 9, 2020	PM04,PM05,PM06
December 10, 2020	
December 11, 2020	PM07,PM08
December 12, 2020	
December 13, 2020	
December 14, 2020	PM09
December 15, 2020	PM10,PM11
December 16, 2020	
December 17, 2020	PM12
December 18, 2020	PM13,PM14
December 19, 2020	
December 20, 2020	
December 21, 2020	PM15,PM16
December 22, 2020	PM17
December 23, 2020	PM18
December 24, 2020	PM19,PM20,PM21
December 25, 2020	<i>Christmas Day</i>
December 26, 2020	
December 27, 2020	
December 28, 2020	
December 29, 2020	
December 30, 2020	
December 31, 2020	



**EXHIBIT B - BILL SAMPLES**



**Guam Power Authority**  
 Aturidat Ilektrisedat Guahan  
**MY ENERGY STATEMENT**

PO BOX 7597  
 TAMUNING, GU 96931-7597

BALANCE FROM PREVIOUS STATEMENT	AMOUNT PAID	ARREARS	CURRENT PERIOD BILLING	PLUS/LESS ADJUSTMENTS	TOTAL AMOUNT DUE
\$321.47	\$0.00	\$321.47	\$300.78	\$0.00	\$622.25

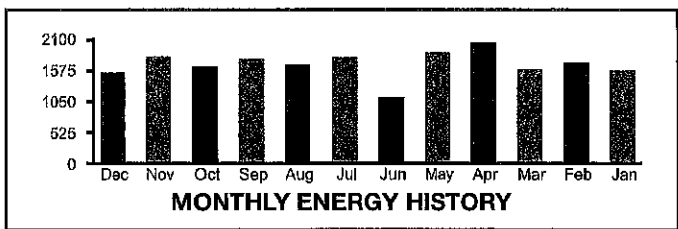
SERVICE INFORMATION	
Account Number	2755400000
Primary Name	[REDACTED]
Service Location	183 CHALAN TAN MARGARITA MACHANAO, DEDED
Bill Date:	02/17/2017
Due Date:	Upon Receipt



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**ENERGY SAVING TIPS**

Switch off TVs, stereos and other electrical equipment rather than leaving them on standby.



Register your residential account at [myenergyguam.com](http://myenergyguam.com) to view your energy usage. For GPA EZ-Pay by Phone, please contact 647-5787/8/9.

Read Date	Meter Nbr	Current Rdg	Previous Rdg	Multiplier	Consumption	Unit	Days	AveDly
02/14/2017	02005958	71357.85	69838.48	1	1,519.37	KWH	28	54.26

Billing Period	Statement Item	Quantity x Rate	Amount
01/18/2017 - 02/14/2017	Electric Residential Rate - Schedule R - Monthly Customer Charge		\$ 15.00
	Energy Charge (First 500 kWh)	500.00 x \$0.06955	34.78
	Energy Charge (Over 500 kWh)	1,019.37 x \$0.08687	88.55
	Fuel Recovery Charge	1,519.37 x \$0.105051	159.61
	Emergency Water-well/Wasterwater Charge (Over 500 kWh)	1,019.37 x \$0.00279	2.84
<b>Current Period Statement Amount</b>			<b>\$ 300.78</b>

\*\* Fuel Recovery Charge reflects the new Levelized Energy Adjustment Clause (LEAC) rate approved by the PUC effective February 1, 2017.  
 \* Account overdue, subject to immediate disconnection without further notice.  
 \* Payment in full required. Please disregard if payment has been made.

**Return this portion with payment. Keep above portion for your records. Important information on reverse side.**



Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
2755400000	Upon Receipt	\$622.25	\$ .



485 275542473878

GP022017 R1 C1\*\*\*\*\*SINGLE-PIECE 96913

PO BOX 7597  
 TAMUNING, GU 96931-7597



Guam Power Authority  
 Aturidat Ilektrisedat Guahan  
 P.O. Box 21868 Barrigada, Guam  
 96921-1868

## IMPORTANT CUSTOMER INFORMATION

Visit our Website at [www.guampowerauthority.com](http://www.guampowerauthority.com)

### GPWA Customer Service Location and Business Hours

Offices are open Monday thru Friday, Saturday at GPWA Upper Tumon office, closed on Holidays. Business hours subject to change without notice. Payments can be made at various financial institutions, Guam Waterworks Authority and the Treasurer of Guam.

#### Gloria B. Nelson Public Service Bldg.

688 Route 15, Fadian Mangilao

7:00 am - 5:00 pm

#### Hagatña Satellite Office

103 Julale Shopping Center

8:00 am - 5:00 pm

#### GPWA Upper Tumon Office

578 N. Marine Corps Dr., Tamuning

7:30 am - 6:00 pm | 9:00 am - 1:00 pm

**By Phone:** GPA EZ-Pay by Phone Contact (671) 647-5787/8/9 7AM - 6PM; **Automated Pay by Phone (IVR)** 1-855-977-2002 24 hours; **Mobile App:** Pay GPWA.

Simply search for the following key words - Pay GPWA, Guam Power, Guam Water, and Guam Utilities in the Apple App store or in the Google Play Store.

**Via Online:** GPA online payment PayGPA at <https://www.paygpa.com/>. We accept VISA, MasterCard and Discover for the Residential Customers. Commercial Accounts are restricted to MasterCard only. Contact us for all inquiries at Customer Service Call Center (671) 647-5787/8/9 or email us at [customersfirst@gpagwa.com](mailto:customersfirst@gpagwa.com).

### EMERGENCY 24-HOUR SERVICE Dispatcher: (671) 475-1472/3/4

- Non-receipt of energy statement does not prevent your account from becoming due or payable.
- All Energy Statements are past due if unpaid 15 days after the "Statement Date"
- Past due balance must be paid at a GPA Customer Service Office to ensure timely receipt of your payment and to avoid service interruptions. Restoration of service may take up to 48 hours once full payment has been made.
- Your service may be disconnected if payment is received after the stated due date. If your service is disconnected, you may be required to pay your energy statement in full plus a reconnection fee, a service establishment charge and a cash deposit before your service is restored.
- **Late Payment.** Whenever a payment of a regular Energy Statement for electric service is received after 5:00 pm of the date specified in the original energy statement as the date such payment is due, an additional charge of .75% of the amount of said statement shall be assessed as your late payment charge.
- **When usage on your statement is Estimated.** We try to read your meter each month, but if for some reason we cannot, your energy statement will be based on an estimate of recent average use. You are responsible for ensuring that your meter is unobstructed and accessible.
- **Moving or Starting New Service.** Please visit our office at least two business days before moving or starting new service.
- **Life Support or Emergency Equipment.** Please contact Customer Service if anyone living in your home is dependent on life support or emergency equipment. However, because unplanned outages can and do occur, it is important for customers on life support to make alternative plans should the power go out at their homes.
- For other information regarding your service, account charges and rate schedules, please visit our website at [www.guampowerauthority.com](http://www.guampowerauthority.com) or call Customer Service.

To report illegal hookups/connections or suspected wrong doing at GPA call the Internal Audit Office.

**Hotline Number: 671-648-3199** or email to [ia-rps@gpagwa.com](mailto:ia-rps@gpagwa.com). All reports are held in strict confidence.

#### Update My Information

*Please allow 1-2 energy statement cycles for changes to take effect.*

Your Account Number: \_\_\_\_\_ Account Holder's Email: \_\_\_\_\_

Change my mailing address to street address/PO Box: \_\_\_\_\_

City: \_\_\_\_\_ State/Territory: \_\_\_\_\_ ZIP: \_\_\_\_\_

Home Phone No.: \_\_\_\_\_ Work Phone No.: \_\_\_\_\_ Cell Phone No.: \_\_\_\_\_

Name of Account Holder: \_\_\_\_\_ Account Holder's Authorization Signature \_\_\_\_\_



**Guam Power Authority**  
 Aturidat Iktresedat Guahan  
**MY ENERGY STATEMENT**

PO BOX 8474  
 TAMUNING, GU 96931-8474

BALANCE FROM PREVIOUS STATEMENT	AMOUNT PAID	ARREARS	CURRENT PERIOD BILLING	PLUS/LESS ADJUSTMENTS	TOTAL AMOUNT DUE
\$244.60	\$-244.60	\$0.00	\$238.94	\$0.00	\$238.94

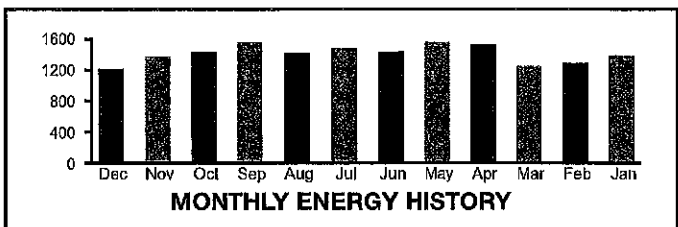
SERVICE INFORMATION	
Account Number	3728000000
Primary Name	[REDACTED]
Service Location	381 CHALAN BONGBONG LN, DEDEDO
Bill Date:	02/17/2017
Due Date:	03/07/2017



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**ENERGY SAVING TIPS**

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Read Date	Meter Nbr	Current Rdg	Previous Rdg	Multiplier	Consumption	Unit	Days	AveDly
02/14/2017	02006509	44402.94	43201.24	1	1,201.70	KWH	28	42.92

Billing Period	Statement Item	Quantity x Rate	Amount
1/18/2017 - 02/14/2017	Electric Residential Rate - Schedule R - Monthly Customer Charge		\$ 15.00
	Energy Charge (First 500 kWh)	500.00 x \$0.06955	34.78
	Energy Charge (Over 500 kWh)	701.70 x \$0.08687	60.96
	Fuel Recovery Charge	1,201.70 x \$0.105051	126.24
	Emergency Water-well/Wasterwater Charge (Over 500 kWh)	701.70 x \$0.00279	1.96
<b>Current Period Statement Amount</b>			<b>\$ 238.94</b>

\*\* Fuel Recovery Charge reflects the new Levelized Energy Adjustment Clause (LEAC) rate approved by the PUC effective February 1, 2017.

**Return this portion with payment. Keep above portion for your records. Important information on reverse side.**



Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
3728000000	03/07/2017	\$238.94	\$ .



485 372809037898

GP022017 R2 C2\*\*\*\*\*SINGLE-PIECE 96913

PO BOX 8474  
 TAMUNING, GU 96931-8474



Guam Power Authority  
 Aturidat Iktresedat Guahan  
 P.O. Box 21868 Barrigada, Guam  
 96921-1868

## IMPORTANT CUSTOMER INFORMATION

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8:00 am - 5:00 pm

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578 N. Marine Corps Dr., Tamuning

7:30 am - 6:00 pm | 9:00 am - 1:00 pm

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**Via Online:** GPA online payment PayGPA at <https://www.paygpa.com/>. We accept VISA, MasterCard and Discover for the Residential Customers. Commercial Accounts are restricted to MasterCard only. Contact us for all inquiries at Customer Service Call Center (671) 647-5787/8/9 or email us at [customersfirst@gpagwa.com](mailto:customersfirst@gpagwa.com).

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- **When usage on your statement is Estimated.** We try to read your meter each month, but if for some reason we cannot, your energy statement will be based on an estimate of recent average use. You are responsible for ensuring that your meter is unobstructed and accessible.
- **Moving or Starting New Service.** Please visit our office at least two business days before moving or starting new service.
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**Hotline Number: 671-648-3199** or email to [ia-rps@gpagwa.com](mailto:ia-rps@gpagwa.com). All reports are held in strict confidence.

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Change my mailing address to street address/PO Box: \_\_\_\_\_

City: \_\_\_\_\_ State/Territory: \_\_\_\_\_ ZIP: \_\_\_\_\_

Home Phone No.: \_\_\_\_\_ Work Phone No.: \_\_\_\_\_ Cell Phone No.: \_\_\_\_\_

Name of Account Holder: \_\_\_\_\_ Account Holder's Authorization Signature \_\_\_\_\_



**Guam Power Authority**  
 Aturidat Iktresedat Guahan  
**MY ENERGY STATEMENT**

PO BOX 5230  
 HAGATNA, GU 96932-8660

BALANCE FROM PREVIOUS STATEMENT	AMOUNT PAID	ARREARS	CURRENT PERIOD BILLING	PLUS/LESS ADJUSTMENTS	TOTAL AMOUNT DUE
\$297.94	\$-142.91	\$155.03	\$143.48	\$0.00	\$298.51

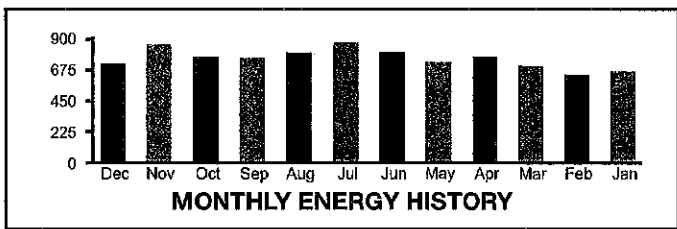
SERVICE INFORMATION	
Account Number	8177300000
Primary Name	[REDACTED]
Service Location	130 GARDENIA ST, DEDEDO
Bill Date:	02/17/2017
Due Date:	Upon Receipt



**ENERGY sense**  
 Bringing energy solutions to you!

**ENERGY SAVING TIPS**

Switch off TVs, stereos and other electrical equipment rather than leaving them on standby.



Register your residential account at [myenergyguam.com](http://myenergyguam.com) to view your energy usage. For GPA EZ-Pay by Phone, please contact 647-5787/8/9.

Read Date	Meter Nbr	Current Rdg	Previous Rdg	Multiplier	Consumption	Unit	Days	AveDly
02/14/2017	02006620	35420.76	34709.29	1	711.47	KWH	28	25.41

Billing Period	Statement Item	Quantity x Rate	Amount
1/18/2017 - 02/14/2017	Electric Residential Rate - Schedule R - Monthly Customer Charge		\$ 15.00
	Energy Charge (First 500 kWh)	500.00 x \$0.06955	34.78
	Energy Charge (Over 500 kWh)	211.47 x \$0.08687	18.37
	Fuel Recovery Charge	711.47 x \$0.105051	74.74
	Emergency Water-well/Wasterwater Charge (Over 500 kWh)	211.47 x \$0.00279	0.59
<b>Current Period Statement Amount</b>			<b>\$ 143.48</b>

\*\* Fuel Recovery Charge reflects the new Levelized Energy Adjustment Clause (LEAC) rate approved by the PUC effective February 1, 2017.  
 \* Account overdue, subject to immediate disconnection without further notice.  
 \* Payment in full required. Please disregard if payment has been made.

**Return this portion with payment. Keep above portion for your records. Important information on reverse side.**



Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
8177300000	Upon Receipt	\$298.51	\$ .



485 817737247765

GP022017 R3 C3\*\*\*\*\*SINGLE-PIECE 96913

PO BOX 5230  
 HAGATNA, GU 96932-8660



Guam Power Authority  
 Aturidat Iktresedat Guahan  
 P.O. Box 21868 Barrigada, Guam  
 96921-1868

## IMPORTANT CUSTOMER INFORMATION

Visit our Website at [www.guampowerauthority.com](http://www.guampowerauthority.com)

### GPWA Customer Service Location and Business Hours

Offices are open Monday thru Friday, Saturday at GPWA Upper Tumon office, closed on Holidays. Business hours subject to change without notice. Payments can be made at various financial institutions, Guam Waterworks Authority and the Treasurer of Guam.

#### Gloria B. Nelson Public Service Bldg.

688 Route 15, Fadian Mangilao

7:00 am - 5:00 pm

#### Hagatña Satellite Office

103 Julale Shopping Center

8:00 am - 5:00 pm

#### GPWA Upper Tumon Office

578 N. Marine Corps Dr., Tamuning

7:30 am - 6:00 pm | 9:00 am - 1:00 pm

**By Phone:** GPA EZ-Pay by Phone Contact (671) 647-5787/8/9 7AM - 6PM; **Automated Pay by Phone (IVR)** 1-855-977-2002 24 hours; **Mobile App:** Pay GPWA.

Simply search for the following key words - Pay GPWA, Guam Power, Guam Water, and Guam Utilities in the Apple App store or in the Google Play Store.

**Via Online:** GPA online payment PayGPA at <https://www.paygpa.com/>. We accept VISA, MasterCard and Discover for the Residential Customers. Commercial Accounts are restricted to MasterCard only. Contact us for all inquiries at Customer Service Call Center (671) 647-5787/8/9 or email us at [customersfirst@gpagwa.com](mailto:customersfirst@gpagwa.com).

## EMERGENCY 24-HOUR SERVICE Dispatcher: (671) 475-1472/3/4

- Non-receipt of energy statement does not prevent your account from becoming due or payable.
- All Energy Statements are past due if unpaid 15 days after the "Statement Date"
- Past due balance must be paid at a GPA Customer Service Office to ensure timely receipt of your payment and to avoid service interruptions. Restoration of service may take up to 48 hours once full payment has been made.
- Your service may be disconnected if payment is received after the stated due date. If your service is disconnected, you may be required to pay your energy statement in full plus a reconnection fee, a service establishment charge and a cash deposit before your service is restored.
- **Late Payment.** Whenever a payment of a regular Energy Statement for electric service is received after 5:00 pm of the date specified in the original energy statement as the date such payment is due, an additional charge of .75% of the amount of said statement shall be assessed as your late payment charge.
- **When usage on your statement is Estimated.** We try to read your meter each month, but if for some reason we cannot, your energy statement will be based on an estimate of recent average use. You are responsible for ensuring that your meter is unobstructed and accessible.
- **Moving or Starting New Service.** Please visit our office at least two business days before moving or starting new service.
- **Life Support or Emergency Equipment.** Please contact Customer Service if anyone living in your home is dependent on life support or emergency equipment. However, because unplanned outages can and do occur, it is important for customers on life support to make alternative plans should the power go out at their homes.
- For other information regarding your service, account charges and rate schedules, please visit our website at [www.guampowerauthority.com](http://www.guampowerauthority.com) or call Customer Service.

To report illegal hookups/connections or suspected wrong doing at GPA call the Internal Audit Office.  
**Hotline Number: 671-648-3199** or email to [ia-rps@gpagwa.com](mailto:ia-rps@gpagwa.com). All reports are held in strict confidence.

### Update My Information

Please allow 1-2 energy statement cycles for changes to take effect.

Your Account Number: \_\_\_\_\_ Account Holder's Email: \_\_\_\_\_

Change my mailing address to street address/PO Box: \_\_\_\_\_

City: \_\_\_\_\_ State/Territory: \_\_\_\_\_ ZIP: \_\_\_\_\_

Home Phone No.: \_\_\_\_\_ Work Phone No.: \_\_\_\_\_ Cell Phone No.: \_\_\_\_\_

Name of Account Holder: \_\_\_\_\_ Account Holder's Authorization Signature \_\_\_\_\_

**EXHIBIT C - SAMPLE OUTGOING ENVELOPE**

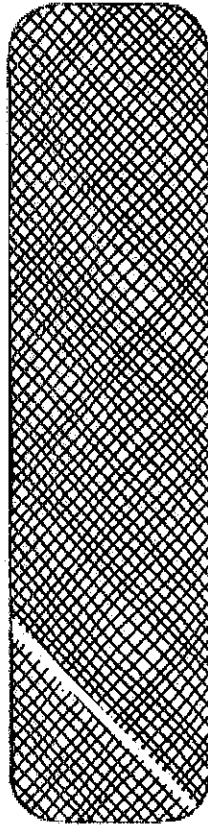




**GUAM POWER AUTHORITY**  
**ATURIDÁT ILEKTRESEDÁT GUAHAN**  
P.O. Box 21868 Barrigada, Guam 96921-1868

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
HAGATNA, GUAM  
PERMIT NO. 47

**STATEMENT ENCLOSED**



# **EXHIBIT**

**“2”**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN  
P.O.BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

May 27, 2021

**AMENDMENT NO.: I**

**TO**

**REQUEST FOR PROPOSAL NO.: RE-SOLICITATION GPA-RFP-21-002**

**FOR**

**PROFESSIONAL PRINTING, MAILING, AND PROCESSING SERVICES RELATING TO UTILITY  
CUSTOMER BILLING**

Interested Firms/Individuals are hereby notified of the following inclusions and response to inquiries received from Proponent No.: 1 dated May 25, 2021:

**INCLUSIONS:**

Under Exhibit A – 2020 Billing Cycle, include Pages 50(a) and 50(b) of 59 (see attached).

**QUESTION:**

1. Form of Contract – this is just an idea of what it will look like? I don't have to include this to our proposal?

**ANSWER:**

The Form of Contract is a draft contract which will be executed upon award. Therefore, it is not required upon submission of the Technical Proposal.

**QUESTION:**

2. Required forms – it states that exhibit A is required in our proposal but when looking at exhibit A in the bid packet its only a list of your billing cycles and dates. Note sure what to do here?

**ANSWER:**

Kindly refer to ***INCLUSIONS*** above.

All other Terms and Conditions in the RFP package shall remain unchanged and in full force.

  
for JOHN M. BENAVENTE, P.E.  
General Manager

Requirement		Yes	No	Partial	Explanation/Comments
A. Communication	A. 1 How do you receive the bill extract or letter file from us?				
	A. 2 What file formats can you accept?				
B. Security	B. 1 Does your system have data transfer security? If so, what type?				
	B. 2 Does your system have process security? If so, what type?				
C. Bill Format Software	C. 1 Do you support flexible bill formats as follows: • Residential Bills (Exhibit B) • Commercial Bills (Exhibit B) • Landlord Bill (Exhibit B)				
	C. 2 Does your system provide the ability to customize the bill print appearance?				
	C. 3 Can you produce flexible, dynamic bills?				
	C. 4 Can you produce unbundled bills?				
	C. 5 Can you produce summary bills?				
	C. 6 Can you produce bills with dynamic marketing messages?				
	C. 7 Can you produce bills with dynamic logos?				
	C. 8 Can you produce bills with dynamic graphs and charts? (Future option)				
	C. 9 Can you produce bills with bar codes?				
	C. 10 Can you produce bills in multiple languages? (Future option)				
	C. 11 Can you produce bills with the remittance coupon on the top, bottom or either?				
	C. 12 Can you format flexible marketing letter, notices, and				
	C. 13 Number of colors able to use?				
	C. 14 Can you print the SCAN LINE on the bill using the font OCR-B?				
	C. 15 Can your system print 2 sided (back-to-back) LL bills?				
	C. 16 Can your system supports "two-up" (11 1/2 x 14) formats				
	C. 17 Can your system supports 8 1/2 x 11 format				
	C. 18 The system provides an out file of billing data for outsources printer and mailer				
	C. 19 The system supports graphic images, shading, bolding and				
	C. 20 The system will allow combining charges by type on the bill.				
	C. 21 At a minimum the bill can present the following discrete data • Bill Date • Bill period for each service • Previous and Current Meter readings by meter • Rate Schedule per meter/service • Rate Description • Consumption being billed by service				
D. Electronic Archive	D. 1 Do you have electric archive capabilities? If so, what type?				
	D. 2 What method is used for retrieval of the archive?				
	D. 3 Can you integrate bill view with the billing system? If so, how?				
	D. 4 Can you reprint an exact copy of the bill from archive, including scan line, bar code, fonts, and graphs? If yes, what printer languages do you support for the reprint?				
	D. 5 What types of viewers do you support?				
	D. 6 What are your storage capabilities for printed data?				
	D. 7 What is your purge process of the stored data?				
	D. 8 Could customers view their historical bills on our website? If so, in what format?				
	D. 9 Can you integrate bill with the CC&B system? If so, how?				
E. Internet Email Delivery or Notification of Bill	E. 1 Can you e-mail bill notifications to customers? If so, what is the process for customers to view their bill from within the electronic notification?				
	E. 2 Can you provide exact bill representation, of the bills accessed from the electronic notification?				
F. Duplicate Bill	F. 1 explain your method.				
	• Meter size per service				
	• Meter number(s) per service				
	• Account Name				
	• Account Address				

Requirement		Yes	No	Partial	Explanation/Comments
	<ul style="list-style-type: none"> <li>• Surcharges, fees, penalties and taxes with descriptions</li> <li>• Past Due Balance</li> <li>• Previous Balance</li> <li>• Current Amount Due</li> <li>• Bill Due Date</li> <li>• Next meter reading date</li> <li>• Consumption History Graph by service</li> <li>• Subtotal by service</li> <li>• Bill Messages</li> <li>• User defined Scan Line (Mod10)</li> <li>• Handling code, i.e. Opening bill, closing bill,</li> <li>• User defined data</li> </ul>				
G. Special Handling/Pull Bill	<p><b>G. 1</b> Can you pull a bill during production? if needed, could the bill be printed then returned to GUC?</p> <p><b>G. 1.1</b> If so, please explain your method for the following pull situations: pulling bill with a returned printed statement, pull a bill with archive only, and pull a bill to not process.</p> <p><b>G. 2</b> if necessary, could you pull a bill electronically?</p> <p><b>G. 3</b> Can you support special handling of certain accounts? Such as: archive only without a notification; archive and notify; archive, print and notify archive and print.</p>				
H. Printer	<p><b>H. 1</b> Do you support duplex printing?</p> <p><b>H. 2</b> How many different paper stocks can you co-mingle into an envelope?</p> <p><b>H. 3</b> What are the different paper stocks your printers are capable of using?</p> <p><b>H. 4</b> Can you print checks, i.e. MICR? If so, can you insert the refund check with bill?</p>				
I. Finishers/Insertion Equipment	<p><b>I. 1</b> Do you have Intelligent Insertion stations? If so, how many?</p> <p><b>I. 2</b> How many pages can you send in a #10 envelope, i.e., tri-fold?</p> <p><b>I. 3</b> How many pages can you send in a #6 envelope, i.e., one-fold? (Future option)</p> <p><b>I. 4</b> Can you send bills in a flat envelope? (Future option)</p>				
J. Mail	<p><b>J. 1</b> What steps do you take to insure lowest cost of postage?</p> <p><b>J. 2</b> Do you do address verification and postal sorting? If so, what software?</p> <p><b>J. 3</b> Do you support Indicia mailing?</p> <p><b>J. 4</b> What type of mailing classes do you use? Indicate which carriers you use for the classes.</p>				
K. Paper/Envelope	<p><b>K. 1</b> perforated paper)?</p> <p><b>K. 2</b> window envelopes)?</p> <p><b>K. 3</b> Do you offer Paper Design services? ( Future option)</p> <p><b>K. 4</b> How do you handle inventory control?</p> <p><b>K.4.1</b> Is there an additional cost for inventory control?</p> <p><b>K.4.2</b> Is there an additional cost for delivery?</p>				
L. Processing Window	<p><b>L.1</b> Do you offer same -day processing of the billing statements?</p> <p><b>L.1.1</b> What is the cutoff for same-day processing?</p> <p><b>L.2</b> Do you have enough capacity to handle large volume increases during a daily cycle?</p>				
M. Disaster Recovery Plan	<p><b>M.1</b> Do you have a disaster Recovery Plan established?</p> <p><b>M.1.1</b> Details should include testing scope and frequency as well as</p> <p><b>M.1.2</b> notified of an unplanned incident relevant to completion of a</p>				
N. Reporting	<p><b>N. 1</b> Describe control handling for</p> <p>Balance Controls</p> <p>Out of balance procedures</p> <p><b>N. 2</b> How do you validate that transmittals sent by Guam Power Authority are complete and error free. How is the receipt of such files acknowledged?</p> <p><b>N. 3</b> How you communicate a mailing has been completed.</p> <p><b>N. 4</b> Can you provide a detailed timeline of each cycle/job, starting at receipt of the file to complete processing and mailing.</p>				
O. Other Internet Services	<p><b>O.1</b> Describe any other services you may offer.</p>				
P. Other Miscellaneous Accounts	<p><b>P.1</b> Does your system provide the ability to print other customized bills e.g. Landlord (LL) bills? (Please see Exhibit B)</p> <p><b>P.2</b> Can your system print 2 sided (back-to-back) LL bills?</p> <p><b>P.3</b> Can you send LL bills electronically?</p> <p><b>P.4</b> What are the mailing options for LL bills?</p>				

# EXHIBIT

“3”

## Dawn KP Fejeran

---

**From:** Dawn KP Fejeran  
**Sent:** Thursday, May 27, 2021 2:32 PM  
**To:** 'jessie@gciguam.com'  
**Cc:** Jamie C. Pangelinan (jpangelinan@gpagwa.com); Josephina F. Naputi; Daniele Peter D. Reyes  
**Subject:** RE: GPA RFP 21-002

Hafa Adai Jessie,

This is to acknowledge receipt of your email below. A formal response shall be forthcoming.

Thank you,

Dawn

**From:** Jessie Rosario <jessie@gciguam.com>  
**Sent:** Tuesday, May 25, 2021 2:28 PM  
**To:** Jamie C. Pangelinan <jpangelinan@gpagwa.com>  
**Subject:** Re: GPA RFP 21-002

Hafa adai Jaime, hope all is well.

just have a few questions regarding the RFP.

1. Form of contract – this is just an idea of what it will look like? I don't have to include this to our to our proposal?
2. Required forms – it states that exhibit A is required in our proposal but when looking at exhibit A in the bid packet its only a list of your billing cycles and dates. Not sure what to do here?

Thank you so much and have a wonderful day ☺

Kind Regards,

*Jessie Rosario*  
VP, Sales & Marketing



Mobile: (671) 689-3073  
Tel: (671) 472-3072  
Fax: (671) 472-3074  
Website: [www.gciguam.com](http://www.gciguam.com)

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# **EXHIBIT**

**“4”**



BillPrint. eBills. Delivered.

**COPY**

*An Innovative Outsourcing Partner*

**InfoSend, Inc. Response to:**

**Guam Power Authority  
Request for Proposal 21-002**

Re-Solicitation of Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

**Due:** June 3, 2021

**Time:** 3:00 PM

**Prepared for:** Procurement Office

**Provided by:** Glen Everroad  
Government Solutions  
glen.e@infosend.com  
Office: 714.993.2690  
Mobile: 949.874.4786

Kelly Law  
Territory Sales Manager  
kelly.l@infosend.com  
Office: 714.993.2690  
Mobile: 949.566.3891

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# Cover Letter

May 27, 2021

Guam Power Authority  
GPWA Procurement Office  
Gloria B. Nelson Public Service Building  
688 Route 15  
1st. Floor, Room 101  
Fadian, GU 96913

To the Guam Power Authority response evaluation committee:

InfoSend Incorporated is pleased to present this response to the Guam Power Authority based on its request for proposal for Professional Printing, Mailing and Processing Services Related to Utility Customer Billing, due June 3, 2021 at 3:00 PM. Russ Rezai is InfoSend's president with the authority to legally bind the company. Kelly Law and Glen Everroad are authorized to represent InfoSend with regards to this response. Their contact information is provided below. The InfoSend team has reviewed the Authority's technical requirements and is confident that our offering and benefits presented herein will provide the Authority and its customers with the greatest value in the market today.

InfoSend (FEIN: 330748516) is a privately held California corporation, incorporated in 1997, with 175 current employees delivering more than 220 million print/electronic documents across the nation per year. In addition to our Anaheim California headquarters, we own and operate production facilities in Illinois, Texas, and Florida. InfoSend's core competencies are information technology, data processing, document formatting, and document production/delivery. 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.

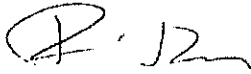
## InfoSend Advantages and Differentiators

- Extensive experience with Oracle data.
- Wholly owned and operated out of 4 regional production facilities. We never use subcontractors to sub excess printing volume out to other vendors.
- 24+ years of expertise working with the USPS, guaranteeing the lowest cost presort and most efficient setup, never marking up postage from USPS rates.
- Excellent account management tools and personnel with continued attention to cost savings.
- No need to order preprinted stock, due to our full color duplex variable printing capabilities and customer-targeted messaging.
- Experienced in processing and composing all iterations of billing types, including solar/net metering bills requiring logic and calculations, summaries and true-ups.
- Capacity to handle both high-volume and low-volume, specialized print and mailing requests with fast turn-around times.
- InfoSend manufactures its own envelopes, controlling costs by eliminating the middle man.
- PCI Level 1 Compliant and SOC Type I & II Audited
- Specializes in supporting over 550 public utility clients nationwide


**Summary**

The InfoSend solution is a complete, proven technology practice that includes print/finish/mail services, and an enhanced print and delivery process. InfoSend provides unequalled technical support, based on our proven experience and significant investment in staff and R&D roadmap. We believe that efficiencies can be improved by introducing new thoughts and ideas. We are proud to say that in 24+ years we have never had a public agency client discontinue services with InfoSend due to programming, production, quality, customer service, or operational issues. We think that makes us pretty unique in our industry. We firmly believe that entering into a partnership with the Guam Power Authority will result in an efficient and cost-effective back-office operation. Thank you for this opportunity to present our services.

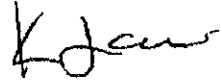
Sincerely,



Russ Rezai  
President  
[Russ.r@infosend.com](mailto:Russ.r@infosend.com)  
O. 714.993.2690



Glen Everroad  
Government Solutions  
[glen.e@infosend.com](mailto:glen.e@infosend.com)  
C. 949.874.4786



Kelly Law  
Territory Sales Mgr.  
[kelly.l@infosend.com](mailto:kelly.l@infosend.com)  
O. 714.993.2690

# Experience

## Get to Know InfoSend - A Reliable Partner

InfoSend has provided business process outsourcing services since 1996, handling the processing and distribution of over 220 million critical documents annually for industries throughout the United States. Utilizing the most current technology, InfoSend's Customer Engagement platform offers a single source provider to reach customers with effective and timely interactions.

InfoSend's Customer Communications Management (CCM) platform distributes critical documents across multiple channels, including InfoSend's own manufacturing environments in California, Texas, Illinois and Florida for Data Processing, Printing, and Mailing (DPPM). InfoSend's hosted Electronic Presentment and Payment (EBPP) applications drive the customer remittance process with web, IVR, SMS and Bank BillPay payments. The cloud-based, Software as a Service (SaaS) approach allows InfoSend to refine offerings without client-side installed software or maintenance, as well as providing for flexible integrations to existing systems or vendors.

Integrity is at the core of InfoSend, with a stated goal to retain and provide complete satisfaction for each client. InfoSend has over 170 employees across multiple states, and the company culture has led to high employee retention, affording clients familiarity and quality service. From our internal operations, to how we support our valuable clients, InfoSend's client-focused service has led to an industry leading client retention and satisfaction rate.

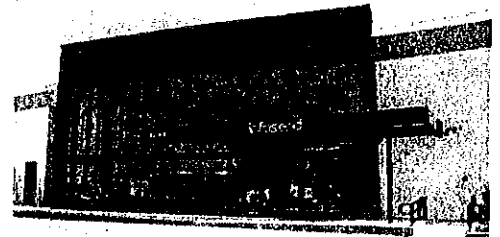
## InfoSend Facilities

InfoSend is located strategically across the nation, ensuring both disaster mitigation and regional access to the USPS.

### Corporate Headquarters & Western US Production Facility

4240 E. La Palma Ave · Anaheim CA 92807

InfoSend owns and operates its 80,000 sq. ft. headquarters and Western US production facility. This facility sits on a 4.3-acre lot and is one of the premier bill processing centers in California. This facility acts as the primary data center, provides disaster recovery to the other facilities, and has a 600KW backup generator that can power the entire facility in the event of a grid failure. InfoSend's Anaheim facility is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site. This property also has a separate 25,000 sq. ft. building constructed on campus for additional office and warehouse space.



### Midwest & Northeastern US Production Facility

1406 Centre Circle · Downers Grove IL 60515

InfoSend owns and operates a 25,000 sq. ft. Midwest production and disaster recovery facility located in Downers Grove, just west of Chicago, Illinois. This facility is used to process mail for clients located in the Midwest or Northeast, and also serves as an out of state disaster recovery facility. The location is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site.



### Texas & South Central US Production Facility

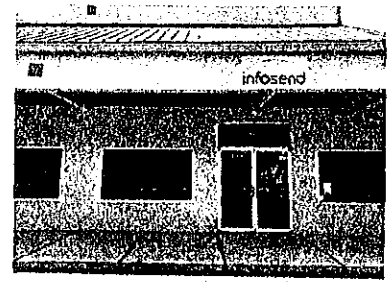
1624 W Crosby Road #128 · Carrollton TX 75006

InfoSend's 21,000 sq. ft. Texas Production facility is located near Dallas and is the main production center for clients in the South and the Central US. This facility also provides out-of-state disaster recovery for InfoSend's other locations.



Florida & Southeastern US Production Facility  
13891 Jetport Loop · Fort Myers FL 33912

InfoSend's 13,000 sq. ft. Southeastern production facility is located South of Tampa, FL. This facility is used to process documents for clients located in Florida, the Southeast and up the Eastern Seaboard.



### InfoSend Data Process Flow

InfoSend's Customer Communications Management (CCM) platform is designed to securely and efficiently accept, process and output client data to customers in a reliable and transparent manner. The data flow for InfoSend entails:

1. **Client Input-Data Transfer and Acknowledgement**
2. **Data Processing and Validation**
3. **Document Composition and Sample Approval**
4. **Printing**
5. **Quality Control**
6. **Mailing and Electronic Distribution**
7. **Confirmation and Reporting**

#### 1. Client Input-Data Transfer and Acknowledgement

- **Secure File Upload Options:** On a 24/7 basis, data files can be sent to InfoSend via FTP or SFTP or clients can also log in to InfoSend's secure website and upload files using the HTTPS file upload method. Optionally, and depending on client security requirements, password protected or PGP/GPG encryption can be utilized on the files. When a file is received, it is automatically time-stamped and logged in InfoSend's Job Tracking database.
- **Duplicate File Prevention:** All data transfers are checked against an archive of file-level hashes and if a match is found, the system will detect the file as a duplicate. If a duplicate is detected, the processing program is halted and a warning is generated, calling for immediate follow up by InfoSend support personnel.
- **Multi-File Inputs:** InfoSend's system can be configured to create batches based on multiple source files, as well as wait a predetermined amount of time for more client records to be transferred before beginning the batch processing.
- **Process Confirmation:** Successfully transferred files are identified by client input type, resulting in a confirmation receipt sent.

#### 2. Data Processing and Validation

- **File Integrity:** Each of InfoSend's programs is custom made to work with the clients' specific data file format. Incomplete or erroneous data will result in a program halt, issuing a warning that is escalated to InfoSend support personnel for immediate follow up.
- **Data Checks:** InfoSend programs are set up to check for individual data fields and halt if criteria are not met—for example if a date field contains a value older than an acceptable threshold. All data check halts issue a warning and escalation to InfoSend support personnel.

#### 3. Document Composition and Sample Approval

- **Job Batch Creation:** InfoSend's system will take validated input data and begin processing by assigning a unique production Job Code specific to the client input file(s). This Job Code identifies and accompanies the output through InfoSend's processing.
- **Document Layout and Business Logic:** the input data is rendered by the InfoSend application, resulting in the layout defined during the implementation. Any client defined special business logic conditions are applied at this time.
- **USPS & Special Messaging:** During processing, the system will also validate customer mailing addresses, optionally apply National Change of Address (NCOA) updates, and perform record suppression based on client-defined criteria. The system also performs USPS pre-sorting of records,

applying the Intelligent Mail Barcode (IMB) and ensuring the records are in the correct order to maximize postal efficiency. Additionally, InfoSend's CCM platform will check the database for any scheduled messages or inserts to be included with the output.

- **Rendered Output and Sample Review:** Once a file has successfully been rendered, clients have the option to review a sample file containing a PDF output of the documents. Sample outputs can contain a percentage of or the complete output and includes a Process Summary report cover page which lists details on the output work to be performed by InfoSend. Clients are provided the option to either reject and resend their data file with corrections or approve the batch. Once files are approved, an email confirmation of the approval is sent, and the output is released to the manufacturing environment for distribution.

#### 4. Printing

- **Job Priority:** Jobs are printed on an as-received basis, with jobs requiring the shortest turnaround time given priority. InfoSend is committed to meeting the agreed upon mail turnaround times for all clients simultaneously and is staffed and equipped accordingly.
- **Operator Controls:** Once a sample file batch has been approved for printing, files are sent to the print production queue. InfoSend's unique Central Print program monitors print jobs in the production department, prohibiting a job from being printed more than once, and provides operator controls including timestamps of printing time and other tracking metrics. InfoSend production staff with appropriate permissions are granted access to queued files.
- **Job Ticket:** A job ticket is attached during processing to each production run. A job ticket contains information such as printing specifications, form type, envelope options, and whether an insert should accompany the file. The job ticket is printed in our production department and remains with a job until it is released to the USPS for mailing.

#### 5. Quality Control

- **Dedicated Workflow and Staffing:** InfoSend's emphasis on quality and customer satisfaction requires a dedicated step and operator role in the process to validate the printed output. This step in the process takes place after printing but before distribution. Each job is thoroughly checked a minimum of 4 times for general alignment, printing, color or mailing address block issues which would result in problematic processing or mailing: before printing, after printing, upon delivery to the QC department and finally upon delivery to the mailing department.
- **Uniquely Tailored QC Program:** InfoSend has an internally developed workflow that provides onscreen prompts to QC personnel, requesting they check for bill specific information (such as customer name, account number, address) on randomly selected pages throughout the batch. These onscreen prompts are customized to the client's data and ensure the integrity of data throughout the batch before releasing for distribution.

#### 6. Mailing and Electronic Distribution

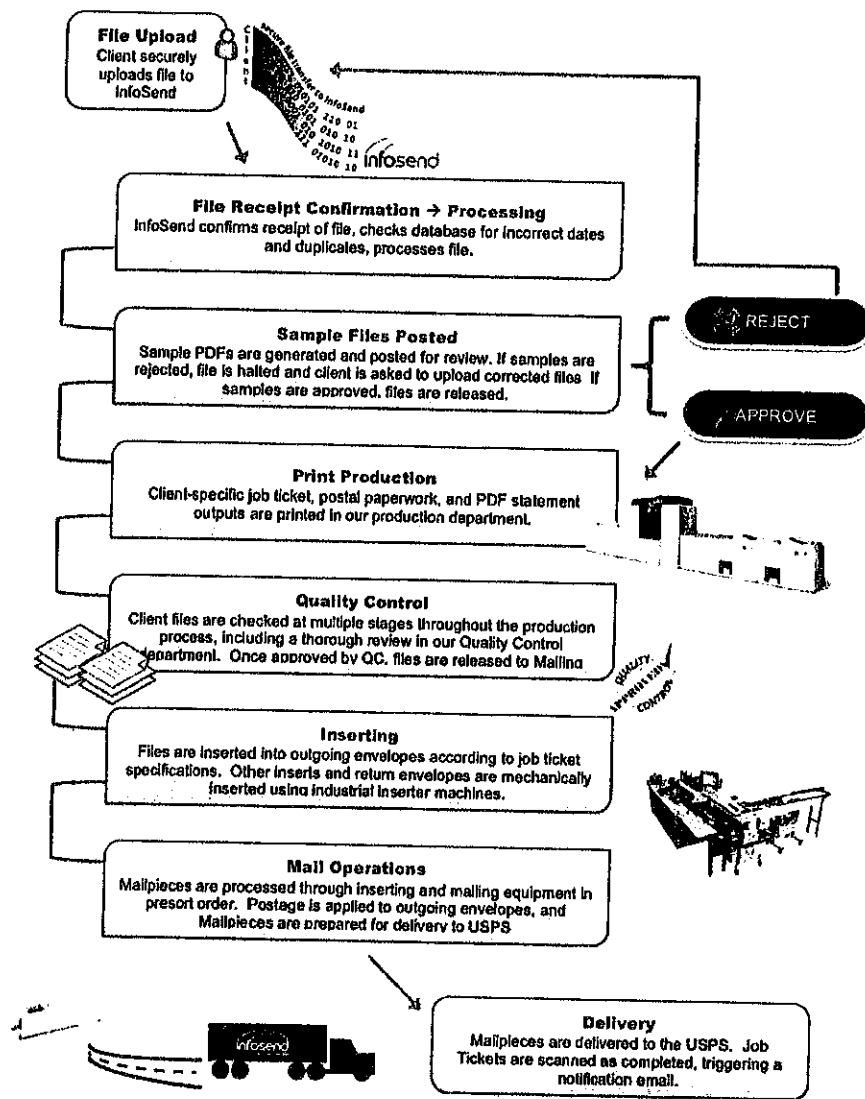
- **Mailing Department:** once a job has gone through Quality Control, it is released to the printing department for fulfillment. All printed pages are matched to the correct materials per the Job Ticket and inserted into the envelope for mailing. Mail that has been inserted is then delivered to the USPS with the appropriate postal paperwork for the USPS to validate prior to induction. Upon delivery to the USPS, either at the onsite Detached Mail Unit (DMU) or local distribution center, the job batch is scanned as completed by an InfoSend operator.
- **Electronic, Multi-Channel Distribution:** upon completion of the job batch, InfoSend's CCM platform begins the electronic distribution of customer records to the InfoSend archive, hosted eBusiness system, back to the client, or other third-party distribution networks.

#### 7. Confirmation and Reporting

- **Process Confirmation:** once InfoSend has completed the distribution of the client job batch, a confirmation receipt is sent to the client with details on the job batch execution. This receipt serves as the final notification regarding the input data received.
- **Reporting:** InfoSend's platform also provides robust reporting back to clients on the output services performed. InfoSend offers detailed address update and suppression reporting, as well as customized, detailed breakdown of the fulfillment.



# Data Processing Workflow Diagram:



## Job Tracking Tool

The Job Tracker provides the current status of jobs as it progresses through InfoSend's data processing and print production departments. The Job Tracking tool contains details such as job type, number of component files that are contained within the job, file receipt timestamps, sample files that may be downloaded, and the status of printing/quality control/mail preparation. Once a file has been completed for mailing and mail pieces have been released to the USPS a timestamp of file completion confirmation will be provided. InfoSend provides a history of the past 100 jobs that were processed through the system.

**Job Tracking**

Here is a list of the last 100 jobs submitted by your organization. Jobs with a grey background have been placed on hold. Please contact an InfoSend representative if further details are required.

Show Filenames -  | Job Type - All Types | Only Show Active Jobs -

Job Code	Filename	Received	Processing	Sample File	Sample Status	Printing	QC	Mail Prep	Confirmation	View
RETURN_BILLS	INFO2326 RETURNS 2012.TXT	2012-03-30 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	
REGULAR_BILLS	IN10023A REGULARS 2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	
DELINQUENT_NOTICE	IN10023A DELINQUENTS 2012.TXT	2012-03-23 10:30:01	Done	2012-03-23 10:45:00	Approved	Pending	Pending	Pending	Pending	

### Data Processing, Print and Mail Reporting Highlights

- **File Transmission and Processing:** InfoSend provides key reports during file transmission, after data processing, and upon file completion so clients are informed throughout the entire process.
- **Process and Postage Summary:** for clients utilizing the Sample Approval workflow, a Process Summary report is presented with details on the work to be performed, along with an estimate of postage.
- **Job Tracking Tool:** as client batches are processed, InfoSend provides a web tool with real-time and historical information when a file has achieved a stage of production.
- **Address Update:** InfoSend provides a full suite of address updates, including National Change of Address (NCOA) reports.

## References

<b>Modesto Irrigation District</b>	209.526.7393
1231 11th Street	Lori Davis, Customer Service Manager
Modesto, CA 95354	lori.davis@mid.org
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2015</li> <li>• <b>Billing System:</b> Legacy moving to Oracle CC&amp;B</li> <li>• <b>Volume:</b> Approximately 130,000 Mail Pieces Monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail</li> </ul> <p>MID outsourced their utility bill printing and mailing for the first time with InfoSend. MID is migrating from a home-grown CIS to Oracle CC&amp;B.</p>	

<b>City of Escondido, CA</b>	760.839.4605
201 N. Broadway	Kelly Spire, Utility Billing Supervisor
Escondido, CA 92025-2798	kspire@ci.escondido.ca.us
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2018</li> <li>• <b>Billing System:</b> Oracle CC&amp;B</li> <li>• <b>Volume:</b> Approximately 19,700 Mail Pieces Monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail, Print Image Archive</li> </ul>	

<b>City of Long Beach, CA</b>	562.570.5090
333 West Ocean Blvd.	Vanessa Llanes, Business Systems Specialist
Long Beach, CA 90802	<a href="mailto:Vanessa.Llanes@longbeach.gov">Vanessa.Llanes@longbeach.gov</a>
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2012</li> <li>• <b>Billing System:</b> Oracle CC&amp;B</li> <li>• <b>Volume:</b> Approximately 170,000 documents monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing, Print Image Archive – FinalDoc Transfer</li> </ul> <p>The City of Long Beach maintains a full production print shop however went to RFP in 2012 due to an inability to process print-production PDF files. InfoSend provided a solution in response to Long Beach's RFP in which we provide data processing and export print-ready PDF files to Long Beach for in-house production. InfoSend also provides Disaster Recovery printing services for the City. InfoSend is willing to discuss a similar setup with IRWD should it require data processing capabilities but wish to keep print and mail operations in-house.</p>	

<b>Irvine Ranch Water District</b>	949.453.5460
15600 San Canyon Ave.	Derrien Cotton, Customer Service Manager
Irvine, CA 92618	cotton@irwd.com

"My experience with InfoSend has been nothing short of stellar. From the RFP process to implementation, Infosend has demonstrated & reinforced the idea that IRWD made the right choice. Transitioning from an in-house operation to an external vendor required complete confidence in the vendor. During the RFP process, Infosend provided the most detailed and customer friendly approach. IRWD was never left wondering how something would work, Infosend met deadlines, provided subject matter experts that took the time to learn our business and helped to identify areas that needed improvement that we had not even thought of."  
*-Derrien Cotton, Customer Service Manager*

- **Contracted Since:** 2017
- **Billing System:** Oracle CC&B
- **Volume:** Approximately 170,000 Mail Pieces Monthly
- **InfoSend Products Used:** Data Processing Print and Mail

IRWD outsourced their utility bill printing and mailing for the first time with InfoSend.

# Key Personnel

## InfoSend's Key Support Personnel

InfoSend's mission to provide the industry-best support requires excellence and attention to detail within the Client Services (CS) department. InfoSend has designed support around extensive procedural controls to ensure client output is handled accurately and issues are addressed expeditiously. If InfoSend is awarded the Power Authority's contract, we will at that point assign a dedicated Account Manager to work with the Authority on the implementation project. This Account Manager will remain the Authority's main point of contact throughout the implementation and will also be available after go-live for ongoing maintenance or improvement projects.

## Executive Management and Sales:

InfoSend designated Contract Administrator: Russ Rezai, President

InfoSend designated Contract Manager: Matt Schmidt, COO

InfoSend sales contact: Kelly Law, Territory Sales Manager and Glen Everroad, Government Solutions

## Delivery Team:

- **Executive Management and Sales Team:** will serve as the Authority's main contact for RFP questions and contract negotiations.
- **Client Services Team:** manage ongoing processing, and will be main points of contact during the new client implementation process. Primary and secondary Client Services contacts will be assigned during the contracting phase if InfoSend is selected as the successful vendor. These contacts will report directly to Matt Schmidt, COO and Josue Martinez, Director of Client Services.
- **IT team:** will provide back-end support for the Authority's jobs. IT works in conjunction with InfoSend Client Services during any improvement projects and actively monitors program functions after go-live. IT personnel report to Vedat Aral, Director of IT.

<b>Name</b>	Matt Schmidt
<b>Experience</b>	<p><b>InfoSend, Inc.</b> Anaheim, CA (2007 – present) Chief Operating Officer</p> <ul style="list-style-type: none"> <li>• Manages Operations for InfoSend's 4 facilities</li> <li>• Manages Client Services team responsible for all client implementation and support</li> <li>• Works with management team on new product planning, development and support</li> <li>• Works on strategic planning for operations including new technologies and services</li> </ul> <p><b>InfoSend, Inc.</b> Anaheim, CA Director, Client Services</p> <ul style="list-style-type: none"> <li>• Supervise employees and operations of the Client Services, Quality Control and Direct Communications departments. Provided consultative solutions for prospect and clients.</li> <li>• Develop, monitor and improve client implementation and support procedures.</li> <li>• Coordinate and implement internal cross-functional processes in an environment of continuous improvement.</li> <li>• Work with executive management to develop and evaluate long-term strategies to achieve organizational goals.</li> </ul>
<b>Education</b>	<p>MBA - University of California, Irvine BA - California State University, Chico</p>
<b>Name</b>	Josue Martinez
<b>Experience</b>	<p><b>InfoSend, Inc.</b> Anaheim, CA (2016 – present) Director, Client Services</p> <ul style="list-style-type: none"> <li>• Responsible for all implementation and support services</li> <li>• Oversee Account Management and dedicated support staff</li> <li>• Act as escalation point for InfoSend clients</li> <li>• Design new printed bill formats</li> </ul> <p><b>InfoSend, Inc.</b> Anaheim, CA (2000 – 2016) Senior Project Manager</p> <ul style="list-style-type: none"> <li>• Managed over 75+ implementations and software conversions</li> <li>• Design new printed bill formats</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with programming team to streamline processes</li> <li>• Data Processing, printing, Quality Control, and mailing experience.</li> </ul>
<b>Education</b>	<p>BA, Business Administration concentrating in Information Systems, California State University Fullerton.</p> <p>Proficient in Website/Forms Design using Following Applications/Languages: HTML, Crystal Reports, Adobe Illustrator, Visual Basic and MS Visual FoxPro</p>

<b>Name</b>	Vedat Aral
<b>Experience</b>	<p><b>InfoSend, Inc.</b> Anaheim, CA (2004 – present) Director, I.T.</p> <ul style="list-style-type: none"> <li>• Manages research and development</li> <li>• New product and service development and deployment – including Data Processing Print and Mail, and eBusiness Services</li> </ul> <p><b>Gourmet Shuttle</b> Huntington Beach, CA (2002 – 2003) Software Engineer</p> <p><b>Denge Bilisim</b> Istanbul, Turkey (1994 – 2001) Owner, Software Engineer</p> <p><b>Halici Bilgi Islem</b> Ankara, Turkey (1991 – 1994) Software Engineer</p>
<b>Education</b>	<p>MFA, Cinema &amp; TV 1997, Marmara University – Istanbul Turkey BS, Computer Science &amp; Engineering 1991, Hacettepe University – Ankara Turkey</p> <p>Proficient in Website/Forms Design using Following Applications/Languages: Mainframe, IBM S/36-AS/400, K-Series COBOL, RPG, Visual Basic, Visual FoxPro, Delphi, C#, ASP.NET SABRE, HDLC, X.25, Mercator, EDIHTML, Crystal Reports, Adobe Illustrator</p>

<b>Name</b>	Bob Woods
<b>Experience</b>	<p><b>InfoSend, Inc</b> Carrollton, TX (2014-present) Senior Account Manager</p> <ul style="list-style-type: none"> <li>• Manage new client implementation projects in a variety of verticals</li> <li>• Provide ongoing personal support to clients</li> <li>• Coordinate between clients and internal departments to ensure compliance with best practices and procedures</li> </ul> <p><b>DataProse, Inc</b> Coppell, TX (2011-2014) Strategic Account Manager</p> <ul style="list-style-type: none"> <li>• Responsible to build relationships and maintain Clientele</li> <li>• Manage internal and external client relationships</li> <li>• Ensure prompt issue resolution, client education and communications.</li> <li>• Responsible for knowing client's business as well as the client's objectives and challenges.</li> </ul> <p><b>CSG Systems, Inc.</b> Coppell, TX (2010-2011) Senior Account Manager</p> <ul style="list-style-type: none"> <li>• Serves as main contact between CSG and client base of 90</li> <li>• Works closely with other departments to ensure quality of product, timeliness of delivery and client satisfaction</li> <li>• Plans and manages project timelines, budgets and priorities</li> </ul>
<b>Education</b>	<p>MBA Candidate, University of Phoenix BA, Marketing and Management, Long Island University, Long Island, NY</p>

<b>Name</b>	Ali Ajami
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<b>Experience</b>	<b>InfoSend, Inc.</b> Anaheim, CA (2011 – present) Developer, IT <ul style="list-style-type: none"> <li>• Developed and update client data processing programs including medical, county, city and property tax.</li> <li>• Experience in multiple programming languages</li> <li>• Experience in parsing various data formats</li> <li>• Assist with system improvements and delivering high volume projects on time</li> </ul>
<b>Education</b>	MS, Computer Information Systems 2015, CalUMS

InfoSend will not require the use of subcontractors to provide the services described in this RFP.





systems, security processes, and practices are currently subject to the rules and regulations of multiple laws and/or audit types:

- Payment Card Industry Data Security Standard (**PCI DSS**)
- Health Insurance Portability and Accountability Act (**HIPAA**)
- Statement on Standards for Attestation Engagements (**SSAE 18**)
- Gramm-Leach-Bliley Act (**GLBA**)
- Fair and Accurate Credit Transactions Act of 2003 (**FACTA**)

InfoSend approaches the risk of data breach via the following methodologies:

1. **All Facility Physical Premises Secured:** all InfoSend facilities are locked and protected at all times, with access requiring security authorization by InfoSend. InfoSend employees have issued I.D. cards that must be worn at all times. Guests are strictly monitored and chaperoned.
2. **Secure Encrypted Data Transfer and Storage Practices:** all data files can be PGP encrypted during transfer, and all web traffic utilizes HTTPS, ensuring secure communications both ways. Data is stored with both encryptions at rest and extensive compensating controls.
3. **Secure Segmentation and Disposal of Client Data:** data is segmented between each InfoSend customer to ensure no commingling or erroneous joining can occur. All programs and workflows are custom-tailored to the client, ensuring program failure and employee notification in the event data is somehow manually entered into a workflow.
4. **Secure Disposal of Client Data:** All client data, whether digital or printed is disposed of securely with degaussing and shredding required.
5. **Firewalls and Web Application Security:** InfoSend limits traffic to and from each facility to business essentials, and employs numerous technologies to detect and thwart intrusion attempts. InfoSend regularly undergoes penetration tests with outside vendors.
6. **Background Checks and Drug Tests for All New Employees:** all InfoSend employee identities are verified and checked for criminal history before acceptance. In addition, employees are administered and must pass a drug test before hiring.
7. **Annual Security Policy and Awareness Training for Employees:** all InfoSend employees are given training on security procedures and risks at least annually, ensuring awareness and compliance.
8. **Formal Suspected Breach Escalation, Review and Notification Process:** all employees are trained to report and escalate suspected breaches or breach attempts to their manager immediately. If client data was at risk, and the breach is not ruled out after a second internal review, then the client is notified and InfoSend pledges full cooperation during the further investigation.

### Physical Security Details

InfoSend facilities employ physical site security measures such as zoned and controlled access, cameras, alarms and other theft deterrents. In addition, InfoSend ensures that only approved personnel handle client information and materials. Buildings are locked at all times with approved personnel access controlled by key cards. All visitors are required to sign a visitor log, wear a visitor badge and will be escorted while in the building. Additionally, InfoSend maintains a West Coast Headquarters and a Midwest facility for business continuity, as well as to support the growing needs of our customers. These production facilities are located in Anaheim, CA, Downers Grove, IL, Carrollton, TX and Fort Myers, FL. Each facility operates with mirrored processes and compatible equipment. InfoSend has a tested disaster recovery plan and a secure off-site data center.

### Systems Hardening

InfoSend performs the following systems hardening functions:

- System-wide security policies protect data from internal and external threats
- New users must change system-generated passwords upon the first login
- Real-time HTTP and HTTPS application layer security inspection
- Require special characters and minimum length security passwords
- Require password changes every 3 months
- Vendor-supplied default or guest accounts are protected or deleted
- Start-up passwords must be created in a manner that is not predictable
- Anti-virus definitions are updated automatically as they become available to protect client data from viruses, Trojan horses, worms, etc.
- Anti-virus software is installed on each Windows PC, and on the corporate mail server

- Process hardening through use of SELinux
- Live log analysis and file integrity scanning
- Install and maintain the most recent service packs
- Monitor security rollout packages, install patches as needed
- Remove unnecessary applications
- Remove unnecessary services and default settings
- Monitor security rollout packages, install patches as needed

### **Continuous Improvement**

In an effort to continue core operations and provide the excellent support our clients rely on, InfoSend understands the importance of continued improvement of our security practices. Security is at the forefront of this improvement process. Through our extensive research and proactive measures, InfoSend clients can be assured that their data is protected and handled with the highest industry-standard measures of care.

**C. Bill Format Software - Guam Power Authority is looking to provide a flexible-billing format to support multiple metered and non-metered services. It is the intent of GPA to have the vendor format the billing statement from the provided layout, utilizing proven software.**

### **InfoSend Data Processing Implementation Options**

InfoSend's cloud-based Data Processing platform is a key engine in driving the overall CCM distribution platform. The Data Processing workflow has been designed from the beginning to flexibly accept client input in a wide variety of formats. While having domain expertise with clients within Government, Citations, Utility, Healthcare, Finance, Insurance, and more, InfoSend's technical experience and platform capabilities mean clients enjoy efficient and on-time implementations.

The Data Processing platform is capable of accepting data extracts from clients in a "flat-file" format (text, csv, XML, etc), as well as in a print-ready PDF format. InfoSend has unique expertise and knowledge working with print-ready PDFs efficiently, providing clients with options to dynamically modify the PDF output before final distribution. The system is capable of accepting multiple file inputs and formats to generate a single output stream, helping clients create more informative and complete communications.

InfoSend has successfully implemented many clients providing raw data files from the Oracle platform. No matter the source, all data is normalized within the InfoSend database, ensuring the distribution and reporting is seamless, transparent and meets client requirements.

#### **Option 1 - Express PDF Implementation in Detail**

This innovative solution gives clients the ability to use InfoSend's CCM platform at the lowest possible price point. It's most useful as a cost-saving option for clients with an existing document output, eliminating the need for a third party to design, program, implement and maintain hosted software to create a similar output.

InfoSend has a unique solution that can accept print-ready PDFs but still modify the output to drive mailing workflow and marketing messages. The Express PDF solution will parse and modify the addresses, using CASS certified address validation, apply postal barcodes to the finished output, then re-order the documents to meet USPS requirements. In addition, InfoSend's system can output marketing messages right on the output, or with additional pages to the document.

InfoSend's Express PDF Implementation is unique in that it's a hybrid solution that combines client-provided print files with InfoSend's data import and processing capabilities. We will not simply print image files; we will merge processed data from our system with client output to create a great finished product.

#### **Option 2 - Data-Only Files (e.g. flat files, csv XML, etc) in Detail**

InfoSend also designs, implements and hosts custom programs that can read "raw" client data extracts for distribution via the CCM platform. Common client export formats are XML, CSV, tab or pipe delimited, or SDF. InfoSend's experienced programmers will adapt the program to the client export file format instead of requiring conformity to a predefined template. InfoSend has successfully accepted data originating from nearly 100 billing systems – including both licensed and homegrown database platforms.

When this option is selected, InfoSend is able to offer the opportunity to redesign the bills to clients, as well as provide an "agnostic" hosted solution where client output can maintain a similar look and feel regardless of whether the client data system changes over time.

### **Business Logic and Output**

No matter the input type, all client output is capable of leveraging InfoSend's CCM platform for dynamic marketing messages right on the output, or with additional pages to the document. Using criteria or flags in the data, InfoSend's platform can control the output to meet client requirements.

This programming may include placing selective messages on the document for specific customers, such as letting a customer know in bold lettering a balance is "Past Due." InfoSend's data processing also controls what happens downstream on machines at the print and mail facility, creating instructions to either include or exclude materials such as special inserts or return envelopes. InfoSend's CCM platform and years of experience ensure the client communications are done accurately and efficiently.

**C. Electronic Archive - Guam Power Authority is interested in obtaining an electronic archive of the bill and other documents sent to its customers to facilitate better Customer Service. This archive will need to be available directly after the bill extract is processed and represent a true image of the bill or other document to its Customer Service Representatives. The following will be required for the electronic archived data:**

- 1. Electronic bill should be available via GPA Customer Website Integration or Mobile APP and indexed by customer number and billing date/month/year via a secure webpage link.**
- 2. Electronic bill archive data should be kept for no more than 2 years from data of bill print to electronic conversion.**
- 3. Bill archive data should also be available to GPA via an external secured access portal indexed by customer number and billing date/month/year.**
- 4. All electronic data should be stored in a secure hosted environment in the United States or related territories. Access to such data is to be limited to GPA and vendor.**

### **InfoSend Archiving Services**

InfoSend's Customer Communications Management (CCM) platform offers a robust, secure, redundant archive service that clients can rely upon to access documents rendered, modified or processed by InfoSend. InfoSend has built a flexible set of options to ensure clients and their customers can access documents in the context that they prefer, including in existing CIS/ERP or billing applications. InfoSend offers PDF delivery and hosted models.

With all options, InfoSend is capable of including the insert communications as additional pages in the PDF (eInserts), ensuring clients and their customers are viewing the complete document which was distributed.

**1. Delivery via Final Doc Transfer (FDT):** for clients who prefer to store and host PDFs within another software environment, InfoSend is able to deliver the PDFs via Final Doc Transfer in the following ways:

- **Secure FTP Transfer:** upon batch completion by InfoSend, a PDF file of the batch will be sent via secure FTP to the client with a companion XML index file containing standard details of the PDF batch (account #, PDF page number, etc).
- **Custom Secure FTP Transfer:** upon batch completion by InfoSend, the PDF data can be delivered in a complete batch or broken down and sent as one PDF file per account or document. In addition, InfoSend can match PDF file naming conventions or provide index data in a specified format. InfoSend will work with the client to define the workflow, and fees may apply depending on complexity.

**2. Hosted via Print Image Archive (PIA):** for clients who prefer to outsource the storage and only retrieve PDF documents on demand, InfoSend provides two ways to view documents via the Print Image Archive:

- 1. Search via the InfoSend Portal:** upon batch completion, InfoSend will archive the documents for the client to retrieve on demand from a web interface. By logging into the InfoSend Portal, client representatives can access the archive and search for documents according to standard criteria such as account number or date. In addition, InfoSend provides up to 5 custom search fields, specific to the



## Email eBilling Highlights

- Email-only service that sends eBills to customers via email (no portal to view prior eBills).
- Compliments an existing online payment system by providing eBills electronically.
- Works with client data file flag or supplemental file with customer email addresses.
- Styled HTML email template featuring client branding, including banner image.
- Bill particulars such as Account Number, Due Date, and Amount due are contained in the email body, as well as link to payment portal.
- Includes a PDF of the document attached to an email.

## Email Tracking

InfoSend's Email Billing service delivers PDF documents right to the user's inbox, along with HTML information about the bill and links to pay. InfoSend provides tracking of the eBills through a Return Email Report, as well as a CSR Admin web interface.

The Return Email Report is the primary method for InfoSend clients to monitor the successful delivery of emails. Generated on a daily basis, the report will list all email addresses which responded with an error during the delivery window. This report can be used for disabling paperless flags in the billing system.

	A	B	C	D	E	F	G	
1	Account Number	Email Address	Email Type	Email Sent	Email Failed	Status Code	Status Description	Response Message
2	500000-01	customer@email.com	Statement Email	Oct 18, 2016 05:55am	Oct 20, 2016 06:00am	5.4.7	Delivery timed out.	N/A
3	100000-06	customer@email.com	Statement Email	Oct 18, 2016 05:55am	Oct 20, 2016 06:00am	5.4.7	Delivery timed out.	N/A
4	300000-44	customer@email.com	Statement Email	Oct 18, 2016 05:55am	Oct 20, 2016 06:00am	5.4.7	Delivery timed out.	N/A
5	800000-32	customer@email.com	Past-Due Statement Email	Oct 18, 2016 05:55am	Oct 20, 2016 06:00am	5.4.7	Delivery timed out.	N/A
6	900000-81	customer@email.com	Past-Due Statement Email	Oct 18, 2016 05:55am	Oct 20, 2016 06:00am	5.4.7	Delivery timed out.	N/A
7								

InfoSend also provides a CSR Admin interface for account lookups. This includes the ability to see details on the delivery status of the email, as well as a replica of the email which was sent. The CSR Admin user may also resend the document to the customer from this screen.

### Archived Documents

#### Document Delivered To

Account Number	Document Type	Delivery Destination	Last Status	Datetemp
600000-02	statement	pet.m@infosend.com	Submitted	09/22/2016 01:12:06pm (PST)

#### Document Detail Tracking

Delivery Destination	Date	Status Code	Status Description
pet.m@infosend.com	09/22/2016 01:12:06pm (PST)	1	Submitted

[Back to Account](#) | [Full Document History](#) | [Resend Document](#) | [Hide Document](#)

#### Archived Document

[View PDF Statement](#) | [Open Email in New Window](#)

**infosend**

Dear InfoSend Online BillPay Customer,

A new bill for account 600000-02 is now available for you to view and pay online and is included as an attachment.

Bill Date: 09/22/2016  
 Total Amount: \$17.00  
 Due Date: 10/31/2016

To access your account, and make a payment, please login to Online BillPay.

Message Manager area within email body for providing special notices to customers. InfoSend bills can manage their own email messaging in the new bill notifications, and provide formatting such as bold and italics in their messages.

Thank you for using Online BillPay.

InfoSend

Please do not reply directly to this email. If you need assistance, please go to Online BillPay. Thank you for Customer Service.  
 Please do not include your account statement, email bill number, bank account number, or other sensitive personal information in your reply.  
 Account Number: 600000-02 (09/22/2016 01:12:06pm (PST))

**F. Duplicate Bill - This area addresses the ease and method of duplicate bill delivery at GPA's or the customer's request. Return/Undeliverable Bill Describe how return or undeliverable bills are addressed and notification to GPA of such.**

Duplicate bill copies can be configured as long as InfoSend receives both addresses and a flag in the data. We routinely provide duplicate billing for tenant/landlord setups and other use cases. InfoSend's Client Services team will address GPA's needs and requirements during the implementation project.

Additionally, InfoSend provides electronic return mail processing for undeliverable mail. Information is as follows:

#### **Return Mail Processing Service**

InfoSend's Return Mail Processing Service provides clients with the option to not receive and process mail physically returned by the USPS. By having InfoSend handle the processing and reporting of returned mail, client staff time is freed for more valuable duties.

The process for InfoSend's Return Mail Processing Service is simple.

- InfoSend receives return mail from USPS, scanning in information and matching to the original mailing in the InfoSend database.
- An electronic report is generated, detailing which customer and mail piece could not be delivered, along with the USPS reason code supplied.
- All undeliverable mail is securely recycled by the USPS.

Immediate return on investment (ROI) is available to any client utilizing this service, as the headache of receiving and opening returned mail is handled expertly by InfoSend in an efficient and cost-effective manner.

**G. Special Handling/Pull Bill - This section deals with the ease with which the vendor can handle special requests, particularly whether the vendor can pull a bill electronically or whether the vendor needs to rely on manual methods.**

InfoSend supports special handling and bill pulls for clients on a regular basis. For special handling requirements, we would need to discuss parameters with GPA during the implementation project, or as the need arises as a later date, and work with our IT team to program this request. Bill pulls are standard, with information provided below:

#### **File Cancellation and Document Pull Request Procedures**

InfoSend's CS department accepts requests to cancel entire batches or pull select documents from a batch as a standard function of the department. This request can be placed through InfoSend's online website support ticketing system, via email, or by calling the 800 number. The request is then documented by the CS team and communicated to the InfoSend production departments through our internal systems.

1. **File Cancellation:** these requests are typically submitted to InfoSend just after file transfer but before printing. InfoSend's CS personnel will immediately change the status of the Job to prevent any further progression through the InfoSend manufacturing environment and remove the Job batch from the queue. Clients utilizing the Sample Approval workflow will have the option to cancel their own job, which will then be removed from the queue.
2. **Pull Document Requests:** these requests are typically submitted by the Client after the file is processed and prior to mailing. Ideally, these requests would be submitted to the CS team prior to the mail piece receiving the "Quality Control" timestamp in the website's client-facing job tracking system. Once the job has been marked as completing Quality Control it will be moved into Mail Preparation. For this reason, Pull document requests made after the job has passed through QC should be communicated directly via phone call to ensure that they are handled immediately to minimize the chance that the piece is processed for mailing. The document to be pulled will then be intercepted after the document is printed. Pulled documents can either be recycled or returned to the Client.

**H. Printer - This area deals with the flexibility and features of your printers. As GPA starts to offer more services, it may be necessary to utilize different paper sizes and paper stocks.**

InfoSend is a "white paper" shop, meaning we print all documents on demand without the need to order preprinted stock. This represents the least expensive setup for GPA with the added bonus of being most efficient. We can make data changes as needed without impacting pre-printed inventory. Additionally, InfoSend has four

production facilities that provide disaster recovery backup to each other. With InfoSend's on-demand printing setup we can support GPA's jobs from any of our facilities.

**InfoSend Print and Mail Equipment**

InfoSend utilizes a mix of black, black with spot highlight color, and full-color printing. The documents destined for mailing are inserted on Intelligent Inserters with Mail Piece integrity that ensures all mail pieces are undamaged and accounted for after insertion in preparation for delivery to the USPS.

**Printing Equipment:**

- Roll-fed full color (CMYK) inkjet printing is the primary production method.
- Sheet-fed full color, highlight color and monochrome printers for small jobs and reprints.
- Full-color capacity is over 120 Million images per month via full color.
- InfoSend prints images well under capacity for business continuity, new installs, and spikes in volume.

**Printers**

Type	Printer	QTY	Images per hour
Full Color	Canon Océ JetStream 2200	1	128,820
Full Color	Ricoh Pro VC60000	1	128,820
Full Color	Ricoh Pro VC40000	1	128,820
Full Color	Xerox Rialto 900 MP	2	27,480
Full Color	Ricoh Pro C9100	1	6,600
Monochrome	Ricoh Pro 8320	1	8,160
Full Color	Xerox 1000i Color Press	1	4,800
Full Color	Riso GD9630	4	9600
Full Color	Riso GD9150	1	9000
Highlight Color	Xerox HLC 180	2	10,800

**Inkjet Printing Technology**

InfoSend operates roll-fed inkjet presses out of multiple facilities to enable true Disaster Recovery capabilities. Transactional documents can be printed using full-color production inkjet technology. Inserts can be digitally pre-printed as well as offset equivalent quality using the latest high-definition inkjet technology.

Maintenance contracts are in place with qualified vendors for all InfoSend equipment involved in the fulfillment of client documents. InfoSend carefully selects vendors and equipment to guarantee production of documents according to the Service Level Agreement (SLA) between InfoSend and its clients.

**I. Finishers/Insertion Equipment - This section addresses the features available on your finishing/insertion equipment.**

**InfoSend Print and Mail Equipment**

InfoSend utilizes a mix of black, black with spot highlight color, and full-color printing. The documents destined for mailing are inserted on Intelligent Inserters with Mail Piece integrity that ensures all mail pieces are undamaged and accounted for after insertion in preparation for delivery to the USPS.

**Inserting Equipment:**

- 4 to 6 station insert feeders and can be expanded if necessary.
- Supports various folds including "C", "V", "Z" and Double "V", etc.

- Capacity to finish over 86 Million pieces per month.
- Mail Piece Integrity and Document Verification systems read OMR and industry standard barcodes such as 3 of 9, 2 of 5 Interleaved, 2D.
- InfoSend finishes mail pieces well under capacity for business continuity, new installs, and spikes in volume.

**Inserters**

Insertor Type	QTY	Insertions Per Hour
Sensible Technologies/Bell & Howell Intelligent Insertor with Mail Piece Integrity	24	7,500
Pitney Bowes FPS, Rival, Etc. Line of Inserters	10	12,000

**Envelope Manufacturing**

Equipment Type	QTY	Envelopes Manufactured Per Hour
W+D Model 202	1	84,000
W+D Model 102	3	48,000

**J. Mail - GPA wants the best value as well as present a host of delivery options to its customers. Please also include if local printing and mailing will be available.**

InfoSend's proposed solution will be supported from our Anaheim, California, USA production headquarters. It is our goal to provide the best service at competitive pricing, and while we cannot offer local print and mail production in Guam, we feel that our offering will offer efficiencies compared to GPA's current setup. InfoSend never marks up postage amounts and will extend all Full-Service discounts to GPA.

Additionally, InfoSend offers Electronic Bill Presentment and Payment services including SMS text payments and IVR phone payments. With our multi-faceted customer communications setup, paper bills are just one part of the suite of services. InfoSend is willing to consider providing same-day turnaround time for all print and mail production, with the goal of getting GPA's mail into the USPS postal stream as quickly as possible. InfoSend is designated as a USPS Detached Mail Unit, expediting this mail delivery process.

Information about our Detached Mail Unit, mailing efficiency, and customer communications tools including paperless billing, presentment, and SMS options have been included below. We hope GPA will invite us to provide more context about this robust offering.

**USPS Compliance and Efficiency**

InfoSend's Customer Communications Management (CCM) platform allows InfoSend to distribute client output to multiple channels, including mail via USPS. InfoSend, as a mailing service provider, maintains technology and USPS compliance to ensure clients are getting the best postage rates and features from mailings.

Postage is the *most expensive component* of mailed document production, a very important cost consideration when selecting a document production partner and not all vendors provide the most cost-saving discounts available. InfoSend utilizes the following methods to ensure clients are mailing with optimal efficiency.

**Full Service with Intelligent Mail Barcode (IMb)**

In 2009 the USPS introduced the cost-saving Full-Service mailing option using the Full-Service Intelligent Mail barcode. The Full-Service option provides a number of benefits for qualifying mail pieces. One of the most significant is a postage discount of \$0.003 on each qualifying mail piece below the normal lowest pre-sort 5-digit postage rate. InfoSend, by default, will implement the Full-Service Intelligent Mail barcode within client documents produced, saving clients many thousands of dollars in postage costs.

**Coding Accuracy Support System (CASS)**



InfoSend processes each client file through United States Postal Service (USPS) certified and approved software to ensure the Coding Accuracy Support System (CASS) routine is run. The CASS system improves the accuracy of carrier route, 5-digit ZIP, ZIP + 4, performing Delivery Point Validation (DPV) on mail pieces, and digitally presorts the order of mail for USPS efficiency. Utilizing CASS certification allows InfoSend to obtain the maximum presort postage discounts for client mailings.

### USPS Move Updates

InfoSend ensures that clients comply with the USPS Move Update requirements. Mailers must use a USPS approved method to keep client customer address database up to date to qualify for presort discounts. Per USPS requirements clients must update the addresses in the database using the information that is reported back by the USPS. Failure to update addresses within the USPS's deadline will result in the loss of presort postage discounts.

InfoSend offers two move update services that are compliant with the USPS:

1. **Address Change Service (ACS):** when this option is selected the USPS forwards client mail to the new address and records the action in their database. InfoSend retrieves this information weekly and sends clients an electronic report of the forwards.
2. **NCOALink Service:** with this option InfoSend uses the NCOALink database to find the new addresses during data processing. The new addresses can be printed on documents before they are mailed, or printed as-is and forwarded to the new address by the USPS.

In either scenario, clients receive electronic reports of the new addresses after each batch is mailed. If a client elects to have the USPS forward the mail, the addresses must be updated within 90 days.

### Detached Mailing Unit (DMU)

InfoSend's Anaheim headquarters and Downers Grove facilities are designated as a USPS Detached Mail Unit (DMU). Having DMU status means that outbound first-class mail is inspected by USPS employees located at the production facility, removing the need for mail to be inspected after delivery to the USPS. Mail that is presorted at InfoSend's facility is directly entered into the postal distribution system, expediting mail delivery times and increasing the volume of mail InfoSend can induct daily while reducing overhead.

### Ongoing USPS Enhancements

As USPS requirements, customer behaviors and client needs evolve, InfoSend will enhance the service offering. InfoSend's dedicated research and development staff stay ahead of the USPS changes and mandates, maintaining close contact with USPS representatives to ensure compliance. In addition, InfoSend's development staff meets routinely to discuss upcoming USPS enhancements, scheduling development far in advance to ensure a seamless transition for clients. Should any USPS changes, such as rate increases, require client awareness, InfoSend's Client Services department sends email notifications to clients and closely coordinates changes to output to minimize impact.

### InfoSend - A Complete Customer Engagement Provider

- Billing & Payments
- Multi-Channel Customer Engagement: Web, Mobile, Print, Bank BillPay
- Unparalleled Client Support



### Services Overview

InfoSend is a client-focused, single-source provider of comprehensive Customer Engagement and Billing solutions.

#### **CCM: Customer Communications Management with a Single Platform**

- **Multi-Channel Distribution:** one data processing platform manages the import and handling of data files. This core system can then output the information to all delivery channels.
- **Secure:** upload data via our secure website, FTP with optional PGP encryption, or SFTP into a PCI, HIPAA and SOC audited environment.
- **Innovative Document Designs:** document redesign consulting – we create your new document look and feel and then our document composition creates bill images for both printed and paperless bills.
- **Customizable Messaging and Business Rules:** create and schedule document messages by customer type or account number, with paper suppression and distribution workflow completely customizable to meet client need.
- **Online Proofing, Job and Mail Tracking:** web-based system to track and view samples of print or eBills before they are sent, and monitor the job batch through distribution to the customer.
- **Detailed Reporting:** a variety of standard reports can be accessed via web portal or emailed to you, including a detailed breakdown comparison of inputs and outputs.
- **Archiving and Secure Third-Party API Access:** documents can be stored within an InfoSend archive, and may be accessed by clients via an InfoSend portal. InfoSend also has an API available, allowing any vendor the client authorizes to pull customer documents for display.

#### **DPPM: Data Processing, Print, and Mail Service**

- **Cloud Based Data Processing:** data processing of raw data and print files is done within an InfoSend data center.
- **High Speed Digital Printing:** print statements, invoices, letters, postcards, notices, or other various documents using laser or inkjet technology: black, grayscale, black plus one or more spot colors, and full color printing are all supported.
- **USPS Compliance and Automation:** USPS compliant postal presorting is used to drive postage to the lowest available rates, leveraging the Full-Service Intelligent Mail Barcode (IMB) workflow.
- **Address Reporting and Return Mail:** address reporting for updates and mail returned by the USPS.
- **Dynamic Customer Messaging:** automated and ad hoc targeted customer messaging capabilities, with dedicated Direct Communications department for production and distribution of marketing, informational inserts, postcard and special mailings.
- **Fast Service Level Agreements (SLA):** quick turn-around of document folding, inserting, presorting, and delivery to the USPS, with next business day job completion.

#### **EBPP: Electronic Billing, Payment and Presentment**

- **Multi-Channel Payment Collection:** InfoSend's payment platform provides customer convenience to pay by web, telephone, SMS, CSR, in-person EMV and bank payments.
- **One-Time and Automatic Payments:** allow customers to quickly make a one-time payment, as well as sign up to have their payment account auto debited with each billing cycle.
- **Paperless Bill Notification and Presentment:** notify customers via email when a new bill is available, and securely deliver exact replica of printed document to customers inbox or show online via the secure portal.
- **Mobile-Ready Customer Engagement:** all products are mobile compatible out of the box, with no app store downloads required of customers. Powered by InfoSend's CCM platform, customer specific messaging and payment reminders are delivered electronically.
- **Interactive Voice Response (IVR):** accept customer payments via automated phone service with InfoSend-hosted phone number, enabling client phone systems to redirect customers with ease.
- **SMS Text-to-Pay:** enrolled customers may opt in to receive text notifications of new bills, and reply to have the registered payment method drafted for the amount due, speeding up the time to payment.
- **Bank Payments (MasterCard RPPS):** InfoSend can collect customer payments made via Online Banking and include them within the remittance file alongside other payment channels, saving the headache of processing these as paper checks.
- **Consolidated Lockbox Reconciliation:** daily report of all payment channels provided in an easy to

understand and reconcile format.

**K. Paper/Envelope - GPA would like to understand your processes, procedures and pricing regarding paper inventory and envelopes. Include your inventory plan for GPA stock.**

As mentioned above, InfoSend is a "white paper shop", meaning we will use standard paper materials, which provide the lowest cost, highest flexibility, and full disaster recovery support. InfoSend utilizes double window #10 envelopes and single window #9 return envelopes. We will ensure during the implementation project that your bills are configured to support our envelope window specifications. InfoSend manufactures both of our standard envelopes from our Anaheim, California production facility, something that makes us unique in our industry and ensures our clients realize the best value by eliminating the middle man. InfoSend does not charge clients for warehousing or inventorying materials.

**InfoSend Warehousing and Inventory Management Highlights**

- Excess warehousing capacity in all locations, with 49,000 square feet of warehouse space in Anaheim alone.
- Warehouses optimally placed within facilities to ensure efficient and smooth print and mail production flow.
- Dedicated warehouse personnel on staff to manage inventory and enhance client support and notification.
- Strictly controlled intake procedure ensures all drop shipped or internally produced materials match expected quality and counts before storage.
- Inventory controls ensure that InfoSend staff manages client reorder points while monitoring inventory levels with daily, weekly and monthly counting cycles.

**InfoSend Reliable Production and Materials**

- **Standardized Environment:** InfoSend's standardization in production and materials provides reliability and cost effectiveness for clients with a diverse array of needs across countless industries.
- **Effective Paper Stock:** standard 24 lb. blank paper utilized to strike the right balance between cost and reliability.
- **Customized Perforation:** multiple perforation locations are supported to ensure lockbox compatibility.
- **High Speed Digital Printing:** printing using laser or inkjet technology: black, grayscale, black plus one or more spot colors, and full color printing are all supported.
- **Effective Envelope Stock:** standard and reliable outgoing #10 and return #9 envelopes predominantly manufactured and stocked by InfoSend, include strategically placed windows to allow client logos to be visible for the customer prior to opening, as well as tinting to ensure data privacy.
- **Computerized Mailpiece Inserting:** documents at InfoSend are tagged and tracked through the production environment, including mailpiece integrity software that ensures accurate insertion of printed page into the envelope prior to delivery to the USPS.
- **USPS Compliance and Automation:** all documents are presorted prior to induction to the mail stream to ensure the lowest possible postage rate. InfoSend's Anaheim and Downers Grove facilities are designated as a USPS Detached Mail Unit (DMU), meaning USPS personnel are onsite authorizing mail to head straight to regional sort centers and bypass the local office.

**Mailing Envelope Stationary**

InfoSend proposes using our InfoSend Standard envelope package of a #10, double window envelope and a #9, single window envelope. Standard envelopes are economical, provide for all pertinent information to appear through the windows of the envelopes and are stocked in perpetuity. Use of Standard envelopes also provides for mitigating any logistics needed for business continuity should any production work need to be diverted to another InfoSend facility.

**L. Processing Window - GPA needs to understand the deadlines and turnaround times between delivery of the bill print file, printing, and mailing to our customers. Delivery Receipt Timeframe GPA would like to know the timeframe of mailing of bills to customers from delivery to actual receipt.**

### **Next Business Day Mailing**

The proposed timeline for the Power Authority's document print and distribution process is described below, based on the Scope of Work's description of weekly files with volumes of approximately 15,000 records. Our system will automatically check new files against previously uploaded files to ensure that a duplicate file was not uploaded in error. InfoSend will setup a duplicate checking system that checks each new record against previous records as a standard operating procedure.

A schedule has been provided that represents the processing of a daily file containing 15,000 duplex printed statements received at 6:00 am:

**6:00 am:** The file(s) is received and the system automatically checks to see if the Authority accidentally uploaded a file that had already been received in the past 6 months. (If a duplicate has been received then InfoSend will put the file on hold and contact the client.) If Authority staff knows which notices should not be printed before the file is uploaded to InfoSend then it can upload a suppression file with the main data file. If a suppression file is received InfoSend will automatically exclude these notices from processing.

**6:10 am:** The file has passed the automatic duplicate check and an emailed report is automatically sent to the Authority. The report contains the file name(s), time received, file size(s), and record counts.

**6:20 am:** Automatic processing of the file begins. During processing the system checks the statement date in the file against the current date. If the date is more than 30 days old an internal warning is created and InfoSend will contact Authority staff.

**6:50 am:** Automatic processing of the job has completed. If the Authority has requested to see samples before they are printed then an email will be sent out at this time with a link to the InfoSend website. The sample file can then be securely downloaded and approved or rejected. Clients will often catch errors in their own data files and reject the file so that it can be resubmitted. During processing a set of Authority program-specific questions are created for the QC department to answer during the QC process outlined below.

**6:50 am – 9:30 am:** Authority staff can approve the sample PDF file at any time during this time window for same-day mailing. If during the sample review Authority staff finds documents it does not wish mailed then it can reject the sample and indicate which should be removed. A new sample PDF will be created that does not include these records.

**9:30 am - 12:00 pm:** InfoSend prints the Job Ticket, which is a job description document that specifies which form, envelopes, and inserts to use. The presort paperwork is also printed and the statement file is sent a production laser printer. A 100-page job can be printed in approximately 2 minutes on the roll fed, inkjet printer.

**12:00 pm – 2:00 pm:** Printing is completed and the job is submitted to the Quality Control department. Printed statements are checked for print quality, form quality, form used, and data quality. Special attention is paid to barcodes and OCR lines to ensure that there has been no fading of the toner. The QC staff will check the statement date and also follow prompts from a system to check for specific items. The QC program can be modified on an application-specific level. For example – InfoSend can instruct its QC department to ensure that any client specific, special messaging to be included in a document is present.

**2:00 pm – 4:30 pm:** The job is received and processed by the Mail Operations department. The statements are inserted along with any inserts. A 15,000-page file can be completed in less than 90 minutes. The mailing operator checks the meter count to ensure that the mailing count matches the job ticket count.

**4:30 pm - 6:30 pm:** The Mail Operations department completes the Authority's job. Once the job has been put on a palette and prepared for delivery to the USPS the operator who completed the job scans a bar code on the Job Ticket. This triggers an automatic email to the Authority that lists the file(s) completed, the counts, the suppressed records (if a suppression list was provided), and the addresses that did not pass the USPS CASS address verification.

**6:30 pm:** As a USPS Detached Mail Unit, USPS staff is onsite at InfoSend to pre-qualify palletized mail and then transfer it to the Santa Ana USPS mailing hub for processing ahead of non-qualified mail. Mail is immediately sent to the destination zip code.

InfoSend's standard workflow is next business day is next business day production, however we are open to providing same-day for all print and mail production, with the goal of getting GPA's mail into the USPS mail stream as quickly as possible. InfoSend is designated as a USPS Detached Mail Unit, expediting this mail delivery process.

**M. Disaster Recovery Plan - Answering questions within this section will allow GPA to discover your processes and procedures in regards to Disaster Recovery and backup processes.**

### **InfoSend Business Continuity: Risk Mitigation and Disaster Recovery**

InfoSend understands the importance of business continuity. InfoSend's organization and systems are designed to ensure risk mitigation and resilient disaster response in the event of unforeseen events. InfoSend uses its multiple, geographically distinct facilities to ensure regional events do not affect InfoSend operations.

Hundreds of clients depend on our platforms and staff to provide business-critical services. Our excellent client retention track record speaks to our system reliability and high-quality processing. While InfoSend has never had to implement a disaster recovery plan in a live environment, a great importance is placed on maintaining and testing a successful disaster recovery strategy. InfoSend's knowledge of a strong disaster recovery strategy comes from testing, consultation with IT experts, and from years of research.

InfoSend's approaches business continuity through:

- A. Risk Mitigation**
- B. Disaster Recovery Plan**

#### **A. Risk Mitigation**

InfoSend has designed the organization and systems to mitigate various risks that could impact or completely disable national or regional operations. By building resiliency at the local level, InfoSend ensures highly available and secure operations at each facility and system-wide. Risk is mitigated through:

- **Organizational Design**
- **Data Center Design**
- **Data Backup Design**
- **Network Security**
- **Labor Management**
- **Client Material Redundancy**
- **Equipment Mirroring**
- **Facility Mirroring**

#### **Organizational Design**

1. **Operations Run Under Capacity:** this ensures that each local facility can endure well above normal interruptions in labor force or fulfillment equipment availability. Employees in critical roles are cross-trained to provide coverage of any specialized work.
2. **Operational and Procedural Documentation:** all systems and practices are documented both for internal training and reference, as well as to meet outside audit requirements in order to maintain compliances such as PCI-DSS Level 1 and HIPAA.
3. **Redundant Communication Lines:** InfoSend's headquarters utilize both wired and wireless lines, with seamless failover should an Internet provider have an outage.
4. **Server Virtualization Used:** InfoSend fully leverages server virtualization technology, ensuring any critical processes can be hardware agnostic and quickly cut over to other available hardware resources in the event of a failure.
5. **Multiple Forms of Data Redundancy:** RAID, SAN, VPN Data Sync and Off-Site Hard Drive Backup. InfoSend utilizes a combination of these methods to ensure real-time accuracy, redundancy and disaster-proof availability of data.

6. **Automated System Alerts and 24/7 Employee Coverage:** InfoSend ensures that all systems are automatically monitored and reported on, with failures triggering emails and text messages to employee phones. Multiple employees are cross-trained in systems engineering and administration for around the clock coverage across all facilities.
7. **Disaster Recovery Plan and Preparedness:** in the event of severe labor interruptions or physical premises becoming incapable of production due to external causes, InfoSend will utilize its Disaster Recovery site to continue operations.

### Data Center Design

- Redundant data centers; system architecture uses industry-standard security practices and a multi-layered security approach.
- Redundancy for all critical servers, switches, etc. Virtualization used to provide automatic backup and restoration of live operating systems.
- Highly scalable; system scales horizontally so that additional processing power can be added quickly. Load balancing for high availability.
- Multiple methods of secure data transmission with firewall failover are available to ensure that client data reaches InfoSend securely, quickly, and in whole.
- Each InfoSend facility has high speed Internet connections with a minimum of 10mb of bandwidth. Both the primary data center facility (corporate H.Q.) and DR data center use a fiber optic Internet connection from AT&T with a minimum of 100mb of bandwidth. The primary data center also has a backup wireless Internet connection from a different provider.
- UPS systems for battery backup and 600KW backup generator to power data center automatically in the event of grid failure.
- Large secure storage array; all network storage uses RAID and SAN technology.
- Backup copies of all data files are made before processing; data is backed up to external hard drives, stored in a fireproof safe, and picked up by an enterprise media vaulting service provider
- System and facility capacity and responsiveness are constantly monitored with Icinga protocol; alerts sent to internal systems administration staff when potential issues arise.
- The system is scaled to prepare for upcoming volume increases.
- InfoSend's security and compliance procedures ensure infrastructure is constantly improved and evolved.

### Data Backup Design

InfoSend utilizes a secure VPN to ensure the primary data center is continually syncing data to the disaster recovery site. Server virtualization technology is also leveraged to ensure applications are hardware agnostic and can be configured and run at any of the InfoSend sites with little to no cutover time. All data is committed to encrypted media backup and routinely taken offsite to a secure location.

Four separate backup methods are in place to protect data and assure systems are fully restored after a disaster of any type:

1. All servers are duplicated at the Disaster Recovery Facility. Data is automatically synced between the main facility and the Disaster Recovery Facility over a secure VPN.
2. Server data is backed up to secure encrypted media that are both stored in fireproof safes and taken off-site routinely.
3. The RAID system is used on all servers to ensure that data remains available in the event of a hard disk failure.
4. Network SAN systems are used that expand upon RAID by duplicating the entire network storage system to a redundant node with its own RAID.

### Network Security

- HTTPS encryption on all web server connections, server authentication.
- Client authentication for TCP/IP connections.
- Firewalls blocking all traffic unless expressly permitted, no direct connections to the LAN.
- Only authenticated users of InfoSend's intranet can access the LAN locally or remotely (via the VPN), two-factor authentication required for VPN access.

- System attack attempts are monitored and directly reported to system administrators.
- Limited access points due to tiered permission levels for InfoSend's CRM system, client data access points, storage drives, and networks. Each access point is guarded by separate firewalls.
- Separation of firewalls and networks in order to isolate production network. Enterprise-class firewalls are used to safeguard data, using a combination of the layer-3, layer-4, and layer-7 security technologies.
- Perimeter network security data/protection. HTTP, FTP, and SFTP networks located within networks behind secured servers.
- HTTP, FTP, and SFTP set application protocols and application filtering.
- Continuous monitoring of web applications by InfoSend's system administrators, with automated notifications, enable in the case of threat detection or web vulnerability.
- Static and dynamic packet filtering.
- Scheduled testing of InfoSend's systems.
- Meets rigorous audit requirements.
- Notifications from McAfee, CERN, etc.
- Data transmission through HTTPS web uploads or FTP/SFTP with PGP encryption
- VPN system hardening.
- External third-party security monitoring alerts InfoSend if there is a potential security risk.

### **Labor Management**

InfoSend's employees are cross-trained and can manage tasks that span the entire production process. InfoSend employs more production staff than is required to handle spikes in volume and/or employees being unavailable for any reason. At InfoSend's current size and capacity, operations can run normally with the absence of key personnel with no effect on production.

For COVID-19, InfoSend has deployed the following strategies:

- Masks are required in all common areas.
- All production staff use equipment at least 6 feet apart, following social distancing protocols.
- Workers who can work remotely are setup with secure remote access, and will remain at home as long as required during government-issued stay at home orders.
- Facility mirroring at InfoSend's 4 nationwide locations allows InfoSend to load balance client production across facilities should a localized shut-down result in sudden impacts.

### **Client Materials Redundancy**

- InfoSend's standard envelopes are stored at each facility.
- InfoSend manufactures its own envelopes as well as purchases from suppliers to ensure ample inventory.
- InfoSend's standard forms (including the blank white form with a perforation) are stored at each facility.
- All paper materials required for mail piece production are sourced from American paper mills to avoid global supply chain disruption.
- The custom pre-printed form elements (e.g. logo, statement backer) can also be printed on white paper if a client's custom forms are not available.

### **Equipment Mirroring**

- Intelligent mail inserters (with mail piece integrity) are actively in use at all facilities.
- Each facility uses multiple printing and inserting production lines, each that operate independently of the others in the case of equipment maintenance or downtime.
- InfoSend's Job Tracking application logs where each batch is produced and can redirect individual jobs to other facilities on the fly if needed.

### **Facility Mirroring**

- InfoSend owns and operates facilities in 4 different states: California, Texas, Illinois and Florida. By not relying on third party contracts for DR capacity InfoSend has true Disaster Recovery.
- Large clients can opt to have their jobs split from two facilities on a normal day to day basis. This ensures that DR capabilities are continually tested.
- All facilities utilize inkjet printing onto white paper and stock standard envelopes (see above sections).
- For COVID-19, Facility Mirroring has provided continuity when the following occurs:

- Some production team members were not able to report to work due to their children being sent home from school.
- Additionally, team members have been required to stay home for an extended time period after catching a cold or fever or having potential exposure to Covid-19.
- These temporary labor outages did not impact our clients as InfoSend was able to redirect jobs from facilities that were temporarily understaffed to other facilities that had excess capacity.

## **B. Disaster Recovery**

Should one of InfoSend's facilities operations become partially or fully disabled, then the InfoSend Disaster Recovery (DR) Plan is enacted. The DR Plan requires the following steps be followed:

1. **Detection:** the InfoSend Emergency Management Team (EMT) is notified and assembled to evaluate the degraded operations.
2. **Assessment:** an Assessment Checklist is completed to assess and assign a DR Response Level.
3. **Response/ Facility Failover Checklist:** upon completion of the assessment, InfoSend immediately begins the DR Response Checklist according to the Disaster Level.
4. **Notification:** notifications are provided both internally to staff and externally to clients according to the Response Level, including details on service impacts and timelines for resolution.
5. **Recovery:** InfoSend ensures the completion of the DR Checklist and measures to ensure normal operations have resumed.
6. **Facility Restoration:** repairs begin immediately upon resumption of normal operations, and eventual service restoration to the regional facility is planned.

## **DR Response Levels**

InfoSend maintains 3 levels of disaster response.

**Level 1:** no critical damage to the facility to prevent operations, same day recovery expected.

**Level 2:** some damage to the facility, full failover not required. Some operations re-routed, full operations expected within 5 days.

**Level 3:** facility is inoperable, full failover enacted.

If the primary facility should become disabled, then data processing and system hosting will be moved to the disaster recovery facility. If facility fail-over is enacted, available labor resources will travel to the other facilities to help with the disaster recovery efforts. Should there ever be a case where one of InfoSend's facilities is impacted by a major disaster, the company has a travel and lodging contingency plan for necessary employees to travel to a facility providing disaster recovery support.

If facility fail-over is enacted, then restoration of the affected facility will begin as soon as possible.

## **Testing and Documentation**

InfoSend's disaster recovery procedures are continuously improved. Documentation is regularly updated as necessitated by new requirements or changes to internal procedure or systems engineering.

InfoSend tests the DR Plan annually with executive management review and approval.

**N. Reporting - Describe your balancing and quality assurance processes. How do you determine that every bill transmitted for processing is worked and data printed is accurate? Service Level Response Time Describe the process and timeframe of responding to issues and resolutions.**

## **Data Processing, Print and Mail Reporting Highlights**

InfoSend's Customer Communications Management (CCM) platform provides clients with the necessary reports to reconcile and receive updates throughout the Data Processing, Print, and Mail (DPPM) process. InfoSend standard reporting workflow is provided by default, and is able to provide certain reports in a variety of methods including text files, comma delimited files, HTML formatted reports, and in some cases PDFs.

All reports are available either through the InfoSend website and can also be emailed or transmitted via secure FTP. In addition, clients have the capability of assigning internal contacts that have permissions to access/receive reports.



## File Transfer Acknowledgement Report

Upon client upload of a data file for processing, InfoSend will send the File Transfer Acknowledgement Report as certification of receipt of the file. The File Transfer Acknowledgement Report provides information about the file name, byte size, page/record count, and file receipt date. This report is posted to InfoSend's secure web portal for viewing and is also commonly emailed to designated client staff members.

Client File Transfer Acknowledgement

FROM : INFOSEND, INC.  
 DATE : 03/19/2014  
 RE : FILE TRANSFER ACKNOWLEDGMENT


THIS FILE CONFIRMS THAT THE FILE(S) LISTED BELOW HAVE BEEN RECEIVED. IF YOU FIND ANY DISCREPANCY OR IF YOU HAVE ANY QUESTIONS OR SPECIAL INSTRUCTIONS REGARDING THIS LIST, KINDLY GIVE US A CALL AT (714) 993-2600 OR TOLL-FREE (800) 955-9330.

THANK YOU.

NO.	NAME OF FILE(S)	FILE SIZE (BYTES)	PAGE/RECORD COUNT	DATE RECEIVED
1.	INF_0319_STNT.TXT	973950	2441	03/19/2014 11:20:01 AM
TOTAL PAGE/RECORDS: 2441				

## Process Summary Report

The Process Summary Report is a detailed PDF document that summarizes key data points contained within a document run batch. If a client chooses to review sample files prior to printing, the Process Summary Report will be included as a cover page within each set of samples. It is also posted to InfoSend's "Reports" tab of the web portal in PDF form. The Process Summary Report details important information such as data files that were included within the job, document details such as page count and batch amount if documents are bills, print output information, suppressions, inserts included, and USPS presort counts and estimated postage.



### Process Summary Report

Job Code: INF0929A  
Report Generated 10:04am September 29, 2013

**Data Files**

Filename	File Received
INFOSEND_BILLINGDATA_20130929A.TXT	2013-09-29 09:25am
INFOSEND_CYCLEDATA_20130929A.TXT	2013-09-29 09:25am

**Document Input**

Accounts	First Pages	Total Pages	Batch Amount
12,000	12,000	18,000	\$900,000.00

**Print Output**

Accounts	First Pages	Total Pages	Amount	Mailpieces	Non-Recorded Mailpieces	Household Mailpieces	ICOL Updates
11,000	10,000	14,000	\$800,000.00	10,005	77	95	38

**Suppressions**

Accounts	First Pages	Total Pages	Amount	Name
250	250	250	\$25,000	Unverifiable Address
250	250	250	\$25,000	Client Suppression Rule(s)
250	250	250	\$25,000	eBilling Paperless Suppression
250	250	250	\$25,000	InfoSend Exception Processing

**Inserts**

Name	Count
N3886 - Online Payment Options	5,400
N3904 - Fall Water Conservation	10,000

**Postage Summary**

Name	Count	Amount
Presorted Mailpieces	8,000	\$3690.00
Non-Recorded Mailpieces	500	\$290.00
Non-Recorded Mailpieces	250	\$154.00
Extra Postage (Non-Standard Mailpiece)	150	\$112.50

## Process Confirmation Report

The Process Confirmation Report is emailed to designated client staff members as well as posted to the reports section of the web portal after documents have been completed for mailing and released to the USPS. This report provides confirmation that InfoSend has released a job's mail pieces to the USPS for mailing. The Process Confirmation Report can be created in one of three different formats: plain text, XML, or HTML.

This report provides the name of the file(s) mailed along with a detailed mail count. For statements, invoices, and other financial documents, the total dollar amount is also provided. Additional information can be provided after the "totals" section of the report. For example – addresses that could not be verified for delivery point validation can be listed at the end of this report.

PROCESS CONFIRMATION REPORT

TO : INFOSEND CLIENT  
 FROM : INFOSEND, INC.  
 DATE : 03/20/2014  
 RE : PROCESSING CONFIRMATION REPORT

\*\*\*\*\*  
 IF YOU HAVE ANY QUESTIONS ABOUT THIS DOCUMENT, PLEASE CONTACT US AT  
 (714) 993.2698 OR TOLL-FREE (800) 955.9338. THANK YOU.  
 \*\*\*\*\*

NO.	REFERENCE	AMOUNTS	ORIGINAL	SINGLES	MULTIPLES	WAR/SPECIAL	TOTAL
			FILLES/SPECIAL	NOTE			
1.	DLY0319A	332950.00	2445	2363	27	0	2360
		STATEMENT DATE: 3/19/2014					
		FROM: DLY_0319A_57011.TXT					
TOTALS =		332950.00	2445	2363	27	0	2360

\*\*\*\*\*  
 \*\*\* END OF PROCESS CONFIRMATION \*\*\*  
 \*\*\*\*\*

INFOSEND CLIENT  
 UNDELIVERABLE ADDRESS REPORT  
 DATE: 03/20/2014  
 PAGE: 3

FILENAME: DLY0319A1NLY\_0319\_57011.TXT

NO.	ACCOUNT	ERROR CODE	ERROR MESSAGE	AMOUNT
1.	01212403-56 SAMPLE C 161 HALL STREET DAILY CITY CA 94015	491	- Mailed out anyway Invalid Primary Number	51.63
2.	19418000-49 SAMPLE CUSTOM 124 BALDOR TERRACE SAN FRANCISCO CA 94112	491	- Mailed out anyway ZIP-4 coded but failed DPV	89.36

**Job Tracking Tool**

The Job Tracker provides the current status of jobs as it progresses through InfoSend's data processing and print production departments. The Job Tracking tool contains details such as job type, number of component files that are contained within the job, file receipt timestamps, sample files that may be downloaded, and the status of printing/quality control/mail preparation. Once a file has been completed for mailing and mail pieces have been released to the USPS a timestamp of file completion confirmation will be provided. InfoSend provides a history of the past 100 jobs that were processed through the system.

**Job Tracking**

Here is a list of the last 100 jobs submitted by your organization. Jobs with a gray background have been placed on hold. Please contact an InfoSend representative if further details are required.

Show Filenames: Yes | Job Type: All Types | Only Show Active Jobs: No

Job Code: | Filenames: Search: Clear

Job Type	Job Code	Filenames	Received	Processing	Sample File	Sample Status	Printing	QC	Mail Prep	Confirmation	Viewed
RETURN_BILLS	INF03230	RETLRNS 2012 TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	
REGULAR_BILLS	IN10223A	REGULARS 2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	
DELINQUENT_NOTICE	IN10223A	DELINQUENTS 2012 TXT	2012-03-23 10:28:01	Done	2012-03-23 10:41:58	Approved	Pending	Pending	Pending	Pending	

**Address Update Report**

Address Updates including NCOALink hits or ACS updates are provided in InfoSend's reporting section. The ACS/NCOALink report is available in three formats: plain text comma delimited, XML, or HTML. Most address update reports are either comma delimited or XML formatted so that InfoSend's clients can automate the process of loading updates into their customer information system.

**Address Updates**

You may view your ACS/NCOA reports by clicking on the corresponding links.

Date	Jobcode	Viewed
2014-03-20 12:10:45	N_DLY0319A	<input type="checkbox"/>
2014-03-14 16:54:16	N_DLY0313A	<input type="checkbox"/>
2014-03-07 13:06:08	N_DLY0306A	<input type="checkbox"/>
2014-03-04 16:50:55	N_DLY0304A	<input type="checkbox"/>

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	MailSequence	MailID	JobCode	AccountNum	QAddr1	QAddr2	OCity	OSt	OZip	MAddr1	MAddr2	MCity	MSt	MZip	COAType	Reason
2	700003890	107315	INF0307A	00000-01	123 Water St		WOODLAND	CA	91364	123 Water St		Woodland HI	CA	91367-4545	NCOA	
3	700004170	107315	INF0307A	00000-02	4240 E La Palma		LOS ANGELE	CA	90011-9518	4240 E La Palma		Los Angeles	CA	90011-3328	NCOA	
4	700004156	107315	INF0307A	00000-03	5454 Main St		LOS ANGELE	CA	90011-3721	5454 Main St		LOS ANGELE	CA	90011-3721	UAA	4912IP+4 coded but failed DPV because of invalid primary
5	700004182	107315	INF0307A	00000-04	456 Water St		TORRANCE	CA	90501	456 Water St		TORRANCE	CA	90501	UAA	411:Invalid Primary Number
6	700004080	107315	INF0307A	00000-05	124 Water St		LOS ANGELE	CA	90013	124 Water St		LOS ANGELE	CA	90013	UAA	4912IP+4 coded but failed DPV because of invalid primary
7	700004048	107315	INF0307A	00000-06	4241 E La Palma		LONG BEACH	CA	90802	4241 E La Palma		LONG BEACH	CA	90802	UAA	4912IP+4 coded but failed DPV because of invalid primary
8	700003938	107315	INF0307A	00000-07	8455 Main St		LOS ANGELE	CA	90007	8455 Main St		LOS ANGELE	CA	90007	RETURN-UAA	V - Vacant
9	700003967	107315	INF0307A	00000-07	5455 Main St		LOS ANGELE	CA	90007	5455 Main St		LOS ANGELE	CA	90007	RETURN-COA	
10																

### InfoSend Quality Control

InfoSend has been in business since 1996, with the founders starting the business on the assumption that comprehensive process controls, quality and customer service can make a difference to organizations sending critical documents. Anyone can process and output a document using standard technology, but to do it well and defect free requires well-designed technology and controls. InfoSend's strength is in its well-designed tools, procedure, people and culture that demands high volume output with over **99.99966% accuracy**.

InfoSend's document output platform and manufacturing operations have been designed using Six Sigma guidelines for engineering the solution and service. InfoSend strives to achieve stable and predictable results while continually sustaining quality improvements across the entire organization. InfoSend seeks continuous improvement of the business process using the **DMAIC** methodology:

- D** - Define a problem or improvement opportunity.
- M** - Measure process performance.
- A** - Analyze the process to determine the root causes of poor performance; determine whether the process can be improved or should be redesigned.
- I** - Improve the process by attacking root causes.
- C** - Control the improved process to hold the gains.

Whenever defects which are not detected and remedied as part of standard procedure, the issue is logged and escalated to a **Quality Assurance Team** which will perform **Root Cause Analysis (RCA)**, perform remediation, and present a report to Executive Management.

### Quality Control for Data Processing, Print, and Mail

InfoSend's Quality Control for Data Processing, Print and Mail are designed according to the following workflow, ensuring checks and balances throughout the process to eliminate the cause of defects in client output:

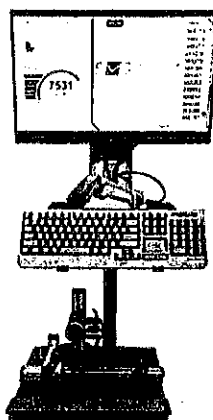
1. Client Data Transfer, Format Integrity and Job Code Assignment
2. Document Composition, Address Integrity and Sequencing
3. Print Operator Checks
4. Data/Print Quality Control & Staging
5. Manual Fulfillment
6. Bulk Mail Insertion and Checks
7. Daily SLA Checks

### Automated 2D Barcode Accuracy System

InfoSend leverages an automated 2D barcode system, which ensures manufacturing accuracy of client output. Key Components include:

2D Barcode Scanner

2D Barcode System Monitor



### **Printing**

Each document is printed with a unique 2D barcode on the address block, and this barcode is stored in the InfoSend database.

### **Scanning**

A scanner checks every document as they are inserted on InfoSend inserting equipment. The envelope window is scanned and the documents are reconciled in real time with the original document print stream database, ensuring each mail pieces is accounted for.

### **Reconciling**

The 2D barcode monitor provides real-time alerts for any out-of-sequence, missing, duplicate, misread or invalid document discrepancies during production. If a document is missing or jammed, it will be reproduced. The machine operator must signal a supervisor every single time there is an out of sequence error and receive sign-off on the resolution. InfoSend will not mail any batches which have unresolved errors (e.g. missing mail pieces).

### **InfoSend Inc. Client Services/Support Information**

Unlike other companies, InfoSend continues to provide excellent support to clients even after initial go-live of implementation projects. Each new client is assigned a specific Account Manager as well as provided contacts for our Support Department. Clients may contact InfoSend with questions or support items at any time, and can expect a timely, informed answer! InfoSend's offerings coupled with its excellent support structure has solidified the Company as one of the top Bill Print and Mail vendors in the marketplace today.

Our fully trained and multi time-zone Client Services department will notify clients, or respond to any clients' request, as a part of its normal daily function. Below is a typical timeframe for Client Services response to client-initiated issues. Good Client relationships are a top priority.

Critical Issues: Response in 0-30 minutes. A Critical Issue would be one that impacts a live (or past) production job that requires immediate attention. Critical Issues are best communicated to the Client Services team via phone call, at which point the response will be immediate. Example: a batch of data was approved for mailing but needs to be halted immediately.

Mid-Level Support Issues: Response in 30-90 minutes. Mid-Level issues should be communicated via phone or over email. Example: a question comes up regarding programming logic for a document, but does not impact a live job.

General Inquiries: Response in 90 minutes-4 hours. Non-critical support inquiries which can be researched and answered by staff on a first-in, first-out basis. Example: an inquiry regarding the amount of custom material stock on hand.

Client services can be reached by our 800 number, via email, or through our online ticketing system. An account manager will route the issue to the proper channels. The account manager will be the client's contact during all

issues. Escalation to the correct department, issue investigation, solution, and resolution will all be communicated through your Client Services support contact.

Toll Free: 800.955.9330

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

## O. Archival and Retrieval Processing

### InfoSend Archiving Services

InfoSend's Customer Communications Management (CCM) platform offers a robust, secure, redundant archive service that clients can rely upon to access documents rendered, modified or processed by InfoSend. InfoSend has built a flexible set of options to ensure clients and their customers can access documents in the context that they prefer, including in existing CIS/ERP or billing applications. InfoSend offers PDF delivery and hosted models.

With all options, InfoSend is capable of including the insert communications as additional pages in the PDF (eInserts), ensuring clients and their customers are viewing the complete document which was distributed.

**1. Delivery via Final Doc Transfer (FDT):** for clients who prefer to store and host PDFs within another software environment, InfoSend is able to deliver the PDFs via Final Doc Transfer in the following ways:

- **Secure FTP Transfer**
- **Custom Secure FTP Transfer**

**2. Hosted via Print Image Archive (PIA):** for clients who prefer to outsource the storage and only retrieve PDF documents on demand, InfoSend provides two ways to view documents via the Print Image Archive:

- **Search via the InfoSend Portal**
- **Web Services Integration**

**Mail Tracking:** all clients using the hosted Print Image Archive from InfoSend are automatically given Mail Tracking. With Mail Tracking, the USPS data is provided via the IMb Tracing™ service, where all qualified mail with an Intelligent Mail Barcode that is scanned at a sort facility is logged. This data provides insight into the estimated delivery time frame of mail to the customer. *Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.*

### FDT Delivery: Secure FTP

InfoSend is able to provide the archived documents in PDF format, transferred via secure FTP to the server of the client's choice. Each time InfoSend completes a batch for a client, the PDF will be automatically packaged up and sent via this FTP channel with a standard XML companion file to assist in indexing the contents of the file.

### Secure FTP Transfer Workflow

1. **Client FTP Type:** InfoSend recommends transfer via secure FTP (sFTP). However, depending on the client's capabilities and security requirements regular FTP can be supported.
2. **PDF File Name:** InfoSend will provide the PDF File with the following format: <InfoSend Job Code>YYYY.PDF. Example: INF0419A2012.PDF.
3. **XML Index File Name:** InfoSend will provide the XML Index File with the following format: <InfoSend Job Code>YYYY.TXT. Example: INF0419A2012.XML.
4. **Encryption:** InfoSend can optionally encrypt the PDF and XML files using PGP encryption to ensure safety in transit. The encryption key will be cut during setup.

## FDT Delivery: Custom, Secure FTP

InfoSend is able to provide the archived documents in PDF format, transferred via secure FTP to the server of the client's choice. Each time InfoSend completes a batch for a client, the PDF will be automatically packaged up and sent via this FTP channel. With this option, however, InfoSend is able to control when the file is transferred as well as provide the PDFs by batch or by individual account, and can also provide a custom companion file to index the contents of a batch file.

With the custom option, full requirements are captured during setup and a Statement of Work will be presented for client sign off prior to beginning the implementation.

### Custom Secure FTP Transfer Workflow

1. **Delivery Timing:** InfoSend recommends performing the delivery after the batch is completed by InfoSend (mailed via USPS, documents mailed out, etc.). However, should the client prefer to get the batch immediately, InfoSend can configure the application to send as soon as the client file is processed by InfoSend, or as soon as the Sample File is approved (if client performs this step).
2. **Client FTP Type:** InfoSend recommends transfer via secure FTP (sFTP). However, depending on the client's capabilities and security requirements regular FTP can be supported.
3. **Custom PDF File Structure:** with the custom option, InfoSend will be able to provide the PDF either in a complete batch, or provide individual PDFs per account or other criteria. Please note: the criteria needed will require analysis during implementation, and depending on how the batches are grouped could impact the ability to also use InfoSend Portal search or Web Services Integration.
4. **Custom PDF File Name:** with the custom option, InfoSend can create a naming convention for the PDF files that match the client's criteria.
5. **Custom Index File Name:** with the custom option, InfoSend can create a naming convention for the Index files that match the client's criteria.
6. **Custom Index File Format:** with the custom option, InfoSend can add custom data elements to the standard XML file format or create an entirely new index file to match the requirements of the client to assist in providing information on the PDF contents.
7. **Encryption:** InfoSend can optionally encrypt the PDF and XML files using PGP encryption to ensure safety in transit. The encryption key will be cut during setup.

## PIA Hosted: Search via the InfoSend Portal

For clients looking to outsource the storage and retention of past documents, the InfoSend Print Image Archive search tool is a simple to setup and use option. Located within the administrative InfoSend Portal already used by customers to track batches, this option provides robust search criteria along with document download and email options for archived documents.

### On Demand Search Options

1. **Retention Period:** with InfoSend hosting the documents, the batches processed can be archived as long as the client requires. Fees apply based on length of time and are generally quoted as part of the contracting process.
2. **Search Criteria:** by default, InfoSend provides search criteria for Name, Account Number, InfoSend Job Code and Date Range. In addition, InfoSend is able to provide 5 custom fields mapped to the client's data (examples: Bill Date, Due Date, Service Address, Notice ID, etc.).
3. **User Access:** because the Print Image Archive is a feature of the InfoSend Portal, there is the option to control which users are able to access the archive. This permission can be set under User Management.

**Mail Tracking:** all clients using the hosted Print Image Archive from InfoSend are automatically given Mail Tracking. With Mail Tracking, the USPS data is provided via the IMb Tracing™ service, where all qualified mail with an Intelligent Mail Barcode that is scanned at a sort facility is logged. This data provides insight into the estimated delivery time frame of mail to the customer. *Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.*

Example PIA Search Screen with Mail Tracking Results:

InfoSend, Inc.

InfoSend, Inc. ::: pat.m@infosend.com

Close Window

Wednesday, February 12, 2020

**PIA Viewer 2.0 Search Fields**

Search Returned 13 Result(s) - Displaying 1 - 13  
[Clear Search Results](#)  
 Default search is 'Starts with'.  
 % (Percent symbol): Match 0 or more characters; \_ (Underscore): Match any single character

Name:

Account Number: 216031-1240

Job Code: All Jobs

Received Date (MM-DD-YY):  -  To  -

SPCL Status:

Submit Search

First Page    Back Ten Pages    Previous Page    Next Page    Forward Ten Pages    Last Page  
 <<<    <<    <    >    >>    >>>

Show 25 Records Per Page

Name	Account Number	Job Code	Received Date	SPCL Amount	Outbound	Inbound	Save	View
JOE CUSTOMER	216031-1240	INFINF191203A	2019-12-03	77.30	2019-12-08	2019-12-11		
JOE CUSTOMER	216031-1240	INFINF191008A	2019-10-08	116.30	2019-10-10	2019-11-03		
JOE CUSTOMER	216031-1240	INFINF191031A	2019-10-31	119.30	2019-11-04			
JOE CUSTOMER	216031-1240	INFINF191105A	2019-11-05	193.60	2019-11-08	2019-11-13		
JOE CUSTOMER	216031-1240	INFINF190904A	2019-09-04	116.30	2019-09-07	2019-10-03		
JOE CUSTOMER	216031-1240	INFINF190927A	2019-09-27	119.30	2019-10-02			
JOE CUSTOMER	216031-1240	INFINF190702A	2019-07-02	79.70	2019-07-05	2019-07-10		
JOE CUSTOMER	216031-1240	INFINF190806A	2019-08-06	138.83	2019-08-09	2019-08-15		
JOE CUSTOMER	216031-1240	INFINF190214A	2019-02-14	86.00	2019-02-16			
JOE CUSTOMER	216031-1240	INFINF190417A	2019-04-17	86.00	2019-04-20			
JOE CUSTOMER	216031-1240	INFINF190604A	2019-06-04	99.34	2019-06-07			
JOE CUSTOMER	216031-1240	INFINF200107A	2020-01-07	39.45	2020-01-10	2020-02-09		
JOE CUSTOMER	216031-1240	INFINF200204A	2020-02-04	86.80	2020-02-07			

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**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, assisting with cashflow expectations.

	A	B	C	D	Formula Bar		E	F	G	H	I	J
1	Name	Account Num	Job Code	Amount	Inbound Entry TIm	Entry Zip	Final Outbound	Bill Date	Bill Due Date	Amount Due		
2	JOE CUSTOMER	165975-86246	INF0221A	87.23	3/31/2020 20:44	92799	2/26/2020 9:42	2/21/2020	3/12/2020	\$87.23		
3	JOE CUSTOMER	96171-68338	INF0221A	62.73	3/31/2020 20:29	92799	2/29/2020 10:41	2/26/2020	3/17/2020	\$62.73		
4	JOE CUSTOMER	261097-69062	INF0221A	87.23	3/31/2020 20:31	92799	2/29/2020 11:24	2/26/2020	3/17/2020	\$87.23		
5	JOE CUSTOMER	57033-62358	INF0221A	324.65	3/31/2020 20:33	92799	3/2/2020 10:53	2/27/2020	3/18/2020	\$324.65		
6	JOE CUSTOMER	204521-63070	INF0221A	51.21	3/31/2020 20:31	92799	3/2/2020 10:58	2/27/2020	3/18/2020	\$51.21		
7	JOE CUSTOMER	289699-70380	INF0221A	66.2	3/31/2020 22:39	92799	3/2/2020 10:53	2/27/2020	3/18/2020	\$66.20		
8	JOE CUSTOMER	89497-95498	INF0221A	142.69	3/31/2020 20:39	92799	3/4/2020 10:15	2/28/2020	3/19/2020	\$142.69		
9	JOE CUSTOMER	140915-87848	INF0221A	367.54	3/31/2020 21:29	92799	3/9/2020 12:27	3/3/2020	3/23/2020	\$367.54		
10	JOE CUSTOMER	983-866	INF0221A	96.6	3/31/2020 20:31	92799	3/9/2020 14:28	3/3/2020	3/23/2020	\$96.60		
11	JOE CUSTOMER	40541-15240	INF0221A	86.78	3/31/2020 19:10	92799	3/7/2020 10:53	3/4/2020	3/24/2020	\$86.78		
12	JOE CUSTOMER	89497-95498	INF0221A	54.21	3/31/2020 20:39	92799	3/7/2020 9:46	3/4/2020	3/24/2020	\$54.21		
13	JOE CUSTOMER	145881-102620	INF0221A	138.1	3/31/2020 20:59	92799	3/7/2020 13:05	3/4/2020	3/24/2020	\$138.10		
14	JOE CUSTOMER	153657-3648	INF0221A	61.5	3/31/2020 20:18	92799	3/7/2020 10:57	3/4/2020	3/24/2020	\$61.50		
15	JOE CUSTOMER	75175-56990	INF0221A	89.88	3/31/2020 16:32	90052	3/9/2020 10:58	3/5/2020	3/25/2020	\$89.88		
16												
17												

**Expected Remit \$1,716.55**

### PIA Hosted: Search via Web Services Integration

For clients with an external software package that could support showing documents, InfoSend offers a Web Services integration that enables secure URL query searches to retrieve documents from InfoSend servers. With this option, InfoSend provides credentials and encryption to a client, or third party provider on behalf of the client, along with documentation and resources to implement and test an integration to the document archive.

The goal of the Web Services Integration is to provide InfoSend produced or stored documents on screen as seamlessly as possible to an end user of another application.

### Web Services Integration Workflow Highlights

- Retention Period:** with InfoSend hosting the documents, the batches processed can be archived as long as the client requires. Fees apply based on length of time and are generally quoted as part of the contracting process.
- Secure Socket Layer (SSL) Communication:** InfoSend has a current SSL certificate specifically for the domain serving this application, so all communication is done using the web standard https: protocol.
- Encrypted Access Parameters:** the URL scheme which allows access to the archive will utilize an AES 256-bit encryption key with vector initialization (VI) salting, to ensure the parameters of the web service call cannot be decrypted by outside parties.
- URL Expiration:** all query URLs will expire within a timeframe that meets the client application's security requirements to ensure no unauthorized access.
- Document Search Criteria:** by default, InfoSend provides Web Services search criteria for an Account Number and/or one other indexed document identifier (NoticeID). The goal is to retrieve a specific document or list of documents pertaining to an account.
- Document Results:** InfoSend will be able to serve the document results in three ways, depending on the search criteria: allow the browser to show PDF in line, force the browser to download PDF, or show document list results with a link to download PDF.

### P. Printing and Processing of Disconnection Notices

InfoSend accepts and can fully satisfy the production of Disconnection Notices.



## Q. Other Services - Describe any other services you may offer which may benefit GPA.

As mentioned previously, InfoSend provides a robust Electronic Billing, Presentment and Payment solution under the same data processing engine we use to produce bill print files on behalf of clients. Many InfoSend customers utilize us for both offerings, benefiting from the efficiency of a one-vendor billing setup. With this model, InfoSend manages things such as paperless settings, email communications, enrollment stats, and of course billing and payments functionality. We have provided bulleted highlights for review but are happy to provide more information or schedule a demo if desired.

Should GPA only have an interest in InfoSend's print and mail capabilities, we do suggest considering our archiving services as part of that offering. InfoSend's archive functionality contains a lot of value add, including USPS mail tracking, optional remit tracking, and the ability to connect to a third party EBPP system via our bill presentment API. Information about our archive services has been included.

Finally, InfoSend has a dedicated Direct Communications department that works with our utility clients on all insert and one-time mailing requests such as water quality reports or rate change notices. Information about Direct Communications and the types of jobs we can support has been included.

### InfoSend's Electronic Billing, Payment and Presentment (EBPP) Solution Highlights

- **Mobile-Ready Customer Engagement:** all products are mobile compatible out of the box, with no app store downloads required of customers. Powered by InfoSend's CCM platform, customer specific messaging extends to the electronic channel.
- **Multi-Channel Payment Collection:** InfoSend's payment platform will consolidate web, telephone, SMS, CSR, in-person EMV and bank payments into a single lockbox file.
- **One-Time and Automatic Payments:** allow customers to quickly make a one time payment, as well as sign up to have their payment account auto debited with each billing cycle.
- **Bill Notification and Presentment:** notify customers via email when a new bill is available, and securely deliver exact replica of printed document to customers inbox or show online via the secure portal.
- **Interactive Voice Response (IVR):** accept customer payments via automated phone service with InfoSend-hosted phone number, enabling client phone systems to redirect customers with ease.
- **SMS Text-to-Pay:** enrolled customers may opt in to receive text notifications of new bills, and reply to have the registered payment method drafted for the amount due, speeding up the time to payment.
- **Bank Payments (MasterCard RPPS):** InfoSend can collect payments made via the customer bank and include them within the lockbox file.
- **PCI-Compliant Cloud Based Solution:** electronic billing and payment related products hosted in the cloud by InfoSend in a secure PCI-Level 1 compliant environment.

### InfoSend Archiving Services

InfoSend's Customer Communications Management (CCM) platform offers a robust, secure, redundant archive service that clients can rely upon to access documents rendered, modified or processed by InfoSend. InfoSend has built a flexible set of options to ensure clients and their customers can access documents in the context that they prefer, including in existing CIS/ERP or billing applications. InfoSend offers PDF delivery and hosted models.

With all options, InfoSend is capable of including the insert communications as additional pages in the PDF (eInserts), ensuring clients and their customers are viewing the complete document which was distributed.

**1. Delivery via Final Doc Transfer (FDT):** for clients who prefer to store and host PDFs within another software environment, InfoSend is able to deliver the PDFs via Final Doc Transfer in the following ways:

- **Secure FTP Transfer:** upon batch completion by InfoSend, a PDF file of the batch will be sent via secure FTP to the client with a companion XML index file containing standard details of the PDF batch (account #, PDF page number, etc).
- **Custom Secure FTP Transfer:** upon batch completion by InfoSend, the PDF data can be delivered in a complete batch or broken down and sent as one PDF file per account or document. In addition, InfoSend can match PDF file naming conventions or provide index data in a specified format. InfoSend will work with the client to define the workflow, and fees may apply depending on complexity.

**2. Hosted via Print Image Archive (PIA):** for clients who prefer to outsource the storage and only retrieve PDF documents on demand, InfoSend provides two ways to view documents via the Print Image Archive:

- 1. Search via the InfoSend Portal:** upon batch completion, InfoSend will archive the documents for the client to retrieve on demand from a web interface. By logging into the InfoSend Portal, client representatives can access the archive and search for documents according to standard criteria such as account number or date. In addition, InfoSend provides up to 5 custom search fields, specific to the client's data (examples: "bill cycle" or "notice ID"). Documents can be viewed on screen, downloaded to the desktop or emailed.
- 2. Web Services Integration:** upon batch completion, InfoSend will archive the documents for the client to retrieve on demand via an encrypted API query string. This secure option is best suited for clients who have the capacity to integrate the InfoSend archive into a software package on their end. This web interface allows outside solutions to perform document presentation within their own application framework without having to host an archive.

**Mail Tracking:** all clients using the hosted Print Image Archive from InfoSend are automatically given Mail Tracking. With Mail Tracking, the USPS data is provided via the IMb Tracing™ service, where all qualified mail with an Intelligent Mail Barcode that is scanned at a sort facility is logged. This data provides insight into the estimated delivery time frame of mail to the customer. *Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.*

Example PIA Search Screen with Mail Tracking Results:

The screenshot shows the 'PIA Viewer 2.0 Search Fields' window. It includes search criteria for Name, Account Number, Job Code, Received Date, and SPCCL Status. Below the search fields is a table of search results with columns: Name, Account Number, Job Code, Service Date, and Amount. The results list various 'JOE CUSTOMER' entries with their respective account numbers, job codes, service dates, and amounts.

Name	Account Number	Job Code	Service Date	Amount
JOE CUSTOMER	218001-1240	RFNPF191203A	2018-10-03	77.30
JOE CUSTOMER	218001-1240	RFNPF181500A	2018-10-08	118.30
JOE CUSTOMER	216001-1240	RFNPF181031A	2018-10-31	118.30
JOE CUSTOMER	218001-1240	RFNPF181102A	2018-11-02	189.80
JOE CUSTOMER	218001-1240	RFNPF180004A	2018-08-04	116.30
JOE CUSTOMER	210001-1240	RFNPF190027A	2018-05-27	119.30
JOE CUSTOMER	218001-1240	RFNPF190202A	2018-02-02	78.75
JOE CUSTOMER	218001-1240	RFNPF180000A	2018-08-08	138.80
JOE CUSTOMER	218001-1240	RFNPF180214A	2018-02-14	98.00
JOE CUSTOMER	218001-1240	RFNPF180417A	2018-04-17	88.00
JOE CUSTOMER	218001-1240	RFNPF180804A	2018-08-04	99.34
JOE CUSTOMER	218001-1240	RFNPF200107A	2020-01-07	38.43
JOE CUSTOMER	218001-1240	RFNPF200204A	2020-02-04	85.00

**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, assisting with cashflow expectations.

	A	B	C	D	E	F	G	H	I	J
	Name	Account Number	Job Code	Amount	Outbound Entry Date	Est. of Outbound	Bill Cycle	Bill Due Date	Bill Due Date	Amount Due
1	JOE CUSTOMER	18378-84246	RFN0221A	87.23	3/11/2020 20:44	92799	2/26/2020 9:43	2/24/2020		\$87.23
2	JOE CUSTOMER	96171-88318	RFN0221A	62.70	3/11/2020 20:29	92799	2/26/2020 10:44	2/26/2020		\$62.70
3	JOE CUSTOMER	261097-69062	RFN0221A	87.23	3/11/2020 20:31	92799	2/26/2020 11:24	2/26/2020		\$87.23
4	JOE CUSTOMER	57031-62358	RFN0221A	324.65	3/11/2020 20:31	92799	3/2/2020 10:53	2/27/2020		\$324.65
5	JOE CUSTOMER	204311-43070	RFN0221A	51.21	3/11/2020 20:31	92799	3/1/2020 10:54	2/27/2020		\$51.21
6	JOE CUSTOMER	285999-70380	RFN0221A	66.2	3/11/2020 22:39	92799	3/2/2020 10:53	2/27/2020		\$66.20
7	JOE CUSTOMER	89491-85496	RFN0221A	349.89	3/11/2020 20:39	92799	3/4/2020 10:15	2/28/2020		\$349.89
8	JOE CUSTOMER	142915-82948	RFN0221A	387.54	3/11/2020 22:28	92799	3/9/2020 11:37	3/3/2020		\$387.54
9	JOE CUSTOMER	983-896	RFN0221A	94.6	3/11/2020 20:31	92799	3/1/2020 14:28	3/1/2020		\$94.60
10	JOE CUSTOMER	40541-15240	RFN0221A	66.78	3/11/2020 19:10	92799	3/7/2020 10:53	3/4/2020		\$66.78
11	JOE CUSTOMER	281597-51254	RFN0221A	54.21	3/11/2020 20:39	92799	3/7/2020 9:46	3/4/2020		\$54.21
12	JOE CUSTOMER	143481-109820	RFN0221A	136.1	3/11/2020 20:59	92799	3/7/2020 11:05	3/4/2020		\$136.10
13	JOE CUSTOMER	153457-3648	RFN0221A	81.5	3/11/2020 20:18	92799	3/7/2020 10:57	3/4/2020		\$81.50
14	JOE CUSTOMER	72175-56990	RFN0221A	89.84	3/11/2020 16:13	90852	3/9/2020 10:58	3/5/2020		\$89.84
15										
16										
17										
										Expected Remit \$1,716.55

## InfoSend Direct Communications

Direct Communications are non-recurring document types that directly communicate information to client customers. InfoSend has developed tools and workflow to support clients in efficiently communicating with customers, saving on postage and materials where possible.

InfoSend's dedicated personnel, IT-centric structure, and automated data processing capabilities make client one-time projects as efficient to manage as possible. InfoSend will work with client marketing department and accept most common graphic arts file types such as PDF, EPS, InDesign, and Illustrator. Proofs are printed on the digital color equipment that will produce campaigns. Direct communication documents are normally printed in full color or grayscale onto white paper stock.

## Direct Communications - Inserts

Selective Inserting is available, which allows clients to selectively target insert, flyers, or newsletters to specific mail pieces. Selective Inserting will also allow clients to exclude a #9 return envelope for all customers participating in an automatic payment program (ACH). Individual documents can be grouped together ("householding") if desired. InfoSend gives clients multiple insert handling and production options, along with fully featured tools to manage the process:

Insert Requests & Management - InfoSend's online Insert Request Form is an innovative account management tool that streamlines insert management. Request a quote for printing and schedule all client inserts online. Submit the form through the InfoSend website and a summary of the request will be returned to the user via email. **eInserts:** InfoSend can also optionally include PDF images of client inserts in the Print Image Archive and/or in the documents created by InfoSend's eBusiness products.

Insert Handling – Client Provided - Any special inserts/flyers/stuffers prepared by the client can be inserted with the bills. Clients can drop inserts off or have them shipped to InfoSend where they will be kept in inventory until the end of the run date.

Insert Printing - InfoSend offers a complete range of insert printing services, from black to full-color printing.

- **Inline Inserts** - if the client organization often includes static inserts with its bills, InfoSend can convert them to Inline Inserts. An automated process is set up to selectively print the inserts immediately after each bill is printed. This increases client ability to target specific customer types and provide one-to-one messaging. Inline inserts can be printed in black or **full color**.
- **Offline Inserts** - traditional inserts are printed offline and then inserted with designated billing statements. Up to 5 offline inserts can be included in a bill run.

## Direct Communications – Postcards and Envelope Messaging

- **Postcards** - recurring postcard jobs can be set up to send cost-effective hard copy communications to client customers or prospective customers. Small postcards qualify for the discounted postcard postage rate. Postcards are the most effective type of direct marketing and communications, as email is often ignored or caught in spam filters.
- **Show Document Messages through the Envelope Window** - Important messages can be printed on client documents in black or **full color** and shown through the outgoing envelope window. This is the most economical form of showing brief messages or images to the customer before they open the mail piece. This can help incentivize the customer to open the envelope right away by printing messages such as "INVOICE ENCLOSED".
- **Print Messages on the Outside of the Standard Envelope** - Custom messages and images can be printed onto the standard InfoSend #10 double window envelope. This allows clients to print a high amount of content on the outside of the envelope as InfoSend can print on both sides of the envelope. This type of printing is referred to as "sniping" and usually used to print temporary content on a month or two worth of envelope stock. It is more cost effective to digitally inkjet print this content onto pre-manufactured envelopes than to order truly custom stock that was manufactured specifically for clients.

## Direct Communications – One Time Mailings

One-time print and mail projects can be set up relatively quickly. They can be used in scenarios where an insert will not work and the topic clients are communicating must be sent out as a separate mailing.

- Examples are customer rate change notices or any other important notices that must be sent separately from regular bills or other regular mailings.
- Expedited projects are possible if clients have an emergency and must send out a notification on short notice.
- Example formats are postcards, letters that are inserted into a #10 envelope and letters that are folded and tabbed.

## InfoSend Document Design Services for Utilities

InfoSend's Account Managers are trained in the use of various graphic design tools which are leveraged to create your documents. The Account Manager assigned to this project will work with the client's project team to create outputs which meet the high standards expected by our clients. Wherever possible we will look to provide suggestions to improve the look, feel, readability, and/or response rate for your custom communications using our extensive experience in a wide-variety of industries. All of the graphic design work for your projects will be conducted in-house at InfoSend allowing for us to maintain a high level of quality and responsiveness to your requirements.

InfoSend maintains a wide array of printing and finishing equipment necessary to handle transactional and promotional document production, including:

- Grayscale and full-color laser printers
- Full-Color Inkjet printer
- High-capacity offline folding equipment
- High-capacity industrial cutting equipment
- Variable speed mail inserting equipment
- Proprietary and licensed software solutions for processing data, creating client outputs, maintaining USPS compliance
- Full compliance with any OCR, barcode or remittance specification, including lockbox testing with the delivery of production samples prior to Go-Live.

Often InfoSend will consult to provide clients with best practices and design options which leverage the data and printing technology to their fullest. InfoSend's design team can assist in making sure a utility statement has information hierarchy, use of color and white space and innovative graphics.

InfoSend provides document composition services for **hundreds of utilities nationwide**. Below is an example design which is using the latest in customer insights, preferences and printed output technology.

## ADDITIONAL REQUESTS:

- **Each Proponent must complete Exhibit A.**

InfoSend accepts this requirement.

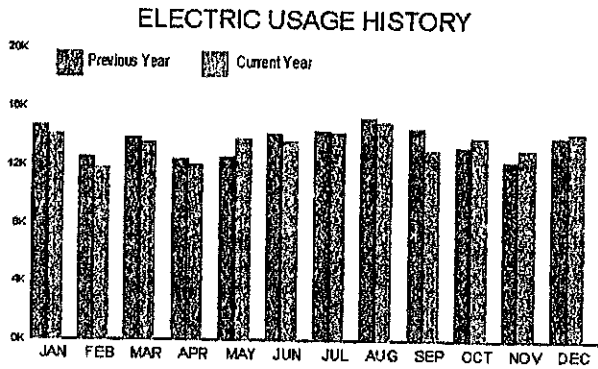
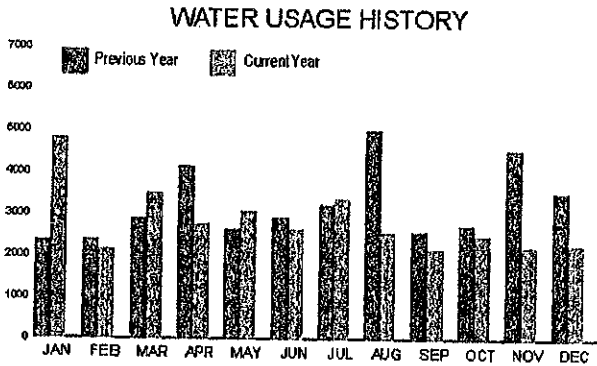
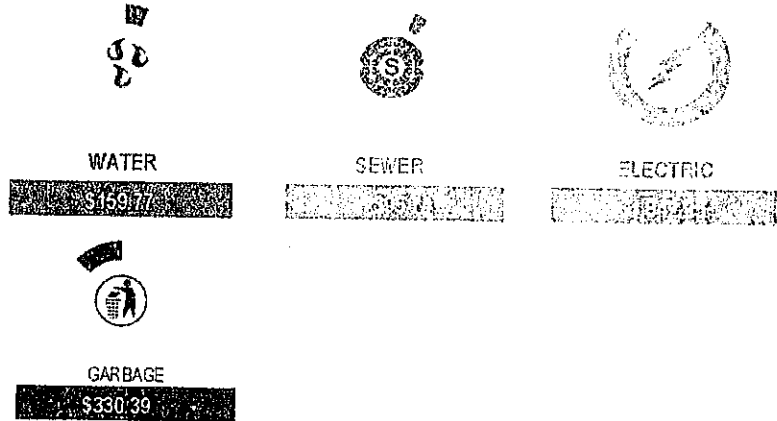
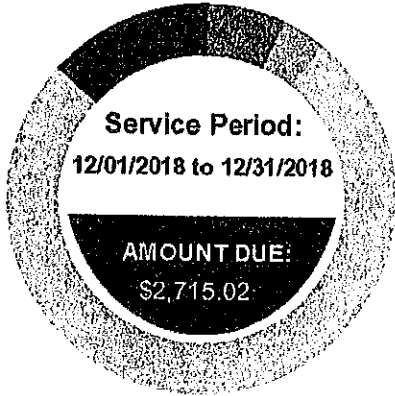
- **Copies of bill samples in Exhibit B.**

InfoSend accepts this requirement and can produce the City's bill in the current format. Should the City decide to make small bill modifications during the implementation, InfoSend can provide this at no cost to the City. Should the City decide to make major modifications, the InfoSend team can provide extensive experience on bill redesign recommendations and support. Samples of InfoSend designed utility bills and inserts are provided on the pages that follow.



**UTILITY SERVICES STATEMENT**

Customer Name	Account Number	Service Address	Statement Date	Due Date
JOHN DOE	12345-67890	123 RANDOM ST.	01/01/19	01/31/19



PO Box 1400  
Gallup, NM 87305-1400

<b>CURRENT CHARGES</b>	<b>PAST DUE BALANCE</b>	<b>AMOUNT DUE</b>
\$2,715.02	\$0.00	\$2,715.02
<b>DUE BY: 02/01/19</b>	<b>DUE IMMEDIATELY</b>	<b>AMOUNT PAID</b>

**ACCOUNT INFORMATION**

ACCOUNT NUMBER: 12345-67890  
SERVICE ADDRESS: 123 RANDOM ST

GAL1220A AUTO MIXED AADC 604  
7000002490 00.0014.0026 2345/1

JOHN DOE  
123 RANDOM ST  
GALLUP, NM 87305-1400

Additional Information on Reverse

**Please Make Checks Payable and Remit to**







CITY OF GALLUP  
UTILITY SYSTEMS  
PO BOX 1400  
GALLUP, NM 87305-1400

**Previous Activity**

Last Bill:	\$2,538.38
Payment:	-2,538.38
Adjustments:	\$0.00
Past Due Amount (Due Immediately):	\$0.00
Fees and Fines	\$0.00

**Billing Detail**

 WATER	WATER	\$139.79
	Navajo/Gallup Proj	\$19.98
	<b>Total Water</b>	<b>\$159.77</b>
 SEWER	SEWER	\$95.74
	<b>Total Sewer</b>	<b>\$95.74</b>
 SERVICE CHARGE	SERVICE CHARGE	\$14.46
	101 TO	\$1,827.79
	<b>Total Electric</b>	<b>\$1,842.25</b>
 GARBAGE	8 CLYD 4-450 3xweek	\$330.39
	<b>Total Garbage</b>	<b>\$330.39</b>
	ENV SURCHARGE	\$97.13
	TOTAL TAX	\$189.74
	Total Miscellaneous	\$286.87

**TOTAL AMOUNT DUE: \$2,715.02**

**WATER USAGE INFORMATION**

METER #: 47066132

Days of Service	Current Read	Previous Read
32	164310	162040
	<b>Current Usage (CU)</b>	<b>Current Usage (CF)</b>
	3530	2270

1 Unit = 7.48 gallons

**ELECTRIC USAGE INFORMATION**

METER #: 07000850

Days of Service	Current Read	Previous Read
32	79419	65106
	<b>Current Usage (KW)</b>	<b>Current Usage (KWH)</b>
	13998	14313

CITY OF GALLUP  
110 West Aztec Ave.  
Gallup, NM 87301

**Office Hours**

Monday, Tuesday, Thursday, & Friday:  
8:00 AM – 5:00 PM  
Wednesday: 9:00 am - 5:00 PM

Customer Service; Billing Inquires: (505) 863-1201  
Pay by Phone: (505) 726-4218  
Solid Waste: (505) 863-1212  
**24 Hour Emergency Service: (505) 863-1200**  
Pay Online at: [www.gallupnm.gov](http://www.gallupnm.gov) 24/7 Access

**MESSAGE CENTER**

"The electric space heaters tested at Consumer Reports use 1,500 watts to fully power. Since you should NEVER use a space heater while sleeping. It would cost around \$2.89 a day to use one space heater 16 hours a day, based on the City of Gallup's utility rate schedule. The cost per month would be around \$88.00 for 1 space heater. Please keep that in mind if you are using them and stay warm!"

**Past Due Bills/Late Fees**

A delinquency charge of \$25.00 will be assessed to those accounts in which payments have not been received 36 days after the bill date by the close of business day.


An administrative processing fee of \$60.00 will be assessed on residential accounts and \$120.00 will be assessed on commercial accounts, if payment of delinquent amount and all fees and fines have not been credited to the account by 5:00 P.M. on the cutoff date.




# UTILITY SERVICES STATEMENT

Last Bill	Payments/Credits	Deposits	Adjustments	Balance Forward	New Charges	Amount Due
\$622.86	-\$227.23	\$0.00	\$0.00	\$395.63	\$166.71	\$562.34
Bill Date	Service Period	Due Date				
01/11/17	12/09/16 to 01/10/17	01/31/17				







**JOHN DOE**  
 ACCOUNT NUMBER  
 1287645-234802  
 1230 W SAMPLE DR  
**AMOUNT DUE**  
**\$562.34**




**WATER**  
**\$70.83**  
 Phone: 520-791-3242



**ENVIRON. SVC.**  
**\$1.00**  
 Phone: 520-791-3171

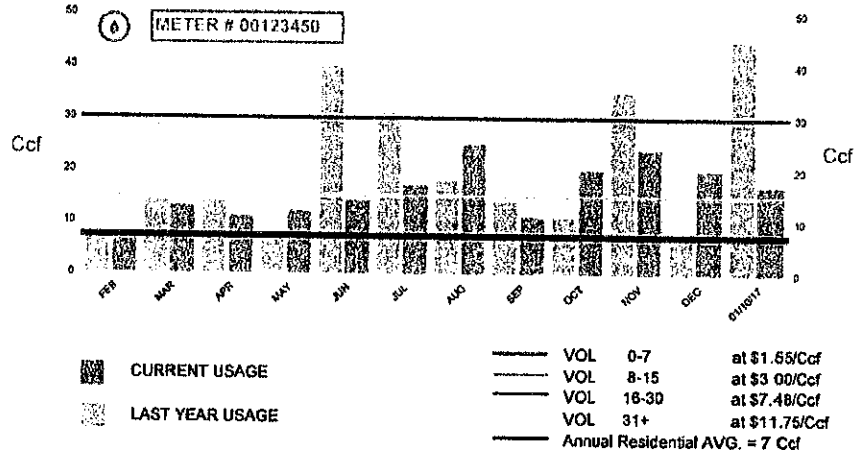


**PAST DUE BALANCE**  
**\$395.63**  
 Please pay immediately to avoid additional fees



**MISCELLANEOUS**  
**\$18.24**  
 Breakdown of charges on reverse

**Late Notice**  
 Our records show that a portion of your account is Past Due. Please pay the Balance Forward now to prevent service interruptions or possible penalties. If you have recently paid this amount, please disregard this message.



Cycle / Rate	Current Read	Previous Read	Usage (Ccf)
08-06	3051	3034	17
Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)	
Current Usage:	12716	17	
Last Year Usage:	33660	45	

Please fold on perforation before tearing and return bottom portion with your payment.



UTILITY SERVICES STATEMENT  
 PO Box 28804  
 Tucson, AZ 85726-8804


Pay online at: [www.tucsonaz.gov/pay-utility-bill](http://www.tucsonaz.gov/pay-utility-bill)  
 Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
12/09/16 to 01/10/17	01/31/17	1287645-234802
Optional Open Space/Riparian Donation	Amount Due	Amount Paid

- \$2.00
  - \$5.00
  - \$10.00
  - \$\_\_\_\_\_
- \$562.34**  
 Any Past Due Balance DUE IMMEDIATELY  
 Additional information on reverse

**Please Make Checks Payable And Remit To**

TUA0111A 5-DIGIT 05745  
 7000008993 00.0032.0201 8450/1



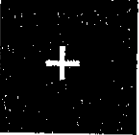


**ADDRESSEE**  
 JOHN DOE  
 1230 W SAMPLE DR  
 TUCSON AZ 85745-7117


**CITY OF TUCSON**  
 PO BOX 28804  
 TUCSON, AZ 85726-8804


000123456000708090000000123450


**Billing Detail**

<b>Sewer</b>	SERVICE FEE	\$12.63
	SEWER RESIDENTIAL	\$59.89
	<b>SEWER SUBTOTAL</b>	<b>\$72.52</b>
	MONTHLY SERV CHRG	\$12.67
	VOL 7.00 @ \$ 1.55	\$10.85
	VOL 8.00 @ \$ 3.00	\$24.00
	VOL 2.00 @ \$ 7.48	\$14.96
	CAP CHARGE \$ .65/CCF	\$11.05
	CONSRV FEE \$ .08/CCF	\$1.36
	<b>WATER SUBTOTAL</b>	<b>\$74.89</b>
	GRNDWTR PROTECT FEE	\$1.06
	<b>ENVIRONMENTAL SERVICES SUBTOTAL</b>	<b>\$1.06</b>
	CITY SALES TAX	\$1.73
	STATE SALES TAX	\$5.26
	DELINQUENT SVC CHRG	\$11.25
	<b>MISCELLANEOUS SUBTOTAL</b>	<b>\$18.24</b>
<b>CURRENT CHARGES</b>		<b>\$288.71</b>

**Questions?**

 Pima County  
Regional Wastewater Reclamation Department  
Phone: 520-724-6609  
[www.pima.gov/wastewaterreclamation](http://www.pima.gov/wastewaterreclamation)

 Tucson Water Customer Service:  
Phone: 520-791-3242  
Outside Tucson: 800-598-9449  
[www.tucsonaz.gov/water](http://www.tucsonaz.gov/water)

 City of Tucson Environmental Services:  
Phone: 520-791-3171  
[www.tucsonaz.gov/esd](http://www.tucsonaz.gov/esd)

**MESSAGE CENTER**

Here is your new Utility Services Statement. We've redesigned it to show the services you are billed for and how these affect the total amount due. Learn more about your new statement at Tucson Water web site at [www.tucsonaz.gov/water](http://www.tucsonaz.gov/water).

Aquí está su nuevo Estado de Cuenta de Servicios Públicos. Lo hemos rediseñado para indicarle cuales servicios se le ha cobrado y de qué manera estos le afecta al total que debe. Aprenda más sobre su nuevo estado de cuenta en la página de web de Tucson Water [www.tucsonaz.gov/water](http://www.tucsonaz.gov/water).

How to read your bill in English:  
[www.tucsonaz.gov/read-my-bill-english](http://www.tucsonaz.gov/read-my-bill-english)  
Como leer su factura en Espanol:  
[www.tucsonaz.gov/leer-mi-factura-espanol](http://www.tucsonaz.gov/leer-mi-factura-espanol)

Taxes are calculated based on the Water Subtotal

Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions and other applicable charges

**TERMS AND CONDITIONS**

Due date applies to current charges ONLY. Any past due balance is due now. Please allow 7 days for payments to post to your account. A \$28.00 fee will be charged for any returned checks.

**Pay your bill ONLINE for same day credit to your account at [www.tucsonaz.gov/pay-utility-bill](http://www.tucsonaz.gov/pay-utility-bill)**

For mailing address changes, complete the change of address form on the back of the enclosed payment envelope.

For name change call Customer Service at (520) 791-3242

Your tax-deductible Open Space/Riparian donation will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit [www.tucsonaz.gov/water/checkbox](http://www.tucsonaz.gov/water/checkbox) to learn more. Your optional donation will not affect your service fees.





Account Number:  
Meter Number:  
Service Address:  
Service City:  
Service Type:

**JOHN SAMPLE**  
5000010000  
01234560  
12345SAMPLEWAY  
Irvine  
Potable Residential Water

**Billing Inquiries**  
Monday - Friday / 8am to 5pm  
(949) 453-5300 or  
customerservice@irwd.com  
**Report an Emergency 24/7**  
(949) 453-5300

### Account Summary

Date Bill Prepared:	January 28, 2019
Previous Amount:	\$65.05
Payments Received:	-\$65.05
Adjustments:	\$0.00
Balance Forward:	\$0.00
Current Charges:	\$78.40

**Total Amount Due by Feb 19, 2019 \$78.40**

Your next bill will be prepared on or about February 20, 2019  
See page 3 for additional billing details. See page 4 for adjustment details (if applicable).

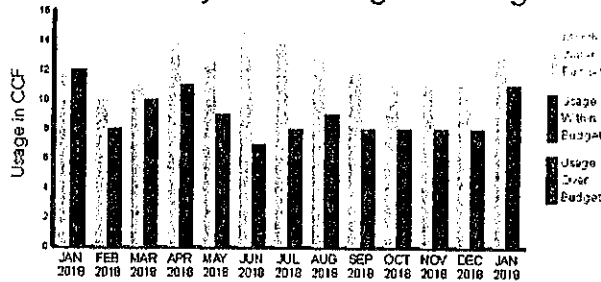
### Your Water Usage

Your Water Usage for this Billing Period: **11 CCF**  
Your Water Budget for this Billing Period: **13 CCF**  
(See page 3 for explanation)

CCF is the basic measurement of water use. One CCF equals 100 cubic feet of water, or approximately 748 gallons.

**Enter our "Where's WaterSense?" contest**  
Can you find the WaterSense label hidden in today's Pipelines newsletter? When you've spotted it, visit [RightScapeNow.com/contest](http://RightScapeNow.com/contest) and submit a contest entry form by Feb. 14. You could win a kit full of money-saving water-efficient devices. Winner will be notified on Feb. 15. You'll find Pipelines on the last two pages of this bill!

### Monthly Water Budget vs Usage



**Save the date**  
"Turf Be Gone" is back! Stop by IRWD on Wednesday, Feb. 13, to attend this popular workshop that spells out step-by-step what it takes to remove your lawn and replace it with a water-efficient garden. Hear resident testimonials, too! Sign up required: [RightScapeNow.com/events](http://RightScapeNow.com/events)



Please return this payment stub along with your payment.

Account Number: 5000010000  
**Amount Due by Feb 19, 2019 \$78.40**

Amount Enclosed \$

Please write your account number on your check, and make your check payable to IRWD.  
To pay bill by credit card, call (866) 943-0112 (service fee applies).  
For more payment options, visit [irwd.com](http://irwd.com)

IRW0129B 0000000000 00.0000.0000 123/4  
JOHN SAMPLE  
12345 E. SAMPLE WAY  
IRVINE CA 92618-8846

IRVINE RANCH WATER DISTRICT  
P.O. BOX 51403  
LOS ANGELES, CA 90051-5703

0000000000 0000000000 0

## Important Information

### Methods for Paying Your Bill

- Use the enclosed envelope to mail your payment to our remittance processing location at:  
P.O. Box 51403, Los Angeles, CA 90051-5703.
- Visit our website at [www.irwd.com](http://www.irwd.com) for convenient electronic payment options.
- Pay in person, at 15600 Sand Canyon Ave, Irvine, CA 92618. There is also a payment drop-box located in the parking lot.

### When Your Bill is Due

Your bill is due upon presentation and becomes delinquent 25 days after the date billed. A 10% late charge will be levied on the original unpaid balance plus 1.5% interest thereafter until paid. Failure to receive the bill does not release you from payment obligation, nor will it entitle you to a billing discount or exempt you from late fees or service disconnection for non-payment. If it becomes necessary to discontinue service for non-payment, the entire past due amount, late charges, and a reconnection fee must be paid before service is restored.

### If You Have Difficulty Paying Your Bill

If you are having difficulty paying your water bill on time, please call Customer Service at (949) 453-5300 before payment is due to discuss payment arrangements.

### If You Dispute the Amount of Your Bill

If you dispute the amount charged, please call the IRWD Customer Service Department for an explanation. If you are still not satisfied, you must submit your complaint or request for review in writing to IRWD attention: Billing Disputes 15600 Sand Canyon Ave, Irvine, CA 92618 within 15 days of receipt of your bill. Your service will not be terminated until the review has been completed and you have been notified of the District's decision. You will then be given an opportunity to pay the bill or make payment arrangements to avoid termination of service.

### Termination of Service

We will not discontinue your service for non-payment of a bill if you establish that you are financially unable to pay the bill in full and/or that discontinuation of service would result in a life-threatening situation, provided you agree to pay the past due bill in reasonable installments while keeping any future bills current. We may ask you to furnish proof from a licensed physician, public health officer, or social worker. If service has already been terminated, a \$70 reconnection fee will be required to restart service during normal business hours, or \$95 to restart service after hours. To discuss payment options, call the IRWD Customer Service Department at (949) 453-5300.

### Starting or Stopping Service

We require at least one (1) business day notice to start or stop service. These services are performed between 8:00 a.m. to 5:00 p.m., Monday through Friday. In order to establish service in your name, you will need to provide the service address, mailing address, contact phone number, a social security number, and the date you wish to start service. A \$25 non-refundable service establishment fee will be applied to your first bill. A deposit may be required if we cannot verify your identity. Deposits are refundable after 12-months good payment history. You will be responsible for all charges until IRWD is notified that service is no longer required in your name. IRWD offers a free continuous service agreement for owners of rental properties that waives the service establishment fee each time there is a change in tenancy. To sign up, call a Customer Service Specialist at (949) 453-5300, or download the *Continuous Service Agreement for Property Managers* from our website at [irwd.com/start-stop-service](http://irwd.com/start-stop-service).

### Returned Checks

There will be a \$20 service charge for each check returned from the bank.

### The Water Meter Serving Your Address

The water meter is the property of the District and lies within a public easement. Please do not construct anything near, over, or around the meter that would interfere with continuing access by IRWD. All vegetation must be controlled so as not to encroach upon or cover the meter box.

### How to Contact Us

Please mail written correspondence to IRWD attention: Customer Service Department 15600 Sand Canyon Ave, Irvine, CA 92618, or email [customerservice@irwd.com](mailto:customerservice@irwd.com)

### Questions

If you have questions, or would like any other information, please call our Customer Service Department at (949) 453-5300.

*Portions of the above information are provided pursuant to the Government Code and Public Utilities Code of the State of California.*

IRW-02 REV100416

Please include your account number on the payment check, and make checks payable to IRWD.

Please contact the IRWD Customer Service Department to make any changes to your account.

(949) 453-5300 • [customerservice@irwd.com](mailto:customerservice@irwd.com) • online at: [irwd.com](http://irwd.com)



Irvine Ranch Water District  
15600 Sand Canyon Ave.  
Irvine, CA 92618  
www.irwd.com

**ANTHONY FERRER Account**  
Number: 500010000

## Billing Details

Date Bill Prepared:	January 28, 2019
Billing Period:	37 days - 12/19/18 to 01/25/19
Meter Number:	01234560
Meter Size:	1"
Previous Read:	602 CCF
Current Read:	613 CCF
Your Water Usage for this Billing Period:	11 CCF
Your Water Budget for this Billing Period:	13 CCF
Your monthly water budget is based on 4 occupants with 1300 sq. ft. total irrigation landscape area.	
Previous Balance:	\$65.05
Payments Received:	-\$65.05
Adjustments: (See page 4 for details, if applicable.)	\$0.00
<b>Balance Forward</b>	<b>\$0.00</b>

### Water Usage Charges

Tier 1 - Low Volume	6 CCF @ \$1.40	\$8.40
Tier 2 - Base Rate	5 CCF @ \$1.89	\$9.45
Tier 3 - Inefficient	0 CCF @ \$4.73	\$0.00
Tier 4 - Wasteful	0 CCF @ \$13.35	\$0.00

**Total Water Usage Charges \$17.85**

### Service Charges

Water Service	37 Days @ \$0.8632 per Day	\$31.94
Sewer Service	37 Days @ \$0.7732 per Day	\$28.61

**Total Service Charges \$60.55**

**Total Current Charges \$78.40**

**Total Amount Due by Feb 19, 2019 \$78.40**

## % Water Usage Billing Chart

Tier 1 Low Volume 0-40%	Tier 2 Base Rate 41-100%	Tier 3 Inefficient 101-140%	Tier 4 Wasteful 141%+
6 CCF @ <b>\$1.40</b> per CCF	5 CCF @ <b>\$1.89</b> per CCF	0 CCF @ <b>\$4.73</b> per CCF	0 CCF @ <b>\$13.35</b> per CCF

Your usage for this billing cycle: 11 CCF  
Average Daily Water Budget: 263 gallons  
Average Daily Water Use: 222 gallons

Amounts showing in Tiers 3 and 4 are over your monthly water budget.

To discover useful tools and resources aimed at helping you reduce water use and save money on future water bills, please visit [rightscapenow.com](http://rightscapenow.com)

## Understanding Your Bill

CCF is the basic measurement of water use. One CCF equals 100 cubic feet of water — about 748 gallons.

**Water Budget** is how much water you are budgeted each billing cycle to provide for your indoor and outdoor water needs. It is based on the type of residence, the number of residents, the square footage of irrigated landscape, and the seasonal weather. The water budget varies each billing period and is composed of an indoor and an outdoor portion:

- **Outdoor Water Budget** is based on the square footage of irrigated landscaping at your home and seasonal weather factors. Outdoor water budgets are based on the amount of water necessary to maintain a healthy landscape that is composed of 60% warm-season turf and 40% drought-tolerant plants.
- **Indoor Water Budget** is based on the number of residents living in your home. It is calculated at 50 gallons per person per day.

**Variances** are available to customers with documented additional water needs, such as additional residents living in the home. To request a variance, visit our website at [irwd.com/request-a-variance](http://irwd.com/request-a-variance).

**Water Usage Charges** cover the cost of water used by the customer. Rates in each tier are based on the actual cost of service associated with providing water in those tiers. Tiers 1 and 2 represent water use within the monthly water budget that is related to the lowest cost of water. Tiers 3 and 4 indicate water use that is over budget and related to higher-cost water.

**Pumping Surcharge** is a charge for the additional costs incurred to provide water to customers at higher elevations. The surcharge is calculated based on water use (in CCFs) for each billing period. It is only applicable to customers living in designated areas and is based on actual energy costs. A pumping surcharge zone map and associated charges are available at [irwd.com/services/proposed-rates](http://irwd.com/services/proposed-rates).

**Water Service Charge** is a daily, ready-to-serve charge that covers the fixed costs of operating and maintaining the water distribution system. The charge varies based on the meter size and number of days in the billing cycle and is assessed whether or not any water is used during the billing cycle.

**Conservation Credit** applies to potable residential and landscape customers whose water usage remained within the Tier 1 - Low Volume tier for 9 out of 12 months during the previous calendar year. The credit is based on the number of days in the billing cycle. For a 30-day billing cycle, the credit is \$2.00. To be eligible for the credit, you must be an IRWD customer for a full calendar year.

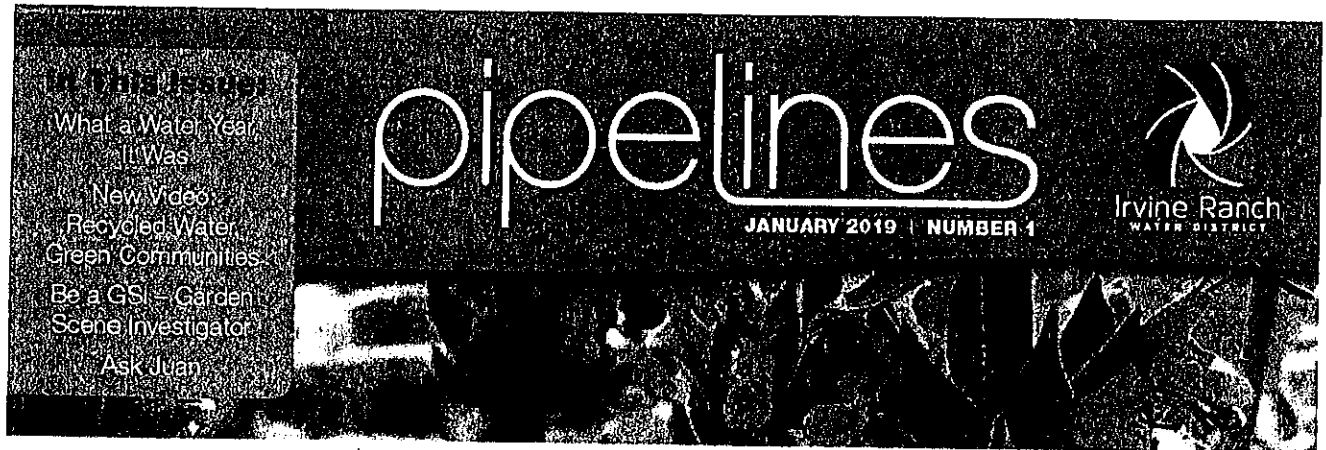
**Sewer Service Charge** is a daily, ready-to-serve charge that covers the costs of collecting, operating, and maintaining the sewer system. The fixed charge varies based on the number of days in the billing cycle and the Irvine rate area charges are assessed whether or not any water is used during the billing cycle. Contact IRWD for details on your account's sewer billing.

Fixed Sewer Service Charge amounts vary by Irvine rate area and may be comprised of a Service Charge of \$25.75 per month, or a Collection Service Charge of \$8.40 per month, or a Treatment Service Charge of \$14.80 per month.

To view or download a copy of the annual **Water Quality Report**, visit [irwd.com/services/water-quality-report](http://irwd.com/services/water-quality-report).

For More Information, including details for non-residential customers, technical formulas, sample bills and more, visit our website at [irwd.com/rates-charges](http://irwd.com/rates-charges).

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## Enter Our Where's WaterSense? Contest

This is the WaterSense label. Can you find it hidden elsewhere in this newsletter? When you've spotted it, visit [RightScapeNow.com](http://RightScapeNow.com)/contest to submit a contest entry form. Entries received by Feb. 14, 2019, will be included in a random drawing. One person will be selected to receive the prize kit full of water-efficient devices. The winner will be notified by email or phone on Feb. 15.



WaterSense is a voluntary program sponsored by the U.S. Environmental Protection Agency. The label makes it simple to find products and services that are certified to use at least 20% less water, save energy, and perform as well as or better than regular models. Learn more at [epa.gov/watersense](http://epa.gov/watersense). Also, visit [RightScapeNow.com/rebates](http://RightScapeNow.com/rebates) to find out if a WaterSense-certified product is also eligible for an IRWD rebate.

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Page 5 of 6

## 2019 Water Efficiency Challenge



Back row (l-r):  
 Craig Irey  
 Enrique Zanetti  
 Rob Brown  
 Amy McNulty  
 Juan Garcia  
 Joey Baquerizo

Front row (l-r):  
 Michael Le  
 Melody Seesangrit  
 Allan Pascual  
 Nola Hastings  
 Luis Genis

The New Year is a time of renewal and reflection. For 2019, the IRWD Water Efficiency team encourages you to learn new ways to save. Here are a few of their ideas.

**Amy McNulty, WE manager:** Run an irrigation system check in your yard. Turn on all sprinkler stations to make sure the system is operating properly and that no irrigation lines or sprinklers are broken.

**Melody Seesangrit, WE specialist:** When shopping for toilets, showerheads, bathroom faucets, irrigation controllers, or spray sprinkler bodies, look for the WaterSense label. WaterSense-labeled products are backed by independent, third-party certification, and meet the Environmental Protection Agency's specifications for water efficiency and performance.

**Luis Genis, WE specialist:** Find the master shut-off valve for your home. Getting to it quickly will prevent damage and save water in an emergency.

**Nola Hastings, WE supervisor:** Go outside and get to know the plants in

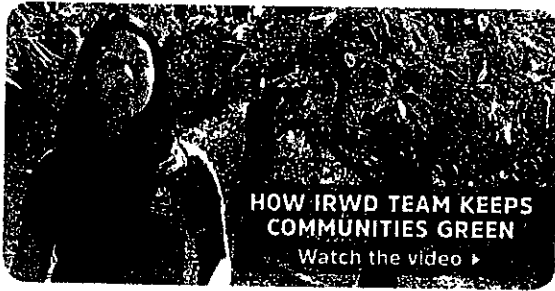
your garden so you can water them appropriately. In Southern California, about 50% of our water use is outdoors. Often we water too much.

**Joey Baquerizo, WE specialist:** Are your neighbors giving you the stink eye because your sprinklers are overspraying, watering the cement, or too old to be adjusted? Then change those old, inefficient sprinkler heads! You might qualify for a rebate. Check our list of rebate-eligible rotating spray nozzles, [RightScapeNow.com/rebates/residential-rebates](http://RightScapeNow.com/rebates/residential-rebates).

**Michael Le, WE specialist:** Collect a full load of laundry before washing your clothes. Save water and energy!

**Allan Pascual, senior WE specialist:** Find a car wash with a reclaimed-water system. (Some advertise on their signs, online, or in local papers.) Such car washes capture the final cycle of water, process it, treat it, and reuse it. A normal car wash requires about 50 gallons of fresh water, but a good reclaimed-water system can cut that to 10, with 40 gallons of reused water.

# Recycled Water, Green Communities



This is drought country. So how do we keep your faucets flowing while keeping the community so green and beautiful? In a fast-paced new video, real IRWD employees take you behind the scenes—showing how they transform your used water into recycled water for landscape irrigation and other surprising uses. Watch at [irwd.com/services/recycled-water](http://irwd.com/services/recycled-water).

## What a Water Year It Was

IRWD works hard to see that our customers get the best in drinking water, recycled water and sewer services. To that end, we seek out innovative and cost-effective ways to improve on what we do. Here are some of the District's top accomplishments for 2018.

**Drinking water:** We secured a \$67.5 million grant from the California Water Commission to enhance water banking projects in Kern County, which serve as emergency water supplies for our customers.

**Recycled water:** We provided recycled water to irrigate public landscape, saving more than 10 billion gallons of drinking water. We helped U.C. Irvine convert campus cooling towers to recycled water, which will save 80 million gallons of drinking water per year. We achieved

our milestone 100th dual-plumbed commercial building, in which toilets are flushed with recycled water.

**Water education:** More than 6,000 elementary and middle-school students participated in water-related assemblies, programs and field trips sponsored by IRWD with Discovery Cube and Sea & Sage Audubon.

**Sustainability:** We installed a network of high-efficiency Tesla batteries at District facilities to reduce energy costs by \$500,000 a year.

What's on tap for 2019? Major initiatives include programs to secure water supplies and expand sewage treatment capacity—plus ongoing implementation of water education and water efficiency programs.

Studying water? Apply for a scholarship! Details at [acwa.com/about/scholarships](http://acwa.com/about/scholarships).



**Q:** Can I cover my new 3/4-inch brown drip line with dirt or do I have to use mulch? I'm worried the holes might get clogged if I use dirt, but I have ice plant ground cover that doesn't like hardwood mulch.

**A:** Thank you for your question. You can lay the dripline on the ground and let the ice plant grow over it. Companies make inline emitter tubing for both types of applications, above or below ground. Follow manufacturer specifications when

installing the drip line to make sure you have all the necessary components. A couple of dripline manufacturers to look at are Rain Bird and Netafim.

Got landscape questions? Email [askjuan@irwd.com](mailto:askjuan@irwd.com) or ask on Facebook, Twitter or Instagram with [#irwdcommunity](https://www.instagram.com/irwdcommunity). See past answers at [RightscapeNow.com/landscape-resources/ask-juan](http://RightscapeNow.com/landscape-resources/ask-juan).

**24-Hour Customer Service:** 949-453-5300  
**Email:** [customerservice@irwd.com](mailto:customerservice@irwd.com)  
**Address:** 15600 Sand Canyon Avenue, Irvine, CA 92618  
**Website:** [irwd.com](http://irwd.com)

**Board of Directors:**  
 Steven E. LaMar – President, Mary Aileen Mathers – Vice President,  
 Douglas J. Reinhart, Peer A. Swan, John B. Withers

**General Manager:** Paul Cook, PE

## Save the Date

### Turf Be Gone

Wednesday, Feb. 6  
 6 p.m. – 8:30 p.m.

IRWD Multi-Purpose Room  
 15600 Sand Canyon Ave.  
 Irvine

Learn the steps to remove your lawn and replace it with a water-efficient garden. Hear resident testimonials.

### Firescaping with OCFA

Wednesday, Feb. 27  
 6 p.m. – 8:30 p.m.

IRWD Multi-Purpose Room  
 15600 Sand Canyon Ave.  
 Irvine

California has a long history of wildfires. But you can modify your landscape to make your home safer. Talk to IRWD and Orange County Fire Authority experts and learn the basics of fire-resistant plants.

**Sign-up required:**  
[RightscapeNow.com/events](http://RightscapeNow.com/events)





1231 ELEVENTH STREET  
 PO BOX 5355  
 MODESTO, CA 95352-5355  
 (209) 526-7337  
 customerservice@mid.org

SAMPLE AUTHORITY  
 NAME PO BOX 123456  
 MODESTO, CA 95358-0033

Page 1 of 2	
Account Number:	0123456789
Bill ID:	339218714080
Bill Date:	10/26/20
Date Due:	11/16/20
Amount Due:	\$268.04

**Account Summary**

Previous Balance	\$313.65
Payments / Credits	\$-313.65
Fees / Adjustments	\$0.00
Current Charges	\$268.04
Account Balance	\$268.04

**Total Usage History**

	No. of Days	Total kwh	Avg kwh per day
This Year	31	1,449	47
Last Year			

**Account Activity Since Last Bill**

Date	Description	Amount
10/15/20	Payment Received - Thank you	-313.65

**Current Charges Detail**

1234 Sample Road Unit B, Modesto		SA ID: 3395974084	Outage Block: 12A
Bill Period: 09/25/20-10/26/20		Residential	NAICS: RE1100
Rate: D Residential Service		Total Charges <b>\$193.52</b>	
Start Date: 04/01/20			

Service Fee	\$20.00
Summer 230 kWh @ \$0.1449	\$33.33
Winter 270 kWh @ \$0.1201	\$32.43
Winter 578 kWh @ \$0.1498	\$86.58
Environmental Energy Adj 1,078 kWh @ \$0.0064	\$6.90
Capital Infra Adj 1,078 kWh @ \$0.0028	\$3.02
City Tax @ 6%	\$10.94
State Surcharge Total kWh @ \$0.0003	\$0.32

Month	Last Year	This Year
Apr 28	~400	~550
May 28	~550	~650
Jun 26	~650	~1000
Jul 20	~1000	~1200
Aug 28	~1200	~1050
Sep 25	~1050	~1000
Oct 26	~1000	~1000

PLEASE DETACH AND RETURN THIS PORTION WHEN PAYING BY MAIL  
 PLEASE USE BLUE OR BLACK INK WHEN PAYING BY CHECK. FOR CUSTOMER INFORMATION SEE REVERSE SIDE. ANY PAST DUE AMOUNT MAY BE DELINQUENT



1231 ELEVENTH STREET  
 PO BOX 5355  
 MODESTO, CA 95352-5355  
 (209) 526-7337  
 customerservice@mid.org

Account Number:	0123456789
Date Due:	11/16/20
Amount Due:	\$268.04
Amount Paid (if different)	

MIA1026B  
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SAMPLE AUTHORITY NAME  
 PO BOX 123456  
 MODESTO, CA 95358-0033

50110000339172884180000026804  
 MODESTO IRRIGATION DISTRICT  
 P.O. BOX 5355  
 MODESTO, CA 95352-5355

## How to Reach MID

### Service & billing questions

Main number (209) 526-7337  
Para asistencia en Español (209) 526-7365  
Toll free number (888) 335-1643  
Energy conservation hotline (209) 526-7339  
Telephone hours 8:00 a.m. – 5:00 p.m.  
Main Office lobby hours 8:00 a.m. – 5:00 p.m.  
Email customerservice@mid.org

To report power outage  
24 hours (209) 526-8222

### Important Customer Information

#### Late payment penalty

A late fee of 1.5% or a minimum of \$5.00 will be assessed on any unpaid balance after the due date.

#### Billing dispute procedure

If you believe your bill is wrong, please request an explanation by calling MID at (209)526-7337 within 5 days of receiving your bill. After your call, if you still believe your bill is wrong, you may request an in-person hearing. MID will not disconnect your service while an investigation of your bill is pending.

## MID Pay Stations

MID Office 1231 11<sup>th</sup> Street, Modesto  
(Payment drop box and kiosk)

### Payment Kiosks (Cash or credit card only)

O'Brien's Market 839 W. Roseburg Ave., Modesto  
O'Brien's Market 4120 Dale Rd., Modesto  
Pioneer Market 12138 Yosemite Blvd, Waterford  
O'Brien's Market Super 6331 Oakdale Riverbank  
Super Mercado Del Sol 950 Kansas Ave., Modesto  
Shell Grab N Go 25460 S. Schulte Rd., Tracy

## MID Charges & Services

### Electric usage

Based on how much electricity is used during the billing period.

### Service Fee

Covers costs such as maintaining power lines, substations & electric meters, and providing customer services.

### Capital Infrastructure Adjustment (CIA)

The revenue yielded from the CIA will go towards deferring future debt and paying down existing debt.

### Environmental Energy Adjustment (EEA)

The revenue yielded from the EEA is used to recover the portion of the costs attributable to achieving mandated targets of renewable energy and recover costs relating to Greenhouse Gases Mandates. The EEA will be trued up annually.

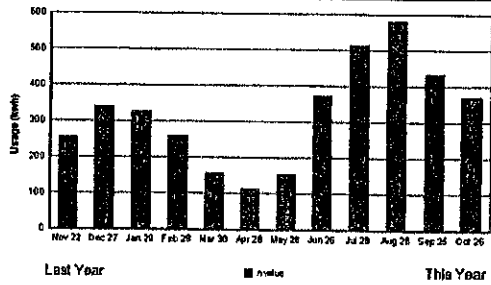


1231 ELEVENTH STREET  
 PO BOX 5355  
 MODESTO, CA 95352-5355  
 (209) 528-7337  
 customerservice@mid.org

SAMPLE AUTHORITY  
 NAME PO BOX 123456  
 MODESTO, CA 95358-0033

Account Number:	0123456789
Bill ID:	339218714080
Bill Date:	10/26/20
Date Due:	11/16/20
Amount Due:	\$268.04

123 Sample Avenue Unit 1A, Modesto		SA ID: 3393763379	Outage Block: 20A
Bill Period: 09/25/20-10/26/20			
Residential	NAICS: RE1100		
Rate: D Residential Service		Total Charges	\$74.52
Start Date: 10/25/19			
Service Fee	\$20.00		
Summer 90 kWh @ \$0.1449	\$13.04		
Winter 281 kWh @ \$0.1201	\$33.75		
Environmental Energy Adj 371 kWh @ \$0.0064	\$2.37		
Capital Infra Adj 371 kWh @ \$0.0028	\$1.04		
City Tax @ 6%	\$4.21		
State Surcharge Total kWh @ \$0.0003	\$0.11		



Meter Consumption Details

Meter #	Bill Period	TOU period	Total kWh	Peak KW	Demand (kW)	Reactive (kVar)	Load Factor	Power Factor
3708 Coffee Road Unit D, Modesto SA ID: 3395974084								
261099	09/25/20 - 10/26/20	SUMMER	230.43		5.48			
		WINTER	848.47		5.60			
		Meter Total	1,078.90	10/05/20	5.60			
416 Downey Avenue Unit 10A, Modesto SA ID: 3393763379								
330233	09/25/20 - 10/26/20	SUMMER	90.27		1.74			
		WINTER	281.39		1.72			
		Meter Total	371.66	09/28/20	1.74			

MIA1036B 2000000065 2/5





# Burbank Water and Power

Always There for You!

164 W. Magnolia Blvd. Burbank, CA 91502  
 (818) 238-3700 | Monday - Friday 8am - 5pm  
 BurbankWaterAndPower.com

Customer: **SUSIE SAMPLE  
 JOHN SAMPLE**

Account #: 0123456789

PIN: 789852

Bill Date: 10/25/20

Previous Balance:	Payment(s) Made:	Current Charges:	Flash Pay (DO NOT PAY)	Funds Deducted On:
\$406.91	-\$406.91	\$358.77	\$358.77	11/16/20

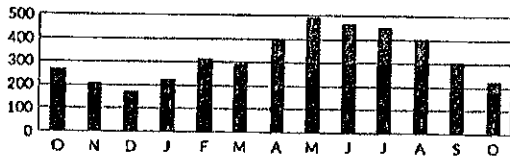
1.5% late fee applies after due date

### Summary

Electric	\$177.25
Water	\$98.04
Solid Waste	\$35.94
Sewer	\$47.54
<b>Total:</b>	<b>\$358.77</b>

<b>Electric (kWh)</b>		Service Address: 123 W SAMPLE AVE UNIT A, BURBANK CA 91506-2510			
Meter #: 2R046139	Period: 09/25/20-10/25/20	Days: 30	Delivered: 99	Received: 176	Net: -77

Billed Usage History (in kWh)



Net:	-77 kWh	
Solar Credits Applied:	0 kWh	
Service Charge:		11.75
Utility Users Tax:		0.82
In-Lieu Transfer:		0.83
<b>Electric Service Total:</b>		<b>\$13.40</b>

<b>Solar Credits</b>	<b>Solar Performance Meter#: 2R046118</b>		
Previous: 1,671	Period: 09/25/20-10/25/20	Days: 30	
Current: 77	Previous Read: 24,089	Current Read: 24,311	Total: 222
Applied: 0			
Balance: 1,748			

Pay your bill online at BurbankWaterAndPower.com. Please return this portion with your payment when sending a payment through mail. Do not send Cash. Make checks payable to: Burbank Water and Power.

Account Number:	Flash Pay (DO NOT PAY)	Funds Deducted On:	Project Share Donation:	Amount Enclosed:
0123456789	\$358.77	11/16/20	\$	\$

EWP1026A AUTO SCH 5-DIGIT 91502 700000789 00.0003.0054 766/1



SUSIE SAMPLE  
 JOHN SAMPLE  
 123 W SAMPLE AVE  
 BURBANK CA 91506-2511

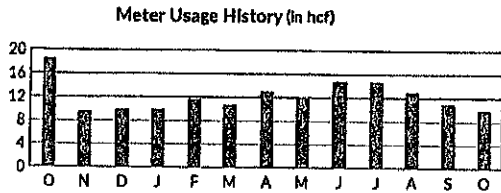
REMIT TO:  
 BURBANK WATER AND POWER  
 P.O. BOX 631  
 BURBANK, CA 91503-0631

210960000 0000035877 9



\*This MAY satisfy as one of the printed documents needed to get a REAL ID at the DMV. For more information, visit [CaliforniaREALID.org](http://CaliforniaREALID.org)

<b>Water</b> (hcf)		Service Address: 123 W SAMPLE AVE UNIT A, BURBANK CA 91506-2510				
Meter #: 65937	Period: 09/25/20-10/25/20	Days: 30	Previous Read: 1,164.1	Current Read: 1,173.98	Total hcf: 9.88	



Summer:	9.88 hcf @ \$3.908	38.61
Service Charge:		14.79
<b>Water Service Total:</b>		<b>\$53.40</b>

<b>Solid Waste</b>		Service Address: 123 W SAMPLE AVE UNIT A, BURBANK CA 91506-2510				
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Period: 09/26/20 - 10/25/20 Days: 29

Monthly Solid Waste Collection Fee:	17.97
1 - Small Trash Cart	
<b>Solid Waste Service Total:</b>	<b>\$17.97</b>

<b>Sewer</b>		Service Address: 123 W SAMPLE AVE UNIT A, BURBANK CA 91506-2510				
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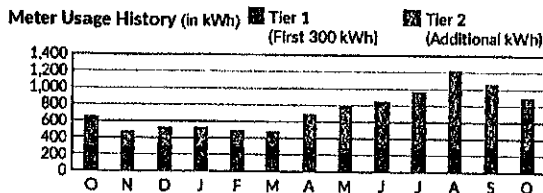


Period: 09/26/20 - 10/25/20 Days: 29

Sewer Services:	21.88
<b>Sewer Service Total:</b>	<b>\$21.88</b>

<b>Electric</b> (kWh)		Service Address: 456 W SAMPLE AVE, BURBANK CA 91506-2511				
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Meter #: 2R004025	Period: 09/25/20-10/25/20	Days: 30	Previous Read: 75,343	Current Read: 76,240	Total kWh: 897
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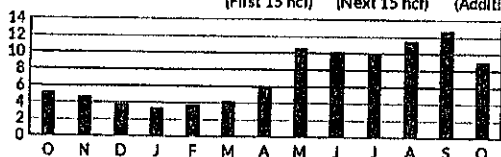
Tier 1 (First 300 kWh):	300 kWh @ \$0.113	33.90
Tier 2 (All Additional kWh):	597 kWh @ \$0.1639	97.85
Service Charge:		11.75
State Energy Surcharge:		0.26
Utility Users Tax:		10.05
In-Lieu Transfer:		10.04
<b>Electric Service Total:</b>		<b>\$163.85</b>



BWP1026A AUTO SCH 5-DIGIT 91502 7000000790 00.0003.0094 766/2

<b>Water (hcf)</b>		Service Address: 456 W SAMPLE AVE, BURBANK CA 91506-2511			
Meter #: 61369	Period: 09/25/20-10/25/20	Days: 30	Previous Read: 815.71	Current Read: 824.74	Total hcf: 9.03

Meter Usage History (in hcf)	Tier 1 (First 15 hcf)	Tier 2 (Next 15 hcf)	Tier 3 (Additional hcf)	Tier 1 (First 15 hcf): 9.03 hcf @ \$3.306	29.85
				Service Charge:	14.79
				Water Service Total:	\$44.64



<b>Solid Waste</b>		Service Address: 456 W SAMPLE AVE, BURBANK CA 91506-2511			
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Period: 09/26/20 - 10/25/20 Days: 29

Monthly Solid Waste Collection Fee:	17.97
1 - Small Trash Cart	
<b>Solid Waste Service Total:</b>	<b>\$17.97</b>

<b>Sewer</b>		Service Address: 456 W SAMPLE AVE, BURBANK CA 91506-2511			
--------------	--	--	--	--	--



Period: 09/26/20 - 10/25/20 Days: 29

Sewer Services:	25.66
<b>Sewer Service Total:</b>	<b>\$25.66</b>

**Need Some Bill Payment Assistance?**

Burbank Temporary Aid Center	(818) 848-2822
Salvation Army	(818) 845-7214
Home Energy Assistance Program	
Maravilla (Zip Codes 91501 and 91504)	(800) 906-4651
PACE (Zip Codes 91502, 91503, 91505 and 91506)	(213) 989-3250

**BWP's Bill Assistance Programs**

<b>Lifeline Program</b> Reduced rate for income qualified customers.	<b>Life Support Program</b> For the use of Life Support equipment in your home.
---	--

Visit [BurbankWaterAndPower.com](http://BurbankWaterAndPower.com) or call (818) 238-3700 for more information.

**Questions? Get Directed to the Right Place!**

BWP Customer Service (Account Info, Billing, and Electric and Streetlight Outages)	(818) 238-3700
Public Works - Solid Waste (Bulky Item Pickup)	(818) 238-3800
BWP Electric (Electric Service Issues)	(818) 238-3575
BWP Water (Main/Hydrant Leaks, Water Outage)	(818) 238-3500
BWP Conservation (Rebates & Programs)	(818) 238-3730
Public Works - Sewer	(818) 238-3915
Burbank Recycle Center	(818) 238-3900
Graffiti Removal	(818) 238-3806

**Have an After Hours Emergency?**

Contact BWP Emergency Services at (818) 238-3778

Read BWP's Terms and Conditions at [BurbankWaterAndPower.com/TermsAndConditions](http://BurbankWaterAndPower.com/TermsAndConditions)



100 Elm Street Westfield, MA 01085  
Tel: 572-0100 www.wgeld.org  
24 hour emergency number: 572-0000



We're in this together.  
Call us at 413-572-0100 if a payment  
plan would help you to manage your  
bills. We're here to help!

ATTENTION BUSINESS CUSTOMERS!  
You may be eligible for B-Green EFT  
Pay via EFT and receive a discount  
[wge.org/commercial/ways to save](http://wge.org/commercial/ways%20to%20save)

SAMPLE NAME OF BANK  
FACILITIES MGR  
PO BOX 001  
WESTFIELD, MA 01085

For service at:  
85 SAMPLE ST  
SAMPLE ROUTE 01

Account 012345-678901 Invoice Date 10/23/20  
Invoice # 2103478

Electric \$762.29  
Gas \$76.40  
Other Services/Charges \$43.96

TOTAL NEW CHARGES \$872.65  
Previous Balance \$2,081.32  
Payments/Adjustments (\$2,081.32)

BALANCE DUE \$872.65  
DUE DATE 11/20/20

See reverse for complete details about your utility charges.

Kindly return this portion with your payment

Please pay by 11/20/2020  
to avoid penalty charge



Account 012345-678901  
Invoice Date 10/23/2020  
Invoice # 2103478

WGEL021A \*\*\* 70000000001 60.0001.0001 1/1  
1 1 AV 0.369 \*\*\* AUTO SCH 9-DIGIT 01073



SAMPLE NAME OF BANK  
FACILITIES MGR  
PO BOX 001  
WESTFIELD MA 01085

BALANCE DUE \$872.65

DUE DATE 11/20/2020

Payment Amount: \_\_\_\_\_

1046703121050000872650000002011205

Rate	Service Period	Days	Meter	Mult.	Previous Read	Current Read	KWh/KW
E31	09/16/20-10/16/20	30	E300184 AMR	1	327,030	331,195A	4165
E31D	09/16/20-10/16/20	30	E300184 AMR	1	16,431	13,848 A	17,268

	Rate	Usage	Charges
Customer Charge			\$95.00
Transmission	0.02883	4,165	\$120.08
Distribution	0.03802	4,165	\$158.35
Electric Supply	0.06899	4,165	\$287.34
Demand	5.30000	17.268	\$91.52
<b>TOTAL ELECTRIC</b>			<b>\$752.29</b>



	Total KWH	KWH per day
Current Month	4165	138.83
Last Month	5018	161.87
Last Year	3989	132.97

Rate	Service Period	Days	Meter	Mult.	Previous Read	Current Read	CCF
G73	09/16/20-10/16/20	30	G9623 AMR	1	14,341	14,391A	50

	Rate	Usage	Charges
Customer Charge			\$30.25
Transportation	0.24430	50	\$12.22
Distribution	0.28750	50	\$14.38
Gas Supply	0.39100	50	\$19.55
<b>TOTAL GAS</b>			<b>\$76.40</b>



	Total CCF	CCF per day
Current Month	50	1.67
Last Month	16	0.52
Last Year	38	1.27

	Charges	Charges
MA Sales Tax	\$43.96	
<b>TOTAL OTHER</b>	<b>\$43.96</b>	

In case of emergency, call 572-0000

If you have questions about this bill, call your customer service representative at 572-0100 Monday through Friday, 8:30am-5:00pm.

**NOTICE TO RESIDENTIAL ELECTRIC AND/OR GAS CUSTOMERS - RIGHT TO DISPUTE YOUR BILL DEPARTMENT APPEAL PROCESS**  
 If for any reason, you believe your bill is inaccurate, call or write the Customer Service Director, 100 Elm St. Westfield, MA 01085 or 572-0100. If upon receipt of the decision of the Customer Service Director you still consider your bill to be inaccurate or dispute the time allowed to pay (arrearage) you have the right to appeal to the Manager. If upon the Manager's decision you still consider your bill to be inaccurate or dispute the time allowed to pay (arrearage) you have the right to appeal to the Municipal Light Board (Commission). If upon your receipt of their decision you still consider your bill to be inaccurate or dispute the time allowed to pay (arrearage) you have the right to appeal to:

Write: Department of Public Utilities  
 Consumer Division  
 One South Station  
 Boston, Massachusetts 02110

Call: 1-877-886-5066  
 1-617-737-2836

PAYMENT PLANS may be arranged and will vary depending upon the past due balance and your ability to pay. Please contact the Business Office, 100 Elm St, Westfield, MA 01085 or 572-0100.

# Required Documents

## Pandemic Requirement Acknowledgement



### GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUĀHAN  
P.O. BOX 2977 • HAGĀTŊA, GUAM U.S.A. 96932-2977

To All Interested Parties:

I hereby acknowledge the following **GLOBAL NOTICE: COVID-19 PANDEMIC requirements:**

To ensure the safety and well-being of personnel and prospective bidders, please be advised of the following:

1. Six (6) Feet of Social Distancing shall be practiced.
2. Mandatory face mask required for each individual.
3. Temperature checks shall be conducted upon entrance of the Gloria B. Nelson Public Service Building.
4. One (1) Personnel per Prospective Bidder to submit and attend public opening.
5. One (1) Personnel per Prospective Offeror to submit an RFP proposal.

COMPANY NAME:

NAME OF INDIVIDUAL:

InfoSend Inc.

Russ Reza May 27, 2021

Print / Sign

Date

BID NO.: \_\_\_\_\_

RFP NO.: RE-SOLICITATION GPA-RFP-21-002

# Special Reminder



GUAM POWER AUTHORITY  
 ATURIDAT ILEKTRESEDAT GUAHAN  
 P.O. BOX 2977 \* AGANA, GUAM U.S.A. 96932-2977  
 Telephone Nos.: (671) 648-3054/55 or Facsimile (671) 648-3165



JOHN M. BENAVENTE, P.E.  
 General Manager

Accountability	Impartiality	Competence	Openness	Value
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REQUEST FOR PROPOSAL: RE-SOLICITATION GPA-RFP-21-002  
 DESCRIPTION: PROFESSIONAL PRINTING, MAILING AND PROCESSING SERVICES RELATING TO UTILITY CUSTOMER BILLING

**SPECIAL REMINDER TO PROSPECTIVE INDIVIDUALS/FIRMS**

Firms/individuals are reminded to read Proposal Instructions to ascertain that all of the following requirements checked below are submitted in the proposal envelope, one (1) bound paper original, five (5) bound paper copies, and one (1) electronic PDF format copy, at the date and time for proposal remittance.

- STATEMENT OF QUALIFICATION;
- AFFIDAVIT OF DISCLOSURE OF MAJOR SHAREHOLDERS
- NO GRATUITIES OR KICKBACKS AFFIDAVIT;
- ETHICAL STANDARDS AFFIDAVIT;
- WAGE DETERMINATION AFFIDAVIT;
- RESTRICTIONS AGAINST SEX OFFENDERS AFFIDAVIT;
- NON-COLLUSION AFFIDAVIT;

\*Note: The above Affidavits must comply with the following requirements;

- a. The affidavit must be signed within 60 days of the date the bid is due;
- b. Date of signature of the person authorized to sign the bid and the notary date must be the same.
- c. First time affidavit must be an original – if copy, indicate Bid Number/Agency where original can be obtained.

OTHERS: A Guam Business License is not required in order to provide a proposal for this engagement, but is a pre-condition for entering into a contract with the Authority. Offerors MUST comply with PL 26-111 dated June 18, 2002, PL 28-165 dated January 04, 2007 and Wage Determination under the Service Contract Act (www.wdol.gov). Additionally, upon award the successful firm/individual must provide to GPA the most recently issued Wage Determination by the US Dept. of Labor.

\*\*\*Restriction against Sex Offenders Employed by Service Providers to Government of Guam from Working on Government of Guam Property, 5GCA Section 5253, enacted by P.L. 28-24 and amended by P.L. 28-98:  
 if a contract for services is awarded to the bidder or offeror, then the service provider must warrant that no person in its employment who has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 of the Guam Code Annotated or of an offense defined in Article 2 of Chapter 28 of Title 9 of the Guam Code Annotated, or who has been convicted in any other jurisdiction of an offense with the same elements as heretofore defined, or who is listed on the Sex Offender Registry, shall provide services on behalf of the service provider while on government of Guam property, with the exception of public highways. If any employee of a service provider is providing services on government property and is convicted subsequent to an award of a contract, then the service provider warrants that it will notify the Government of the conviction within twenty-four hours of the conviction, and will immediately remove such convicted person from providing services on government property. If the service provider is found to be in violation of any of the provisions of this paragraph, then the Government will give notice to the service provider to take corrective action. The service provider shall take corrective action within twenty-four hours of notice from the Government and the service provider shall notify the Government when action has been taken. If the service provider fails to take corrective steps within twenty-four hours of notice from the Government, then the Government in its sole discretion may suspend temporarily any contract for services until corrective action has been taken.

This reminder must be signed and returned in the proposal envelope together with the proposal. Failure to comply with the above requirements will mean a disqualification and rejection of the proposal.

On this 27 day of May, 2021, I, authorized representative of InfoSend acknowledge receipt of this special reminder to PROSPECTIVE Individual/Firm with the above referenced RFP.

  
 Individual/Firm Representative's Signature

# Major Shareholders Disclosure Affidavit

## MAJOR SHAREHOLDERS DISCLOSURE AFFIDAVIT

TERRITORY OF GUAM )  
 ) ss.  
 HAGATNA, GUAM )

I, the undersigned, Russ Rezal, being first  
 (partner or officer of the company of, etc.)  
 duly sworn, depose and say:

1. That the persons who have held more than ten percent (10%) of the company's shares during the past twelve months are as follows:

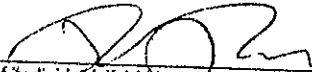
<u>Name</u>	<u>Address</u>	<u>Percentage of Shares Held</u>
Mahmood Rezal	4240 East La Palma Avenue, Anaheim CA 92807	51%
Russ Rezal	4240 East La Palma Avenue, Anaheim CA 92807	40%
Total Number of Shares:		

2. Persons who have received or are entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the bid/rfp for which this Affidavit is submitted are as follows:

<u>Name</u>	<u>Address</u>	<u>Amount of Commission Gratuity or Other Compensation</u>
Glen Everroad	4240 East La Palma Avenue, Anaheim CA 92807	1%
Kelly Law	4240 East La Palma Avenue, Anaheim CA 92807	1%

Further, affiant sayeth naught.

Date: May 27, 2021

  
 Signature of individual if bidder/officer is a sole proprietorship; Partner, if the bidder is a partnership; Officer, if the bidder is a corporation.

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Notary Public  
 In and for the Territory of Guam

My Commission expires: \_\_\_\_\_

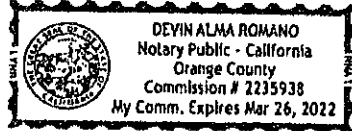


A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California  
County of Orange

Subscribed and sworn to (or affirmed) before me on this 25th  
day of May, 2021, by Rusteen Rezal

proved to me on the basis of satisfactory evidence to be the  
person(s) who appeared before me.



(Seal)

Signature Devin Alma Romano

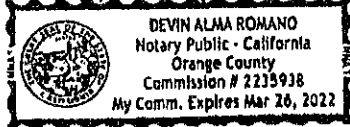


A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California  
County of Orange

Subscribed and sworn to (or affirmed) before me on this 25th  
day of May, 2021, by Rusteen Reza

proved to me on the basis of satisfactory evidence to be the  
person(s) who appeared before me.



(Seal)

Signature Devin Alma Romano


# No Gratuities or Kickbacks Affidavit

## NO GRATUITIES OR KICKBACKS AFFIDAVIT

**AFFIDAVIT**  
(Offeror)

TERRITORY OF GUAM            )  
  )ss:  
HAGATNA, GUAM                )

Russ Rezai \_\_\_\_\_, being first duly sworn, deposes and says:  
As the duly authorized representative of the Offeror, that neither I nor of the Offeror's officers, representatives, agents, subcontractors, or employees has or have offered, given or agreed to give any government of Guam employee or former employee, any payment, gift, kickback, gratuity or offer of employment in connection with Offeror's proposal.

  
\_\_\_\_\_  
Signature of Individual if Offeror is a Sole Proprietorship;  
Partner, if the Offeror is a Partnership;  
Officer, if the Offeror is a Corporation

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public \_\_\_\_\_  
In and for the Territory of Guam

My commission expires: \_\_\_\_\_

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California  
County of Orange

Subscribed and sworn to (or affirmed) before me on this 25th  
day of May, 2021, by Rusteen Rezaei

proved to me on the basis of satisfactory evidence to be the  
person(s) who appeared before me.



(Seal)

Signature Devin Alma Romano

# Ethical Standards Affidavit

## ETHICAL STANDARDS AFFIDAVIT

**AFFIDAVIT**

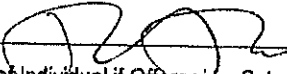
(Offeror)

TERRITORY OF GUAM        )  
  )ss:  
HAGATNA, GUAM            )

Russ Rezai \_\_\_\_\_, being first duly sworn, deposes and says:

That I am (the Sole Proprietor, a Partner or Officer of the Offeror)

That Offeror making the foregoing Proposal, that neither he or nor of the Offeror's officers, representatives, agents, subcontractors, or employees of the Offeror have knowingly influenced any government of Guam employee to breach any of the ethical standards set forth in 5 GCA Chapter 5 Article 11, and promises that neither he nor any officer, representative, agent, subcontractor, or employee of Offeror will knowingly influence any government of Guam employee to breach any ethical standard set for in 5 GCA Chapter 5 Article 11.

  
\_\_\_\_\_  
Signature of Individual if Offeror is a Sole Proprietorship;  
Partner, if the Offeror is a Partnership;  
Officer, if the Offeror is a Corporation

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public \_\_\_\_\_  
In and for the Territory of Guam

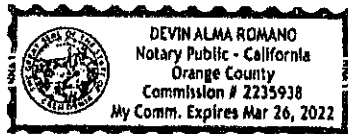
My commission expires: \_\_\_\_\_

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California  
County of Orange

Subscribed and sworn to (or affirmed) before me on this 25th  
day of May, 2021, by Rusteen Reza

proved to me on the basis of satisfactory evidence to be the  
person(s) who appeared before me.



(Seal)

Signature Devin Alma Romano

# Declaration of Re-Compliance

## DECLARATION RE-COMPLIANCE WITH U.S. DOL WAGE DETERMINATION

Procurement No.: RFP-21-002

Name of Offeror Company: InfoSend Inc. hereby certifies under penalty of perjury:

(1) That I am Russ Rezai (the offeror, a partner of the offeror, an officer of the offeror) making the bid or proposal in the foregoing identified procurement;

(2) That I have read and understand the provisions of 5 GCA § 5801 and § 5802 which read:

### § 5801. Wage Determination Established.

In such cases where the government of Guam enters into contractual arrangements with a sole proprietorship, a partnership or a corporation ("contractor") for the provision of a service to the government of Guam, and in such cases where the contractor employs a person(s) whose purpose, in whole or in part, is the direct delivery of service contracted by the government of Guam, then the contractor shall pay such employee(s) in accordance with the Wage Determination for Guam and the Northern Mariana Islands issued and promulgated by the U.S. Department of Labor for such labor as is employed in the direct delivery of contract deliverables to the government of Guam.

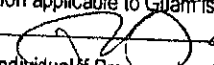
The Wage Determination most recently issued by the U.S. Department of Labor at the time a contract is awarded to a contractor by the government of Guam shall be used to determine wages, which shall be paid to employees pursuant to this Article. Should any contract contain a renewal clause, then at the time of renewal adjustments, there shall be made stipulations contained in that contract for applying the Wage Determination, as required by this Article, so that the Wage Determination promulgated by the U.S. Department of Labor on a date most recent to the renewal date shall apply.

### § 5802. Benefits.

In addition to the Wage Determination detailed in this Article, any contract to which this Article applies shall also contain provisions mandating health and similar benefits for employees covered by this Article, such benefits having a minimum value as detailed in the Wage Determination issued and promulgated by the U.S. Department of Labor, and shall contain provisions guaranteeing a minimum of ten (10) paid holidays per annum per employee.

(3) That the offeror is in full compliance with 5 GCA § 5801 and § 5802, as may be applicable to the procurement referenced herein;

(4) That I have attached the most recent wage determination applicable to Guam issued by the U.S. Department of Labor.

  
\_\_\_\_\_  
Signature of Individual if Proposer is a Sole Proprietorship;  
Partner, if the Proposer is a Partnership;  
Officer, if the Proposer is a Corporation

SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of \_\_\_\_\_, 2021.

~~\_\_\_\_\_  
Notary Public  
In and for the Territory of Guam  
My Commission Expires:~~

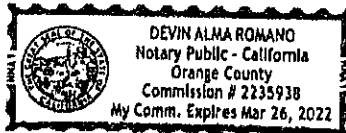


A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California  
County of Orange

Subscribed and sworn to (or affirmed) before me on this 25th  
day of May, 2021, by Rusteen Reza

proved to me on the basis of satisfactory evidence to be the  
person(s) who appeared before me.



(Seal)

Signature

A handwritten signature in cursive script that reads 'Devin Alma Romano'.



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN  
P.O. BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

## SPECIAL PROVISIONS

### **Restriction Against Sex Offenders Employed by Service Providers to Government of Guam from Working on Government of Guam Property**

GCA 5 §5253(b) restricts the OFFEROR against employing convicted sex offenders from working at Government of Guam venues. It states:

(b) All contracts for services to agencies listed herein shall include the following provisions: (1) warranties that no person providing services on behalf of the contractor has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA, or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry; and (2) that if any person providing services on behalf of the contractor is convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry, that such person will be immediately removed from working at said agency and that the administrator of said agency be informed of such within twenty-four (24) hours of such conviction.

May 27, 2021

Signature of Bidder

Date

Proposer, if an individual;

Partner, if a partnership;

Officer, if a corporation.

SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

Notary Public

In and for the Territory of Guam

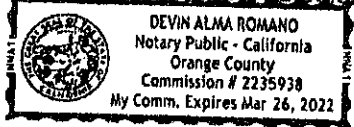
My commission expires: \_\_\_\_\_

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California  
County of Orange

Subscribed and sworn to (or affirmed) before me on this 25th  
day of May, 2021, by Rusteen Rezai

proved to me on the basis of satisfactory evidence to be the  
person(s) who appeared before me.



(Seal)

Signature Devin Alma Romano

# **EXHIBIT**

**“5”**

**Dawn KP Fejeran**

---

**From:** Dawn KP Fejeran  
**Sent:** Friday, May 28, 2021 10:07 AM  
**To:** 'jessie@gciguam.com'  
**Subject:** RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing  
**Attachments:** RESOLICITATION AMD I GPA-RFP-21-002 SIGNED.pdf

Hafa Adai Jessie,

Kindly acknowledge receipt of attached Amendment No.: 1 relative to the above subject bid.

Thank you,

*Best Regards,*

*Dawn K.P. Fejeran*  
*Buyer II*



*Guam Power Authority*  
*Procurement Materials Management Division*  
*Tel: (671) 648-3054/55*  
*Fax: (671) 648-3165*



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÁHAN  
P.O. BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

May 27, 2021

AMENDMENT NO.: I

TO

REQUEST FOR PROPOSAL NO.: RE-SOLICITATION GPA-RFP-21-002

FOR

PROFESSIONAL PRINTING, MAILING, AND PROCESSING SERVICES RELATING TO UTILITY  
CUSTOMER BILLING

Interested Firms/Individuals are hereby notified of the following inclusions and response to inquiries received from Proponent No.: 1 dated May 25, 2021:

**INCLUSIONS:**

Under Exhibit A – 2020 Billing Cycle, include Pages 50(a) and 50(b) of 59 (see attached).

**QUESTION:**

1. Form of Contract – this is just an idea of what it will look like? I don't have to include this to our proposal?

**ANSWER:**

The Form of Contract is a draft contract which will be executed upon award. Therefore, it is not required upon submission of the Technical Proposal.

**QUESTION:**

2. Required forms – it states that exhibit A is required in our proposal but when looking at exhibit A in the bid packet its only a list of your billing cycles and dates. Note sure what to do here?

**ANSWER:**

Kindly refer to **INCLUSIONS** above.

All other Terms and Conditions in the RFP package shall remain unchanged and in full force.

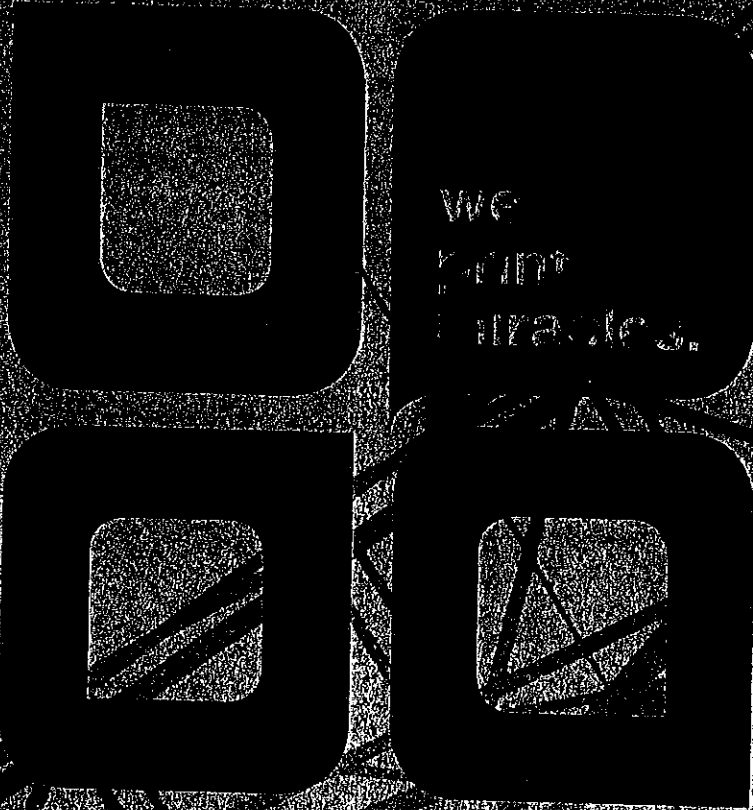
  
for JOHN M. BENAVENTE, P.E.  
General Manager

Requirement	Yes	No	Partial	Explanation/Comments
				<ul style="list-style-type: none"> <li>• Surcharges, fees, penalties and taxes with descriptions</li> <li>• Past Due Balance</li> <li>• Previous Balance</li> <li>• Current Amount Due</li> <li>• Bill Due Date</li> <li>• Next meter reading date</li> <li>• Consumption History Graph by service</li> <li>• Subtotal by service</li> <li>• Bill Messages</li> <li>• User defined Scan Line (Modio)</li> <li>• Handling code, i.e. Opening bill, closing bill</li> <li>• User defined data</li> </ul>
G. Special Handling/Pull Bill				<p>G. 1 Can you pull a bill during production? If needed, could the bill be printed then returned to GUC?</p> <p>If so, please explain your method for the following pull situations: pulling bill with a returned printed statement, pull a bill with archive only, and pull a bill to not process.</p> <p>G. 2 If necessary, could you pull a bill electronically?</p> <p>G. 3 Can you support special handling of certain accounts? Such as: archive only without a notification; archive and notify; archive, print and notify archive and print.</p>
H. Printer				<p>H. 1 Do you support duplex printing?</p> <p>H. 2 How many different paper stocks can you co-mingle into an envelope?</p> <p>H. 3 What are the different paper stocks your printers are capable of using?</p> <p>H. 4 Can you print checks, i.e. MICR? If so, can you insert the refund check with bill?</p>
I. Finishers/Insertion Equipment				<p>I. 1 Do you have intelligent insertion stations? If so, how many?</p> <p>I. 2 How many pages can you send in a #10 envelope, i.e., tri-fold?</p> <p>I. 3 How many pages can you send in a #6 envelope, i.e., one-fold? (future option)</p> <p>I. 4 Can you send bills in a flat envelope? (future option)</p>
J. Mail				<p>J. 1 What steps do you take to insure lowest cost of postage?</p> <p>J. 2 Do you do address verification and postal sorting? If so, what software?</p> <p>J. 3 Do you support indicia mailing?</p> <p>J. 4 What type of mailing classes do you use? Indicate which carriers you use for the classes.</p>
K. Paper/Envelope				<p>K. 1 perforated paper?</p> <p>K. 2 window envelopes?</p> <p>K. 3 Do you offer Paper Design services? (Future option)</p> <p>K. 4 How do you handle inventory control?</p> <p>K.4.1 Is there an additional cost for inventory control?</p> <p>K.4.2 Is there an additional cost for delivery?</p>
L. Processing Window				<p>L.1 Do you offer same-day processing of the billing statements?</p> <p>L.1.1 What is the cutoff for same-day processing?</p> <p>L.2 Do you have enough capacity to handle large volume increases during a daily cycle?</p>
M. Disaster Recovery Plan				<p>M.1 Do you have a disaster Recovery Plan established?</p> <p>M.1.1 Details should include testing scope and frequency as well as notified of an unplanned incident relevant to completion of a</p> <p>M.1.2 notified of an unplanned incident relevant to completion of a</p>
N. Reporting				<p>N. 1 Describe control handling for: Balance Controls Out of balance procedures</p> <p>N. 2 How do you validate that transmittals sent by Guam Power Authority are complete and error free. How is the receipt of such files acknowledged?</p> <p>N. 3 How you communicate a mailing has been completed.</p> <p>N. 4 Can you provide a detailed timeline of each cycle/job, starting at receipt of the file to complete processing and mailing</p>
O. Other Internet Services				<p>O.1 Describe any other services you may offer</p>
P. Other Miscellaneous Accounts				<p>P.1 Does your system provide the ability to print other customized bills e.g. landlord (L) bills? (Please see Exhibit B)</p> <p>P.2 Can your system print 2 sided (back-to-back) L) bills?</p> <p>P.3 Can you send L) bills electronically?</p> <p>P.4 What are the mailing options for L) bills?</p>

# EXHIBIT

“6”





We  
keep  
miracles.

# GRAPHIC CENTER

Presented to:



Request for Proposal  
Re-Solicitation GPA-RFP-21-002

For Professional Printing, Mailing and Processing  
services relating to utility customer billing

# **hafa adai!**

At Graphic Center, no print job is too small... or too big. We are Guam's largest locally owned printing company with more than 12,000 square feet of printing facilities strategically located in Tamuning.

Graphic Center leverages our efficiency of scale to meet the urgent demands of any high-volume printing job. With a relentless commitment to 100% on-time delivery, we satisfy our clients' critical turnarounds while exceeding their expectations for quality.

We've built our clientele and our success by delivering miracles on time — especially at crunch time.

Graphic Center is not only one of the most trusted names in the print industry, we are also known for our unwavering commitment to environmentally-friendly, ecologically sound print practices. We strive to reduce waste, increasing energy efficiency with every job that we complete and creatively achieving your goals while doing our part to preserve our planet's precious resources.

Choose Graphic Center today for your next printing job and join the long list of distinguished clients who enjoy our unrivaled quality, quick turnarounds, competitive pricing and the peace of mind that results from working with a true industry leader!



**STATEMENT OF  
QUALIFICATION**

# STATEMENT OF QUALIFICATION

June 3, 2021

**John J.E. Kim**  
Chief Financial Officer

**John M. Benavente, P.E.**  
General Manager

Guam Power Authority  
Gloria B. Nelson Public Service Building  
688 Route 15  
Mangilao, Guam 96913

Hafa Adai Gentleman,

Please find enclosed Graphic Center response to Request for Proposal GPA-21-002 for the Professional Printing, Mailing and Processing services relating to utility customer billing.

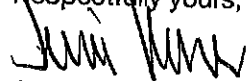
Graphic Center has been serving Guam for over 25 years. We take great pride in our commitment to excellence in meeting the printing needs of our community in the highest quality, fastest speed at competitive prices. We are Guam's largest locally owned printing company with more than 12,000 square feet of printing facilities in Tamuning. We leverage our efficiency of scale to meet the urgent demands of any high-volume printing job. With a relentless commitment to 100% on-time delivery, we satisfy our clients' critical turnarounds while exceeding their expectations for quality.

Graphic Center is not only one of the most trusted names in the print industry. We are also known for our unwavering commitment to environmentally friendly and ecologically sound print practices. We strive to reduce waste, increase energy efficiency with every job that we complete and creatively achieve goals while doing our part to preserve our natural resources.

In the past years, Graphic Center had the privilege of working collaboratively with the Guam Power Authority team in the transition from billing in house to outsourcing of GPA statements at our facility. Through this partnership, we were able to successfully launch the new billing statement, and we continue to provide on-time delivery to the post office for each cycle. Our process and communication with the GPA team has been seamless and efficient. With our proven working relationship with GPA, Graphic Center is the best qualified offeror to continue the printing, mailing and processing services for the utility customer billing.

On behalf of the Graphic Center team, Si Yu'os Ma'ase for the opportunity to present our proposal to you.

Respectfully yours,



Jessie Rosario  
VP, Sales and Marketing  
Graphic Center





•WHO WE ARE

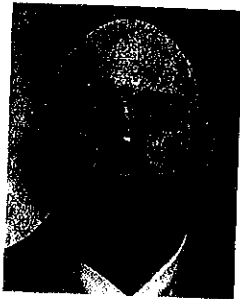


# SUSAN BIOLCHINO

President

Born in Long Beach, California. Susan moved to Guam in July 1985 and has settled and raised her family right here on island. With over 28 years of business experience. Susan has devoted most of her free time as a philanthropist and a big supporter of community involvement.

A member at large with the Guam Women's Club, past board member with the Guam Girl Scouts; past board member with Perez Acres Homeowners Association; served as a committee chair on 4 different committees with the Guam Association of Realtors; Vice President, Treasurer, and Secretary for the Simon Sanchez High School Parent Association; Accreditation Committee for the Santa Barbara and Simon Sanchez School; a member with the Guam Chamber of Commerce and the Guam Visitors Bureau.



## CHRISTOPHER BIOLCHINO

Vice President of Technology

Christopher has been in the information technology field for over 15 years having been employed with companies such as the Washington Mutual Bank, IBM, Boeing and IT&E. Christopher is a Microsoft Certified Professional and the only certified Mail Piece Design Consultant in the Western Pacific. Leading the printing industry, Christopher has contributed to the success of Graphic Center, Guam Super Shopper and the Circular. A graduate of Simon Sanchez High School, Christopher received his Bachelors of Political Science at the University of Hawaii and technical certification from Software Education of America in Brea, California.



## JESSIE ROSARIO

Vice President of Sales and Marketing

Attended the University of Guam and a graduate of Guam Community College, Jessie's passion for sales and marketing and in the printing industry spans over 20 years. Jessie is the most knowledgeable person on island that can consult on a printed, variable, personalized piece. Such as Direct Mail and Statement printing. With intense training and involvement of associations such as - member of the Direct Marketing Association; Committee Member of the Guam Visitors Bureau; Past President of the American Marketing Association, Guam Chapter.

DEPARTMENT OF REVENUE AND TAXATION  
**BUSINESS LICENSE** SERIAL # 2206868

Domestic Corporation  
 EXPIRES: May 31, 2022

Machine manufacture  
 Account No. 60-000911205-01

NET SALES	0.00
SALES TAX	0.00
TOTAL TAX	0.00

NAME: GRAPHIC CENTER INCORPORATED

TYPE OF BUSINESS: ISLAND COLOR & COPY

TYPE OF LICENSE: MACHINE MANUFACTURE - PRINTING

BUSINESS LOCATION: L 2116 R2-NEW #187 SERENU AVE E

TAMUNING GUAM

MAILING ADDRESS: P O BOX 20088  
 BARRIGADA GUAM

TELEPHONE HOME: 68621

01/27/2021

**PAID**  
 Renewed via  
 GuamTax.com

Dafne Manzanil-Spangiz  
 DIRECTOR OF REVENUE AND TAXATION

KEEP POSTED IN A CONSPICUOUS PLACE.  
 LICENSE MUST BE PRODUCED UPON  
 DEMAND TO ANY AUTHORIZED GOV'T  
 OFFICIAL.



1-800-368-3683

COPY

PRINT

*island*  
**COLOR & COPY**





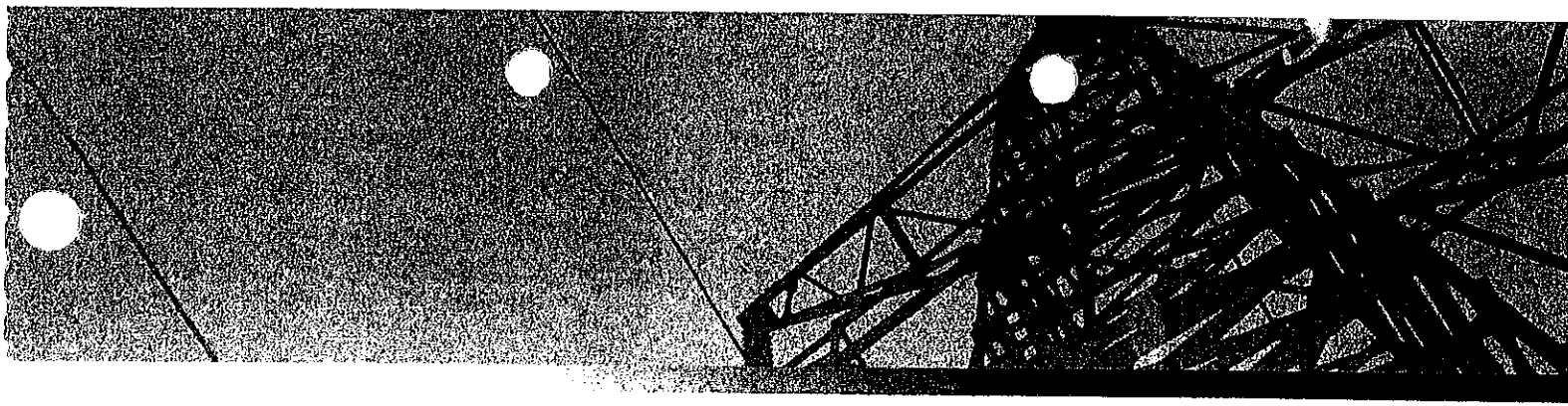
GRAPHIC CENTER SERVICES

# OFFSET PRINTING

Graphic Center connects our clients to the multiple advantages of offset printing, including superior efficiency, cost savings, and excellent image and type quality for high-volume commercial printing.

We are exceptionally well equipped to handle a wide range of demanding 4-color print jobs and projects needing pantone colors, varnish, and UV applications.

- Lead by experienced pressmen with up to 50 years of combined experience
- Biggest 4 and 5 color offset presses in all of Micronesia
- Largest print size – 28 x 40 sheets



GRAPHIC CENTER SERVICES

# PRE-PRESS

Upon receiving your order, Graphic Center initiates a thorough, tasking process to prepare your product for printing. Here your files are checked and double-checked to ensure that they contain all of the elements necessary for a successful print run. Elements checked during this stage include proper formatting, fonts, image resolution, image color, margins, and bleeds. Once you approve your product proof, the project is ready to proceed on our state-of-the-art printing presses.



GRAPHIC CENTER SERVICES

# **COMPUTER-TO-PLATE (CTP)**

CTP offers our clients a number of advantages over conventional plate making, including faster and more consistent plate production, sharper detail, and improved registration. CTP allows us to increase our output and save our clients money.

The second lead department before any job is distributed throughout the plant. From plating to proofing and final print of plotter and board prints, this department also does graphic designs.

This crew also handles all data output and is the brain of all digital presses.

- Layout & Design
- Plotter prints and boards output – sizes ranges from 39” wide to 29” height for boards.
- Digital plate makers
- Data outputting





GRAPHIC CENTER SERVICES

# DIGITAL PRINTING

Leading the printing industry, our digital presses range from high to low end, to meet with our customer demands. Our digital presses will print stunning color and variable data on both sides of a 8.5 x 11 sheet up to a 13 x 47 sheet. Most of the time, we can print a job within hours with digital files supplied. We can also use our existing files and print a quick small quantity and then print the volume orders on our larger offset presses. Many of our customers are using the press for short run jobs, test marketing, point of purchase and panic projects. File formats are supported and the proof is actually the final printed sheet, so there are no questions about how the final piece will turn out.

- Largest press sheet size is 13 x 47 inches
- Runs on both text and cover stock





GRAPHIC CENTER SERVICES

# **INVOICE PRINTING, STATEMENT PRINTING**

Graphic Center offers the premier print on demand and letter shop services. We help companies just like yours save time and money with our Print and Mail Service.

Graphic Center's Print and Mail Services is your one stop shop for all of your printing and mailing needs. We offer the most reliable printing services, including medical billing, statement printing, fulfillment and letter shop print and mail services, that are designed to save you both time and money.

When you outsource statement printing and other print or fulfillment jobs, you free up your staff for other projects, which will increase your overall productivity and profits.









GRAPHIC CENTER SERVICES

# **DIRECT MAIL**

Let us expedite your next project by utilizing our Mailing and Fulfillment Services. Should more than one item be a part of your direct-mail package, we will assemble, sort, stuff, package or whatever is necessary to get your printed materials in the mail.

We can also supply you with general or specialized mailing lists.

Take full advantage of the best rates we can provide for you with our cutting edge software. You will receive the maximum discounts possible. We will sort, un-duplicate your lists, zip append and bar-code to get you the best rates and save you the most money possible.



# AFFIDAVITS

**MAJOR  
SHAREHOLDERS  
DISCLOSURE  
AFFIDAVIT**

MAJOR SHAREHOLDERS DISCLOSURE AFFIDAVIT

TERRITORY OF GUAM )  
HAGATNA, GUAM )ss.  
)

I, the undersigned, Officer, being first  
(partner or officer of the company of, etc.)  
duly sworn, depose and say:

1. That the persons who have held more than ten percent (10%) of the company's shares during the past twelve months are as follows:

<u>Name</u>	<u>Address</u>	<u>Percentage of Shares Held</u>
<u>Susan Biolchini</u>	<u>Capa Court Yigo Gu</u>	<u>892</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
Total Number of Shares:		_____

2. Persons who have received or are entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the bid/rfp for which this Affidavit is submitted are as follows:

<u>Name</u>	<u>Address</u>	<u>Amount of Commission Gratuity or Other Compensation</u>
_____	_____	_____
_____	_____	_____

Further, affiant sayeth naught.

Date: 5/25/21

[Signature]  
Signature of individual if bidder/offeree is a sole proprietorship; Partner, if the bidder is a partnership; Officer, if the bidder is a corporation.

Subscribed and sworn to before me this 25 day of May, 2021

Notary Public [Signature]  
In and for the Territory of Guam

My Commission expires: 03/26/2022

**GWENDALYN P. CAMACHO**  
NOTARY PUBLIC  
In and for Guam, U.S.A.  
My Commission Expires: MAR. 26, 2022  
450 Route 8 Maite GU 96910

**NON  
COLLUSION  
AFFIDAVIT**

NON-COLLUSION AFFIDAVIT

TERRITORY OF GUAM )  
 )ss.  
HAGATNA, GUAM )

I, Jessie Rosendo, first being duly sworn, depose and say:  
(Name of Declarant)

1. That I am the VP Sales of the Graphic Center.  
(Title) (Name of Bidding/RFP Company)
2. That in making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham, that said bidder/offeror has not colluded, conspired or agreed, directly or indirectly, with any bidder or person, to put in a sham or to refrain from bidding or submitting a proposal and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or any other bidder, or to secure any overhead, project or cost element of said bid price, or of that of any bidder, or to secure any advantage against the GUAM POWER AUTHORITY or any person interested in the proposed contract; and
3. That all statements in said proposal or bid are true.
4. This affidavit is made in compliance with 2 Guam Administrative Rules and Regulations §3126(b).

Jessie Rosendo  
(Declarant)

Subscribed and sworn to before me this 25 day of May, 2021.

Notary Public [Signature]  
In and for the Territory of Guam

My commission expires: 03/26/2022

**GWENDALYN P. CAMACHO**  
**NOTARY PUBLIC**  
In and for Guam, U.S.A.  
My Commission Expires: **MAR. 26, 2022**  
450 Route 8 Maite GU 96910

**NO GRATUITIES  
OR KICKBACKS  
AFFIDAVIT**

NO GRATUITIES OR KICKBACKS AFFIDAVIT

**AFFIDAVIT**

(Offeror)

TERRITORY OF GUAM )

HAGATNA, GUAM )

)ss:  
)

Jessie Rosero

, being first duly sworn, deposes and says:

As the duly authorized representative of the Offeror, that neither I nor of the Offeror's officers, representatives, agents, subcontractors, or employees has or have offered, given or agreed to give any government of Guam employee or former employee, any payment, gift, kickback, gratuity or offer of employment in connection with Offeror's proposal.

Juan Nanni, Officer

Signature of Individual if Offeror is a Sole Proprietorship;  
Partner, if the Offeror is a Partnership;  
Officer, if the Offeror is a Corporation

SUBSCRIBED AND SWORN to before me this 25 day of May, 20 21.

Notary Public [Signature]  
In and for the Territory of Guam

My commission expires: 03/26/2022

**GWENDALYN P. CAMACHO**  
**NOTARY PUBLIC**  
In and for Guam, U.S.A.  
My Commission Expires: **MAR. 26, 2022**  
450 Route 8 Maite GU 96910



**ETHICAL  
STANDARDS  
AFFIDAVIT**

ETHICAL STANDARDS AFFIDAVIT

AFFIDAVIT

(Offeror)

TERRITORY OF GUAM )

)ss:  
)

HAGATNA, GUAM

Jessie Rosendo

, being first duly sworn, deposes and says:

That I am (the Sole Proprietor, a Partner or Officer of the Offeror)

That Offeror making the foregoing Proposal, that neither he or nor of the Offeror's officers, representatives, agents, subcontractors, or employees of the Offeror have knowingly influenced any government of Guam employee to breach any of the ethical standards set forth in 5 GCA Chapter 5 Article 11, and promises that neither he nor any officer, representative, agent, subcontractor, or employee of Offeror will knowingly influence any government of Guam employee to breach any ethical standard set for in 5 GCA Chapter 5 Article 11.

Jessie Rosendo, Officer

Signature of Individual if Offeror is a Sole Proprietorship;

Partner, if the Offeror is a Partnership;

Officer, if the Offeror is a Corporation

SUBSCRIBED AND SWORN to before me this 25 day of May, 2021.

Notary Public [Signature]  
In and for the Territory of Guam

My commission expires: 03/26/2022

**GWENDALYN P. CAMACHO**  
**NOTARY PUBLIC**  
In and for Guam, U.S.A.  
My Commission Expires: **MAR. 26, 2022**  
450 Route 8 Maite GU 96910

**DECLARATION  
RE-COMPLIANCE  
WITH U.S. DOL WAGE  
DETERMINATION  
AFFIDAVIT**

DECLARATION RE-COMPLIANCE WITH U.S. DOL WAGE DETERMINATION

Procurement No.: RFP -21-002  
Name of Offeror Company: Graphic Center hereby certifies under penalty of perjury:

(1) That I am Officer (the offeror, a partner of the offeror, an officer of the offeror) making the bid or proposal in the foregoing identified procurement;

(2) That I have read and understand the provisions of 5 GCA § 5801 and § 5802 which read:

§ 5801. Wage Determination Established.

In such cases where the government of Guam enters into contractual arrangements with a sole proprietorship, a partnership or a corporation ('contractor') for the provision of a service to the government of Guam, and in such cases where the contractor employs a person(s) whose purpose, in whole or in part, is the direct delivery of service contracted by the government of Guam, then the contractor shall pay such employee(s) in accordance with the Wage Determination for Guam and the Northern Mariana Islands issued and promulgated by the U.S. Department of Labor for such labor as is employed in the direct delivery of contract deliverables to the government of Guam.

The Wage Determination most recently issued by the U.S. Department of Labor at the time a contract is awarded to a contractor by the government of Guam shall be used to determine wages, which shall be paid to employees pursuant to this Article. Should any contract contain a renewal clause, then at the time of renewal adjustments, there shall be made stipulations contained in that contract for applying the Wage Determination, as required by this Article, so that the Wage Determination promulgated by the U.S. Department of Labor on a date most recent to the renewal date shall apply.

§ 5802. Benefits.

In addition to the Wage Determination detailed in this Article, any contract to which this Article applies shall also contain provisions mandating health and similar benefits for employees covered by this Article, such benefits having a minimum value as detailed in the Wage Determination issued and promulgated by the U.S. Department of Labor, and shall contain provisions guaranteeing a minimum of ten (10) paid holidays per annum per employee.

(3) That the offeror is in full compliance with 5 GCA § 5801 and § 5802, as may be applicable to the procurement referenced herein;

(4) That I have attached the most recent wage determination applicable to Guam issued by the U.S. Department of Labor.

Julio Roman, Officer  
Signature of Individual if Proposer is a Sole Proprietorship;  
Partner, if the Proposer is a Partnership;  
Officer, if the Proposer is a Corporation

SUBSCRIBED AND SWORN to before me this 25 day of May, 2021.

[Signature]  
Notary Public  
In and for the Territory of Guam  
My Commission Expires: 03/26/2022

GWENDALYN P. CAMACHO  
NOTARY PUBLIC  
In and for Guam, U.S.A.  
My Commission Expires: MAR. 26, 2022  
450 Route 8 Maite GU 96910

**RESTRICTIONS  
AGAINST SEX  
OFFENDERS**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUĀHAN  
P.O.BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

## SPECIAL PROVISIONS

### **Restriction Against Sex Offenders Employed by Service Providers to Government of Guam from Working on Government of Guam Property**

GCA 5 §5253(b) restricts the OFFEROR against employing convicted sex offenders from working at Government of Guam venues. It states:

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*Veeva Kuan*      5/25/21

Signature of Bidder      Date  
Proposer, if an individual;  
Partner, if a partnership;  
Officer, if a corporation.

SUBSCRIBED AND SWORN to before me this 25 day of May, 2021.

Notary Public *[Signature]*  
In and for the Territory of Guam

My commission expires: 03/26/2022

**GWENDALYN P. CAMACHO**  
**NOTARY PUBLIC**  
In and for Guam, U.S.A.  
My Commission Expires: **MAR. 26, 2022**  
450 Route 8 Maite GU 96910

**EXHIBIT A**





REQUIREMENT	Y	N	P	EXPLANATION/COMMENTS
10. Can you produce bills in multiple languages? <i>(future option)</i>	X			
11. Can you produce bills with the remittance coupon on the top, bottom or either?	X			
12. Can you format flexible marketing letter, notices, and correspondence worksheets with the bill?	X			
13. Number of colors able to use?	X			Up to 4 color process
14. Can you print the SCAN LINE on the bill using the font OCR-B?	X			
15. Can your system print 2 sided (back-to-back) LL bills?	X			
16. Can your system supports "two-up" (11½ x 14) formats?	X			
17. Can your system supports 8½ x 11 format?	X			
18. The system provides an out file of billing data for outsources printer and mailer.	X			
19. The system supports graphic images, shading, bolding and other format features for billing formatting.	X			
20. The system will allow combining charges by type on the bill.	X			
21. At a minimum the bill can present the following discrete data <ul style="list-style-type: none"> <li>• Bill Date</li> <li>• Bill period for each service</li> <li>• Previous and Current Meter readings by meter</li> <li>• Rate Schedule per meter/service</li> <li>• Rate Description</li> <li>• Consumption being billed by service</li> </ul>	X			

Y - Yes N - No P - Partial

REQUIREMENT	Y	N	P	EXPLANATION/COMMENTS
<b>D. Electronic Archive</b>				
1. Do you have electric archive capabilities? If so, what type?	X			Cloud based archive.
2. What method is used for retrieval of of the archive?	X			Via web portal or API.
3. Can you integrate bill view with the billing system? If so, how?	X			Integration can be achieved through API or other secure methods.
4. Can you reprint an exact copy of the bill from archive, including scan line, bar code, fonts, and graphs? If yes, what printer languages do you support for the reprint?	X			We can support most common printer languages.
5. What types of viewers do you support?	X			We can support most common viewers.
6. What are your storage capabilities for printed data?	X			We can support most common printer languages.
7. What is your purge process of the stored data?	X			Deletion and file shredding via secure file shredding software.
8. Could customers view their historical bills on our website? If so, in what format?	X			PDF format.
9. Can you integrate bill with the CC&B system? If so, how?	X			Integration can be achieved through API or other secure methods.
<b>E. Internet Email Delivery or Notification of Bill</b>				
1. Can you email bill notifications to customers? If so, what is the process for customers to view their bill from within the electronic notification?	X			File is indexed and uploaded to the repository. Customers with email addresses are sent notification that their bill is ready to be viewed on paygpa.com.
2. Can you provide exact bill representation of the bills accessed from the electronic notification?	X			

Y - Yes N - No P - Partial

REQUIREMENT	Y	N	P	EXPLANATION /COMMENTS
<b>F. Duplicate Bill</b>  1. Explain your method. <ul style="list-style-type: none"> <li>• Meter size per service</li> <li>• Meter number(s) per service</li> <li>• Account Name</li> <li>• Account Address</li> <li>• Surcharges, fees, penalties and taxes with descriptions</li> <li>• Past Due Balance</li> <li>• Previous Balance</li> <li>• Current Amount</li> <li>• Bill Due Date</li> <li>• Next meter reading date</li> <li>• Consumption History Graph by service</li> <li>• Subtotal by service</li> <li>• Bill Messages</li> <li>• User defined Scan Line (Mod10)</li> <li>• Handling code i.e. Opening Bill, Closing Bill</li> <li>• User defined data</li> </ul>	X			
<b>G. Special Handling/Pull Bill</b>  1. Can you pull a bill during production? If needed, could the bill be printed then returned to GUC?				
1.1 If so, please explain your method for the following pull situations: pulling bill with a returned printed statement, pull a bill with archive only, and pull a bill to not process.				
2. If necessary, could you pull a bill electronically?				
3. Can you support special handling of certain accounts? Such as: archive only without a notification; archive and notify; archive, print and notify and print.				
<b>H. Printer</b>  1. Do you support duplex printing?	X			

Y - Yes N - No P - Partial

REQUIREMENT	Y	N	P	EXPLANATION/COMMENTS
2. How many different paper stocks can you co-mingle into an envelope?	X			8 sheets of various text weight stock into 1 envelope.
3. What are the different paper stocks your printers are capable of using?	X			Bond, offset, text, cover and synthetics.
4. Can you print checks, i.e. MICR? If so, can you insert the refund check with bill?			X	GCI has the capability of printing checks with MICR ink and toner, however the insertion would need to be done manually if the entire batch does not also get a refund check.
<b>I. Finishers/Insertion Equipment</b>				
1. Do you have intelligent insertion stations? If so, how many?	X			4 stations
2. How many pages can you send in a #10 envelope, i.e. trifold?	X			Up to 4 sheets folded
3. How many pages can you send in a #6 envelope, i.e. one-fold? ( <i>future option</i> )	X			Up to 6 sheets folded
4. Can you send bills in a flat envelope? ( <i>future option</i> )	X			
<b>J. Mail</b>				
1. What steps do you take to insure lowest cost of postage?	X			We use postal software that validates addresses via the USPS CASS system as well as presorting.
2. Do you do address verification and postal sorting? If, so what software?	X			Accuzip
3. Do you support indicia mailing?	X			
4. What type of mailing classes do you use? Indicate which carriers you use for the classes.	X			First Class, Marketing Mail ( <i>Standard Mail</i> ), Priority Mail
<b>K. Paper/Envelope</b>				
1. Do you sell paper? If so, what sizes	X			

Y - Yes N - No P - Partial

REQUIREMENT	Y	N	P	EXPLANATION/COMMENTS
and options (e.g. colors, perforated paper)?				
2. Do you sell envelopes? If so, what sizes and options (e.g. colors, window envelopes)?	X			
3. Do you offer Paper Design services? <i>(future option)</i>	X			
4. How do you handle inventory control?	X			GCI's warehouse manager routine monitors stock and usage is recorded after each mailing batch is processed.
4.1 Is there an additional cost for inventory control?		X		
4.2 Is there an additional cost for delivery?		X		
<b>L. Processing Window</b>				
1. Do you offer same-day processing of the billing statements?	X			
1.1 What is the cut off for same-day processing?	X			Data must be received in good order by 9AM
2. Do you have enough capacity to handle large volume increases during a daily cycle?	X			We can process up to 15,000 mail pieces between 8AM - 12:30PM
<b>M. Disaster Recovery Plan</b>				
1. Do you have disaster Recovery Plan established?				
1.1 If so, provide an overview of your Disaster Recovery Plan. Details should include testing scope and frequency as well as listing of any "hot site" processing centers.				
1.2 How and when will GPA be notified of an unplanned incident relevant to completion of a given print job.				

Y - Yes N - No P - Partial

REQUIREMENT	Y	N	P	EXPLANATION /COMMENTS
<b>N. Reporting</b>				
1. Describe control handling for: <ul style="list-style-type: none"> <li>• Balance Controls</li> <li>• Out of balance procedures</li> </ul>	X			GCI validates that the number of statements generated match the number of records transmitted via the extract. In the event that the numbers do not match, GPA is contacted immediately for further guidance.
2. How do you validate that transmittals sent by Guam Power Authority are complete and error free. How is the receipt of such files acknowledged?	X			Our software validates the extract and if there are any anomalies are reported. If the data transmission is in good order, we send an exceptions report that indicates if certain accounts are beyond a billing threshold.
3. How you communicate a mailing has been completed.	X			An e-mail is sent notifying GPA that the print files and associated reports have been uploaded to our server.
4. Can you provide a detailed timeline of each cycle/job, starting at receipt of the file to complete processing and mailing.	X			File is received then extracted Exceptions report is generated and sent to accounting. Accounting acknowledges receipt and then processing begins. Addresses are imported into the mail software for validation and presorting. The postal data is merged with the transactional data and the print file is generated. The print file is sent for printing. After printing, the statements are perforated and inserted into envelopes via multiple insertion machines. Once the batch is complete the mail is taken to the Barrigada post office. The print file is then indexed and uploaded into the repository. Postage data is uploaded to USPS and reports are sent to GPA.
<b>O. Other Internet Services</b>				
1. Describe any other services you may offer.				Graphic design, advertising, wide format printing, paper sales.

Y - Yes N - No P - Partial

REQUIREMENT	Y	N	P	EXPLANATION/COMMENTS
<b>P. Other Miscellaneous Accounts</b>				
1. Does your system provide the ability to print other customized bills e.g. Landlord (LL) bills? (Please see Exhibit B)	X			
2. Can your system print 2 sided (back-to-back) LL bills?	X			
3. Can you send LL bills electronically?	X			
4. What are the mailing options for LL bills?	X			LL bills can be processed and delivered to the post office or they can be delivered to GPA for a nominal fee.

Y - Yes N - No P - Partial

# **CURRENT STATEMENT**





**Guam Power Authority**  
**Aturidat Iektresedat Guahan**  
**MY ENERGY STATEMENT**

CUSTOMER, TEST1  
 111 TEST ST  
 BARRIGADA GU 96913-1217

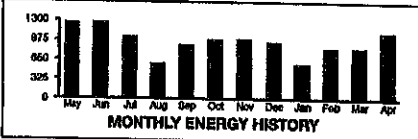
BALANCE FROM PREVIOUS STATEMENT	AMOUNT PAID	ARREARS	CURRENT PERIOD BILLING	PLUS/LESS ADJUSTMENTS	TOTAL AMOUNT DUE
\$195.46	\$-195.46	\$0.00	\$226.03	\$0.00	\$226.03

**SERVICE INFORMATION**

Account Number	1234567890
Primary Name	CUSTOMER, TEST1
Service Location	123 TEST ST, DEDEDO
Bill Date:	04/21/2020
Due Date:	05/06/2020

**We're here to help.**  
 Contact us to arrange a payment plan.

247-5787/879 | customersfirst@gpagwa.com | businessfirst@gpagwa.com  
 guampowerauthority.com | @guampowerauthority



**Read Date** 04/19/2020 **Meter Nbr** 02000945 **Current Rdg** 87284.93 **Previous Rdg** 86157.84 **Multiplier** 1 **Consumption** 1107.092 **Unit** KWH **Days** 31 **AveDly** 35.71

Statement Item	Quantity x Rate	Amount
Electric Residential Rate - Schedule R -		
Monthly Customer Charge		\$ 15.00
Energy Charge (First 500 kWh)	500.00 x \$0.08955	\$ 44.78
Energy Charge (Over 500 kWh)	607.09 x \$0.08887	\$ 53.74
Fuel Recovery Charge	1,107.09 x \$0.110039	\$ 121.82
Emergency Water-wast/Wastewater Charge (Over 500 kWh)	607.09 x \$0.00279	\$ 1.68
<b>Current Period Statement Amount</b>		<b>\$ 226.03</b>

Avoid power service account interruptions. Disconnections resume June 1, 2021 for non-payment. GPA offers flexible, affordable payment plan options.

\*\* Fuel Recovery charge reflects new rates approved by the PUC effective February 1, 2021.

Return this portion with payment. Keep above portion for your records. Important information on reverse side.



Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1234567890	05/06/2020	\$226.03	\$ 226.03

GP20200421 R118 C1  
 CUSTOMER, TEST1  
 111 TEST ST  
 BARRIGADA GU 96913-1217



344 097176855625  
 Guam Power Authority  
 Aturidat Iektresedat Guahan  
 P.O. Box 21868 Barrigada, Guam  
 96921-1868



**GUAM POWER AUTHORITY**  
**ATURIDAT ILEKTRESADAT GUAHAN**  
 P.O. Box 21868 Barrigada, Guam 96921-1868

PRESORTED  
 FIRST CLASS MAIL  
 U.S. POSTAGE PAID  
 HAHATNA, GUAM  
 PERMIT NO. 47

STATEMENT ENCLOSED

# **PROPOSED STATEMENT**

Hafa adai!

Thank you for allowing Graphic Center to again bid on this Request for Proposal. We were able to be a part of the transformation of your statement to how it is today. We have included some ideas that we can implement to enhance some of the features in the current statement.

- Include a full color printed envelope to add power saving tips.
- Include a data-driven and targeted full color messaging on routine transactional documents.
- Utilize a potent mix of variable data, design and digital color printing.
- Sell additional products and services to existing customers.
- Leverage QR codes, PURLS and customized coordinated campaigns
- Increase your marketing reach with minimal investment and maximum ROI.

Graphic Center extends the value of your customer communications. You can quickly and affordably insert custom marketing messages and graphics into the existing white space on your statements - without the need for complicated application redesign and programming.



**Guam Power Authority**  
Aturidat Iektresedat Guahan  
**MY ENERGY STATEMENT**

CUSTOMER, TEST1  
111 TEST ST  
BARRIGADA GU 96913-1217

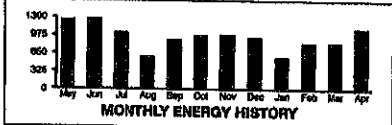
BALANCE FROM PREVIOUS STATEMENT	AMOUNT PAID	ARREARS	CURRENT PERIOD BILLING	PLUS/LESS ADJUSTMENTS	TOTAL AMOUNT DUE
\$195.46	\$-195.46	\$0.00	\$226.03	\$0.00	\$226.03

SERVICE INFORMATION	
Account Number	1234567890
Primary Name	CUSTOMER, TEST1
Service Location	123 TEST ST, DEDEDO
Bill Date:	04/21/2020
Due Date:	05/06/2020

**We're here to help.**  
Contact us to arrange a payment plan.



647-5187/579 | customerfirst@gpa.guam.com | businessfirst@gpa.guam.com  
guampowerauthority.com | @gpa.guam.powerauthority



Read Date	Meter Nbr	Current Rdg	Previous Rdg	Multiplier	Consumption	Unit	Days	AveDly
04/19/2020	02000945	87264.93	86167.84	1	1107.092	KWH	31	35.71

Billing Period	Statement Item	Quantity x Rate	Amount
03/20/2020 - 04/19/2020	Electric Residential Rate - Schedule R - Monthly Customer Charge		\$ 15.00
	Energy Charge (First 500 kWh)	500.00 x \$0.08955	\$ 44.78
	Energy Charge (Over 500 kWh)	607.09 x \$0.08667	\$ 52.74
	Fuel Recovery Charge	1,107.09 x \$0.110039	\$ 121.82
	Emergency Water/Wastewater Charge (Over 500 kWh)	607.09 x \$0.00279	\$ 1.68
<b>Current Period Statement Amount</b>			<b>\$ 226.03</b>

Avoid power service account interruptions. Disconnections resume June 1, 2021 for non-payment. GPA offers flexible, affordable payment plan options.


\*\* Fuel Recovery charge reflects new rates approved by the PUC effective February 1, 2021.

Return this portion with payment. Keep above portion for your records. Important information on reverse side.



Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1234567890	05/06/2020	\$226.03	\$ 226.03

GP20200421 R118 C1  
CUSTOMER, TEST1  
111 TEST ST  
BARRIGADA GU 96913-1217




344 097176855625

Guam Power Authority  
Aturidat Iektresedat Guahan  
P.O. Box 21868 Barrigada, Guam  
96921-1868



**GUAM POWER AUTHORITY**  
Aturidat Iektresedat Guahan  
P.O. Box 21868 Barrigada, Guam 96921-1868

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
HAGATNA, GUAM  
PERMIT NO. 47

**We're here to help.** Contact us to arrange a payment plan.

Auto-select contact information based on customer location

Employ color management for high impact, attention grabbing headlines

Add full color marketing messages

Insert barcodes or QR codes for use with smart devices

Customize the envelope with tailored messages

# REFERENCES

Businesses that have done Statement Printing and/or  
Direct Mail Campaigns with Graphic Center.



## **FINANCIAL**

### **Bank of Guam**

Harold Field

*Marketing Officer*

111 Chalan Santo Papa

Hagatna, Guam 96932

Tel: 472-5534

### **BankPacific, Ltd.**

John McKinnon

*VP-Compliance & Security Officer*

151 Aspinnall Avenue

Hagatna, Guam 96910

Tel: 479-1196

### **Coast360 Federal Credit Union**

Tia Borja

*Marketing Manager*

450 Route 8

Maite, Guam 96910

Tel: 479-8253

### **Personal Finance Center**

Misaki Toves

*Marketing & Business Development Manager*

126 Chalan San Antonio

Tamuning, Guam 96913

Tel: 300-7299





## **COMMUNICATION**

### **GTA**

Therese Guererro  
*Marketing*  
624 North Marine Corps Drive  
Tamuning, Guam 96913  
Tel: 644-4482

## **PETROLEUM**

**Mobil Oil Guam**  
*c/o - David DDB*  
Rowena Sunga  
*Managing Director*  
178 Francisco Javier Avenue, Suite C-3A  
Agana Heights, Guam 96910  
Tel: 472-4629

## **REAL ESTATE**

Today's Realty  
Anthony Godwin  
Broker  
1700 Army Drive  
Dededo Guam 96929  
Tel: 649-4361

**Dawn KP Fejeran**

---

**From:** Dawn KP Fejeran  
**Sent:** Thursday, August 19, 2021 9:20 AM  
**To:** Patty B Camacho; Sharlyne S. Tainatongo  
**Cc:** Jamie C. Pangelinan (jpangelinan@gpagwa.com); Josephina F. Naputi  
**Subject:** FW: Re-Solicitation GPA-RFP-21-002 for Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing Procurement Record  
**Attachments:** GPA-RFP-21-002.pdf; RE: Re-Solicitation GPA-RFP-21-002 for Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing Procurement Reco

Hi Patti/Sharlyne,

Kindly see attached FOIA request relative to the subject RFP for your action.

Just an FYI, also attached is the acknowledgement to the vendor for your record.

Thank you,

Dawn

**From:** Chris Biolchino [mailto:Chris@gciguam.com]  
**Sent:** Thursday, August 19, 2021 9:01 AM  
**To:** John M Benavente  
**Cc:** Melissa C Uncangco; Jamie C. Pangelinan; Josephina F. Naputi; Dawn KP Fejeran  
**Subject:** Re-Solicitation GPA-RFP-21-002 for Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing Procurement Record

Dear Mr. Benavente,

Please see attached request regarding the procurement record for GPA-RFP-21-002.

Disclaimer Notice: The information contained in this communication is intended solely for the use of the individual or entity to whom it is addressed and others authorized to receive it. It may contain confidential or legally privileged information. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking any action in reliance on the contents of this information is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by responding to this email and then delete it from your system. Guam Power Authority is neither liable for the proper and complete transmission of the information contained in this communication nor for any delay in its receipt.

# EXHIBIT

“7”

## Dawn KP Fejeran

---

**From:** Graham Botha  
**Sent:** Monday, June 07, 2021 10:10 AM  
**To:** Dawn KP Fejeran  
**Cc:** Beatrice Limtiaco; Jamie C. Pangelinan; Josephina F. Naputi  
**Subject:** RE: RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Dawn:

It is clear that there is no entry on the major shareholders affidavit, aside from the notarized signature. The submission should be rejected, as it has failed to meet the requirements of the RFP.

Regards,  
Graham

**From:** Dawn KP Fejeran  
**Sent:** Monday, June 07, 2021 9:45 AM  
**To:** Graham Botha <gbotha@gpagwa.com>  
**Cc:** Beatrice Limtiaco <tlimtiaco@gpagwa.com>; Jamie C. Pangelinan <jpangelinan@gpagwa.com>; Josephina F. Naputi <jfnaputi@gpagwa.com>  
**Subject:** RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Hafa Adai Graham,

Kindly seeking your concurrence to administrative review and findings below relative to the subject RFP submittal:

Proponent Name: Moonlight BPO  
2491 NE Twin Knolls Dr.  
Bend, OR 97701

*Affidavit: Major Shareholders Disclosure Affidavit*

Upon review of the above affidavit (see attached), findings that the "Percentage of Shares Held" was not indicated on the form Pursuant to Public Law 36-13. Therefore, our office recommends that this is an "outright administrative rejection" due to not meeting the required information.

Your advice and/or concurrence is greatly appreciated as soon as possible so that we may proceed with the committee evaluation process.

If you have any questions please let me know.

Thank you,

*Best Regards,*

Dawn K.P. Fejeran  
Buyer II



*Guam Power Authority*  
*Procurement Materials Management Division*  
*Tel: (671) 648-3054/55*  
*Fax: (671) 648-3165*

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# **EXHIBIT**

**“8”**

down



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN  
P.O.BOX 2977 • AGANA, GUAM U.S.A. 96932-2977

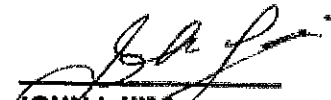
## MEMORANDUM

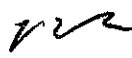
TO: SUPPLY MANAGEMENT ADMINISTRATOR  
 FROM: EVALUATION COMMITTEE  
 DATE: June 22, 2021  
 SUBJECT: Clarification Questions – Re-Solicitation GPA-RFP-21-002 – Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing:

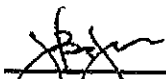
The Evaluation Committee would to clarify the following with InfoSend, Inc.:

- How long will mail (USPS) take from California to Guam?
- Is there a minimum bill print per batch or cycle? Guam Power Authority has 29 bill cycles with different bill print amounts per cycle.
- GPA's system does not have Intelligent Mail Barcode (IMB) and is not Coding Accuracy Support System (CASS) compliant, will you provide address validation? What services can you provided to allow GPA to get the postage discount?
- Whose USPS postage permit will be used?
- What is the timeframe from setup to go live?

Should you have any questions or like to discuss please contact us.

  
 JOHN J. KIM  
 CFO

  
 MELVYN K. KWEK  
 CITO


  
 JAMES C. BORJA  
 USA

*Down -  
for your  
action.  
Jorie  
6-30-21*

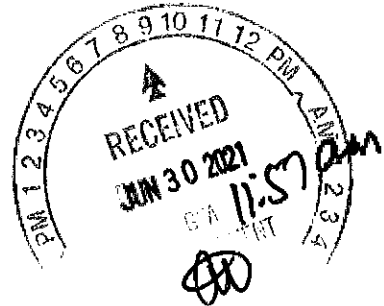
  
 LENORA M. SANZ  
 CONTROLLER

  
 RICHARD J. BERSAMIN  
 ASST. CS MANAGER

Approved [ ] Disapproved

  
 JOHN M. BENAVENTE, P.E.  
 General Manager

*6/30/2021*  
 Date



# EXHIBIT

“9”





# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN  
P.O.BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

July 1, 2021

InfoSend, Inc.  
4240 E. La Palma Ave.  
Anaheim, CA 92807  
Tel: (714) 993-2690  
Mobile: (949) 566-3891  
Email: [kelly.l@infosend.com](mailto:kelly.l@infosend.com)

**ATTENTION: KELLY LAW**  
Territory Sales Manager

**SUBJECT: Clarification**

**REFERENCE: RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing**

Dear Mr. Law:

The Evaluation Committee has reviewed your company's proposal dated June 3, 2021, and requests the following clarification:

1. How long will mail (USPS) take from California to Guam?
2. Is there a minimum bill print per batch or cycle? Guam Power Authority has 29 bill cycles with different bill print amounts per cycle.
3. GPA's system does not have Intelligent Mail Barcode (IMB) and is not Coding Accuracy Support System (CASS) compliant, will your company provide address validation? What services can you provide to allow GPA to get the postage discount?
4. Whose USPS postage permit will be used?
5. What is the timeframe from setup to go live?

A response to this request is appreciated no later than close of business Friday, July 9, 2021. Should you need any further information, please do not hesitate to contact me at telephone: (671) 648-3054/55, Fax: 648-3165 or e-mail: [jpangelinan@gpagwa.com](mailto:jpangelinan@gpagwa.com).

Respectfully,

JAMIE LYNN C. PANGELINAN  
Supply Management Administrator

# **EXHIBIT**

**“10”**

## Dawn KP Fejeran

---

**From:** Dawn KP Fejeran  
**Sent:** Tuesday, July 06, 2021 8:31 AM  
**To:** 'Kelly Law'; Glen Everroad  
**Subject:** RE: RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Hi Kelly,

This is to acknowledge receipt of your email response relative to the above subject RFP.

I will forward for review.

Thank you,

Dawn

**From:** Kelly Law [mailto:kelly.l@infosend.com]  
**Sent:** Saturday, July 03, 2021 7:09 AM  
**To:** Dawn KP Fejeran; Glen Everroad  
**Subject:** Re: RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Good Morning Dawn,

Please see attached for InfoSend's response to GPA's clarification memo. We appreciate the opportunity to provide additional information and are looking forward to your feedback.

Have a great weekend!

Best,  
Kelly

**Kelly Law** Territory Sales Manager

Mobile: 949.566.3891

**From:** Dawn KP Fejeran <dfejeran1@gpagwa.com>  
**Date:** Thursday, July 1, 2021 at 2:39 PM  
**To:** Kelly Law <kelly.l@infosend.com>, Glen Everroad <glen.e@infosend.com>  
**Subject:** RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Hafa Adai,

Kindly acknowledge receipt of attached clarification memo relative to the above subject RFP.

Thank you,

*Best Regards,*

*Dawn K.P. Fejeran*

*Buyer II*



*Guam Power Authority*

*Procurement Materials Management Division*

*Tel: (671) 648-3054/55*

*Fax: (671) 648-3165*

This email was scanned by Bitdefender

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# **EXHIBIT**

**“11”**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN  
P.O.BOX 2977 • AGANA, GUAM U.S.A. 96932-2977

## MEMORANDUM

**TO:** SUPPLY MANAGEMENT ADMINISTRATOR

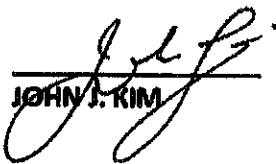
**FROM:** EVALUATION COMMITTEE

**DATE:** July 28, 2021


**SUBJECT:** Professional Printing, Mailing and Processing Services Relating to UCB  
GPA-RFP-21-002 – Request to begin negotiations

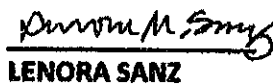
The Evaluation Committee has completed its review of the submissions from Graphic Center and Info Send. Out of a possible 500 points, Graphic Center scored 444.5 points and Info Send scored 491.5 points. Therefore, the Committee would like to proceed with the next step of the RFP process with Info Send.

Should you have any questions or like to discuss please contact us.

  
\_\_\_\_\_  
JOHN J. KIM

  
\_\_\_\_\_  
MELVYN K. KWEK

  
\_\_\_\_\_  
JAMES C. BORJA

  
\_\_\_\_\_  
LENORA SANZ

  
\_\_\_\_\_  
RICHARD BERSAMIN

Approved [ ] Disapproved

  
\_\_\_\_\_  
JOHN M. BENAVENTE, P.E.      7/30/21  
General Manager                      Date

GM039-7.21

# **EXHIBIT**

**“12”**

EVALUATION SHEET

FOR

REQUEST FOR PROPOSAL NO.: RE-SOLICITATION GPA-RFP-21-002

PROFESSIONAL PRINTING, MAILING, AND PROCESSING SERVICES RELATING TO UTILITY CUSTOMER BILLING

Evaluator: \_\_\_\_\_

7-27-21

NO.:	EVALUATION CRITERIA:	POINTS:	WEIGHT:	Info Send Inc.	Graphic Center Inc.
1.	Experience of the firm in this type of service and utility scale.	10	25%	Raw/weighted 10 - 2.5	Raw/Weighted 10 - 2.5
2.	Quality of approach and methodology that demonstrates an understanding of the requirements.	10	25%	10 - 2.5	9 - 2.25
3.	Quality, extent and relevance of Proponent's staff / experience in conducting service(s) and utility scale.	10	25%	10 - 2.5	9 - 2.25
4.	Overall presentation (Quality of submittal, professionalism, etc.)	10	15%	10 - 1.5	8 - 1.2
5.	References	10	10%	10 - 1	10 - 1
MAXIMUM WEIGHTED SCORE:			100		
			TOTAL:	50 10/100	46 / 92%

Date:



EVALUATION SHEET

FOR

REQUEST FOR PROPOSAL NO.: RE-SOLICITATION GPA-RFP-21-002

PROFESSIONAL PRINTING, MAILING, AND PROCESSING SERVICES RELATING TO UTILITY CUSTOMER BILLING

Evaluator: \_\_\_\_\_

Date: 7/27/21

NO.:	EVALUATION CRITERIA:	POINTS:	WEIGHT:	Info Send Inc.	Graphic Center Inc.
1.	Experience of the firm in this type of service and utility scale.	10	25%	10/2.5	10/2.5
2.	Quality of approach and methodology that demonstrates an understanding of the requirements.	10	25%	9/2.25	8/2.0
3.	Quality, extent and relevance of Proponent's staff / experience in conducting service(s) and utility scale.	10	25%	10/2.5	10/2.5
4.	Overall presentation (Quality of submittal, professionalism, etc.)	10	15%	9/1.5	7/1.05
5.	References	10	10%	10/1.0	7/0.7
<b>MAXIMUM WEIGHTED SCORE:</b>			<b>100</b>	46/9.75	42/8.12
			<b>TOTAL:</b>	48/96	42/87.5

EVALUATION SHEET

FOR

REQUEST FOR PROPOSAL NO.: RE-SOLICITATION GPA-RFP-21-002

PROFESSIONAL PRINTING, MAILING, AND PROCESSING SERVICES RELATING TO UTILITY CUSTOMER BILLING

Evaluator: \_\_\_\_\_

Date: July 27, 2021

NO.:	EVALUATION CRITERIA:	POINTS:	WEIGHT:	Info Send Inc.	Graphic Center Inc.
1.	Experience of the firm in this type of service and utility scale.	10	25%	10 / 2.5.0 <i>10 / 2.5.0</i>	9 / 2.3.0 <i>10 / 2.3.0</i>
2.	Quality of approach and methodology that demonstrates an understanding of the requirements.	10	25%	10 / 2.5.0	8 / 2.0.0
3.	Quality, extent and relevance of Proponent's staff / experience in conducting service(s) and utility scale.	10	25%	10 / 2.5.0	9 / 2.2.5
4.	Overall presentation (Quality of submittal, professionalism, etc.)	10	15%	9 / 1.3.5	9 / 1.3.5
5.	References	10	10%	10 / 2.0.0 <i>10 / 2.0.0</i>	10 / 1.0.0
	MAXIMUM WEIGHTED SCORE:		100	49 /	
	TOTAL:			49 / 98.5	45 / 88.5

EVALUATION SHEET

FOR

REQUEST FOR PROPOSAL NO.: RE-SOLICITATION GPA-RFP-21-002

PROFESSIONAL PRINTING, MAILING, AND PROCESSING SERVICES RELATING TO UTILITY CUSTOMER BILLING

Evaluator: \_\_\_\_\_

Date: 7/27/2021

NO.:	EVALUATION CRITERIA:	POINTS:	WEIGHT:	Info Send Inc.	Graphic Center Inc.
1.	Experience of the firm in this type of service and utility scale.	10	25%	Raw weighted 10 / 25	Raw weighted 10 / 25
2.	Quality of approach and methodology that demonstrates an understanding of the requirements.	10	25%	10 / 25	10 / 25
3.	Quality, extent and relevance of Proponent's staff / experience in conducting service(s) and utility scale.	10	25%	10 / 25	9 / 22.5
4.	Overall presentation (Quality of submittal, professionalism, etc.)	10	15%	10 / 15	9 / 13.5
5.	References	10	10%	10 / 10	10 / 10
MAXIMUM WEIGHTED SCORE:			100	100	96
TOTAL:				50/100	48/96

EVALUATION SHEET

FOR

REQUEST FOR PROPOSAL NO.: RE-SOLICITATION GPA-RFP-21-002

PROFESSIONAL PRINTING, MAILING, AND PROCESSING SERVICES RELATING TO UTILITY CUSTOMER BILLING

Evaluator: \_\_\_\_\_

Date: 7/27/2021

NO.:	EVALUATION CRITERIA:	POINTS:	WEIGHT:	Info Send Inc.	Graphic Center Inc.
1.	Experience of the firm in this type of service and utility scale.	10	25%	10 / 25%	8 / 20%
2.	Quality of approach and methodology that demonstrates an understanding of the requirements.	10	25%	10 / 25%	8 / 20%
3.	Quality, extent and relevance of Proponent's staff / experience in conducting service(s) and utility scale.	10	25%	9 / 22.5%	8 / 20%
4.	Overall presentation (Quality of submittal, professionalism, etc.)	10	15%	10 / 15%	7 / 10.5%
5.	References	10	10%	10 / 10%	10 / 10%
<b>MAXIMUM WEIGHTED SCORE:</b>			100		
			<b>TOTAL:</b>	49 97.5%	41 / 80.5%

# **EXHIBIT**

**“13”**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN  
P.O. BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

## RFP Evaluation

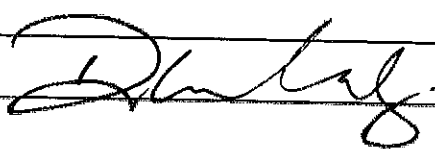
RE-SOLICITATION GPA-RFP-21-002

for

Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Tuesday, July 27, 2021

9:00 A.M., GPA Procurement Conference Room

Name:	Section:	Time:
1. John Kim	Finance	9:05
2. Richard Besamun	cust svcs	9:05
3. JAMES BOPJA	cust svc	9:05
4. Melvyn Kueck	IT	9:16
5. Lenora Sanz	Finance	9:20
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18.		

# **EXHIBIT**

**“14”**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÁHAN  
P.O. BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

August 11, 2021

InfoSend, Inc.  
4240 E. La Palma Ave.  
Anaheim, CA 92807  
Tel. No.: (714) 993-2690  
Email: [kelly.l@infosend.com](mailto:kelly.l@infosend.com)

**ATTENTION: KELLY LAW**  
Territory Sales Manager

**SUBJECT: Request for Proposal No.: RE-SOLICIATION GPA-RFP-21-002**  
**for Professional Printing, Mailing and Processing Services Relating to Utility**  
**Customer Billing**

Dear Mr. Law:

The Guam Power Authority is pleased to inform you that your firm, InfoSend, Inc. has been deemed the best qualified offeror for the Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing.

The Authority, requests that your firm provide a "Sealed Price Proposal", no later than close of business Wednesday, August 18, 2021. Upon review of your firm's price proposal, GPA will schedule a meeting.

Should you have any questions or concerns regarding this matter please contact Mrs. Jamie Lynn C. Pangelinan, Supply Management Administrator at Telephone No.: (671) 648-3054/55 or Fax: (671) 648-3165, or by E-mail: [jpangelinan@gpagwa.com](mailto:jpangelinan@gpagwa.com).

Respectfully,

JOHN M. BENAVENTE, P.E.  
General Manager

*58/11/2021 SARA KANE.*

*8/11/2021 Reun + approved, sent to management. se*



# **EXHIBIT**

**“15”**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN  
P.O. BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

August 11, 2021

Moonlight BPO  
2491 NE Twin Knolls Dr.  
Bend, OR 97701  
Tel. No.: (541) 382-8402  
Email: [pete@moonlightbp.com](mailto:pete@moonlightbp.com)

**ATTENTION: PETE NYE**  
Client Solutions Manager

**SUBJECT: Request for Proposal No.: RE-SOLICITATION GPA-RFP-21-002**  
**for Professional Printing, Mailing and Processing Services Relating to Utility**  
**Customer Billing**

Dear Mr. Nye:

The Guam Power Authority has reviewed your firm's proposal and regrets to inform you that your proposal was deemed ~~non-responsive~~ due to the following:  
*disqualified and rejected*

- Affidavit of Disclosure of Major Shareholders is rejected due to no entry on the affidavit, aside from the notarized signature. Therefore, your submission failed to meet the requirements of the RFP.

Should you have any questions or concerns regarding this matter please contact Mrs. Jamie Lynn C. Pangelinan, Supply Management Administrator at Telephone No.: (671) 648-3054/55 or by E-mail: [jpangelinan@gpagwa.com](mailto:jpangelinan@gpagwa.com) or Fax: (671) 648-3165.

Respectfully,

JOHN M. BENAVENTE, P.E.  
General Manager

*5/11/2021 SMA review.*

*8/11/2021 review of approval, sent to management.*



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN  
P.O. BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

August 11, 2021

Moonlight BPO  
2491 NE Twin Knolls Dr.  
Bend, OR 97701  
Tel. No.: (541) 382-8402  
Email: [pete@moonlightbp.com](mailto:pete@moonlightbp.com)

**ATTENTION: PETE NYE**  
Client Solutions Manager

**SUBJECT: Request for Proposal No.: RE-SOLICITATION GPA-RFP-21-002**  
**for Professional Printing, Mailing and Processing Services Relating to Utility**  
**Customer Billing**

Dear Mr. Nye:

The Guam Power Authority has reviewed your firm's proposal and regrets to inform you that your proposal was deemed disqualified and rejected due to the following:

- Affidavit of Disclosure of Major Shareholders is rejected due to no entry on the affidavit, aside from the notarized signature. Therefore, your submission failed to meet the requirements of the RFP.

Should you have any questions or concerns regarding this matter please contact Mrs. Jamie Lynn C. Pangelinan, Supply Management Administrator at Telephone No.: (671) 648-3054/55 or by E-mail: [jpangelinan@gpagwa.com](mailto:jpangelinan@gpagwa.com) or Fax: (671) 648-3165,.

Respectfully,

for JOHN M. BENAVENTE, P.E.  
General Manager

# **EXHIBIT**

**“16”**

**Dawn KP Fejeran**

---

**From:** Jessie Rosario <jessie@gciguam.com>  
**Sent:** Friday, May 28, 2021 10:44 AM  
**To:** Dawn KP Fejeran  
**Subject:** RE: RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Thank you so much Dawn. Email received.

Happy Friday and enjoy your weekend☺

Kind Regards,

*Jessie Rosario*  
VP, Sales & Marketing



Mobile: (671) 689-3073  
Tel: (671) 472-3072  
Fax: (671) 472-3074  
Website: [www.gciguam.com](http://www.gciguam.com)

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**From:** Dawn KP Fejeran [mailto:dfejeran1@gpagwa.com]  
**Sent:** Friday, May 28, 2021 10:07 AM  
**To:** jessie@gciguam.com  
**Subject:** RE-SOLICITATION GPA-RFP-21-002, Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Hafa Adai Jessie,

Kindly acknowledge receipt of attached Amendment No.: I relative to the above subject bid.

Thank you,

*Best Regards,*

*Dawn K.P. Fejeran*

Buyer II



*Guam Power Authority*

*Procurement Materials Management Division*

*Tel: (671) 648-3054/55*

*Fax: (671) 648-3165*

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# **EXHIBIT**

**“17”**

**Dawn KP Fejeran**

---

**From:** Arlene A. Quifunas  
**Sent:** Friday, May 28, 2021 8:38 AM  
**To:** Dawn KP Fejeran  
**Cc:** Daniele Peter D. Reyes  
**Subject:** FW: RE-SOLICITATION GPA-RFP-21-002 - Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing - Amendment No.: I -For Mgmt. Approval  
**Attachments:** RESOLICITATION AMD I GPA-RFP-21-002 SIGNED.pdf

FYI

**From:** Beatrice Limtiaco  
**Sent:** Friday, May 28, 2021 6:28 AM  
**To:** Arlene A. Quifunas <aaquifunas@gpagwa.com>  
**Cc:** Selma HG Blas <sblas@gpagwa.com>; Chilang F Unpingco <cfejeran@gpagwa.com>; Jamie C. Pangelinan <jpangelinan@gpagwa.com>; Janet D Pangelinan <janetdpangelinan@gpagwa.com>; Josephina F. Naputi <jfnaputi@gpagwa.com>  
**Subject:** RE: RE-SOLICITATION GPA-RFP-21-002 - Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing - Amendment No.: I -For Mgmt. Approval

One (1) executed document attached.  
Thanks Arlene

Si Yu'os Ma'ase',  
Tricee P. Limtiaco

**From:** John M Benavente <jbenavente@gpagwa.com>  
**Sent:** Thursday, May 27, 2021 3:52 PM  
**To:** Arlene A. Quifunas <aaquifunas@gpagwa.com>  
**Cc:** Beatrice Limtiaco <tlimtiaco@gpagwa.com>; Selma HG Blas <sblas@gpagwa.com>; Chilang F Unpingco <cfejeran@gpagwa.com>; Jamie C. Pangelinan <jpangelinan@gpagwa.com>; Janet D Pangelinan <janetdpangelinan@gpagwa.com>; Josephina F. Naputi <jfnaputi@gpagwa.com>  
**Subject:** Re: RE-SOLICITATION GPA-RFP-21-002 - Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing - Amendment No.: I -For Mgmt. Approval

Approved 5/27/21. Johnb

Sent from my iPhone

On May 27, 2021, at 2:57 PM, Arlene A. Quifunas <aaquifunas@gpagwa.com> wrote:

Hafa Adai,

Kindly see attached RFP Amendment I for review and electronic approval by General Manager or Delegated Authority.



- Request for Proposal No.: RE-SOLICITATION GPA-RFP-21-002
  - Description: Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing
  - End user: CFO
  - Remarks: Amend to include additional pages to Exhibit A and respond to inquiry received.
- 
- SUPPORTING DOCUMENTATION:
    - Graphic Center email inquiry dated 05/25/2021
    - Purchase order summary sheet

Thank you,

*Arlene Quifunas*  
*Utility Administrative Assistant*  
<Image003.jpg>  
*Procurement/Materials Management Division*  
*Tel: (671) 648-3045*  
*Fax: (671) 648-3165*

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<RE-SOLICITATION GPA-RFP-21-002 Amendment No. 1 - for management review and approval.pdf>  
<FW\_ GPA RFP 21-002 - Graphic Center inquiry dated 05-26-2021.pdf>  
<RE-SOLICITATION GPA-RFP-21-002 Amendment No. 1 - supporting documentation.pdf>

# **EXHIBIT**

**“18”**

**Dawn KP Fejeran**

---

**From:** Arlene A. Quifunas  
**Sent:** Friday, May 28, 2021 8:38 AM  
**To:** Dawn KP Fejeran  
**Cc:** Daniele Peter D. Reyes  
**Subject:** FW: RE-SOLICITATION GPA-RFP-21-002 - Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing - Amendment No.: I -For Mgmt. Approval  
**Attachments:** RESOLICITATION AMD I GPA-RFP-21-002 SIGNED.pdf

FYI

**From:** Beatrice Limtiaco  
**Sent:** Friday, May 28, 2021 6:28 AM  
**To:** Arlene A. Quifunas <aaquifunas@gpagwa.com>  
**Cc:** Selma HG Blas <sblas@gpagwa.com>; Chilang F Unpingco <cfejeran@gpagwa.com>; Jamie C. Pangelinan <jpangelinan@gpagwa.com>; Janet D Pangelinan <janetdpangelinan@gpagwa.com>; Josephina F. Naputi <jfnaputi@gpagwa.com>  
**Subject:** RE: RE-SOLICITATION GPA-RFP-21-002 - Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing - Amendment No.: I -For Mgmt. Approval

One (1) executed document attached.  
Thanks Arlene

Si Yu'os Ma'ase',  
Tricee P. Limtiaco

**From:** John M Benavente <jbenavente@gpagwa.com>  
**Sent:** Thursday, May 27, 2021 3:52 PM  
**To:** Arlene A. Quifunas <aaquifunas@gpagwa.com>  
**Cc:** Beatrice Limtiaco <tlimtiaco@gpagwa.com>; Selma HG Blas <sblas@gpagwa.com>; Chilang F Unpingco <cfejeran@gpagwa.com>; Jamie C. Pangelinan <jpangelinan@gpagwa.com>; Janet D Pangelinan <janetdpangelinan@gpagwa.com>; Josephina F. Naputi <jfnaputi@gpagwa.com>  
**Subject:** Re: RE-SOLICITATION GPA-RFP-21-002 - Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing - Amendment No.: I -For Mgmt. Approval

Approved 5/27/21. Johnb

Sent from my iPhone

On May 27, 2021, at 2:57 PM, Arlene A. Quifunas <aaquifunas@gpagwa.com> wrote:

Hafa Adai,

Kindly see attached RFP Amendment I for review and electronic approval by General Manager or Delegated Authority.

- > Request for Proposal No.: RE-SOLICITATION GPA-RFP-21-002
  - > Description: Professional Printing, Mailing, and Processing Services Relating to Utility Customer Billing
  - > End user: CFO
  - > Remarks: Amend to include additional pages to Exhibit A and respond to inquiry received.
- 
- > SUPPORTING DOCUMENTATION:
    - Graphic Center email inquiry dated 05/25/2021
    - Purchase order summary sheet

Thank you,

*Arlene Quifunas*  
*Utility Administrative Assistant*  
<image003.jpg>  
*Procurement/Materials Management Division*  
*Tel: (671) 648-3045*  
*Fax: (671) 648-3165*

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<RE-SOLICITATION GPA-RFP-21-002 Amendment No. 1 - for management review and approval.pdf>  
<FW\_ GPA RFP 21-002 - Graphic Center Inquiry dated 05-26-2021.pdf>  
<RE-SOLICITATION GPA-RFP-21-002 Amendment No. 1 - supporting documentation.pdf>

# **EXHIBIT**

**“19”**



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN  
P.O.BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

## RFP Evaluation

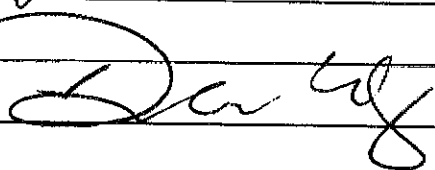
### RE-SOLICITATION GPA-RFP-21-002

for

### Professional Printing, Mailing and Processing Services Relating to Utility Customer Billing

Friday, June 18, 2021

2:00 P.M., GPA Procurement Conference Room

Name:	Section:	Time:
1. Richard V Bersamin	Customer Services	2:00 pm
2. John Kim	Finance	2:00 pm
3. JAMES BANTA	CS	2:00 pm
4. Melvyn Kwek	IT	2:00 p.m.
5. Lenora Samz	Finance	2:30 pm
6.		
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