

SERVICE PLAN OUTLINE
(Purchase of Services - Long Form)

Number _____

SERVICE PLAN

I. General

Contractor shall pick up, barcode, presort and deliver County metered mail to the USPS. Contractor shall perform all work described, taking the necessary steps and precautions to perform the work to the County's satisfaction. County and Contractor shall work under the USPS work-share program allowing County to meter mail at a discounted postage rate and contractor to perform the additional work required to take advantage of the post office rebates. Contractor shall be responsible for the professional quality, timely completion and coordination under the Contract.

II. Contractor Responsibilities

A.

1. Contractor shall pick up metered outgoing postcards and outgoing envelopes daily, Monday through Friday, except on County holidays, from 4061 Port Chicago Hwy
2. Contractor shall provide and deliver all necessary postal trays to pick-up location.
3. Contractor shall establish, publish, and distribute to County, a schedule for picking up mail from the designated location at specified times. Mail shall be picked up no earlier than 4:00 PM Pacific Standard Time (PST). Contractor shall make every effort to accommodate all schedule requirements specified by County. In the event that Contractor is unable to accommodate a pickup schedule, Contractor shall notify County 24 hours prior to the scheduled pick-up time.
4. Contractor shall barcode, presort, and bundle/arrange mail per USPS regulations for bar-coding and presorting discounts (CASS Certified) and deliver all mail to a USPS office within Contra Costa County the same working day that it is picked up.
5. Contractor shall immediately process the mail picked up from County. Contractor shall not hold on to County mail for more than 24 hours.
6. Contractor shall guarantee 100 percent qualification of all mail processed under this Contract for the delivery to the USPS at the presorted rates.
7. Contractor shall return all mail with incorrect mailing addresses to County within 24 hours.
8. Contractor shall track the number of pieces processed each day by type as indicated on the batch slips attached to each location's mail.
9. Contractor shall ensure the confidentiality of all mail that is processed for County. This is an area of particular importance to County, and Contractor's failure to maintain the required confidentiality may result in immediate termination of this Contract and possible legal action.

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10. Contractor shall be responsible for the mail processed under this Contract from the time of pick up to the time it is delivered to the USPS.
11. Contractor shall be prepared, within five (5) calendar days' notice, to provide equipment, personnel, vehicles, licenses, financial statements, references certificates and any other records or items necessary to validate Contractor's ability to provide services in accordance with the statement of services, terms and conditions set forth in this Contract.
12. Contractor shall provide a checklist to County prior to start date of Contract. The checklist shall include information as to what constitutes machine-readable mail, including address format, type, style, layout, etc. The list will act as a guide to help County prepare the mail, with the ultimate goal that County will be able to secure additional discounts offered by USPS.
13. Contractor shall notify County of any subsequent USPS rate changes affecting the rates provided for this Contract in a timely manner.
14. If County did not apply appropriate postage amount, Contractor shall affix additional postage as required by the USPS. Contractor shall provide back-up documentation indicating the number of pieces corrected, and the total amount of postage applied to County for reimbursement. Contractor shall immediately notify County if there is a large quantity (in excess of 20 per day) of envelopes requiring additional postage.
15. Presort mail must be dated with date mail is picked up, not dated the next day or later
16. No additional charges for the pickup and delivery of mail will be authorized.
17. Contractor shall provide a monthly activity usage report. The report shall indicate the number of pieces processed by day and it shall be broken out by mail category in accordance to USPS requirements.
18. Contractor shall provide a monthly invoice to County. Invoices shall be detailed and include the below information:
 - Location
 - Dates covered by invoice
 - Itemized product and/or services description
 - Weekly totals
 - Invoice number
 - Remit to address

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19. The responsibility for providing an acceptable invoice to County, for payment rests with Contractor. Incomplete or incorrect invoice will not be acceptable and will be returned to Contractor for correction.

B. Compensation

1. Rates

- a. Contractor will provide the Services at the rate set forth in the table below:

Description	Rate
Presorting Fee	\$0.0125 per piece of mail
Additional Postage if required	At cost with documentation

III. County Responsibilities

During the term of this contract, County shall:

- A. Make available to Contractor all information in County's possession that will be necessary to complete the work required by the contract. Under this contract, however, it will remain the Contractor's responsibility to gather and verify all necessary data.
- B. Pay invoices submitted in conformance with this contract in the manner specified in the payment provision of this contract, but no more than once per week. Contractor shall not be allowed to pick up checks. Check will be sent via US Mail to P.O. Box 6756, Concord, CA. 94524-1756

IV. Contract Point of Contacts

For County: Print and Mail Manager Scott Plaskiewicz 925-655-4502
 Accounting Marie Del Rosario 925-655-4503
 Print & Mail is located at: County of Contra Costa
 Public Works Department
 Print and Mail Services
 4061 Port Chicago Hwy
 Concord, CA. 94520

For Contractor: Vincent Arminio 631-901-4889

Initials: _____
 Contractor County