

SCOPE OF SERVICES
FOR
THE CITY OF MERCED

Proposed Vendor: ABS Direct, Inc.

Services Requested: Printing and Mailing Services

Municipal Services Statements, Delinquent Notices & Shutoff Notices

ABS will provide the City of Merced with access to a secure .ftp site where they can upload their statement files. An email notification will be generated that notifies ABS that the files have been put into a folder that can only be accessed by The City of Merced and the assigned ABS Print Technician (Amanda Denys). Once the Print Technician has downloaded the file into the ABS secure print environment -- the assigned Project Coordinator for The City of Merced (Leslie Titsworth) will be notified and she will generate a work order for the print file. The work order contains detailed information of the processing steps and any special instructions required for each type of notice that may be received.

Print Department:

- Will run files through CASS Certification to standardize the addresses and delineate each statement. They will also put files through barcoding/sorting software to put the statements in postal zipcode order for maximum postage savings. Statements will be generated and remain in this order throughout the production process. Data is merged with client statement artwork.
- Will review printed copies for accuracy of all information, comparing it to raw file to make sure all data imported correctly
- Will generate .pdf proofs and make them accessible for client review through the ABS Client Portal for City of Merced staff
- Will, upon approval from the City of Merced Staff, proceed to print production of statement files
- Will provide the Project Coordinator with a printed proof for review and sign off
- Will monitor print quality throughout the print process
- Will que MIS system when print production is finished and statements have moved to inserting department
- Will move file to archive folder and shred any spoilage
- Provide the City of Merced with a return file of .pdf images for use in their system
- Provide the Project Coordinator with any "Return Files" that the City of Merced may have requested

EXHIBIT A

Scope of Services (Cont.)
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Inserting/Finishing Department:

- Will receive printed material and pull stored material for inserting process
- Will que MIS system that inserting process has started
- Will provide Project Coordinator with beginning run samples for quality and accuracy of inserts prior to proceeding with full job
- Will inspect pieces as they are inserted to make sure addresses are clearly visible and envelope is sealed properly.
- Will place completed mail pieces in appropriate mail trays according to USPS automated mail requirements
- Will, upon completion of the project, verify that insert counts match print counts
- Will return any spoilage that may have occurred to the Print Technician for reprints
- Will place reprints into project to complete (Print Technician will shred spoilage)
- Will return all unused envelopes and insert material to inventory
- Will que MIS system that inserting has finished and move material to shipping department

Shipping Department

- Will inspect all material and match it to postal paperwork that was generated during the Printing Process
- Will upload Support Documents to the United States Postal Service through the Seamless System and move project to ABS Transportation for delivery to the main postal hub for the Central Valley located in West Sacramento.
- Will que MIS system that project has been completed and delivered to USPS
- Will close work order and submit all support documents to Accounting

Customer Service/Project Coordinator

- Will monitor the project throughout the ABS work process
- Will sign off on all stages of the project
- Will alert the client of any delays, concerns or issues
- Will make sure that any materials that need to be delivered back to the City of Merced are given to the ABS Merced Route Driver. The driver is in Merced daily between approximately 12:00 noon and 1:30
- Will monitor client supplies and make sure that all materials are logged into the system where the client can also monitor usage and time lines
- Will review the completed work order for accuracy
- Will review the ABS Accounting Statement to the City of Merced to make sure it reflects contract pricing

Process to be completed within 24-48 hours depending on file receipt time and file size.
Delinquent and Shut-off notices will be processed same day whenever possible.

MR Statements, BL Renewals (Flat & Gross) and BL Delinquent (Flat and Gross)

all processed in the same manner. They require different forms which are all clearly identified within the ABS System and The City of Merced is always provided with sample copies for review prior to the start of printing.

Business License Postcards

Print Department:

- Will run files through CASS Certification to standardize the addresses. Data is merged with client statement artwork.
- Will review printed copies for accuracy of all information, comparing it to raw file to make sure all data imported correctly
- Will generate .pdf proofs and make them accessible for client review through the ABS Client Portal for City of Merced staff
- Will, upon approval from the City of Merced Staff, proceed to print production of license files
- Will provide the Project Coordinator with a printed proof for review and sign off
- Will monitor print quality throughout the print process
- Will queue MIS system when print production is finished and licenses have moved to shipping department
- Will move file to archive folder and shred any spoilage
- Provide the City of Merced with a return file of .pdf images (if required) for use in their system
- Provide the Project Coordinator with any "Return Files" that the City of Merced may have requested

Shipping Department

- Will inspect all material and make sure it is properly packaged
- Will notify courier supervisor that there is a project to be returned on route
- Will queue MIS system that project has been completed and is out for delivery
- Will close work order and submit all support documents to Accounting

Customer Service/Project Coordinator

- Will monitor the project throughout the ABS work process
- Will sign off on all stages of the project
- Will alert the client of any delays, concerns or issues
- Will fill out the delivery slip to return the Business License Postcards back to the City of Merced and place it in the work order for the shipping department.
- Will monitor color paper supplies and make sure that all materials are in stock or re-stocked when project is due to come in
- Will review the completed work order for accuracy
- Will review the ABS Accounting Statement to the City of Merced to make sure it reflects contract pricing