### Texas Department of Motor Vehicles

#### Business Unit # 60800

**Purchase Order # 000004344**

**Purchase Order Change Notice (# 2)**

<table>
<thead>
<tr>
<th>Payment Terms</th>
<th>NET30</th>
<th>Freight Terms</th>
<th>FOB Destination</th>
<th>Ship Via</th>
<th>See Detail PCC: C</th>
<th>Date: 09/0</th>
<th>PO Method: 5/17</th>
</tr>
</thead>
</table>

**PLEASE NOTE:** ADDITIONAL TERMS AND CONDITIONS MAY BE LISTED AT THE END OF THE PURCHASE ORDER.

**Vendor:** PITNEY BOWES PRESORT SERVICES  
PO BOX 809369  
CHICAGO IL 60680-9369  
United States

**Ship To:** 1P00 - TxDMV Warehouse  
4000 Jackson Avenue  
Austin TX 78731  
United States

**Bill To:**  
4000 Jackson Avenue  
Austin TX 78731  
United States

**Vendor ID:** 1470794215 8

**Purchaser:** Ron Dale Hunter  
**Phone:** 512/465-5808  
**Fax:** 512/465-5641  
**Email:** Ron.Hunter@TxDMV.gov

**PO Information:**

- **Quantity(ies):** Quantities are estimated: TxDMV does not guarantee to purchase any minimum or maximum quantity. TxDMV reserves the right to increase or decrease the quantity(ies) of the purchase order at the same original terms and conditions. The vendor will be notified in writing by purchase order change notice of any requirements for any increased or decreased quantity(ies).

  - Each UNT (Unit) is priced at $1.00. A UNT is a TxDMV internal system unit of measure. Vendor shall invoice at the price(s) for work authorized under the purchase order.

- **Change Orders:** Change orders will be allowed only if unforeseen conditions arise such as, but not limited to, increasing or decreasing quantities or if the department needs dictate changes. All changes shall be in the scope of original work. No verbal change orders shall be permitted. All change orders must be in writing with a Purchase Order Change Notice (POCN) issued by TxDMV Purchasing Section.

- **Payment:** Payment will be made in accordance with the Texas Prompt Payment Act, TGC, Subtitle F, Chapter 2251. Vendor shall submit one copy of a correct itemized invoice showing the purchase order number, payee ID., remit to address, and phone number on invoice. Vendors may submit an electronic invoice. All electronic invoices shall be sent to DMV_FIN-INVOICES@TxDMV.gov (note: There is an underscore " _ " between DMV and FIN). All invoices received at the email address will be filed for future reference and you will receive a receipt confirmation email. To avoid the confusion of duplicate invoices, please do not send other copies of this invoice via regular mail, fax or other means. On emails for electronic invoices, include the company name (as it appears on the invoice) and the purchase order number in the subject line to assist in identifying and processing your invoices in a timely manner. TxDMV will not incur any penalty for late payment if payment is made in 30 days or less from receipt of goods or services and a correct invoice, whichever is later.

  **Note:** Warrants will not be issued to a vendor without a current Texas Identification Number.

**TxDMV Contact:** Richard Mayer - 512-465-4084 or Richard.Mayer@TxDMV.com

**Vendor Contact:** Phillip Ostrand - 512-680-1591 or Phil.Ostrand@pb.com

**Per Contract 915-M1**

**Renewal options:**

- September 1, 2018, through August 31, 2019
- September 1, 2019, through August 31, 2020
- September 1, 2020, through August 31, 2021

---

**Authorized Signature**

[Signature]

08/19/2019
This purchase order may be renewed with the same Terms and Conditions as long as the referenced Contract remains in force, a need exists, and both parties agree.

POCN# 1 PAR 7-6-2018
Changed buyer from RG to PAR
Renewal for the new term of September 1, 2018, through August 31, 2019.

POCN # 2
Change Buyer from Paula Ramsey to Ron Hunter
Exercise renewal option 2 for the new term of September 1, 2019, through August 31, 2020.

Add information;

Renewal options:
1 - September 1, 2018, through August 31, 2019
2 - September 1, 2019, through August 31, 2020
3 - September 1, 2020, through August 31, 2021
4 - September 1, 2021, through August 31, 2022

VID: 14707942158
Contractor: PITNEY BOWES PRESORT SERVICES INC
Contact Name: Phillip Ostrand
Email: phil.ostrand@pb.com
Phone: (512) 680-1591
Address: 4401 Friedrich Lane, Suite 211 Austin, TX 78744

TxDMV Contact:
Richard Mayer
Telephone: 512-465-4084
Richard.Mayer@txdmv.gov

or

Chris Sturm
Telephone: 512-465-3835
Chris.Sturm@txdmv.gov
<table>
<thead>
<tr>
<th>Line-Sch</th>
<th>Line Description</th>
<th>Class/Item</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit Price</th>
<th>Extended Amt</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PSI/Pitney Bowes Presort Services for Letters, Flats and Postcards</td>
<td>915/58</td>
<td>25000.0000</td>
<td>UNT</td>
<td>$1.00000</td>
<td>$25,000.00</td>
<td>09/05/2017</td>
</tr>
<tr>
<td></td>
<td>Service Period: Sept. 5, 2017 - Aug. 31, 2018</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Schedule Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$25,000.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contract ID:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ReqID:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0000004344</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0000004780</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: See attached Presort (Barcode) Pricing Grid</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Contractor must apply a delivery address barcode and presort to the greatest extent possible to all automation compatible and encodable letters, flats, postcards and other mail types with the exception of parcels. The Contractor will presort all non-automation compatible letters, postcards, and flats to the greatest extent possible.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vendor will provide a detailed invoice to TxDMV monthly. The invoice total will be paid down from the line.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Item Total for Line # 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$25,000.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>PSI/Pitney Bowes Presort Services for Letters, Flats and Postcards - 915-M1</td>
<td>915/58</td>
<td>25000.0000</td>
<td>UNT</td>
<td>$1.00000</td>
<td>$25,000.00</td>
<td>09/01/2018</td>
</tr>
<tr>
<td></td>
<td>Schedule Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$25,000.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contract ID:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ReqID:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0000004344</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0000006394</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: See attached Presort (Barcode) Pricing Sheet</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Contractor must apply a delivery address barcode and presort to the greatest extent possible to all automation compatible and encodable letters, flats, postcards and other mail types with the exception of parcels. The Contractor will presort all non-automation compatible letters, postcards, and flats to the greatest extent possible.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vendor will provide a detailed invoice to TxDMV monthly. The invoice total will be paid down from the line.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Item Total for Line # 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$25,000.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Authorized Signature

[Signature]

08/19/2019
<table>
<thead>
<tr>
<th>Line- Sch</th>
<th>Line Description</th>
<th>Class/Item</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit Price</th>
<th>Extended Amt</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>3- 1</td>
<td>PSI/Pitney Bowes Presort Services for Letters, Flats and Postcards - 915-M1 for the Texas Department of Motor Vehicles. Service Period: 9-1-2019 through 8-31-2020.</td>
<td>915/58</td>
<td>25000.000</td>
<td>UNT</td>
<td>$1.00000</td>
<td>$25,000.00</td>
<td>09/01/2019</td>
</tr>
</tbody>
</table>

Schedule Total $25,000.00

ReqID: 000007902

Note: See attached Presort (Barcode) Pricing Grid

The Contractor must apply a delivery address barcode and presort to the greatest extent possible to all automation compatible and encodable letters, flats, postcards and other mail types with the exception of parcels. The Contractor will presort all non-automation compatible letters, postcards, and flats to the greatest extent possible.

Vendor will provide a detailed invoice to TxDMV monthly. The invoice total will be paid down from the line.

Item Total for Line # 3 $25,000.00

Total PO Amount $75,000.00

All Shipments, Shipping papers, invoices and correspondence must be identified with our Purchase Order Number. Over shipments will not be accepted unless authorized by Purchaser prior to Shipment.

Texas Department of Motor Vehicles Standard Terms and Conditions can be found at: http://www.txdmv.gov/contractors-vendors

Authorized Signature

08/19/2019
<table>
<thead>
<tr>
<th>Line No.</th>
<th>Commodity Code for Ordering and Reporting Purposes</th>
<th>Item Description</th>
<th>UOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>915571001</td>
<td>Letter, First Class, Automation</td>
<td>EA</td>
</tr>
<tr>
<td>2</td>
<td>915571003</td>
<td>Letter, First Class, Non-Automation</td>
<td>EA</td>
</tr>
<tr>
<td>3</td>
<td>915571005</td>
<td>Flat, First Class, Automation</td>
<td>EA</td>
</tr>
<tr>
<td>4</td>
<td>915571007</td>
<td>Flat, First Class, Non-Automation</td>
<td>EA</td>
</tr>
<tr>
<td>5</td>
<td>915571009</td>
<td>Postcard, First Class, Automation</td>
<td>EA</td>
</tr>
<tr>
<td>6</td>
<td>915571011</td>
<td>Postcard, First Class, Non-Automation</td>
<td>EA</td>
</tr>
<tr>
<td>7</td>
<td>915571013</td>
<td>Marketing Mail (Formerly Standard Mail), Automation</td>
<td>EA</td>
</tr>
<tr>
<td>8</td>
<td>915571015</td>
<td>Marketing Mail (Formerly Standard Mail), Machinable</td>
<td>EA</td>
</tr>
<tr>
<td>9</td>
<td>915571017</td>
<td>Short Paid Mail Processing Fee</td>
<td>EA</td>
</tr>
<tr>
<td>10</td>
<td>915571019</td>
<td>Change of Address Processing</td>
<td>EA</td>
</tr>
<tr>
<td>11</td>
<td>915571021</td>
<td>Contingency Metering Services, Letter</td>
<td>EA</td>
</tr>
<tr>
<td>12</td>
<td>915571023</td>
<td>Contingency Metering Services, Flat</td>
<td>EA</td>
</tr>
<tr>
<td>13</td>
<td>915571025</td>
<td>Contingency Metering Services, Postcard</td>
<td>EA</td>
</tr>
<tr>
<td>14</td>
<td>915571027</td>
<td>Contingency Metering Services, Certified Mail</td>
<td>EA</td>
</tr>
<tr>
<td>Contractor Service Fee Same Day</td>
<td>Contractor Service Fee Next Day</td>
<td>USPS Discounted Postage Rate SAME Day</td>
<td>USPS Discounted Postage Rate NEXT Day</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------</td>
<td>--------------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>$ 0.005</td>
<td>N/A</td>
<td>$ 0.4120</td>
<td>$ 0.4120</td>
</tr>
<tr>
<td>$ 0.005</td>
<td>N/A</td>
<td>$ 0.4120</td>
<td>$ 0.4120</td>
</tr>
<tr>
<td>$ 0.304</td>
<td>$ 0.294</td>
<td>$ 0.4860</td>
<td>$ 0.4860</td>
</tr>
<tr>
<td>$ 0.304</td>
<td>$ 0.294</td>
<td>$ 0.4860</td>
<td>$ 0.4860</td>
</tr>
<tr>
<td>$ 0.014</td>
<td>$ 0.2680</td>
<td>$ 0.2680</td>
<td>$ 0.2680</td>
</tr>
<tr>
<td>$ 0.014</td>
<td>$ 0.2680</td>
<td>$ 0.2680</td>
<td>$ 0.2680</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$ 0.2590</td>
<td>$ 0.2590</td>
</tr>
<tr>
<td>$ 0.03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$ 0.002</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$ 0.03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$ 0.06</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$ 0.03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$ 1.25</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
A.1 CUSTOMER RESPONSIBILITIES

A.1.1 POSTAGE

a. Mail from Customers must contain an agency meter, pre cancelled stamp or permit imprint.
   b. Each Customer must execute all required forms by the contractor and the USPS.

A.1.2 DAILY COLLECTION REPORTING

a. Customer shall provide Contractor with a daily collection and processing report.
b. At a minimum, the report shall include a count of the total number of pieces, trays and/or tubs
to be processed for each of the following mail classifications:
   1. Domestic First Class Mail
   2. International Mail
   3. Domestic Marketing Mail
c. Contractor may require additional collection information and shall coordinate with each
   Customer.

A.2 SCOPE OF SERVICES

The Project Manager and CSRs must be available during Regular Business Days and will return calls
within 60 minutes.

A.2.1 MAIL PIECES

As defined by the Domestic Mail Manual (DMM)

a. FLAT SIZE
   1. Length – Longest Dimension
      Minimum: 11 ½ inches
      Maximum: 15 inches
   2. Height – Dimension perpendicular to the length
      Minimum: 6 1/8 inches
      Maximum: 12 inches
   3. Thickness - Uniform
      Minimum: 0.007 inch
      Maximum: ¾ inch
   4. Flexibility:
      Even if packaged in something that is defined as a Flat, the envelope must bend naturally
      (under its own weight).

b. LETTER SIZE
   1. Rectangular
   2. Height:
      Minimum: 3 ½ inches
      Maximum: 6 1/8 inch
   3. Length:
      Minimum: 5 inches
      Maximum: 11 ½ inches
4. Thickness:
   Minimum: .007 inch
   Maximum: ¼ inch

c. POSTCARDS
   1. Rectangular
   2. Paper stock, unfolded, uncreased, uniform thickness
   3. Intended for mailing without an envelope
   4. Height:
      Minimum: 3 ½ inch
      Maximum: 4 ¼ inches
   5. Length:
      Minimum: 5 inches
      Maximum: 6 inches
   6. Thickness:
      Minimum: 0.007 inch
      Maximum: 0.016 inch

d. FOLDED SELF-MAILERS
   1. Bi-Fold – Folded once forming two panels
   2. Tri-Fold – Folded twice forming three panels
   3. Height
      Minimum: 3 ½ inches
      Maximum: 6 inches
   4. Length:
      Minimum: 5 inches
      Maximum: 10 ½ inches
   5. Thickness:
      Minimum: 0.007 inch
      0.009 inch if height exceeds 4 ¼ inch or length exceeds 6 inches
      Maximum: ¼ inch
   6. Weight Maximum: 3 ounces

A.2.2 PRESORT (BARCODE) SERVICES

a. Mail Types:
   1. First Class
      A class of mail that includes all matter wholly or partly in writing or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. Priority Mail is a subclass of First-Class Mail. Any mail able matter may be sent as First Class Mail.
   2. Marketing Mail (formerly Standard Mail) required to be mailed as other than First Class

b. Services to meet USPS requirements:
   1. Transporting Mail to the post office
   2. Contractor equipment carries the certification of Multi-line Optical Character Reader Accuracy Support System (MASS) and ensures the hardware and software’s ability to perform accurate address matching and barcoding of the mail.
   3. Intelligent Mail Barcode (IMB)
a) Contractor shall apply and/or read customers pre applied Full Service Intelligent Mail Barcode (IMB) per USPS rules and regulations
4. Marking, combining, co-mingling, presorting, packaging, traying, sleevng, banding, sacking, labeling packages and postal containers
5. Generating USPS documentation
6. Maximizing destination entry discounts
7. Performing move updates for all classes of Customer’s metered and permit imprint (printed indicia) mail, to achieve the finest depth of sortation and greatest postal discount possible.
8. Contractor must combine each Customer’s mail with mail from other customers in order to obtain the greatest postal discounts possible.

c. Types of Mail for Presort Services:
   1. Customers may present various types of Mail to the Contractor including, but not limited to, the following:
      a) Automation compatible mail including self-mailers, booklets, postcards, heavy letter mail, reply cards, and envelopes
      b) Zip Sequenced automation compatible mail – assembled by Customer in zip code order
      c) Non Zip Sequenced automation compatible mail
      d) Pre-barcoded (IMB) automation compatible mail
         Mail pieces that bear an address barcode either in the address block or optical character reader (OCR) read area or in the case of flat mail that is pre-barcoded in accordance with the DMM.
      e) Non Pre-barcoded Automation compatible mail

d. Intelligent Mail Barcode:
   The Contractor must apply an IMB and/or IMPB then presort to the greatest extent possible to all automation compatible Letters, Flats, Postcards, Parcels and other mail types.

e. Non-Automation Mail:
   The Contractor will presort all non-automation compatible Letters, Postcards, Parcels and Flats to the greatest extent possible.

A.2.3 MAIL PICK UP

a. Contractor must pick up the Mail on a daily basis, Monday through Friday, 8:00 a.m. to 5:00 p.m., or as coordinated with Customers to meet their frequency and times. This excludes Federal Holidays when the USPS is closed.

b. Contractor must provide Customers with adequate receptacles according to their needs for preparing Mail for pick up. Examples include, but are not limited to:
   1. Tubs
   2. Trays
   3. Post cons
   4. Hampers
   5. Pallets, etc.

c. Mail Pieces Per Customer/Location Minimum: 1,500 pieces per day
   Contractor and Customers may mutually agree to lower limits.
d. Customers that fail to generate the minimum volumes may deliver their mail to the Contractor or through another Customer for pick up by Contractor.

e. Pickup Receipt:
   The Contractor must sign a receipt indicating the pickup time, date, the number of pieces of mail, number of trays and/or tubs of mail and type of mail consigned for each Customer.

f. If the Contractor picks up more than one Customer’s mail at one location, the Contractor must generate and sign a separate transmittal receipt for each Customer.

g. The Contractor must report in writing any discrepancies greater than 5% between the signed receipt and the actual processing totals to the Customer’s designated contact person on the next business day.

h. All costs associated with the pickup and dispatch of mail is the responsibility of the Contractor.

A.2.4 MAIL PROCESSING

a. Contractor must process all Mail, regardless of the postage payment, the same day or next day as required by the Customer.

b. Machine rejected mail will be processed same day and/or on the next business day as time permits and must be processed by next business day

c. Contractor must perform a preliminary review of all Mail at the time of pick up to ensure that it contains meter impressions that meet USPS standards.

d. Contractor must further examine mail at delivery to contractor’s facilities.

e. The Contractor must not accept mail with Stale Meter Dates (date on a postage meter postmark that is other than the date the mail is deposited with a USPS facility) or meter imprints that are illegible.

A.2.5 DELIVERY TO USPS (Same Day or Next Day)

a. USPS Delivery:
   1. Contractor must deposit Mail on the same day as the postage meter date to meet all USPS meter deposit guidelines with the exception of machine rejected mail.
   2. Contractor must present all Mail to USPS no later than the current deadline in the USPS operation plans, as set forth by the USPS Bulk Mail Entry Unit.

b. Delivery Service Requested by Customer:
   1. Contractor must follow each Customer’s designated same-day and next-day service requirements.
   2. Same Day: The Contractor must deliver all mail to USPS on the same business day that the Contractor picks up the Mail from a Customer.
   3. Next Day:
      a) Contractor must deliver all Mail to USPS on the following business day.
      b) The Contractor must deliver all Mail to USPS on the following business day picked up on a Friday or the day before a USPS holiday if the Customer requires next day service.
   4. The Contractor and Customer may mutually agree to a different arrangement for a particular mailing.

A.2.6 CHANGE OF ADDRESS PROCESSING

a. A USPS-licensed multiline optical character reader system that updates addresses by identifying names and addresses for which current change-of-address orders are on file.
b. Contractor must use the National Change of Address (NCOA) secure database to process and update their mailing lists prior to sending out mailings for a fee.

c. Respondent must detail in their Proposals their ability to provide FASTforward or similar service or mail forwarding information that meet USPS specifications in accordance with the Domestic Mail Manual for use, upon request, by Customers.

d. Respondent must factor in all costs for FASTforward into their fees for services.

A.2.7 SHORT PAID MAIL

a. Short Paid Mail: Mail that does not have enough postage paid for its weight and/or service
b. Contractor must not tender Short Paid Mail to the USPS
c. Contractor must immediately contact the Customer upon its identification of Short Paid Mail.
d. Customer must communicate one of the following actions to the Contractor:
   1. Customer may request the Short Paid Mail be returned at the next mail pick up;
   2. Customer may pick up the Short Paid Mail; or
   3. Customer may request the Contractor to Re-meter the mail, as appropriate, and invoice for the additional postage.

A.2.8 NON-ELIGIBLE MAIL

a. Mail that cannot be accepted by USPS or does not meet USPS automation standards.
b. The Contractor must immediately notify the Customer by telephone or e-mail if fifty (50) pieces or more of Non-eligible Mail are included in a single pick up.
c. Contractor must return all Non-eligible Mail to the original pick up location for each Customer during the next day’s first pick up.
d. Customers may pick up Non-eligible Mail at the Contractor’s location immediately upon receipt of such notification.
e. Customer may authorize the Contractor to process the mail at their direction.

A.2.9 SECURITY REQUIREMENTS

a. Contractors must guarantee the security of all mail and the transport all mail in an enclosed and secured vehicle.
b. The Contractor must insure against damage, loss or theft of mail while Contractor is providing services pursuant to the Contract.
c. The Contractor must maintain proper control of mail to prevent access by unauthorized individuals.
d. The Contractor must maintain a secure facility.
e. The minimum security requirements for Contractor facilities include:
   1. Physical security and access control systems (including remote alarm);
   2. An automatic fire detection system; and
   3. Emergency opening and alarm activation capabilities in compliance with all applicable government fire and safety codes.
f. Contractor must report any damage, loss or theft of Customer Mail to the designated contact person for each Customer promptly, but not more than 3 business days following Contractor’s discovery of such damage, loss or theft.
A.2.10 REPORTING REQUIREMENTS

a. Reporting for Customers
   Contractor shall make Mail processing reports available to the Customer(s) within five (5) business days of written request.

b. Reporting for State Mail Office
   Contractor shall send a Monthly piece count with postage totals to the State Mail Office operated by CPA’s Statewide Procurement Division. The State Mail Office will bill back postage and piece count totals based on software from metering the mail. Contractor shall bill back State Mail Office based on total mail processed by the contractor. Other billing or reporting requirements can be made with the State Mail Office based on a mutually agreed upon arrangement.

A.2.11 CONTINGENCY SERVICES

During the term of the Contract, Customer(s) may temporarily lose the ability to meter or permit imprint their mail. Contractor should include in its proposal a Contingency Services Plan that explains how the Contractor will provide contingency metering services for Customers following the procedure outlined below:

a. At the request of the Customer, the Contractor will pick up mail.

b. The Customer will provide:
   1. The total number of trays and/or tubs with the following:
      a) Domestic Mail: Count for each type of mail: Letters, Flats, Postcards or Certified Mail
      b) International Mail: Count for each type of mail: Letters, Flats, Postcards or Certified Mail
   2. The metering and permit imprint services required for each type
   3. Delivery Requirements to USPS:
      Same business day or
      Next business day

c. The Contractor shall meter or permit imprint the mail per the guidance provided by the Customer

d. The Contractor will take the mail to USPS for processing

e. Invoice will include the following for Contingency Services:
   1. The invoice may include, as an attachment, a detailed report to identify each type of mail, the counts for each type and the applicable postage.
   2. Postage Costs (actual)
   3. Meter or Permit Imprint Fee per piece

f. No additional service fees may be assessed to the Customer.