

Bid# 7985  
Contract# BC-23-7985

**Contract for Services  
Terms and Conditions**

**Barnstable County  
3195 Main Street  
Barnstable, MA 02630**

THIS AGREEMENT is made this 7th day of September 20 22 by and between

Cathedral Corp. 632 Ellsworth Rd Rome NY 13441  
(Contractor's Legal Name and Address)

(hereinafter referred to as Contractor), and Barnstable County (hereinafter referred to as County and collectively as the "Parties").

The Contract for Services Terms and Conditions and any agreed upon changes thereto included in any Contract Amendments shall take precedence over any additional or conflicting terms and conditions as may be included in any other document attached hereto.

NOW THEREFORE, the County and the Contractor do mutually agree as follows:

**1. Employment of Contractor.** The Contractor hereby agrees to perform the services hereinafter set forth in the Scope of Services. Contractor hereby agrees to hold the County harmless from any claims regarding worker's compensation benefits, unemployment compensation benefits, retirement benefits, or any other benefit normally attributable to the status of "employee" and Contractor specifically agrees to pay for all damages incurred by the County or Town, including costs, benefits, and reasonable attorney fees in the event the Contractor files such claim.

**2. Scope of Services.** The contractor shall perform the scope of services set forth in Attachment A Project Description and Exhibit 1 Technical Proposal consisting of fourteen (14) pages

**3. Contract Amendments.** The following amendments to the Contract have been executed by duly authorized representatives of the Parties and are attached hereto and incorporated herein:

**4. Time of Performance.**

9/7/22                      6/30/25  
Start Date                      End Date

**5. Responsible County Official:** The County Official and Department exercising managerial and budgetary control for this Contract shall be: Town of Chatham

**6. Payment:**

- A. The County shall compensate the Contractor for the services rendered at the rate of \$ varies per attachment B (e.g., hour, week, quarterly, project, etc.).
- B. In no event shall the Contractor be reimbursed for time other than that spent providing the described service(s).
- C. Payment will be made upon submittal and approval of the Contractor's Invoice(s) that is (are) received Monthly\_\_\_\_, Quarterly\_\_\_\_, Other X (specify) per attachment A.
- D. Reimbursement for Travel and Other Contractor Expenses:
- All travel and meals are part of this Contract. No reimbursement will be made.
  - Contractor will be reimbursed for pre-approved travel in an amount not to exceed \$\_\_\_\_\_. Copies of receipts must be submitted. Any expense claimed by the Contractor for which there is no supporting documentation shall be disallowed.
  - Contractor will be reimbursed for OTHER expenses in an amount not to exceed \$\_\_\_\_\_.
  - OTHER Expenses shall be limited to: \_\_\_\_\_.  
Copies of receipts must be submitted. Any expense claimed by the Contractor for which there is no supporting documentation shall be disallowed.
- E. The total of all payments made against this Contract shall not exceed: \$ 6,630.00/ per year

Upon acceptance of the Contractor's invoice, payment will be made within thirty (30) days. If an invoice is not accepted by the County within fifteen (15) days, it shall be returned to the Contractor with a written explanation for the rejection. At the end of each County fiscal year Contractor must submit any outstanding invoices for services performed or delivered during the fiscal year (July 1-June 30) to the County no later than July 31<sup>st</sup> of the year when the services were performed. Contractors shall submit invoices within sixty (60) days of completing the work.

**7. Certification.** Contractor certifies under the pains and penalties of perjury that pursuant to Mass .Gen. Laws ch.62C, §49A, that the Contractor has filed all state tax returns, paid all taxes and complied with all applicable laws relating to taxes; and that pursuant to Mass. Gen. Laws ch.151A, §19A(b), has complied with all laws of the Commonwealth relating to contributions and payment in lieu of contributions to the Employment Security System; and, if applicable, with all laws of the Commonwealth relating to Worker's Compensation, Mass. Gen. Laws ch.152 and payment of wages, Mass. Gen. Laws ch. 149, § 148. Pursuant to federal law, Contractor shall verify the immigration status of all workers assigned to the contract without engaging in unlawful discrimination;

**8. Termination or Suspension of Contract for Cause.** If through any sufficient cause, the Contractor or the County shall fail to fulfill or perform its duties and obligations under this Contract, or if either party shall violate or breach any of the provisions of this Contract, either party shall thereupon have the right to terminate or suspend this Contract, by giving written notice to the other party of such termination or suspension and specifying the effective date thereof. Such notice shall be given at least fifteen (15) calendar days before such effective date.

**9. Termination for Convenience of County.** The County shall have the right to discontinue the work of the Contractor and cancel this contract by written notice to the Contractor of such termination and specifying the effective date of such termination. In the event of such termination or suspension of this Contract, the Contractor shall be entitled to just and equitable compensation for satisfactory work completed, for services performed and for reimbursable expenses necessarily incurred in the performance of this Contract up to and including the date of termination or suspension.

10. **Non-Discrimination in Employment and Affirmative Action.** The Contractor shall take affirmative action to ensure that qualified applicants and employees are treated without regard to age, race, color, religion, sex, marital status, sexual orientation, national origin, disability, or Vietnam Era Veteran status. The Contractor agrees to comply with all applicable Federal and State statutes, rules and regulations prohibiting discrimination in employment including but not limited to: Title VII of the Civil Rights Act of 1964, as amended; Massachusetts General Laws Chapter 1518§(1); the Americans with Disabilities Act of 1990; and all relevant administrative orders and executive orders including Executive Order 11246.

11. **Subcontracting.** None of the services to be provided to the County pursuant to this Contract shall be subcontracted or delegated in whole or in part to any other organization, association, individual, corporation, partnership or other such entity without the prior written approval of the County. No subcontract or delegation shall relieve or discharge the Contractor from any obligation or liability under this Contract except as specifically set forth in the instrument of approval. If this Contract is funded in whole or in part with federal funds, Contractor further agrees to comply with the provisions of the Office of Management and Budget Circular A-110, as amended, with respect to taking affirmative steps to utilize the services of small and minority firms, women's business enterprises and labor surplus area firms. All subcontracts shall be in writing and shall contain provisions which are functionally identical to, and consistent with, the provisions of this Contract. The County shall have the right to obtain a copy of the subcontract upon request.

12. **Interest of Members of County and Others.** No officer, member or employee of the County, and no member of its governing body of the locality or localities in which the Project is situated or being carried out who exercises any functions or responsibility in the review or approval of the undertaking or carrying out of the Project, shall participate in any decision relating to this Contract which affects his personal interest or the interest of any corporation, partnership, or association in which he is directly or indirectly financially interested or has any personal or pecuniary interest, direct or indirect, in this Contract or the proceeds thereof.

13. **Conflict of Interest.** Contractor acknowledges that it may be subject to the Massachusetts Conflict of Interest statute, Mass. Gen. Laws ch. 268A, and to that extent, Contractor agrees to comply with all requirements of the statute in the performance of this Contract.

14. **Assignability.** The Contractor shall not assign any interest in this Contract and shall not transfer any interest in the same (whether by assignment or novation), without the prior written consent of the County thereto; provided, however that claims for money due or to become due the Contractor from the County under this Contract may be assigned to a bank, trust company, or other financial institution without such approval. Notice of any such assignment or transfer shall be furnished promptly to the County.

15. **Recordkeeping, Audit, and Inspection of Records.** The Contractor shall maintain books, records, and other compilations of data pertaining to the requirements of the Contract to the extent and in such detail as shall properly substantiate claims for payment under the Contract. All such records shall be kept for a period of seven (7) years or for such longer period as is specified herein. All retention periods start on the first day after final payment under this Contract. If any litigation, claim, negotiation, audit or other action involving the records is commenced prior to the expiration of the applicable retention period, all records shall be retained until completion of the action and resolution of all issues resulting therefrom, or until the end of the applicable retention period, whichever is later. If this contract is funded in whole or in part with state or federal funds, the state or federal grantor agency, the County or any of its duly authorized representatives or designees, shall have the right at reasonable times and upon reasonable notice, to examine and copy, at reasonable expense, the books, records and other compilations of data of the Contractor which pertain to the provisions and requirements of this Contract. Such access shall include on-site audits, review and copying of records.

16. **Findings Confidential.** Any reports, information, data, etc., given to or prepared or assembled by the Contractor under this Contract which the County requests to be kept as confidential shall not be made available to any individual or organization by the Contractor without the prior written approval of the County.

17. **Publication, Reproduction and Use of Material.** No material produced in whole or in part under this Contract shall be subject to copyright in the United States or in any other country. The County shall have the unrestricted authority to publish, disclose, distribute, and otherwise use, in whole or in part, any reports, data or other materials prepared under this Contract.

18. **Political Activity Prohibited.** None of the services to be provided by the Contractor shall be used for any partisan political activity or to further the election or defeat of any candidate for public office.

19. **Anti-Boycott Warranty.** During the term of this Contract, neither the Contractor nor any "affiliated company" as hereafter defined, shall participate in or cooperate with an international boycott, as defined in Section 999 (b) (3) and (4) of the Internal Revenue Code of 1954, as amended by the Tax Reform Act of 1986, or engage in conduct declared to be unlawful by Sections 2 and 3 of Chapter 151E, Massachusetts General Laws. As used herein, an "affiliated company" shall be any business entity of which at least 51% of the ownership interested is directly or indirectly owned by the Contractor or by a person or persons or business entity or entities which directly or indirectly own at least 51% of the ownership interests of the Contractor.

20. **Choice of Law.** This Contract shall be construed under and governed by the laws of the Commonwealth of Massachusetts. The Contractor and the agents thereof, agree to bring any federal or state legal proceedings arising under this Contract, in which the County are a party, in a court of competent jurisdiction within the Commonwealth of Massachusetts. This paragraph shall not be construed to limit any rights a party may have to intervene in any action, wherever pending, in which the other is a party. All parties to this contract and covenant agree that any disputes be litigated in the District or Superior courts in Barnstable County.

21. **Force Majeure.** Neither party shall be liable to the other nor be deemed to be in breach of this Contract for failure or delay in rendering performance arising out of causes factually beyond its control and without its fault or negligence. Such causes may include but are not limited to: acts of God or the public enemy, wars, fires, floods, epidemics, strikes, or unusually severe weather. Dates or times of performance shall be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

22. **Indemnification.** To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the County, its elected or duly appointed officers, and employees against liability, losses, damages or expenses (including reasonable legal expenses) resulting from any claim based upon to the extent caused by breach of this contract or negligent acts, errors or omissions or willful misconduct of the Contractor, its employees or its agents in providing its service(s) to the County pursuant to the Contract. After prompt notification of a claim by the County, the Contractor shall have an opportunity to participate in the defense of such claim and any negotiated settlement agreement or judgment. The County shall not be liable for any costs incurred by the Contractor arising under this paragraph. Any indemnification of the Contractor shall be subject to appropriation and applicable law. Notwithstanding the foregoing, Contractor has no obligation to defend or pay indemnitee defense costs incurred prior to a final determination of liability or to pay any amount that exceeds the proportionate share of Contractor's finally determined percentage of liability as determined by a court of competent jurisdiction.

23. **Compliance with Laws.** The Contractor shall promptly comply with all applicable laws, rules, regulations, ordinances, orders and requirements of the Commonwealth and any state or federal governmental authority relating to the delivery of the services described in this Contract subject to section 18 above. Unless otherwise provided by law, the Contractor shall promptly pay all fines, penalties and damages that may arise out of or are imposed because of the Contractor's failure to comply with the provisions of this section and, shall indemnify the County against any liability incurred as a result of a violation of this section. If the Contractor receives federal funds pursuant to this Contract, Contractor understands and agrees to comply with all requirements outlined in the Office of Management & Budget Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards (2 CFR Part 200 subpart A-F)

24. **Tax Exempt Status.** The County is exempt from federal excise, state, and local taxes; therefore, sales to the County are exempt from Massachusetts sales and use taxes. If the County should become subject to any such taxes during the term of this Contract, the County shall reimburse the Contractor for any cost or expense incurred. Any other taxes imposed on the Contractor on account of this Contract shall be borne solely by the Contractor.

25. **Headings, Interpretation and Severability.** The headings used herein are for reference and convenience only and shall not be a factor in the interpretation of the Contract. If any provision of this Contract is declared or found to be illegal, unenforceable, or void, then both parties shall be relieved of all obligations under that provision. The remainder of the Contract shall be enforced to the fullest extent permitted by law.

26. **Waiver of Liability.** The Contractor hereby covenants and agrees to waive any and all claims against Barnstable County and release Barnstable County from any liability for Contractor's negligent actions in performing of the Scope of Services.

27. **Amendments.** The County may, from time to time, require changes in the Scope of Services to be performed hereunder. Such changes, including any increase or decrease in the amount of the Contractor costs, which are mutually agreed upon by the County and the Contractor, shall be incorporated in written amendments to this Contract.

28. **Entire Agreement.** The Parties understand and agree that this Contract and its attachments or amendments (if any) constitute the entire understanding between the Parties and supersede all other verbal and written agreements and negotiations by the Parties relating to the services under this Contract.

29. **Notice.** Unless otherwise specified, any notice hereunder shall be in writing addressed to the persons and addresses indicated below (Name, postal address, phone, email address):

**To the County:** Jennifer Frates, Chief Procurement Officer  
3195 Main Street Barnstable, MA 02630 508-375-6637 jennifer.frates@barnstablecounty.org


**To the Contractor:** CEO, Marianne Gaige mgaige@cathedralcorporation.com  
Cathedral Corp. 632 Ellsworth Rd Rome NY 13441

*Employees of Barnstable County shall not be held personally or contractually liable by or to the Contractor under any term or provision of this Contract or because of any breach thereof. This Contract is not binding until signed by an authorized County official.*


IN WITNESS WHEREOF, the County and Contractor have executed this Agreement this date: 9/25/2022

**FOR THE COUNTY:**

**BARNSTABLE COUNTY:**

DocuSigned by:  
  
CC780D50A9064FE...  
Sheila Lyons, Chair  
\_\_\_\_\_

**FOR THE CONTRACTOR: Cathedral Corp.**

DocuSigned by:  
  
FA009B0A8239466  
Marianne Gaige, CEO  
9/22/2022  
\_\_\_\_\_  
Date

## **ATTACHMENT A** **Project Description**

### Scope of Work

**PURPOSE:**

On behalf of the Towns of Barnstable County, the Chief Procurement Officer (CPO) is soliciting responses from qualified firms who perform utility and tax bill printing. This solicitation is being conducted in accordance with the provisions of Massachusetts General Laws Chapter 30B.

A three (3) year contract shall be awarded, pursuant to M.G.L. c.30B, to the responsible and responsive proposer offering the most advantageous proposal. The County anticipates a September 1, 2022 start date; however, the actual period will be determined as mutually agreed upon between the County and successful Respondent.

The County expects the Vendor to provide the following services:

1. Vendor must accept a data file transmission from the Towns;
2. Vendor must provide PDF documents to the Towns' Online payment Vendor as they require to allow for the bills to appear on the online bill payment vendor's website.
3. Vendor must receive a file from the Towns' Online payment and, based on that file, suppress the printing of bills based on a request to do this from the Bill Pay customer.
4. Vendor must provide bill proofs to the Towns prior to each billing, demand and warrant printing.
5. Vendor must provide #10 Outbound envelope, #9 Courtesy Reply envelope, 8.5" x11 Invoice micro-perforated at remittance stub.
6. Vendor must be able to laser print invoice on 8.5" x 11" sheet of paper (with color-coded stripe or print to distinguish each type of invoice, micro-perforated at remittance stub with OCR-A scan line for both the Customer and Towns copy since the customer does not always provide the correct coupon.).
7. Invoice and return address envelope #9 must be included in the mailing sent to the customer.
8. Vendor must have in place and provide as part of the response a comprehensive Quality Control Plan for ensuring the data, printing, and mailing is error-free- no poor quality outputs or reprinting must be done.
9. Vendor must produce and deliver mail to the USPS.
10. Vendor must mail via presorted First Class mail to maximize postal discounts.
11. Affidavit of mailing is required and should be mailed directly to the Treasurer.
12. Vendor must provide a description of printing and mailing equipment used and explain how redundancy is achieved in the event of equipment failure at the facility.
13. CASS Certification must be run to get the best bulk mailing rates.

14. Issues with CASS certification errors for the address for the bills must be provided to the Towns so that the Towns can correct its address information.
15. Vendor must prepay for postage on Towns' behalf and bill the Towns for actual postage used on a monthly basis.
16. Access and training on the latest tools available to printer, including but not limited to mail delivery verification, CASS, Forwarding, and other tools currently available and may become available in the future.
17. Continue to provide information on changes to the bill print State requirements, and advice on how the Town can adhere to State requirements.
18. Continuously provide best practice information learned from other communities.
19. Immediately change the envelopes to all the Post Office to forward mail to Tax and Utility billing customers. The address on the bill should not be changed.
20. For each mailing, provide statistics on the combination of the same bill type where the name and mailing address are the same and the documents are stuffed in the same envelope. Please also provide Statistics on when the Personal Property tax bills are stuffed in an envelope together with a Real Estate tax bill. Provide a list of Personal Property tax bills that were not stuffed into the same envelope with a Real Estate bill. Most often this will occur with commercial businesses.
21. Help resolve with the Post Office street name issues for the Town addresses that are not properly recognized in CASS databases.
22. Invoices must be printed on recycled or sustainably certified paper.

Other options that can be provided to the Town to be evaluated:

1. Ability to match multiple bills destined to the same customer and mailing address in the same batch. Matched bills must be inserted into one appropriate size envelope and metered first-class separately and delivered to the USPS at the same time as all other bills are delivered.
2. Other ways to save the Towns money or time.

Additional Information:

Please Note that the Estimated Quantities listed in the Bid Form are for original billing only. Demands are not included but will need to be printed on an ongoing basis.

The Town of Barnstable has 5 Fire Districts that require additional tax rates to be printed on Real Estate and Personal Property bills.

Town of Chatham requires the following colored paper on their Utility Bills

- Real Estate – Green
- Personal Property – Pink
- Water - Blue





## In Your Industry

### Introduction

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Barnstable County is seeking a print production vendor to replace their current relationship with Globe Direct for the printing and mailing of Real Estate, Personal Property, Motor Vehicle Excise and Boat Excise Tax and Demand bills throughout the year. This RFP involves the joint volumes of 9 different towns in Barnstable County, MA (Barnstable, Chatham, Dennis, Eastham, Falmouth, Harwich, Orleans, Truro and Yarmouth).

Cathedral Corporation specializes in the timely, accurate manipulation, processing and distribution of invoices and related information via the U.S. mail and the Internet for clients nationwide. We take a flexible, client-centric approach to the design and implementation of every project we undertake.

Many/All of the towns involved in this RFP rely upon Invoice Cloud for Electronic Bill Presentment and Payment services. Cathedral has enjoyed a strategic partnership with Invoice Cloud for more than 12 years, in which each company delivers their expertise to the other's client base in areas of invoice delivery in both print and electronic formats as well as electronic payments. This continues to be one of our most successful partnerships.

This proposal will address Cathedral capabilities and plan to meet the Barnstable County's needs. Companies choose Cathedral because they are seeking a true strategic partner, rather than a "vendor". We rise to this challenge and deliver solutions that provide measurable benefits to our clients, and our clients' clients, every day.

**Integrity. Commitment. Service. We live here.**



**We Live  
Here**

**In  
Your  
Industry**

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All pricing and solutions outlined in this document, with the exception of materials/paper pricing, are valid for 90 days from the date that appears on the cover page. All information contained herein is proprietary and confidential to Cathedral Corporation and may not be revealed to any other company or organization than that named on the cover sheet without the express written permission of Cathedral Corporation.



**We Live  
Here**

**Focused  
On  
Your  
Needs**



## Executive Summary

Barnstable County RFP constituents (the towns) currently rely upon Globe Direct to produce and mail a variety of Real Estate, Personal Property and Motor Vehicle/Boat Excise tax bills, as well as Water bills, at varying frequencies and intervals. Many/All of the towns currently rely upon Invoice Cloud for Electronic Bill Payment and Presentment (EBPP) services. Cathedral has been in partnership with Invoice Cloud on projects like this for more than 12 years and can easily support that integration.

This solution outline will address the delivery of paper bills via the U.S. Mail (both domestic and foreign), and also making electronic PDF copies of those bills available to towns' staff as well as third parties via SFTP of bulk PDF images of mailed bills. Bill copies will also be made available to the Invoice Cloud platform via our current API platform with them.

All bills will be produced completely in black ink on plain paper stocks along with generic #10 and #9 window envelopes. Our solution support variable, dynamic color printing as well, so some towns' preference for color bands/bars horizontally or vertically on pages to distinguish bill types quickly visually can be easily supported.

Data will be delivered to Cathedral directly from the towns' various system data providers (Munis, Vadar, etc.). Cathedral is generally platform agnostic and can receive and manipulate files in almost any format.



## Cathedral Profile

Cathedral Corporation is a privately-owned company that provides high caliber state of the art data processing, laser printing, mailing and electronic presentment services to the businesses throughout the United States. The company has been in business for **over 100 years**, and currently employs a total of almost 275 people at three production locations: Rome NY, Lincoln RI and Orlando FL. These plants work on identical hardware and software and are tethered electronically, affording a strong disaster recovery capability.



Lincoln RI



Orlando FL



Rome NY

Cathedral Corporation has been involved with the data management, printing, personalization, and high-volume mailing of business documents since the mid-1950s. These services first began as part of the fundraising programs and activities offered by Cathedral's Church Stewardship Division, which serves over 5000 customers nationwide. In 1990, Cathedral expanded its operations to include a wide range of business-to-business communication services that have since surpassed the revenue generated by our nonprofit segments.

Cathedral specializes in strategic financial communications for telecommunication and utility companies, banks and credit unions, healthcare providers and insurers, mutual fund and insurance companies and government agencies. Cathedral Corporation's core competencies include data management and application development, high quality laser printing, intelligent and selective inserting, and electronic document presentment. Customer applications include check issuance, statement rendering, bill and notice rendering, and other transactional documents and communications.

Cathedral currently produces tax and utility bills for over 100 towns/counties and private utility companies in NY, MA and Florida.

Cathedral's business strategy is illustrated by our value proposition; tailored services, special treatment, and true partnership separate us from all other outsourcing companies. Our knowledge and expertise in data processing, unsurpassed quality in the processing, printing and mailing of strategic financial documents, and extraordinary customer support and service have allowed our clients to develop comfort and confidence in our relationship based upon measurable performance.



## Execution

## At The Point Of Execution

### **Quality Through Design**

Cathedral has developed a unique approach to the accurate, documented control of all printed items through our plant. This Standard Operating Procedure (SOP) incorporates dual signoffs within departments and additional signoffs across departments as completed work moves through production.

Our data processing routines methodically and carefully tally hash totals in client inbound files, and also verify that all inbound files have data integrity (valid data sets, valid company I.D.'s and divisions, etc). Once the data is proven, Data Processing Summary Reports are created. Upon confirmation of those totals, reports and work orders are released to production to commence work.

Once processing is complete print files are created and addresses are organized electronically according to package weight. Any pull ("do not mail") files are processed first for delivery and handled per customer requirements. At the end of this process a reconciliation report is printed that details all of the counts and materials used for this particular cycle. This control report is used by downstream production departments for quality control and reconciliation.

Cathedral accounts for every data item and printed piece through the entire production process. We reconcile at every production step, including data processing, presorting, laser printing, inserting, mailing, and USPS acceptance, with the original data file received from the customer. Each department must accept and sign for the job components received from the preceding department.

### **Laser Printing Management**

Production files are output to a laser printing queue that is managed by authorized laser printing personnel. The operator retrieves the file, and confirms the page, image and control totals and once they are confirmed with the control reports, proceeds to open the file for printing. As per our SOP, any machine interruptions or jams are documented and repaired, with dual signoffs within the department and addition sign offs and review by our finishing/clearing center.

Our production platforms for print production provide everything you could require. From plain black print on high speed cut sheet platforms, to Magnetic Ink Character Recognition (MICR) for checks, to inline printing and binding via Xerox Nuvera printers, to lustrous, high DPI full color output on Xerox iGen systems to very fast, full color, continuous form production on Xerox Impika platforms. We have you covered for all your potential variable print production needs.



## Execution

## MRDF At Inserting Stations Means Absolute Item Control

### Inserting and Mailing

The completed printed documents are then staged in a secure location for acceptance by the inserting and mailing department. The mailing operator and supervisor review the same control report and confirm the correct counts of pages, images, packages and inserts are ready for their use. Only then does the inserting and mailing process start.

Cathedral recently upgraded our Mail Operations environments to incorporate **Mail Run Data File (MRDF)** technology. This entails having file-based operations overseeing all mail inserting. File servers are attached to the intelligent mail inserters, and databases on those servers describe all components of each mail item at the component level (sheets for that item as well as all associated inserts). We place 2D optical marks on each sheet of paper for every mail item and the system tracks and verifies the accurate collation and completion of those pieces. Cameras also function at each mail station hopper to capture & verify the correct insertion of all targeted inserts for that mail item. Any variance from the information contained in the database, as well as any opportunity for error (machine stoppages, jams, etc.) causes the pieces involved to be flagged by the system for destruction and reprint. The cycle is marked as incomplete in the control database, and those tagged items are automatically diverted for secure destruction and logging. The corresponding print files for the tagged items are sent into a reprint queue to be reproduced. Once they are reproduced they are loaded to the system and scanned again. At that point, the system marks all items in the file as complete and "closes" closes that cycle.

This was a very elaborate and expensive system to install, however it dramatically improves quality beyond what was formerly available solely via manual review by the machine operators. This MRDF database also provides the underpinning for real time reporting back to customers of the progress of mail cycles in the plants.



Above you can see a sample of the both the 2D coding that drives the intelligence of the inserters (to check our operators), and the human readable sequence numbers that operators utilize (to check our machines). The human readable sequence numbers allow us to locate any item in the plant up to the point of mail acceptance by the USPS for last-minute emergency pulls requested by you. The 2D code appears on the front side of every physical sheet of paper.

This MRDF environment is often referred to as either "Closed Loop" or "Touch and Toss" as well. It's often something you find in place only at much larger printing and mailing vendors due to the effort and expense involved in its installation.



### Execution

### Special Handling

It is the rule, rather than the exception, for Cathedral to receive (via web interface, fax, and coded data set included with the original file transmission) Special Handling instructions for hundreds of packages per day from clients. These are typically packages that are being directed to a different address. We exercise extreme control in the expediting of these special requests, involved staff in the Customer Service, Mail Shop and Clearing Center departments. All involved staff must participate in and sign off on the proper disposition of these items.

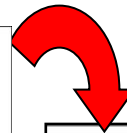
Any special handling requirements related to your application fall into this category. A 2D code as you see outlined at the top of the page would be programmed to have the equipment "tip out" the requested items. Mail room staff and then clearing room staff would compare the items redirected by the equipment to the edit list created by data processing to make certain that we account for all of the items.

### A Step Farther

Cathedral does not stop monitoring your important documents when they leave our premises. Utilizing our online Customer Service Center (CSC), client service reps at both your company and Cathedral can monitor the flow of mail across the United States. This allows us to pinpoint areas of concern, or to confirm that mail in a certain area of the country has had some service interruption that we can bring to the attention of the U.S.P.S. representatives.

From a pure "client services" point of view this allows you to prove to any intended recipient posing an inquiry that the mail was duly processed and turned over to the USPS on time and in good order.

### Mail Tracking Available



Mail Piece Tracking

Click This to Load

Entry Point scans for U7124843397500039434:

Shipment ID	Entry Point	Zip Code	Date Scanned
U7124843397500039434	INDIVIDENCE	02909	11/10/2005 11:45:04 AM

Processed	Region	District	Facility	Operation
11/12/2005 11:19:30 AM	EASTERN	SOUTH JERSEY	MAIN OFFICE STATION_1980	DBCC/DIOSS BCR DPL 2ND PASS
11/12/2005 11:05:14 AM	EASTERN	SOUTH JERSEY	MAIN OFFICE STATION_1980	DBCC/DIOSS BCR DPL 1ST PASS
11/12/2005 11:30:19 AM	EASTERN	SOUTH JERSEY	MAIN OFFICE STATION_1980	DBCC/DIOSS BCR DPL 2ND PASS
11/11/2005 11:17:00 PM	EASTERN	SOUTH JERSEY	MAIN OFFICE STATION_1980	DBCC/DIOSS BCR DPL 1ST PASS
11/11/2005 9:15:41 PM	EASTERN	SOUTH JERSEY	MAIN OFFICE STATION_1980	DBCC/DIOSS BCR DPL 1ST PASS
11/10/2005 10:36:45 PM	NORTHEAST	SE NEW ENGLAND	CORLISS PARK STATION	DBCC/DIOSS BCR D/O PRIMARY

6 entries displayed.

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**Through the inclusion of USPS IMB bar codes in the name and address panel, we can track and report the movement of mail across the country, as you can see from the screen shot to the right.**

We can also monitor mail coming back to you from your customers. These responses can be survey requests or bill payments. In the case of the latter we can help you automate a process to interrupt adverse actions related to nonpayment (repossession, property liens, policy cancellations, etc.) when the associated payment is in the mail on its way to you. Ask me how we deliver this money-saving and time-saving services to our clients today.



### Quality Monitoring and Reporting

Cathedral Corporation’s Quality System incorporates the use of an online interactive corrective action/continuous improvement system. This system is integral in allowing Cathedral to achieve the level of performance demanded at all levels of our organization to meet or exceed Customer Requirements and expectations. Any person in our organization involved in production of your statements is required to open a Corrective Action System (CAS) report any time an error has been uncovered. Phase I of this report requires the author to provide basic key information, after which the report is saved. Once saved an electronic copy of this report is distributed over our internal network to all senior management (from the president and C.E.O. down, as well as to departmental managers, customer service and account managers.

Weekly meetings are attended by senior management and quality team personnel, at which each open report is reviewed, discussed and continually moved through the review process to completion. The goal is to continually move the company toward error free output by addressing any/all errors that arise in the course of production. This system is the basis for our internal quality scoring. A sample CAS report is included below.

### Continuous Improvement

ABC COMPANY (req #040): One #10 envelope is returned to insufficient address due to the missing insert obscuring the address (see in the e-mail).

CA Status: CA is still Open?  4/20/2008  
 Containment Actions Implemented  4/20/2008

**Corrective Action Form - Part I**

CASE# 1000001 Date: 4/20/2008

If you're experiencing a problem with one of our products, please fill out and submit the following Corrective Action Form. You may also want to check out our list of known issues.

When you submit your problem report, it will be entered into our database for tracking purposes. After an initial assessment by Management, the resolution of the problem will be assigned to the appropriate Engineer. Periodically we will post notices regarding problems reported by our users in the Product Feedback section of the CAD View, and tips or workarounds on the Help page.

Please be as specific as possible when describing the problem.

1. What is your Division?

2. What Business area are you reporting? What Industry is this? (when applicable)  
 Business Services  Credit Union

3. Work Order #:

4. Please enter a concise description of the problem:  
 ABC COMPANY (req #040): One #10 envelope is returned to insufficient address due to the missing insert obscuring the address (see in the e-mail).  
 The piece is as returned to Cathedral for insufficient address.  
 (example: "Editor doesn't respond to up-arrow under image")

5. Is this problem recurring?  (i.e.: Check for Yes)

If the problem is reproducible, please list the steps required to cause it, leaving a blank line between steps:  
 Not reproducible except through very intermittent machine error.  
 (example: "1. Create a new file. 2. Insert some text...")

If the problem is not reproducible (only happened once, or occasionally for no apparent reason), please describe the circumstances in which it occurred and the symptoms observed.





**At  
The  
Point  
Of  
Collaboration**

## Technology Infrastructure

Your Cathedral team is here to support your company in every way possible, from design and planning through execution utilizing the best equipment available in the industry today.

**Inbound Transmission.** We maintain a secure network for the receipt of inbound PPL data. Clients can submit their files to Cathedral via various FTP protocols (FTP, SFTP, PGP/ZIP over FTP/VPN, etc.). Our network infrastructure is completely secure, and utilizes perimeter testing, advanced intrusion detection via firewall software to monitor and analyze traffic. Firewalls are configured in a meshed and layered configuration for both security and failover.

**Computer Processing.** Cathedral employs Windows and Unix computing platforms for data processing. PPL data is manipulated through a combination of Microsoft .NET based application development environments including licensed composition software such as Quadient Inspire (Formerly GMC) and XMPie. Cathedral can work with many file formats (fixed field, fixed length, delimited data records, mixed multi record, Print Image, PDF, Postscript, PCL, AFP, XML, JSON, etc.).

**Print Production:** We offer a full range of print technologies: MICR (for checks), plain black, highlight/spot color, full color and high-speed ink jetting. Both cut sheet and continuous form production platforms are available, to provide clients with the appropriate mix of flexibility on the forms side and increased efficiencies.

**Inserting / Mail Production:** Cathedral utilizes a combination of Pitney Bowes Intelligent, direct connect inserters. The intelligent Pitney inserters are utilized for all strategic financial documents (checks, invoices, etc.), and include Exit Scanner technology to verify that address information is visible through the envelope windows.

**Disaster Recovery:** Cathedral has installed a massively parallel BlueArc NAS solid state storage system. This system includes 3.5 terabytes of storage in each plant, and replicates all client data, programs and processed print files across our plants several times per day. This mirrored architecture provides optimal DR.

**Regulatory Compliance:** We have organized our procedures and practices to be compliant with major regulations, including HIPAA, Gramm Leach Bliley, HITECH and Sarbanes Oxley. We conduct an SSAE 16 Type II audit each year, the results of which are available to clients and prospects who execute NDA's with us.



**We Live  
Here**

**At  
The  
Point  
Of  
Engagement**

### **Recommended Solution Barnstable County**

The constituent towns will make their bill files (and associated Demands) available to Cathedral via secure FTP in advance of each bill cycle. Data will be received from the various town systems directly (Vadar, MUNIS) from the towns. Print suppression indicators in files will be incorporated into processing.

Production of the bills will predominantly be in black format (color is also available for towns that require it) and accomplished via Cathedral's continuous form Impika print production platform. All paper stock will therefore be plain, white 24# roll stock, with all resources (logos, backers, etc.) being digitally printed to prevent obsolescence of materials due to invoice backer language changes. The color frames or bars that Chatham needs, for example, can easily be supported.

Inserting and Mailing will be handled via Cathedral's closed loop, MRDF Pitney Bowes automated inserting platform to provide unparalleled integrity of the finished bills. Due to our daily mail volume, Cathedral contains a USPS Detached Mail Unit (DMU) inside each of our plants. This means that the USPS is onsite and takes possession of your mail in-plant from us each day.

Bills being delivered in the same production cycle to the same addressee can be house-held into the same envelope based on logic provided by the County/Towns. USPS automated first class discounts are obtained through Cathedral's USPS approved, CASS certified postal software from BCC/Satori. Foreign mail items will be metered at their designated rates by the USPS.

Cathedral's standard Service Level Agreement (SLA) for tax bills is 3 full business days either from the time we receive your data or receipt your formal approval to begin production. For any business day to count in the SLA countdown, Cathedral must have a production approval from the client not later than noon that day. Electronic images of bills are available to be viewed on the day that the corresponding bills are handed to the USPS.

Your staff can choose to utilize Cathedral's online customer service portal to review and approve sample bills for each run. This can also be shared via encrypted email if preferred.

All associated PDF images of bills that are designated for internal use or third-party use will be delivered via SFTP on the day bills are mailed at the latest.

Your pricing includes your capability to monitor the movement of your mail across the country via our USPS mail tracking platform. and all mandatory USPS CASS certification and National Change of Address (NCOA) processing.

We have read, understood and can meet the requirements outlined in Attachment A of your RFP and elsewhere in the RFP documents, except as noted in our cover letter included in the Pricing Proposal. There we no addendums as of 8/12/22.



**We Live  
Here**

**Providing  
Integrated  
Solutions**

### **In Conclusion**

Cathedral Corporation is uniquely qualified to provide high quality invoice production and delivery services to you through our experience in handling a wide range of similar invoice applications for other municipal organizations.

- Cathedral is experienced in developing and implementing critical business document solutions for a wide range of financial services applications.
- Our strategic and technical relationship and solution with Invoice Cloud has been operational for many years with tremendous results for customers.
- The flexibility we offer in the customization of systems based on individual objectives and schedules allows us to develop customized solutions that increase value for your external clients and improve efficiencies for your internal staff.
- Proactive account management assures clear, frequent, and complete communications with you.
- Cathedral guarantees you attention to detail, 100% data integrity, 100% quality production and a sense of urgency to meet required schedules.
- Cathedral has a demonstrated commitment to investment in technology and systems, ensuring our clients the highest level of quality and service.

Thank you for your interest in our services. Please don't hesitate to contact me via email or at (800) 514 – 0591 with any questions you may have.

Dana Floyd  
VP B2B and Govt. Sales  
Cathedral Corporation  
Direct: (800) 514-0591

ATTACHMENT B

**Cathedral Corporation**

<b>Town</b>	<b>Utility Bill Type</b>	<b>Estimated #</b>	<b>Frequency</b>	<b>Financial System</b>	<b>Unit Price</b>	<b>Total Cost</b>
Chatham	Real Estate	15718	Bill Semi-Annual Twice Per Year	Vadar	\$0.15	\$2,357.70
Chatham	Personal Property	2497	Bill Semi-Annual Twice Per Year	Vadar	\$0.15	\$374.55
Chatham	Water	25985	Quarterly	Vadar	\$0.15	\$3,897.75



## Facts And Figures

### **Related Pricing**

The information below serves as a breakdown of the pricing that we submitted in RFP "Bid Form "BT-09BY that we uploaded to the bid portal. Here you can see the same aggregate price of \$0.15 per bill that you see on that form. However, we break that price down between Services and Materials for you. We also share some important pricing notes below the pricing grid.

### **Print/Mail Production (Annual Aggregate Volumes Across Towns)**

Approximately 550,000 assorted bills/year.

Description	Quarterly Quantity	Price (per thousand)	Extended Quarterly
<b>Services (excludes paper)</b>			
Process, Print & Insert bills	550,000	\$ 0.0840	\$ 46,200
Optional - print/insert 1/3 pg. buck slips		\$ 0.0325	
Optional - print/insert full page Duplex insert		\$ 0.0904	
<b>Materials:</b>			
Generic 24# Paper/Envelopes [#10, /#9]	550,000	\$ 0.0660	\$ 36,300
		<b>Total:</b>	<b>\$ 82,500</b>
		<b>Per Bill:</b>	<b>\$ 0.150</b>

#### NOTES:

- Postage is not included above and must be prepaid before statements are mailed.
  - Cathedral uses both software products and comingling services to delivery postal discounts to customers. We expect your mail to qualify at a postal rate of \$0.480 or better. Actual rates depend upon your address quality, cycle volumes and address saturation.
- Pricing is based upon a 3-year contract agreement and the total volume expressed above.
- If desired/required, Cathedral can also transmit a PDF version of completed bills to you or designated Third Parties. This has been included in the pricing above.
- All pricing above is for Cathedral plain 24# paper and generic #10 and #9 window envelopes.
- Ongoing programming/testing (post implementation) is billable at \$150 /hour.
- Materials prices are subject to change at the time of each order, in step with market conditions at the time of each order (generally every 6 months).
- Materials provided by the customer of more than a 30-day supply are subject to a storage fee of \$25 per skid per month. This does not apply to our generic materials outlined above.
- Any materials provided by the customer are subject to the approval of Cathedral operations staff for 100% compatibility with our Xerox or Pitney Bowes equipment.
- Orders placed for custom materials for customer are due/payable upon receipt of the order at the Cathedral warehouse.
- All prices expressed above are for normal business days. Weekend/Holiday shifts will be billed at a differential of +30% if required/requested by the customer.
- Pricing above includes NCOA processing and outbound USPS mail tracking.



## **Programming & Implementation**

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Pricing above includes the programming and implementation of your solution. Timeframe for implementation is generally 10 to 14 weeks from confirmation/receipt of complete specifications and samples.

## **Facts And Figures**

All pricing and solutions outlined in this document, with the exception of materials/paper pricing, are valid for 90 days from the date that appears on the cover page. All information contained herein is proprietary and confidential to Cathedral Corporation and may not be revealed to any other company or organization than that named on the cover sheet without the express written permission of Cathedral Corporation.

Submitted by:

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