City of Shoreacres



NOTICE OF MEETING

Notice is hereby given that a Special Meeting of the **City Council**

of the City of Shoreacres, Texas, will be held on Monday, February 26, 2018 at 7:00 p.m.

in the City Council Chambers on the first floor at City Hall, 601 Shore Acres Blvd., Shoreacres, Texas, at which time the following subjects will be discussed, to wit:

1.0 CALL TO ORDER / ROLL CALL: Members Present and Absent

2.0 BUSINESS

- 2.1 Consideration and approval of Ordinance No. 2018-298 Cancelling the Special Election (Identified in Ordinance No. 2018-295) To be held on the 5th day of May, 2018, for the purpose of considering a ballot proposition on whether the City of Shoreacres, Texas shall be consolidated with the City of LaPorte, Texas due to SECTION 61.003 Texas Local Government code not being satisfied and finding that the SPECIAL Election is a moot measure under SECTION 2.081 Texas Election Code; Providing for an immediate effective date. Jennings
- 2.2 Consideration and action to adopt Resolution 2018-306 Authorizing Sidney LaQuey, acting Interim City Manager to enter into a contract with Agendease, Inc. Jennings
- 2.3 Consideration and action to adopt Resolution 2018-307 Authorizing Sidney LaQuey, acting Interim City Manager to enter into an agreement with Data Prose.

 Jennings

3.0 ADJOURNMENT

I, the undersigned authority, do hereby certify that the above Notice of Meeting of the governing body of the City of Shoreacres, Texas is a true and correct copy of said Notice and that I posted a copy of said Notice on the bulletin board at City Hall on February 23rd, 2018 at or before 1:00 p.m., at a place convenient and readily accessible to the public at all times; to remain so posted continuously for at least 72 hours preceding the scheduled time of said Meeting.

DATED THIS 23rd DAY OF FEBRUARY 2018.

SHOREACRES, TEXAS

Debbie C. Nesbitt - City Secretary

The City Council of the City of Shoreacres reserves the right to adjourn into executive session at any time during the course of this meeting to discuss any of the matters listed above, as authorized by Texas Government Code Sections 551.071 (Consultations with Attorney), 551.072 (Deliberations about Real Property), 551.073 (Deliberations about Gifts and Donations), 551.074 (Personnel Matters), 551.076 (Deliberations about Security Devices) and 551.086 (Economic Development).

[doc: ca20180226 - special meeting.docx]

The City Council Chamber is wheelchair accessible and accessible parking spaces are available.

Requests for accommodations or interpretive services must be made at least two (2) working days prior to the meeting. Please contact City Office at 281.471.2244 or fax 281.471.8955 for additional information.

I, the	undersigned,	do hereby certify	that this Notice of Meeting was	removed from the	ne City Hall	bulletin
board	l at	AM/PM on	, 2018.			
			BY:			
			131.			

ORDINANCE NO. 2018-298

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF SHOREACRES, TEXAS, CANCELLING THE SPECIAL ELECTION (IDENTIFIED IN ORDINANCE NO. 2018-295) TO BE HELD ON THE 5TH DAY OF MAY, 2018, FOR THE PURPOSE OF CONSIDERING A BALLOT PROPOSITION ON WHETHER THE CITY OF SHOREACRES, TEXAS, SHALL BE CONSOLIDATED WITH THE CITY OF LA PORTE, TEXAS DUE TO SECTION 61.003 TEXAS LOCAL GOVERNMENT CODE NOT BEING SATISFIED AND FINDING THAT THE SPECIAL ELECTION IS A MOOT MEASURE UNDER SECTION 2.081 TEXAS ELECTION CODE; PROVIDING A SEVERABILITY CLAUSE; AND PROVIDING FOR AN IMMEDIATE EFFECTIVE DATE.

- **WHEREAS**, the City of Shoreacres, Texas (hereinafter referred to as "City 1"), and the City of La Porte, Texas (hereinafter referred to as "City 2"), are contiguous municipalities located within Harris County, Texas; and
- WHEREAS, Chapter 61 of the Texas Local Government Code, as amended, contains the procedures for the consolidation of two or more contiguous municipalities; and
- **WHEREAS,** on the 3rd day of January, 2018, City 1 received petitions signed by the requisite number of qualified voters of its municipality requesting an election be ordered to consider the consolidation of the municipalities; and
- WHEREAS, the city administrator under section 277.002 of the Election Code verified the validity of the petition signatures and confirmed that the petition was signed by the number of qualified voters that equals 15 percent or more of the total vote cast at the most recent general election for municipal officials in the municipality; and
- **WHEREAS**, the number of verified valid signatures on the petition was 106. The number of total votes cast at the most recent general election (May 6, 2017) for municipal officials in the municipality was 361. The percentage equals 29 percent, which exceeds 15%.
- WHEREAS, Section 61.004(a) of the Texas Local Government Code provides that the governing body of the municipality holding an election shall order the election within 45 days after the date the petition is filed; and
- **WHEREAS**, Section 61.004(e) of the Texas Local Government Code provides that the consolidation election shall be held on the first authorized uniform election date prescribed by the Texas Election Code that occurs on or after the 30th day after the date the election is ordered; and
- **WHEREAS,** Section 41.001(a) of the Texas Election Code establishes the 5th day of May, 2018, as the first uniform election date for the City of Shoreacres, Texas, following the City 1;

WHEREAS, City 1 passed Ordinance 2018-295 on January 22, 2018 ordering the special consolidation election as a result of the filed petition in City1.

WHEREAS, section 61.003 of the Texas Local Government Code requires at least 100 qualified voters of both City 1 and City 2 to petition the governing bodies of their respective municipalities to order a consolidation election.

WHEREAS, it has been confirmed by City 1 that City 2 did not timely receive a signed petition from its qualified voters on February 16, 2018 (the deadline for petitioning for the consolidation proposition to appear on the May 2018 election ballot).

WHEREAS, a procedural requirement in section 61.003 of the Texas Local Government Code has not been satisfied.

WHEREAS, section 2.081(a) of the Texas Election Code states "if an authority (municipality) that orders an election on a measure determines that the action to be authorized by the voters may not be taken, regardless of the outcome of the election, the authority may declare the measure moot and remove the measure from the ballot."

WHEREAS, section 2.081(b) of the Texas Election Code states "if a measure is declared moot under this section and is removed from the ballot, the authority holding the election shall post notice of the declaration during early voting by personal appearance and on election day, at each polling place that would have been used for the election on the measure."

NOW THEREFORE, BE IT ORDAINED by the City Council of the City of Shoreacres, Texas, that:

Section 1.

City 1 hereby declares that all terms of section 61.003 of the Texas Local Government Code are required to be met in order for a special election for consolidation to be acted on by the voters of City 1 and City 2.

City 1 hereby declares that section 61.003 of the Texas Local Government Code was not satisfied in that City 2 failed to timely receive a signed petition from its qualified voters by February 16, 2018 (the deadline for petitioning for the consolidation proposition to appear on the May 2018 election ballot).

City 1 hereby declares that section 2.081 of the Texas Election Code applies.

City 1 hereby declares that the special election for consolidation is a moot measure under section 2.081(a) of the Texas Election Code in that the action to be authorized by the voters may not be taken (regardless of the outcome of the election) due to City 2 not timely receiving a required petition from at least 100 qualified voters under section 61.003 of the Texas Local Government

Code.

As a result, City 1 declares the special election for consolidation canceled.

If City 1 approves this Ordinance and the special consolidation election is declared a moot measure under section 2.081(b) of the Texas Election Code, then City 1 shall post notice of the declaration during early voting by personal appearance and on election day, at each polling place that would have been used for the election on the measure.

Section 2. Severability Clause.

If any word, section, article, phrase, paragraph, sentence, clause, or portion of this ordinance or application thereto to any person or circumstance is held to be invalid or unconstitutional by a court of competent jurisdiction, such holding shall not affect the validity of the remaining portion of this ordinance; and the City Council hereby declares it would have passed such remaining portions of this ordinance despite such invalidity which remaining portions shall remain in full force and effect.

Section	3.	Effective	Date.

This Ordinance shall take effect from and after its passage.

City Secretary - Date

PASSED, APPRO this the day of					City Co	uncil of	f the City	of Sho	reacres, T	Cexas, or
(CITY S	BEAL	Joseph Dang								
				Kimb	erly Sar	nford, N	/layor		-	
ATTEST:										
Debbie C. Nesbitt City Secretary										
M/2	Yea	Nay	N/V	Absent						
K. Sanford										
R. Bowles										
R. Hoskins										
D. Jennings										
J. McKown										
F. Ramos										
Passed / Faile	d									
	Dehhie	Nochit	+	-						

APPROVED AS TO FORM:

Christopher Gregg City Attorney

RESOLUTION No. 2018-306 CITY OF SHOREACRES, TEXAS

AN RESOLUTION APPROVING AND AUTHORIZING THE INTERM CITY MANAGER TO SIGN AN AGREEMENT BETWEEN THE CITY OF SHOREACRES AND AGENDEASE, INC., FOR FACILITATING THE ASSEMBLING AND COMPLETION OF CITY'S AGENDA'S AND PACKET'S. MAKING VARIOUS FINDINGS AND PROVISIONS RELATING TO THE SUBJECT; FINDING COMPLIANCE WITH THE OPEN MEETINGS LAW; AND PROVIDING AN EFFECTIVE DATE HEREOF.

* * * *

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SHOREACRES:

That if any section, clause, sentence, or phrase of this Resolution is held to be invalid or unconstitutional by any court of competent jurisdiction, then said holding shall in no way affect the validity of the remaining portions of this Resolution; and,

Section 1. The City Council hereby approves and authorizes the interim city manager to sign an agreement with Agendease, Inc. For facilitating the assembling and completion of the City's Agenda's and Packets. "Exhibit A" as if set forth fully herein. The City Secretary is hereby authorized to attest to all such signatures and to affix the seal of the City to all such documents.

Section 2. The City Council officially finds, determines, recites, and declares that a sufficient written notice of the date, hour, place and subject of this meeting of the City Council was posted at a place convenient to the public at the City Hall of the City for the time required by law preceding this meeting, as required by the Open Meetings Law, Chapter 551, Texas Government Code; and that this meeting has been open to the public as required by law at all times during which this resolution and the subject matter thereof has been discussed, considered and formally acted upon. The City Council further ratifies, approves and confirms such written notice and the contents and posting thereof.

Section 3. This Resolution shall be effective from and after its passage and approval, and it is so ordered.

PASSED AND APPROVED this the 26th day of February 2018.

	EAL	y 66° (Table)			
				Kimb	perly Sanford, Mayor
ATTEST:					
Debbie C. Nesbitt City Secretary			•		
M/2	Yea	Nay	N/V	Absent	
K. Sanford					
R. Bowles					
R. Hoskins					
D. Jennings					
J. McKown					
F. Ramos					
Passed / Faile	t				
	Debbie	Nesbit	t		

City Secretary - Date



Agendease Inc. P. O. Box 1726 Bastrop TX 78602

February 5, 2018

Buck LaQuey Interim City Manager City of Shoreacres 601 Shoreacres Blvd Shoreacres, TX 77571

Delivered via email to: blaquey@cityofshoreacres.us

Subject: Agendease Proposal for Services

Dear Buck:

I have enjoyed discussing with you how Agendease can help your organization with preparation and distribution of meeting packets. I am confident that the Agendease paperless meeting packet system would be a benefit to the City of Shoreacres, and would result in time and cost savings as well as produce more consistent packet materials and greater convenience. This proposal outlines the proposed scope of services that Agendease will provide to the city.

OBJECTIVE

Setup an account for the City of Shoreacres, TX to use the Agendease paperless packet system to create complete meeting packets for its council, boards, and commissions.

SCOPE OF SERVICES

- 1. Process and Deliverables
 - A. Agendease will design and setup all templates for agenda styles, as requested by the client, to match the styles currently in use.
 - B. Agendease will design and setup all templates for item cover sheets, as requested by the client, to match the sheets currently in use.
 - C. Agendease will initially enter all staff members that will be designated as users, and will specify the type access each shall have. Users can always be added, edited and deleted by the client.
 - D. Agendease will enter the information for all boards for which Agendease is used to build meeting packets.
 - E. Agendease will initially enter all board members for the boards. Board members can always be added, edited and deleted by the client.
 - F. Agendease will make test packets to ensure that the templates are designed to match those currently in use by the client.
 - G. Agendease will provide code for the client to insert in its website to: 1. list links to meeting packets and agendas, 2. allow the public to sign up to receive notice of meetings, and 3. allow the public to search for items. Agendease will assist the client with embedding the code in the desired location.

H. Agendease will provide access to use of its software to create complete meeting packets for all of the organization's boards, and use of all the software's features as described in the license agreement.

2. Training

- A. Agendease will provide a half-day web-based training session for all of the client's designated users.
- B. Optionally, the client may request a full-day, on-site training for the trainer's travel, lodging and meals expenses.
- C. Agendease provides an online support center that includes instructional videos that provide assistance regarding all Agendease features, and the steps to use each.
- D. The Agendease packet system includes context-sensitive hints to many features in the control panel to assist users with understanding the way to use the feature.

3. Post-Launch Maintenance and Support

- A. Agendease will make all changes to agenda style or cover sheet templates at the request of the client.
- B. Agendease support is always available through its online support center, telephone, and email.
- C. Agendease will store all produced documents on its servers.
- D. Agendease will comply and assist with all requests for open records directly from the client.

CLIENT RESPONSIBILITIES

To setup the account and make it ready for use, Agendease needs several documents and information.

- 1. Completed account setup kit, which includes:
 - a. board information forms for each board,
 - b. a roster of staff members that will be entered as users with an indication of the level of access needed,
 - c. a roster for each board, and
 - d. set-up preference forms.
- 2. A list of all agenda styles to be created for each board.
- 3. At least three copies of sample agendas of each agenda style that will be entered.
- 4. At least three copies of samples of each summary sheet that will be entered.
- 5. At least three copies of recent complete packets for each board.
- 6. Access to the client's website to embed code, if applicable.
- 7. Access to the client's Constant Contact account only in order to set up the API connection to Agendease.

PRICES AND TERM

Agendease user licenses are issued on an annual basis. One license applies to the entire City of Shoreacres organization, and can be used for one of the organization's boards, an unlimited number of users, and an unlimited number of meetings.

The annual price is \$1,788.00. There are no setup or hosting fees.

One third of the price is due at the beginning of account setup.

The balance is invoiced at the time that the account is turned over to the client to begin using.

This proposal and prices quoted are valid until March 5, 2018.

CLOSING

Thank you for this opportunity. I look forward to continue working with you on this project.

Sincerely,

Charles L. Simon President

<u>Feature</u>	
Number of Users	Unlimited
Number of Boards]
Number of Meetings	Unlimited
Agenda Style Templates	Unlimited
Cover Sheet Templates	Unlimited
HTML file generation	Ø
PDF file generation	Ø
Automatic Bookmark Creation	Ø
Integration with Existing Website	Ø
Custom meeting agenda/packet listing	
Standard meeting agenda/packet listing	Ø
Finalized Packet Unlocking	Ø
Automatic Agenda Generation	Ø
Item Copying	Ø
Item Progressing	
After-hours Support	Ø
Drag-drop Item Ordering	Ø
Fully Editable Agenda Structure	Ø
Drag-drop Attachment Ordering	Ø
User Access Assignment	Ø
Maintenance-free Hosting	Ø
Online Help System	Ø
Parking Items	Ø
Internal Message Event Notifications	Ø
Email Event Notifications	Ø
Text Message Event Notifications	Ø
Format Matching	Ø
Standard Notification Groups	Ø
Custom Notification Groups	Ø
View Public Notification Groups	Ø
Variable Notification Intervals	Ø
Public Item Search	Ø
Control Panel Item Search	Ø
Approval Chains	Ø
Upload Center	Ø
Downloadable Minutes Template	Ø

Create Minutes Module	Ø
Video Integration	Ø
Workgroups	Ø
Instructional Videos	Ø
myWords™	Ø
Custom Sign in Screen Background	Ø
Post to Facebook and Twitter	M
Custom Meeting Labels	Ø
Video Schedule Confirmation	Ø
Meeting Locking	Ø
Live Agenda Editing	Ø
Flysheets	Ø
Custom Item Bookmarks	Ø
Use Your Own Cover Sheet	Ø
Use Your Own Terminology	Ø
Live Cover Sheet Editing	Ø
Item Sharing	Ø
Item Ownership Transfer	Ø
Notes to Self	Q
Item Comment with Others	Ø
Item Activity Log	Ø
Finalized Meeting Screen	Ø

EXHIBIT B LICENSE FEES

Edition	Monthly Amount (if paid monthly)	Annual Amount (for complete years)
Single-board Complete	\$199.00	\$1,788.00

Setup Fee None required

Hosting Fee Included in license fee

Maintenance Fee Included in license fee

EXHIBIT C SOFTWARE PRODUCT DESCRIPTION

INTRODUCTION

Agendease is a complete meeting packet management solution provided as a service (cloud computing). It is designed exclusively for local government organizations to create complete agendas and meeting packets over the Internet, and to make the packets available to board members, staff, and the public. Using Agendease, people at different locations can work on items for the same meeting simultaneously. Since all software is hosted by Agendease Inc., Internet access and a browser is all that is required for an organization's staff members to use it.

Agendease has features that replace operations currently being accomplished by staff members manually. It can be customized to match styles and forms currently in use. It also includes a website link and notification features that make packets accessible to the public, the extent that the Municipality administration permits.

The automatically-generated agenda is the viewer's gateway to the meeting's agenda items. The agenda and packet are created in both HTML and PDF format to suit the viewers' needs. Packets created in Agendease can also be integrated with popular video services.

EDITIONS

Agendease is available in three editions - Base, Prime, and Pinnacle.

FEATURES

Agendease includes the following features. Exhibit A describes the features included in each edition.

HTML file generation – Documents are created using the information entered for meetings and agenda items in HTML format and sent to the viewers' browsers.

PDF file generation – The entire packet and each item is created in PDF format. The administration can provide access to both the HTML copy and the PDF copy of the packet.

Automatic Bookmark Creation – In the PDF copy of the packet, links to each item (bookmarks) are created automatically by the software. The links allow viewers to jump to a specific page in the packet without needing to scroll to it.

Integration with the Municipality's Existing Website – Computer code is provided allowing the Municipality to provide links in its website to meeting packets, a sign up for notifications, and other features that allow the user to enjoy the benefits of Agendease without leaving the Municipality's site.

Finalized Packet Unlocking – Once a packet has been finalized, users with appropriate access may unlock the packet so that it can be worked on once again before finalizing again.

Automatic Agenda Generation – Agendease creates each meeting's agenda from the items entered immediately upon finalizing and posting without any further action by users.

Item Copying – Items that are included in one meeting may be copied to another meeting, eliminating the need for additional typing.

Item Progressing – similar to item copying, progressed items are copied from one meeting to another, and can be copied from one board's meeting to the meeting of a different board.

After-hours Support - Agendease provides service after standard business hours to ensure that access to the packet is available at all times.

Drag-drop Item Ordering – To reorder items in an agenda, Agendease supports dragging it, and dropping it in the desired place.

Full-featured Text Editor - Online forms include text editor fields, where appropriate, that include all features (such as indent, bold, insert numbered list, set alignment, etc.) of popular word processing software. The buttons and features included in the text editor can be customized for the Municipality.

Fully Editable Agenda Structure - Sections of agendas can be edited deleted, or placed in a different order. Additional agenda sections may also be added to each meeting.

Drag-drop Attachment ordering - Attachments to items may be places in the correct order by dragging them and dropping in the desired location.

User Access Assignment – Multiple users (staff members) can be authorized to use Agendease. The access level that they are assigned determines their access to create, edit, and delete items or meetings and can be specified for each board.

Maintenance-free Hosting - The software providing all Agendease features and functionality is hosted on Agendease's servers. The Municipality is not required to purchase servers or install or maintain software.

Online Help System – Throughout the Agendease control panel, helpful, context-sensitive information is provided.

Parking Items – Agendease allows items to be created and saved, when the user does not know in which meeting it will be included (or if the meeting has not been created yet by another user).

Internal Message Event Notifications – Agendease's internal messaging service notifies users when other users do things that are important to them, such as create meetings, edit items, etc.

Email Event Notifications – Sends an email to the user when certain events occur described in the Internal Message Event Notification.

Text Message Event Notifications - Sends a text message to the user when certain events occur described in the Internal Message Event Notification.

Format Matching - The agenda style and the appearance of item cover sheets are replicas of those currently used by the administration in paper form.

Standard Notification Groups – Upon finalizing a packet, Agendease can automatically send email notifications with links to the agenda, the packet, neither, or both. The three standard groups are: 1). Board Members, 2). Staff, and 3). Public.

Custom Notification Groups – In addition to the three standard notification groups, other groups can be created and used in the same way as the standard groups.

View Public Notification Groups – See the email addresses of the people who have signed up to receive meeting notices through your website.

Variable Notification Intervals - Automatic notice of meeting scan be sent to board members, staff, public (or custom groups) - each at a different amount of time after the meeting is finalized.

Public Item Search – The organization can choose to allow the public to search for items included in past packets by embedding Agendease-provided code in its website.

Control Panel Item Search – Search for items that are currently being created, in finalized packets, or parked items. Search tools allow you to filter based on date range or board name.

Approval Chain – Staff users can be made approvers for agenda items. The approvers can be placed in a required order in a chain, can be outside of the chain, and can even be optional. Different approvers and chains can be set up for each board. Items can also be submitted to users for approval if they are not included in a chain.

Upload Center - Documents related to a meeting can be uploaded in the Agendease control panel so that they may be listed with the links to meeting agendas and packets on the organization's website.

Downloadable Minutes Template - Immediately after a meeting packet is finalized, a template of the meeting agenda, which is formatted to be used as the meeting's minutes, may be downloaded from the Control Panel.

Create Minutes Module - Create a set of minutes right in the control panel by editing the template that is available right after the meeting is finalized. Publish it when complete.

Video Integration - Agendease integrates seamlessly with popular streaming video services, eliminating to need to match the meeting packet to the video.

Workgroups - Organize staff members into logical groups to match your organizational structure, or any way you like, to allow easy collaboration. Assign items to workgroups to allow users to collaborate and work on items together.

Instructional Videos - See how to do all operations in the control panel by watching one of the provided instructional videos.

myWordsTM - Right-click on any button, heading, or other object in the control panel and type in a hint to yourself regarding the object. When you are at that object again, and can't remember what it does, right-click it to see the hint you wrote.

Custom Sign in Screen Background – Have images of your choice displayed as the background for the sign-in screen so that the users in your organization see that each time they sign in.

Post to Facebook and Twitter - Link your Facebook and Twitter accounts, and let Agendease post a notice about finalized meetings. Enhance your post or tweet by providing your own additional text about the meeting.

Custom Meeting Labels -Add an optional custom label for each meeting that will replace the standard text for a meeting when it appears in a publicly visible listing.

Video Schedule Confirmation - Receive notification that the streaming service has confirmed the scheduling (or cancellation) of a meeting. (limited to certain streaming services).

Meeting Locking - Lockout all but authorized users from a meeting before finalizing it. While locked, users without specific access to work on locked meetings will not be able to add any items to the meeting, edit or delete any items in the meeting, or modify the agenda or meeting data in any way.

Live Agenda Editing - Make changes to agendas right on the draft view. Grab, drag, and drop regions to place in desired order. Click a region to edit it, delete it, add a region below it, add a page break before it, restore it to its original form, or reorder its items. Updates are applied to the draft instantly.

Flysheets - Create sheets that are included in the packet, and are not associated with any agenda item. Manage the content and placement of the flysheet.

Custom Item Bookmarks - Specify your own wording for each item's bookmark to replace the standard format bookmark.

Use Your Own Cover Sheet - Optionally upload your own document to use as an item's cover sheet instead of letting the system automatically create one for you from the template.

Use Your Own Terminology - Throughout the control panel, the standard terms of 'cover sheet' and 'attachment' are replaced with the terms your organization uses for those type documents.

Live Cover Sheet Editing – Edit the information for the item right in the cover sheet.

Item Sharing - Allow other users to work on an item by sharing the item with them. An item can be shared with multiple users.

Item Ownership Transfer - Items are owned by the user who created the item. Easily transfer the ownership of an item from one user to another user.

Notes to Self - Make reminders or other notes, visible only to you, to yourself about an item.

Item Comment with Others - Start a conversation on an item by making a comment, and watch as other users make their comments. All comments are listed in chronological order forming a discussion thread. Mark a comment as important to make sure other users take a look at it.

Item Activity Log – See everything that has happened to an item since the moment it was created. See when attachments were added and who added them. See when each section was edited with the before and after text indicated. All activity on the item is listed in chronological order with the most recent listed at the top.

Finalized Meeting Screen - Work with the meeting packet after it is finalized. Monitor the sending of auto-notifications. Check the settings when the meeting was finalized. Create minutes. Upload documents associated with the meeting.

SUPPORT

Agendease provides support with revising agenda styles and cover sheet formats. The Municipality's representative communicates with Agendease by support ticket portal and telephone. After-hours support is provided by accessing the support portal, submitting support request tickets, and telephone. All support requests are addressed promptly.

HELP TIPS

Extensive help for all Agendease control panel features are provided with context-sensitive tips throughout.

HOSTING AND HARDWARE/SOFTWARE REQUIREMENTS

All software for the paperless packet management system is hosted on Agendease servers. The Agendease control panel is accessed with a computer connected to the Internet using any of the popular browsers, such as Google Chrome®, Microsoft Internet Explorer®, Firefox®, and others. Computers, Internet service and browsers are provided by the users. Viewing the PDF version of a packet requires an application capable of viewing PDF-format documents, such as Adobe Reader®, which is available for free from the Adobe website. Other applications capable of reading PDF-format files are available as well. The cost of hosting is included in the cost of the applicable edition.

iPAD® /ANDROID® INTEGRATION

A packet download portal for iPad® and other devices is available to the organizations. Agendease will assist in setting up the devices to access the portal and to export the packet document to viewing/annotating apps, if desired by the Municipality. Agendease will assist the municipality in installing up to ten copies of its preferred viewing/annotation apps at the Municipality's request.

UPDATES

All updates to the packet management system are included with active accounts.

STORAGE OF MUNICIPALITY'S RECORDS

Agendease will store the records created by the system as long as the account is active. Records older than three years may be archived.

REQUESTS FOR DOCUMENTS

Agendease will assist the administration in responding to requests for documents in accordance with Freedom of Information Act and similar laws, by providing the requested documents or access to them in compliance with the law.

EXHIBIT D PROJECT TIME LINE

Milestone	Description	Days to complete
Start	Introduction of each party's representatives, discussion of the scope of the project and needed information.	5 days
Setup	Agendease interviews organization representative to determine needs in setting up the account and forms. The organization representatives provide needed materials. Agendease enters the information to set up the organization's account.	14 days
Testing	All features are tested and mock meetings and items are entered.	14 days
Training	One-day training session at the organization's site by Agendease representatives or a half-day, web-based training, as determined by Agendease and Municipality.	Agreed date by both parties. No later than 21 days after testing is complete.
Implementation	The organization's users can begin using all features. Material is provided to assist the organization in promoting its use of a paperless meeting packet management system.	At conclusion of training and subject to the agreement of the organization.

RESOLUTION No. 2018-307 CITY OF SHOREACRES, TEXAS

AN RESOLUTION APPROVING AND AUTHORIZING THE INTERIM CITY MANAGER TO SIGN AN AGREEMENT BETWEEN THE CITY OF SHOREACRES AND DATA PROSE SYSTEMS, WITH ON-SITE MAINTENANCE, AND USER TRAINING; MAKING VARIOUS FINDINGS AND PROVISIONS RELATING TO THE SUBJECT; FINDING COMPLIANCE WITH THE OPEN MEETINGS LAW; AND PROVIDING AN EFFECTIVE DATE HEREOF.

* * * *

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SHOREACRES:

That if any section, clause, sentence, or phrase of this Resolution is held to be invalid or unconstitutional by any court of competent jurisdiction, then said holding shall in no way affect the validity of the remaining portions of this Resolution; and,

Section 1. The City Council hereby approves and authorizes the interim city manager to sign an agreement with Data Prose Systems to automate the utility billing process with state of the art billing procedures. "Exhibit A" as if set forth fully herein. The City Secretary is hereby authorized to attest to all such signatures and to affix the seal of the City to all such documents.

Section 2. The City Council officially finds, determines, recites, and declares that a sufficient written notice of the date, hour, place and subject of this meeting of the City Council was posted at a place convenient to the public at the City Hall of the City for the time required by law preceding this meeting, as required by the Open Meetings Law, Chapter 551, Texas Government Code; and that this meeting has been open to the public as required by law at all times during which this resolution and the subject matter thereof has been discussed, considered and formally acted upon. The City Council further ratifies, approves and confirms such written notice and the contents and posting thereof.

Section 3. This Resolution shall be effective from and after its passage and approval, and it is so ordered.

PASSED AND APPROVED this the 26th day of February 2018.

(CITY S	EAL				
				Kimber	ly Sanford, Mayor
ATTEST:					
Debbie C. Nesbitt					
City Secretary					
M/2	Yea	Nay	N/V	Absent	
K. Sanford					
R. Bowles					
R. Hoskins					
D. Jennings					
J. McKown					
F. Ramos					
Passed / Faile	d				
	Debbie	Nesbit	t		

City Secretary - Date

In House

Utility Bills

Printed by Vesco

\$191.95/2500

\$54.40/month

Utility Bill Envelopes

Printed by Vesco

\$293.00/5000

\$40.00/month

Postage (USPS)

\$310.00/month

Total Bills February 12, 2018

667

\$404.60/month

Access archives through AVR is not possible.

Dataprose

Data Processing

Duplex Full Color Imaging

8 1/2 x 11 paper with perforated couon

#10 Standard Window Envelope

#9 Standard Window Return Envelope

Fold, Insert and deliver to USPS

\$146.74/month

Postage (USPS)

\$256.00

Requires a 2 month postage deposit - and will reconcile the postage each month.

*\$402.74/month

*Does not include the one time implementation fee of \$500.00.

Optional/Additional Charges:

Additional Inserts: \$.01/each

**Statement Archive: \$0.015/each

**includes 12 months of storage

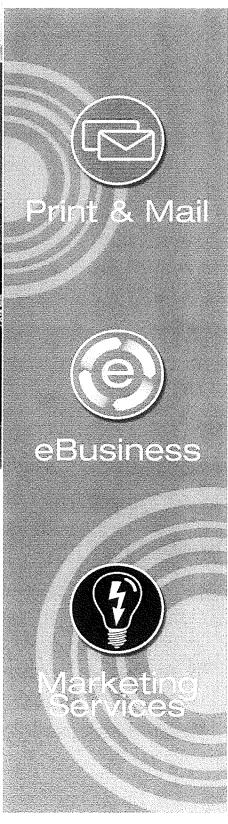
Total with Optional Charges: \$509.41





Quote for: Utility Bill Printing and Mailing Services





United States Postal Service

Postage Statement—First-Class Mail-Easy Nonautomation Letters, Cards, or Flats

Post Office: No	te Mail Arrival	Date & Time
(Do not Round-	Stamp)	

Use	e this for	rm for First-Class Mail.					30MUZ-113340343V43V						
and or contract to the contrac	1	der's Name and Address and ress, if Any	Telephone 281.471.224	4		Post Off LA	ice of Ma PORTE	iling -	Permit # 7		Weight of a Si 0 .35 OZ	ngle Piec	e oound
Mailer		CITY OF SHOREACRES 601 SHORE ACRES BLVI SHOREACRES TX 7757			Mailing	Type of Postage Mailer's	Prec Mete	anceled Stamps red	Fed. Agency Code Statement S		Number and Sacks Trays Pallets		ontainers
N					Ma	Process Lette	ers (Inclu	ding Postcards			Total Pieces 664	Tota	al Weight
	CRID					l	odate Me	thod: Ancil			nt		ress Format
			C	ategor	у		Pr	esort Leve	l Pri	се	Number of Pieces	Tota	l Postage
				ostcard r Postd		igible Prices		resorted ingle-Piece		95 x 35 x			
a)	This is a	a Political Campaign Mail	ing Le	etters			1	resorted onpresorted/		617 x e 47 x	.458 .50		282.59
Postage	This is	Official Election Mail	FI	ats			B14. P	resorted		Х			
$\overline{\Omega}$	∐ Yes	S □X No					L	ingle-Piece		Х			
	Price at W	hich Postage Affixed (Check one	e). Complete if the				s bearing	metered/PC P	Postage or pro	ecancel			306.09
	Corre	Line to the same				_ pcs. x S		*	_=Post	age	Affixed		
	Perm	it#7	Net Post	age	Du	∋ (Sub	tract p	ostage aff	ixed from	total	postage)		
Use		l Postage Payment (State reas											
PS I	for permit	ge affixed add additional paymer imprint add additional payment to	o total postage.	due;			Γotal	Adjuste	d Post	age /	Affixed		
1SO	Postmaste (Permit im	r: Report Total Postage in print only)	C 121		То	tal A	djust	ed Posta	age Per	mit l	mprint		
Certification	appeal. If certification responsibilithe mail a mailing d	er's signature certifies acce f an agent signs this form, the on and agrees to pay any de oility, knowledge, or control, and the supporting document oes not contain any matter promoter or who omits information	e agent certifies ficiencies. In ad The mailer her itation comply w prohibited by lav	that he dition, a eby cer with all p	e or s agen rtifies posta stal r	she is au ts may b that all Il standa egulation be subj	uthorize be liable informa irds and n. I und ect to c	d to sign on before any deficition furnished the mailing derstand that riminal and/or	behalf of the ciencies rest d on this fo qualifies for anyone wh r civil penal	e maile ulting fr rm is a r the pr o furnities, inc	or and that the com matters w accurate, truth rices and fees shes false or cluding fines a	mailer i rithin the ful, and claimed misleadi and impr	s bound by the ir complete; that d; and that the ng information
	Signature	of Mailer or Agent				1		Mailer or Ager	nt Signing For	m	-	Telephone	471.2244
		Weight of a Single Piece		A	re po			eaver	m	Yes □			
			pound	n	nailer'i	s entries?	If yes, r	eason:	ų.	, cs [_			
	S S	Total Pieces Tota	l Weight										3
Š	ed in e/sit	Total Postage									d Stamp <i>(Requi</i> ent Date	red)	USPS To be c on-Pos
Jse	omplet (a/On	Presort Verification Performed? Yes No (Check one,											S Use com
USPS Use Only	To be completed in non-PostalOnel sites	I CERTIFY that this mailing has each item below if required: (1) eligibility for postage prices	claimed;	ľ	ate M	ailer Noti	fied	Contact					USPS Use Only To be completed in non-PostalOnel sites
Š	ř	(2) proper preparation (and pn (3) proper completion of postag (4) payment of annual fee; and (5) sufficient funds on deposit (je statement;		y (Init	ials)		Time	AM PM				nly I in Isites
		USPS Employee's Signature		P	rint U	SPS Emp	oloyee's l	Name					

Ann Weaver

From:

Bill Murray

bmurray@dataprose.com>

Sent:

Tuesday, February 20, 2018 11:24 AM

To:

Ann Weaver

Subject:

RE: Quote

Yes. The pricing is for services only. Do you know what you are currently paying for postage?

WILLIAM K MURRAY | CEO | 972.462.5477 OFFICE | 972.462.5428 FAX

DATA prose FILE

From: Ann Weaver [mailto:aweaver@cityofshoreacres.us]

Sent: Tuesday, February 20, 2018 6:19 AM **To:** Bill Murray bmurray@dataprose.com

Subject: RE: Quote

Thank you, Bill – is there an additional charge for postage? Ann

From: Bill Murray [mailto:bmurray@dataprose.com]

Sent: Monday, February 19, 2018 10:38 PM

To: Ann Weaver Subject: RE: Quote

Hi Ann,

Attached is our proposal response for your review. I apologize for the delay in getting this to you. I was out of the office Thursday and Friday for a late-notice business trip. Please review as you are able. I will call no later than Wednesday to answers any questions you have.

Thank you for the consideration!

Best regards, Bill

WILLIAM K MURRAY | CEO | 972.462.5477 OFFICE | 972.462.5428 FAX

DATA Prose BIDE

From: Ann Weaver [mailto:aweaver@cityofshoreacres.us]

Sent: Friday, February 16, 2018 6:28 AM **To:** Bill Murray < <u>bmurray@dataprose.com</u>>

Subject: Quote

Good Morning, Please advise the status of the requested quote.

Thank You

Ann Weaver Utility/Building Clerk City of Shoreacres



601 Shore Acres Blvd Shoreacres, TX 77571 281-471-2244

```
RICOH Aficio MP 6002 Configuration Page / Network Control System 11.96.3
[SMB]
                          : \\RNP0026736CAFF5\AficioMP6002
  Current Path Name
  Client port
                          : 139
  Client auth level
                         : 0
  Client WSD browse
                          : Off
[SSDP]
  Advertise
                         : On
  UUID
                          : 4b8a6c80-1dd2-11b2-ba25-cd0a2af7547e
  Profile
                          : 10800(s)
  TTL
                          : 4
[WS-MFP]
  WSD (Printer)
                             : On
  WSD (Scanner)
                             : On
  Network Device Name
                             : RICOH Aficio MP 6002
  Comments
  Location
  Presentation URL
  WSD (Device) TCP Port
                              53000
  WSD (Printer) TCP Port
                             : 53001
  WSD (Printer) Job Timeout : 900(s)
  WSD (Scanner) TCP Port
                             : 53002
  SSL/TLS
                             : Off
[UPnP]
  URL
                         :
[SNMP]
                           : IPv4:On, IPv6:On
  Supported Protocol
                            : SNMPv1v2:On, SNMPv3:On
  Supported Version
                             v1Trap:On, v2Trap:Off, v3Trap:Off
  SNMPv1v2 Remote Setting
                           : Enable
  SNMPv3 Privacy Mode
                            : Auto
  Context Name
                            : GWNCS
 Compression
                         : On
 ssh/sftp Port
                         : 22 (Timeout:300(s), LoginTimeOut:300(s))
[Security]
                                                                                        EMail is it at
Server / Capacity
  Security Mode Level
                         : Custom
  Certificate Verification:Off
[Print Job Authentication Free]
  IPv4 Address Settings
    [1] 0.0.0.0
                        - 0.0.0.0
    [2] 0.0.0.0
                        - 0.0.0.0
                        - 0.0.0.0
    [3] 0.0.0.0
    [4] 0.0.0.0
                        - 0.0.0.0
    [5] 0.0.0.0
                        - 0.0.0.0
                         : USB:Off
 Interface Settings
[USB]
 Fixed USB Port
                           : Disable
[SSL Cipher Strength]
 SSL/TLS Configure
                        : Ciphertext Priority
 SSL Protocol
   TLS1.2:Up
                      TLS1.1:Up
                                        TLS1.0:Up
                                                           SSL3.0:Up
 Cipher Suite
   AES 256bit:On
                      AES 128bit:On
                                        3DES 168bit:On
                                                           RC4 128bit:Off
[Kerberos Authentication]
 Cipher Suite
   AES256-CTS-HMAC-SHA1-96:On
                                  AES128-CTS-HMAC-SHA1-96:On
   DES3-CBC-SHA1:On
                                  RC4-HMAC:On
                                                                 DES-CBC-MD5:On
```

Ethernet Speed 100 MPS Full Dupler Printer

CITY OF SHOREACRES Bill Date:02/12/2018	Utility Bill	Utility Billing Register	662	Date:02	Date:02/21/2018	Page: 2		
Service	Srvc Code Service Description	Items Count Con	B	Current Amount	Tax	Penalty	Arrears	Due
Service Total	Consolidated Service	0	0	.00				
GARBAGE	1 GARBAGE	661		13,791.25	.00	.00	15,035.72	28,826.97
GARBAGE	9 GARBAGE NO BILL	11		.00	.00	.00	21.20	21.20
Service Total	Consolidated Service	672	0	13,791.25				
SEWER	1 SEWER/RESIDENTIAL	662	3,085 Gal	13,044.52	. 00	.00	17,726.18	30,770.70
SEWER	3 SEWER/NON RESIDENTIAL	2	181 Gal	225.75	.00	.00	.00	225.75
SEWER	4 SEWER/COMMERCIAL	ц		400.00	.00	.00	440.00	840.00
SEWER	9 SEWER NO BILL	ω	4 Gal	.00	. 00	.00	104.50	104.50
Service Total	Consolidated Service	673	3,270	13,670.27	1			
DEPOSIT	1 DEPOSIT	667		.00	.00	.00	4,969.94-	4,969.94-
DEPOSIT	9 DEPOSIT	0		. 00	. 00	. 00	290.00-	290.00-
Service Total	Consolidated Service	667	0	.00				
WATER	1 WATER RESIDENTIAL	664	3,087 Gal	29,844.66	.00	.00	29,307.58	59,152.24
WATER	3 WATER NON RESIDENTIAL	D	181 Gal	1,560.25	.00	. 00	.00	1,560.25
WATER	9 WATER NO BILL	ω	2 Gal	. 00	. 00	.00	83.80-	83.80-
Service Total	Consolidated Service	674	3,270	31,404.91	 	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
TAX	1 TAX	667		1,031.91	.00	.00	1,194.66	2,226.57
тах	9 TAX	0		. 00	.00	.00	4.80	4.80
Service Total	Consolidated Service	667	0	1,031.91				
RE-CONN.	1 RECONNECT FEE	667		.00	.00	.00	584.34	584.34
RE-CONN.	9 RECONNECT FEE	0		. 00	. 00	.00	. 00	. 00
Service Total	Consolidated Service	667	0	. 00				

TEMP	TEMP	Service Total	NSF FEE	NSF FEE
9 TEMP	1 TEMP	Service Total Consolidated Service 667 0	9 RETURN CHECK FEE	1 RETURN CHECK FEE
٢	665	667	0	667
.00	. 00	.00	. 00	. 00
. 00	.00		.00	.00
. 00	.00	F F F F E E E E	.00	. 00
.00	.00	t t t 1 1 1 1 1	.00	45.00
. 00	. 00	1 1 1 1 1 1 1	.00	45.00

Bill Date:02/12/2018

Utility Billing Register

Date:02/21

Date:02/21/2018 Page: 3

Grand Total Consolidated Service 59,898.34 .00 .00 53,926.58 113,824.92		Service Total Consolidated Service 666 0 .00	IKE RELIEF 1 IKE RELIEF 666 .00	Service Total Consolidated Service 666 0 .00
		0	.00	
.00			.00	
.00			.00	
.00 53,926.58 113,824.92	4,971.46-		222.20-	
113,824.92			222.20-	

CITY OF SHOREACRES

Bill Date:02/12/2018

Account Number Name

Service Description

Utility Billing Register

Date:02/21/2018 Page:

ப

Read-Date Previous Current Usage Current Amt Tax Penalty Arrears

Utility Bills (Vesco)
\$191.95/2500

Printed Envelopes (Vesco)
\$293.00/5000

Postage (USPS)
\$310.20

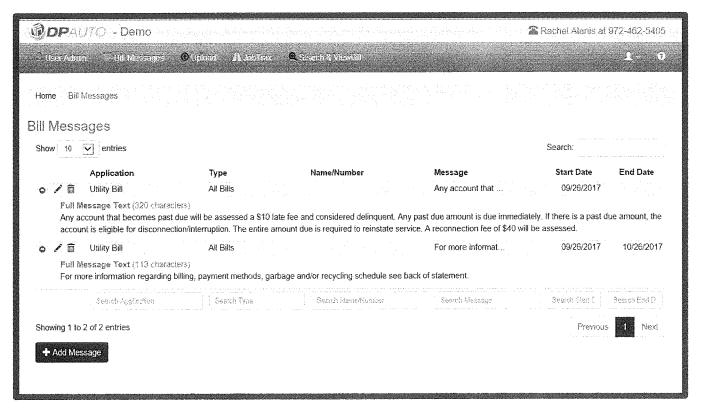
Total Bills February 12, 2018 667



DPAUTO MESSAGE MANAGER

Manage your statement messaging:

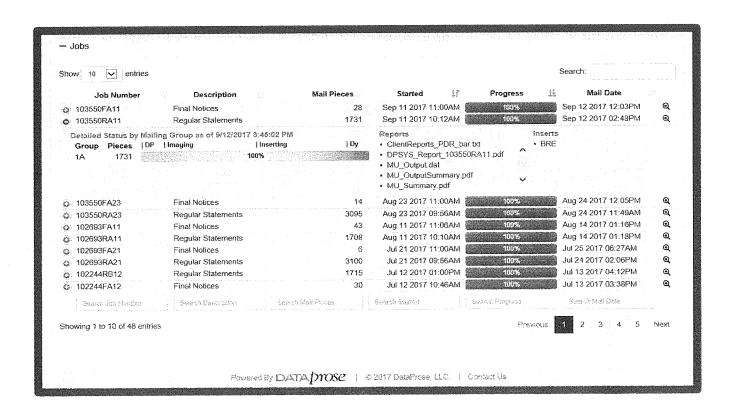
The Message Manager tool is found inside the DPAuto Client Portal. It allows DataProse customers to create ad hoc messages that will appear in a message field on the bill itself. Customers can determine if messages appear in a complete bill cycle group or a subset of the bill cycle group. The typical size of the message can be up to 500 characters. Graphics can also be added with the message. DataProse Account Managers assist our customers at no cost regarding the graphic requirements for bill messaging.





COMPREHENSIVE REPORTING

DataProse provides a wide range and types of reporting for client reconciliation for each job/project submitted for production as you can see under the Reports area in this screenshot.



The most important report that most easily details the breakdown of records received and processed is the "DPSYS Report". This report is presented in a PDF format and is available immediately after processing is complete. SEE DPSYS report sample following this page. Although the DPSYS report and MU Output Summary Report are the only reports that has been included in the RFP response, there are many others available after processing that provide additional detail.

- DPSYS Report PDF
- MU Output Summary Report PDF (Move Update)
- MU Output Report DAT (Move Update)
- MU Summary PDF
- Client Reports TXT (invalid address report)



DPAUTO REPORT SAMPLES

DPSYS Report Sample:

PROCESSING DESCRIPTION REPORT 10/20/16 10:12					
t=====================================					
Mailing Group	# of Bills	# of Impression	s Postage		
A (1 ounce) B (2 ounce) C (8 to 99 pages) D (100 to 499 pages) E (500+ pages) I (International) K (Hold Bill\Invalid) (Bills Suppressed)	•		5 \$4.73		
TOTALS	3222	348			
**************************************	INSERT SU				
Insert Description	Insert Description Weight				
BRE Texas Recycles Day	2248 3222				
TOTAL INSERTS 5470					
	ADDITIONAL IN				
Records Expected	Recordo Processed		Pieces Printed		
3949	3949	3703	3222		
Total Flow Pages In O	utput = 1				
Expected Bill Date - 1D/20/2016 Actual Bill Date - 10/20/2016					
Total Current Charges of Records Processed \$602,487.17 Total Amount Due of Records Processed \$685,304.42 Total Amount Due of Records Processed (No Credits) \$705,689.51 Due Date (From Source Data File) November 8, 2016					
SIMPLEX		016ML86101	3950		
÷=====================================	198 0	0 0	0 481		



MOVE UPDATE Summary Output Report Sample:

This report displays the original address from your data files and the new updated address after the Move Updates were performed.

DATA prose

MOVE UPDATE Summary Output

Page - 1 of 1

Client: Sample City Description: Statements Date / Time Processed: 10/19/17 11:38		Client/App Code: Project #.		
Old Address Information (Changed From)		Updated Address Information (Changed To)		
1 - Acc# - 01-0001-01 JOHN O SAMPLE 500 MAIN STREET SAMPLE TX 70000	Effective Date - 201708 USPS Barcode Carrier Route:	Move Type - F JOHN Q SAMPLE 1234 2nd STREET SAMPLE TX 70000	Match Flag - A USPS Barcode Carrier Route:	
2 - <u>Acct# - 02-0002-02</u> JANE Q SAMPLE 100 MAIN STREET SAMPLE TX 70000	Effective Date - 201609 USPS Barcode Carrier Route:	Move Type - I JANE Q SAMPLE 4321 MAIN STREET SAMPLE TX 70000	Match Flag - A USPS Barcode Carrier Roule:	

Move Type Codes
- Business / F - Family / I - Individual

Common Match Flag Codes
A - COA MATCH / 01 - FOREIGN MOVE / 02 - MOVED LEFT NO ADDRESS / 03 - BOX CLOSED NO ORDER



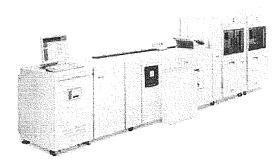
DATAPROSE PRINTING SOLUTIONS

Variable Data / Full-Color Inkjet Printing

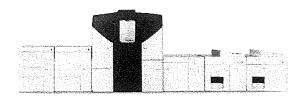
DataProse employs the most advanced Full-Color Inkjet Printer available in the marketplace. The Ricoh IP 5000 delivers full-color output at speeds up 450 duplex images per minute in crisp 720 x 720 dpi resolution!



DataProse also employs Xerox Highlight Color Laser Printers with the ability to print simplex or duplex statements in crisp 600x600 resolution!



For short run inserts, we utilize our Xerox iGen 4 Digital Press.



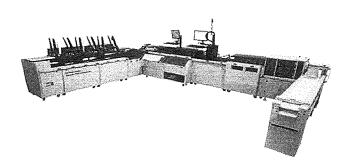


MAIL FINISHING AND DELIVERY

DataProse utilizes Bell & Howell and Pitney Bowes inserting equipment which can produce a wide variety of statements. Using bar-coding techniques that keep each run in order.

100% output verification is becoming the standard of service for all intelligent mail applications. Document Reliability System (DRS) delivers better service to your customers through automated mail piece verification.

DRS utilizes an innovative camera system to read and report each document as it is processed, providing correct sequence assurance, and producing a full audit trail verifying each envelope's completion. The system allows us to quickly identify and fix any doubles, missing documents, or insertion errors mid-stream without compromising the production process or audit trail.



Currently, DataProse has six (6) Pitney-Bowes Mailstream Evolution Inserting System 12's for inserting and finishing at a rate of up to 12,000 pieces per hour, each.

Availability: Instantaneous

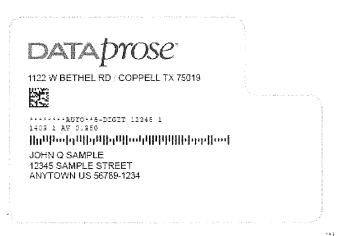
Mail Delivery Timeline

DataProse processes and mails in 24 hours after receipt of data file.



AUTOMATED DOCUMENT FACTORY / INSERTING INTEGRITY

DataProse utilizes a camera verification system to track and verify document specific data to ensure the integrity of each mail piece. The camera captures images of the mail pieces (address window) as they travel through the inserting process in a predefined sequence. The images are transmitted to our system and OCR software reads the barcodes to spot any breaks in the sequence or document specific information. The information that we check and verify includes:



The information that we check and verify includes:

- Envelope Id - Job Id

- Print Id - Address Type Id

First Page Indicator - Client Id

- Envelope Sequence Id - Custom Stock

Component Id

Maximizing your Postage Savings

Preprocessing to Maximize Postage Savings

To insure the highest postage discounts while guaranteeing the accuracy of the addresses and zip codes supplied by you, DataProse will:

- Utilize our software to verify valid addresses from the client's data
- Create a data stream for documents with missing zip codes or bad addresses
- Sort data into mail streams required by the USPS for postage discounts
- Add and verify Zip+4 Post-Net barcode to all addresses to aid presorting, if necessary
- DataProse requires a 2-month postage deposit and will reconcile the postage each month on the monthly statement for services and postage rendered. Actual postage will apply.



Quality Assurance - Guaranteed Performance

The success of an alliance with DataProse would be based on a consistent level of excellence in ongoing service dependability. Equally important is the assurance of long-excellence in customer service responsiveness, problem solving, and solutions.

DataProse has in place measures to ensure:

- Quality control
- Availability and uninterrupted work flow
- On-time delivery
- Pricing and contract adherence
- Corporate identity and specification adherence
- Strict data security and confidentiality
- Customer service responsiveness
- Accurate and verifiable billing and cost allocation
- Accurate history and usage reports



After-Hours Support & Escalation

DataProse after-hours support guarantee defined below:

STANDARD PRODUCTION REQUESTS:	URGENT PRODUCTION REQUESTS:	AFTER-HOURS PRODUCTION REQUESTS:
Contact your assigned	Email – <u>DPList</u> -	Email – <u>DPList</u> -
Account Manager	FirstResponseTeam@dataprose.com	FirstResponseTeam@dataprose.com
	Phone – 972.462.5411	Phone – 972.462.5411
Escalation Contact – your	Escalation Contact – your Strategic	IF NO RESPONSE IN 30 MINS,
Strategic Account Manager	Account Manager	Call After-Hours HOTLINE
Secondary Escalation – Client	Secondary Escalation – Client Relations	888.856.3185
Relations Manager	Manager	

SSAE 16 and PCI Compliance

DataProse has established a dedicated team whose focus is to ensure that every aspect of our business is in compliance with the applicable legislation and its required effective dates.





PROPOSAL FOR SERVICES



An Overview of the DataProse Quality Control Process:

Quality is at the forefront of the DataProse business model. DataProse will provide quarterly, bi-annual or annual account reviews depending on the client's business needs, which allow DataProse to gauge the satisfaction level of our customers. A typical meeting will address any processing issues and establish planning for product enhancements, document changes or quality control procedures. In addition, we expect open communication and encourage our clients to keep regular contact. Ultimately, the measure of value is left to our customers. With the extremely high contract renewal rate that DataProse has sustained, we have confirmed that our services add value to our clients and are high quality.

DataProse feels the key to a successful vendor customer relationship is matching resources. Having key resources in place that understands the client and their business needs will ensure continued success. DataProse will match resources at the operational level for daily activity, as well as at the executive level for primary decision-making, strategy and key development tasks.

Our ADF (Automated Document Factory) utilizes a Problem Fault Management system called ITSM (IR "Incident Report" System). Each problem, or IR, is tracked as a ticket using an internal computer program. Tickets are entered, updated and closed within this system, allowing users to trace the IR from the reporting of the problem to its closure. Clients are given ticket information, including the ticket number, so that they can call their Account Manager for information regarding a ticket's status.

DataProse's mindset of "zero defects" is the high standard to which DataProse holds itself. The zero defects philosophy encourages everyone to accept no mistakes, delays or rework as a business practice, but rather to learn from the mistakes, set an obtainable goal, develop a plan to reach that goal, and then raise the goal. As employees utilize their quality training, the results have proven to be beneficial to both the employee and more importantly - to the customer. At our Production Centers, quality issues are tracked on a weekly basis and evaluated by management.

DataProse has constructed the Production Centers to have key checkpoints throughout the facilities where each job is scanned and the data is automatically integrated into a database that is available to our customers 24x7. Automated Document Factory (ADF) has been installed and is an internal platform that provides the ability to track mail to the piece level versus job level, presenting greater quality and mail piece integrity for our clients. ADF provides an enhanced level of tracking for documents and related materials for our customers, improving quality of products produced and operational efficiencies.

DataProse also employs both manual and automate checks to facilitate our total quality management as well. First there are several manual checks where a print operator may stop and review the output for errors, streaks, alignment, etc. The insert operators also pauses production to review output like checking for sealed envelopes. We use in house engineers to do regular machine maintenance. We also employ software and hardware audits to ensure quality. For example, there is software running on each inserter that tracks the total number of documents in addition to cameras scanning the documents as they process. It's this combination of human, machine and software, each auditing each other, that provides the highest quality.

Along with manual and automated cross checks by production managers and supervisors, our facilities utilize a report known as the "JOBS IN PROGRESS" report. This production related report allows management a physical check-off for all jobs residing within our production centers and aids in maintaining our high-quality standards.

DataProse also utilizes a unique feature known as "storyboards", which follows each and every job throughout the facility and is a physical reporting tool used to ensure quality processing for all customers. The storyboard contains specific information related to the job such as SLAs, time stamps, quantities, materials, visual references for production personnel, and customer information. During each phase of the job, it is scanned into the database and the personnel or operator is required to initial the physical storyboard.



PROPOSAL FOR SERVICES

DataProse Quality Control Process cont'd:

In summary, the zero defects philosophy encourages everyone to accept no mistakes, delays or rework as a business practice, but rather to learn from the mistakes, set an obtainable goal, develop a plan to reach that goal and then raise the goal. As employees utilize their quality training, the results have proven to be beneficial to both the employee and more importantly - to the customer.

PROPOSAL FOR SERVICES



Data Security & Business Continuity Plan

1. Business Continuity Planning Strategy

Business Continuity Planning (BCP) aims to prevent or minimize damage from disruptions in operations.

DataProse Business Continuity Plans are intended to:

- · Prevent a minor incident from becoming a major issue
- · Clearly outline roles and responsibilities
- · Minimize loss of data and revenue
- · Protect the DataProse reputation
- · Satisfy the DataProse obligations to its employees, customers, and community
- · Comply with applicable laws and regulations

2. DataProse Business Continuity Policy

It is the policy of DataProse that plans are developed and maintained to ensure adequate continuity in the event of a disaster. DataProse business continuity plans are designed to protect the interest of our customers, and employees.

3. Assumptions

- a) Not all incidents or events will lead to a disaster declaration. The declaration of a disaster will be reserved for major system and/or infrastructure failures (network, facility or computer hardware/software) where initiation of BCP recovery procedures is required.
- b) BCP Plans and recovery procedures are developed around a single disaster or event impacting the DataProse business-critical functions.
- c) Alternate sites/vendors/resources will be available to DataProse at the time of need.
- d) Qualified personnel in sufficient quantities are available to perform recovery activities.
- e) Organizations external to DataProse, such as vendors and government agencies will be reasonably cooperative during the recovery period.

4. Recovery Sites

Our DataProse business continuity strategy integrates alternate DataProse facilities (**Coppell, TX and Oxnard, CA**) and 3rd Party Alternate Work Site Agreements.

5. Recovery Strategy

Recovery facilities are stand-alone production facilities encompassing statement production, warehousing and administrative departments. All plans are developed so that work can be moved from facility to facility and in this way serve to back one another up.

Business Continuity Plans are consistent with the following steps:

Declaration:

- DataProse will communicate to all customers that a disaster has been declared and that DataProse is operating in disaster recovery mode.
- DataProse will be responsible for vendor notification obtaining additional forms and materials for transport to the alternate processing facilities.
- All statements from the impacted facility will be transferred and processed through one of the alternate processing facilities where printing, inserting and mailing functions will take place.

Data Transmission:

 Upon a disaster declaration by DataProse, customers will not need to make any change to their statement file transmission method. Customers with dedicated circuits would have to provide statement data via tape

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PROPOSAL FOR SERVICES

or over the internet. (DataProse will provide assistance to those customers wishing to use the internet to ensure connectivity).

Printing:

- Printing will be performed by the alternate processing facilities or the third party print and mail vendor.
- DataProse will attempt to use all available custom forms; however, we may elect to use plain white forms without logos to ensure mail is processed in as timely a manner as possible.
- DataProse will make every attempt in a disaster to print utilizing the same type/model of printers as used in non-disaster situations but may elect not to provide highlight color or full business color as an option.

Inserting:

- Inserting will be performed by the alternate processing facilities or the third party print and mail vendor.
- Custom inserts will not be included as part of the inserting process. Dynamically created inserts can be included. The decision to include/not to include inserts will be reviewed as the resumption process continues.
- DataProse will continue to handle and be responsible for special handling needs processing holds, etc.
- Generic carrier and remit envelopes will be used at the onset of the disaster declaration. The decision to include/not to include custom carrier and remit envelopes will be reviewed as the resumption process continues.

Zip Sorting:

- DataProse will continue to process mail pieces in zip code order for presentment to the USPS to ensure the best Postal rate is achieved.
- DataProse will provide a report of volume for work processed each day.

Production Services:

- DataProse will continue to perform job reconciliation and postage payment functions.
- DataProse will continue to perform reprint capabilities.

Warehousing:

• All incoming, receiving, and warehousing functions will be performed by the alternate processing facilities or the third party print and mail vendor.

6. Client Communications

As part of a comprehensive communications plan that outlines the management, escalation and communication processes during a disaster situation, the facility general manager will coordinate communications to its internal customers. Working together and in accordance with the overall business continuity plans, communications will share information and/or impacts with clients as timely as is possible.



Statement Container Includes:

PRICING

The following pricing applies to Water Bill statement production. The monthly statement volume is estimated at 670 statements/month including delinquent notices.

\$0.22

Ea.

Statement container medades.	Ÿ U.L.L	
 Data processing Duplex CM K (full color) imaging Full color front Optional backer included 8.5 x 11 paper, 24# white offset Perforated payment coupon #10 standard DataProse window envelope #9 standard DataProse window return envelope Fold, Insert, presort and deliver to USPS 		
Additional Inserts	\$0.01	Ea.
- cost to insert (newsletter, buck slip, etc.)		
Implementation: AVR	\$500.00	One-time
Optional Charges/Services:	\$0.015	r _o
Statement Archive	\$0.015	Ea.
- includes 12 months of storage	ć0.0 <i>4</i>	Γ-
Additional Impressions	\$0.04	Ea.
Oversized bills (8-99 pages) o Grouped statements too large to fit in #10 o Includes 9 x 12 envelope o Includes hand inserting	\$0.40	Ea.
Additional programming – client requested/approved	\$125	Hour
NCOALink (Address Correction/Update)	\$0.50	Correction
 includes report 	Ş0.30	Correction
Bill Suppression (Data Processing only) – if applicable	\$0.05	Record
Offline folding o For inserts provided by City that are not folded	\$0.01	Ea.
Special Handling – Overnight + FedEx charge	Cost	Ea.



G	loss	ary	ot	16	eri	ms:	

Imaging of one side of one piece of paper. Each piece of paper

potentially contains two (2) impressions.

USPS United States Postal Service

Laser Imaging The process where the application of dry toner (ink) is electro statically

applied and bonded to a piece of paper.

Simplex Laser imaging of one (1) side of a piece of paper.

Duplex Laser imaging of both sides of a piece of paper.

OE Outer Envelope
RE Reply Envelope

Presorting The act of organizing mail according to the rules and regulations defined

by the USPS in order to achieve lower postage rates and increase

deliverability of mail.

Additional Inserts Any item requested to be placed into the mail container above and

beyond

the bill and the RE

Container One complete piece of mail packaged into one OE

Business Day Any day in which the USPS as well as the U.S. Federal Reserve are open

for business.

Ann Weaver

From:

Bill Murray

bmurray@dataprose.com>

Sent:

Tuesday, February 20, 2018 4:03 PM

To:

Ann Weaver

Subject:

RE: Quote

Hi Ann,

Based on your postage expense for last month, and based on the USPS pricing below, the City's statements seem to be going out in the First-Class Metered category for a 1 oz. piece. Effective 1/21/2018, that rate went from \$0.46 to \$0.47. Please refer to the first postal chart below. DataProse will presort the City's statements, and without seeing the data file, I would assume they will sort @ the \$0.424 rate – please refer to the second chart below.

Hope this helps.



2018 Price Change

Key First-Class Mail Single- Piece Prices	Current Price	New Price	Percent Change
Stamp Price 1 Oz.	0.49	0.50	2.0%
Single Piece Additional Ounce	0.21	0.21	0.0%
Meter Price 1 Oz.	0.46	0.47	2.2%
Single-Piece Flats 1 Oz.	0.98	1.00	2.0%
Single-Piece Cards	0.34	0.35	2.9%

From: Ann Weaver [mailto:aweaver@cityofshoreacres.us]

Sent: Tuesday, February 20, 2018 6:19 AM
To: Bill Murray < bmurray@dataprose.com

Subject: RE: Quote

Thank you, Bill – is there an additional charge for postage? Ann

From: Bill Murray [mailto:bmurray@dataprose.com]

Sent: Monday, February 19, 2018 10:38 PM

To: Ann Weaver Subject: RE: Quote

Hi Ann,

Attached is our proposal response for your review. I apologize for the delay in getting this to you. I was out of the office Thursday and Friday for a late-notice business trip. Please review as you are able. I will call no later than Wednesday to answers any questions you have.

Thank you for the consideration!

Best regards, Bill

WILLIAM K MURRAY | CEO | 972.462.5477 OFFICE | 972.462.5428 FAX

DATA prose Fine

From: Ann Weaver [mailto:aweaver@cityofshoreacres.us]

Sent: Friday, February 16, 2018 6:28 AM **To:** Bill Murray < bmurray@dataprose.com>

Subject: Quote

Good Morning, Please advise the status of the requested quote.

Thank You Ann Weaver Utility/Building Clerk City of Shoreacres



601 Shore Acres Blvd Shoreacres, TX 77571 281-471-2244

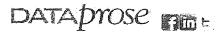


Key First-Class Mail Bulk Prices	Current Price	New Price	Percent Change
Mixed AADC Automation Letters	0.423	0.424	0.2%
AADC Automation Letters	0.403	0.408	1.2%
5-Digit Automation Letters	0.373	0.378	1.3%

Here is the link where these rates are posted: https://postalpro.usps.com/storages/2017-10/2018 Price Change%20(10.11.2017).pdf

Regards, Bill

WILLIAM K MURRAY | CEO | 972.462.5477 OFFICE | 972.462.5428 FAX



From: Ann Weaver [mailto:aweaver@cityofshoreacres.us]

Sent: Tuesday, February 20, 2018 10:25 AM **To:** Bill Murray < bmurray@dataprose.com>

Subject: RE: Quote

Bill,

Last month it was \$306.09 for 664 pieces.

Ann

From: Bill Murray [mailto:bmurray@dataprose.com]

Sent: Tuesday, February 20, 2018 11:24 AM

To: Ann Weaver Subject: RE: Quote

Yes. The pricing is for services only. Do you know what you are currently paying for postage?

WILLIAM K MURRAY | CEO | 972.462.5477 OFFICE | 972.462.5428 FAX

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