

CITY CLERK ORIGINAL

C-7105-3
08/02/2012

 <p>GLENDALÉ</p>	<p>Contract Amendment No. Three (3) RFP # 09-20 – Contract #C-7105 Printing of the Water Bills</p>	<p>CITY OF GLENDALE Materials Management 5850 West Glendale Avenue, Suite 317 Glendale, Arizona 85301</p>
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In accordance with the Special Terms and Conditions, the above referenced contract is amended as follows:

The option to extend the term of the agreement is exercised this August 1, 2012. The term of the contract is hereby extended from October 27, 2012 through October 26, 2013, unless terminated, canceled or extended as provided within the contract.

Under Exhibit B, Compensation, the following items are hereby changed:

1. Price decrease for utility bills only from \$0.104 to \$0.10 per bill.

Under Exhibit A, Project, the following items are hereby added:

2. Online Bill Presentment for utility bills shall be offered at no additional cost to the City.
 - a. **Scope** - At the highest level, InfoSend shall provide the City with the ability to securely and electronically bill customers who chose to receive bills via email, utilizing InfoSend's Online BillPay application. City customers can sign up for this service on their own using the InfoSend hosted enrollment portal, or they can contact City Customer Service Representatives who will have the ability to enroll them in the eBilling program. In the scope of these services, InfoSend shall provide the following:

Security: eBilling services using an advanced platform (three-tier) architecture that maximizes security by separating the presentation, application and database layers. All web communication utilizes 256-bit SSL technology, and all customer data is stored securely behind a robust firewall. InfoSend is a PCI-Level 1 certified vendor.

Customer Self Enrollment: The service shall include a portal to allow customers to enroll in eBilling services, setup a username & password, and manage eBill preferences. The portal must be customized using the City's logo, banner and other requested branding materials. The portal shall require customers verify their email address is valid by clicking an authenticating "activation link" prior to beginning service. The portal will allow a customer to enroll multiple accounts under a single login and password. The City shall have the ability to force "paperless" to enrolled customers if this is the preference.

Portal Features: The portal will provide the customer a consolidated overview of the most recent bill, as well as the ability to view up to 12 months of bill history. The portal shall include the ability to add insert communications to be hosted on the InfoSend administered site and made available for customer view. Customers shall have the ability to receive eBills only, or to receive both eBills and paper bills.

Email Notices and PDF Bill Delivery: InfoSend shall provide system generated emails for certain events, including new bill notifications, customer service replies and email address or preference modifications. The system will email PDF replicas of the printed bill to the customers email address. Bills shall contain identical information and have identical appearance to the paper statements customers would otherwise receive.

Link to Payments: The eBilling service must recognize that the City contracts with a payment processing service. InfoSend shall provide a direct link to the City's payment user interface allowing customers to make online payments on their accounts through the City's payment system.

Customer Service Admin Portal: InfoSend shall provide City's customer service representatives with a portal for managing the application. This portal includes the ability to enroll customers in eBilling services, resend bills, update email addresses and otherwise manage eBilling settings at a customer's request. City's customer service representatives shall also be provided access to securely view 18 months of archived eBills.

Customer Service Tracking: InfoSend shall provide a two way secure communication tool as part of the application, whereby residents can submit requests securely via the user portal to the City's customer service representative portal. Customer service representatives shall have the ability to respond and "close" the request when resolved. Communications are to be permanently archived.

Reporting: Provide a listing of all currently active email addresses and all associated demographic data, at least monthly, or upon request of the City.

InfoSend Hosted: provide all Hardware associated with the provision of the services noted in these specifications. The platform shall be PCI DSS certified with a Level I rating.

Any information obtained by InfoSend through the use of the eBilling system shall be used only for the purpose of the City's eBilling. InfoSend shall not use the information for any other purpose, including, but not limited to, solicitation. InfoSend shall not sell, or otherwise release, any information obtained or used by the eBilling system to any party without the express written consent of City's authorized personnel. All information obtained by InfoSend or used by the

eBilling service shall be maintained under strict security to prevent any unauthorized release of the information. Furthermore, InfoSend shall develop and maintain the eBilling system, and implement all security measures necessary, to prevent any party from accessing the City's and customer's information.

All other provisions of the contract shall remain in their entirety.

With the extension of this agreement, a current insurance certificate is required. The certificate and policy shall name the City of Glendale as an additional insured and shall be primary coverage for the activity of the contractor. The current insurance certificate expires February 24, 2013.

In witness whereof, the parties hereto have executed this amendment to be effective the date first written above.

Contractor hereby acknowledges receipt of and is in agreement with the amendment. A signed copy must be filed with the City of Glendale Materials Management office. Please provide current information if the address has changed.	
InfoSend, Inc. 4240 E. La Palma Ave. Anaheim, CA 92807 Phone: 800-955-9330 Email: russ.n@infosend.com	
 Signature	8/2/12 Date
RUSS PETRAITIS, CEO Printed Name and Title	