



Lineage Connect IFB Proposal: 2025-026 Processing and Mailing of Water Utility Bills

Bid Deadline: 12/13/24, 3pm CST

City at the Treasury Counter

Procurement Officer: DeeDee Tschirhart

City of Lee's Summit City Hall

220 Southeast Green Street

Lee's Summit, MO 64063

Lineage Connect
1700 Broadway Blvd
Kansas City, MO 64108

City at the Treasury Counter
City of Lee's Summit City Hall
Attn: DeeDee Tschirhart
220 Southeast Green Street
Lee's Summit, MO 64063



Lineage Connect stands as your premier mailing partner, delivering a comprehensive outsourcing service tailored to seamlessly manage your mailing events of any scale. Established in 2013, and fortified through strategic acquisitions, Lineage Connect emerged from the recent acquisition of American Presort and Strahm Automation and Mailing in 2021, a company rooted in history since its establishment in 1913. Operating under the name Lineage Connect, we proudly represent a local company with locations in the vibrant Downtown Kansas City Crossroads district, and the Sunflower State Capital in Topeka, KS. With over 110 years of combined expertise in Operations, Data Processing, Sales, and Customer Service, Lineage Connect annually processes 40 million mail pieces for customers in Kansas City and across the United States.

Our start-to-finish solution encompasses Account Management, Data Processing, Mail Production, Mail Sorting, and Mail Distribution, ensuring a streamlined and efficient process. Leveraging our extensive experience and capabilities, we provide cost savings on postage through mail presorting, co-mingling, efficient daily mail volume management, address corrections, and mail pickup services. All production is completed in-house, emphasizing our commitment to process integrity.

Lineage Connect operates as a Detached Mail Unit (DMU), a strategic work-sharing partnership with USPS, located 2 miles from the Kansas City Regional Distribution Center, we assure secure, streamlined, and efficient mail processing. The dual certification with SOC-1 Type 2 and HIPAA compliance enhances data security, mitigates risks, and positions Lineage Connect as a trustworthy and competitive partner. Our responsive customer success team looks forward to continuing our long-term partnership with the City of Lee's Summit, providing timely updates, comprehensive support, and efficient handling of your mailing needs.

A handwritten signature in black ink, appearing to read "Jason Hansen", written in a cursive, flowing style.

Jason Hansen, Director Sales and Customer Success
Lineage Connect

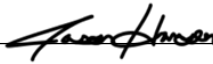
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OFFER

The undersigned (the "Bidder") offers this Bid as an offer to contract with the City under the terms and conditions set forth below, and certifies that Bidder has read, understands, and agrees to fully comply with, and be contractually bound by all the terms and conditions set forth in this Invitation For Bids ("IFB"), the Contract formed hereby (as defined below) and any amendments thereto, together with all Exhibits, Specifications, Plans and other documents included as part of this Contract (collectively the "Contract Documents").

By submission of this Offer, Bidder understands the City may award the contract by line item, groups of line items, or multiple awards, whichever is deemed most advantageous to the City, pursuant to Section 2.11 "Award of Contract" set forth below.

Missouri Charter No: <u>FI 1433619</u>		For Clarification of this Bid contact:
Federal EIN: <u>46-1602681</u>		
<u>Lineage Mailing Services LLC</u>		
Bidder's Full Legal Name		
<u>Lineage Connect</u>		
Bidder's d/b/a (if applicable)		Telephone: <u>816-756-2733</u>
<u>1700 Broadway Boulevard</u>		Email: <u>jhanzen@trustlineage.com</u>
Address		 Signature of Person Authorized to Bind Bidder
<u>Kansas City, MO 64108</u>		
City State Zip Code		
		<u>Jason Hansen</u> Printed Name <u>Director Sales and Customer Success</u> Title

ACCEPTANCE OF OFFER (FOR CITY OF LEE'S SUMMIT USE ONLY)

Effective Date: _____ Contract No. 2025-026

CITY OF LEE'S SUMMIT, Missouri a municipal corporation

Mark Dunning, City Manager

ATTEST:

APPROVED AS TO FORM:

Office of City Clerk

Edward Rucker, Chief Counsel of Management and Operations

LINEAGE CONNECT PROPOSAL BID NO. 2025-026**ARTICLE I - DEFINITIONS**

For purposes of this Invitation for Bids, the following definitions shall apply:

- 1.1. **"Bid" or "Offer"** means a responsive bid or quotation submitted by a Bidder in response to this IFB.
- 1.2. **"Bid Deadline"** means the date and time set forth on the cover of this IFB for the Procurement Officer to be in actual possession of the sealed Bids.
- 1.3. **"Bid Opening"** means the date and time set forth on the cover of this IFB for opening of sealed Bids.
- 1.4. **"Bidder"** means any person or firm submitting a Bid in response to this IFB.
- 1.5. **"City"** means the City of Lee's Summit, Missouri, a municipal corporation. For purposes of solicitations by the Parks and Recreation Department, the term "City" may be substituted with "LSPR" per Section 2.2 of the City of Lee's Summit Procurement Policy.
- 1.6. **"City Manager"** means the City Manager of the City or his/her authorized designee. For purposes of solicitations by the Parks and Recreation Department, the term "City Manager" may be substituted with "Parks Administrator" per Section 2.2 of the City of Lee's Summit Procurement Policy.
- 1.7. **"City Representative" or "Project Manager"** means a City employee who has been designated to act as a contact person to the Procurement Officer, and who is responsible for (i) monitoring and overseeing the Vendor's performance under the Contract and (ii) providing information regarding details pertaining to the Contract.
- 1.8. **"Confidential Information"** means that portion of a Bid, Proposal, Offer, Specification or protest that contains information that the person submitting the information believes should be withheld, provided (i) such person submits a written statement advising the City of this fact at the time of the submission and (ii) the information is so identified wherever it appears.
- 1.9. **"Contract" or "Contract Documents"** means, collectively, (i) the executed Offer/Bid, (ii) this IFB, including all completed exhibits, (iii) the Notice of Award, (iv) the Notice to Proceed and/or Purchase Order(s), (v) any approved Addendum, Change Order or Amendment, (vi) the Vendor's Certificates of Insurance, endorsements, and a copy of the Declarations Page(s) of the insurance policies and (vii) any Plans, Specifications, or other documents attached, appended, or incorporated herein by reference. Alternate or optional bid items will become part of the Contract only if they are accepted by the City in writing on the Price Sheet.
- 1.10. **"Day(s)"** means calendar day(s) unless otherwise specified.
- 1.11. **"Invitation for Bids" or "IFB"** means this request by the City for participation in the competitive bidding process according to all documents, including those attached or incorporated herein by reference, utilized for soliciting Bids for the Materials and/or Services in compliance with the City's Procurement Policy.
- 1.12. **"Materials"** means any personal property, including equipment, materials, replacements, and supplies provided by the Vendor in conjunction with the Contract.
- 1.13. **"Multiple Award"** means an award of an indefinite quantity contract for one or more similar products, commodities, or Services to more than one Bidder.
- 1.14. **"Price"** means the total expenditure for a defined quantity of a commodity or service.
- 1.15. **"Procurement Officer"** means the City employee, as designated on the cover of this IFB, who has specifically been designated to act as a contact person to the Bidders and/or Vendors relating to their Invitation for Bids.
- 1.16. **"Procurement Policy"** means the City Procurement Policy, as amended from time to time.
- 1.17. **"Public Purchase"** means the City's procurement website, www.publicpurchase.com/.
- 1.18. **"Services"** means the furnishing of labor, time or effort by a Vendor, not involving the delivery of a specific end product other than reports which are merely incidental to the required performance and as further defined in the Contract.

- 1.19. **"Specification"** means any description of the physical characteristics, functional characteristics, or the nature of a commodity, product, supply, or Services. The term may include a description of any requirements for inspecting, testing, or preparing a supply or service item for delivery.
- 1.20. **"Subcontractor"** means both (i) those persons or groups of persons having a direct contract with the Vendor to perform a portion of the Contract and (ii) those who furnish Materials according to the plans and/or Specifications required by this Contract.
- 1.21. **"Substitutions"** means Vendor's proposed changes in products, materials, equipment, and methods of construction from those required by the Contract Documents.
- 1.22. **"Substitutions for Cause"** means changes proposed by Vendor that are required due to changed product conditions, such as unavailability of product, regulatory changes, or unavailability of required warranty terms.
- 1.23. **"Substitutions for Convenience"** means changes proposed by Vendor or City that are not required in order to meet other Project requirements, but which may offer advantage to Vendor or City.
- 1.24. **"Unit Price"** means the unit cost of a defined unit of measure of a commodity or service.
- 1.25. **"Vendor"** means the individual, partnership, corporation, or limited liability company who has submitted a Bid in response to this IFB and who, as a result of the competitive bidding process, is awarded a contract for Materials and/or Services by the City.

Lineage Connect acknowledges and agrees to ARTICLE I – DEFINITIONS, 1.1 through 1.25.

ARTICLE II – BID PROCESS; BID AWARD

- 2.1. **Scope of Work.** This IFB is to secure a qualified Vendor(s) to provide the City with Processing and Mailing of Water Utility Bills (the "Services") as more particularly described in the Specifications/Price Sheet, attached hereto as Exhibit A and incorporated herein by reference. For the purpose of this solicitation, the Services required under this IFB shall be provided at the Price(s) specified in Exhibit A, Specifications/Price Sheet.
 - a. **Contract Amounts.** The resulting Contract(s) is/are intended to be an indefinite quantity and indefinite delivery Contract(s) for the Services based on the City's needs. The City does not guarantee any minimum or maximum amount of purchases will be requested by the City pursuant to a Contract. Purchases will only be made when the City identifies a need and proper authorization and documentation have been approved. For purchase(s) determined by the City to be appropriate for this Contract, the Vendor shall provide the specific Services to the City in such quantities and configurations as may be agreed upon between the parties, in the form of a written invoice, quote, services order or other form of written contract describing the Services to be delivered (each, a "Services Order"). Each Service Order shall (i) contain a reference to this Contract and (ii) be attached hereto as Exhibit F and incorporated herein by reference. A Services Order submitted without referencing this Contract will be subject to rejection.
 - b. **Unauthorized Provisions.** Vendor acknowledges and agrees that a Services Order containing unauthorized exceptions, conditions, limitations, or provisions in conflict with the terms of the Contract, other than City's project-specific requirements, is hereby expressly declared void and shall be of no force and effect.

Lineage Connect acknowledges and agrees to 2.1.

- 2.2. **Amendment of IFB.** No alteration may be made to this IFB or the resultant Contract without the express, written approval of the City in the form of an official IFB addendum or Contract amendment. Any attempt to alter this IFB/Contract without such approval is a violation of this IFB/Contract and the City Procurement Policy. Any such action is subject to the legal and contractual remedies available to the City including, but not limited to, Contract cancellation and suspension and/or debarment of the Bidder or Vendor.

Lineage Connect acknowledges and agrees to 2.2.

- 2.3. **Preparation/Submission of Bid.** Bidders are invited to participate in the competitive bidding process for the Services specified in this IFB. Bidders shall review their Bid submissions to ensure the following requirements are met.
- a. **Non-responsive or Non-responsible Bids.** The City will consider as “non- responsive” or “non-responsible” and shall reject any Bid not prepared and submitted in accordance with the IFB and Specifications, or any Bid lacking sufficient information to enable the City to make a reasonable determination of compliance with the Specifications. Unauthorized or unreasonable exceptions, conditions, limitations, or provisions shall be cause for rejection. Bids may be deemed non-responsive or non-responsible at any time during the evaluation process if, in the sole opinion of the City, any of the following, but not limited to, are true:
 - i. Bidder does not provide required documentation or authorized signature.
 - ii. Bidder does not meet the minimum required skill, experience, or requirements to perform the Services.
 - iii. Bidder has a past record of failing to fully perform or fulfill contractual obligations, regardless of whether the contract was with the City, particularly obligations similar to those included in this IFB.
 - iv. Bidder cannot demonstrate financial stability.
 - v. The Bid submission contains false, inaccurate, or misleading statements that, in the opinion of the City Manager or authorized designee, are intended to mislead the City in its evaluation of the Bid.
 - b. **Required Submittal.** Bidders shall provide the entire IFB document (all pages) that contains the following completed pages/documents in order to be considered a responsive Bid:
 - i. Offer, signed in ink by person authorized to bind the Bidder (Page i).
 - ii. Price Sheet (Exhibit A or as subsequently replaced by Addendum).
 - iii. Professional Licenses/Certifications as required in Exhibit A.
 - iv. DBE/WBE and Missouri Service-Disabled Veteran Status, (Exhibit C).
 - v. References (Exhibit D).
 - vi. Acknowledgment page, signed in ink, for each Addendum received, if any (Exhibit E).
 - c. **Bidder Responsibilities.** All Bidders shall (1) examine the entire Bid package, (2) seek clarification from the Procurement Officer, prior to the deadline for inquiries, of any item or requirement that may not be clear, (3) check all responses for accuracy before submitting a Bid and (4) submit the entire completed Bid package in accordance with Subsection 2.3(b) above, by the official Bid Deadline. Late Bids shall not be considered. Bids not submitted with an **original, signed (which includes an electronic signature as defined by 351.1222, RSMo., as amended)** Offer page by a person authorized to bind the Bidder shall be considered nonresponsive. Negligence in preparing a Bid shall not be good cause for withdrawal after the Bid Deadline.
 - d. **Sealed Bids.** Bids submitted on paper, if allowed under Subsection 2.3(c), shall be sealed and clearly marked with the IFB title, number and Procurement Officer's name on the lower left-hand corner of the mailing envelope. A return address must also appear on the outside of the sealed Bid. If bids are dropped off in City Hall, Bidder should drop off the sealed bid at the Treasury counter and obtain a receipt showing their bid was delivered prior to the opening date and time. Hard copy bids and electronically submitted bids via Public Purchase, shall remain sealed until the Bid Deadline.
 - e. **Address.** Samples and bids submitted on paper, if allowed, shall be directed to the following address: City of Lee's Summit City Hall, Attn: Procurement and Contract Services, 220 Southeast Green Street, Lee's Summit, Missouri 64063, or hand-delivered to the 1st Floor, North End, Cashier/Treasury Counter in a sealed envelope with the bid number and Procurement Officer's name referenced on the front of the envelope.
Lineage Connect has hand-delivered our Samples to the above address, Cashier/Treasury Counter, on 12/12/24. We have also included them as part of our electronic response, see Appendix E.

- f. **Bid Forms.** All Bids shall be on the forms provided in this IFB. It is permissible to copy these forms if needed.
- g. **Bidder Notations.** Additions, notations, or other revisions to the IFB document shall be initialed in original ink by the authorized person signing the Bid. The City reserves the right to accept or reject any Bidder Notations.
- h. **Withdrawal.** At any time prior to the specified Bid Deadline, a Bidder (or designated representative) may amend or withdraw its Bid. No Bid shall be altered, amended or withdrawn after the specified Bid Deadline unless otherwise permitted in writing by the Procurement and Contract Services Manager.
- i. **Clarifications.** The City reserves the right to contact Bidder to obtain clarification on submitted bids, including but not limit to contents that are unclear due to poor image quality, the meaning of abbreviations or acronyms, meaning of hand-written information, or other information as deemed necessary by the City.

Lineage Connect acknowledges and agrees to 2.3.

2.4. Inquiries; Interpretation of Specifications; Scope of Work.

- a. **Inquiries.** Any question related to the IFB, including any part of the Specifications, Scope of Work, or other Contract Documents, shall be submitted only via Public Purchase before the final date and time for inquiries using the Questions section for the IFB on Public Purchase. Questions unrelated to the IFB may be directed via email to the Procurement Officer whose name appears on the cover page of this IFB. Hand-delivered, mailed, verbal, or telephone inquiries directed to City staff **will not be answered**. Within two (2) business days following the Final Date and Time for Inquiries, unless otherwise extended, listed on the cover page of this IFB, answers to questions received will be posted in the Question and Answer section on Public Purchase. If an answer to a question results in a change or clarification to the specifications, the City will issue an Addendum via Public Purchase. Bidder is responsible to look at Public Purchase to find answers to submitted questions. Failure to look at Public Purchase does not excuse Bidder's failure to comply with any requirements of the IFB. The City will not respond to inquiries submitted after the Final Date and time for Inquiries. Any interpretations or corrections of the proposed Contract Documents will be made only by addendum(s) duly approved and issued by the City. The City will not be responsible for any other explanations or interpretations of the Contract Documents.
- b. **Addenda.** It shall be the Bidder's responsibility to check for addenda issued to this IFB. Any addendum issued by the City relating to this IFB will be available on Public Purchase, the City's e-procurement website.
- c. **Bid Quantities.** It is expressly understood and agreed by the parties hereto that the quantities of the various classes of Services to be furnished under this Contract, which have been estimated as stated in the Bidders' Offer, are only approximate and are to be used solely for the purpose of comparing, on a consistent basis, the Bidders' Offers presented for the Services under this Contract. The selected Vendor agrees that the City shall not be held responsible if any of the quantities are subsequently found to be incorrect and the Vendor shall not make any claim for damages or for loss of profits because of a difference between the quantities of the various classes of Services as estimated and the Services actually provided. If any error, omission, or misstatement is found to occur in the estimated quantities, the same shall not (1) invalidate the Contract or the whole or any part of the Specifications, (2) excuse Vendor from any of the obligations or liabilities hereunder, or (3) entitle Vendor to any damage or compensation except as may be provided in this Contract.

Lineage Connect acknowledges and agrees to 2.4.

- 2.5. **Pre-Bid Conference.** A Pre-Bid Conference may be held. If scheduled, the date and time of the Pre-Bid Conference will be indicated on the cover page of this IFB. The Pre-Bid Conference may be designated as mandatory or nonmandatory on the cover of this IFB. Bids shall not be accepted from Bidders who do not attend a mandatory Pre-Bid Conference. Bidders are strongly encouraged to attend those Pre-Bid Conferences designated as non-mandatory. The purpose of the Pre-Bid Conference will be to review the contents of the IFB in order to prevent

any misunderstanding of the City's requirements. Bidders must present to the City any questions as to the requirements of this IFB or any apparent omission or discrepancy at the Pre-Bid Conference. The City will then determine if any action is necessary and may issue a written addendum to the IFB. Oral statements or instructions will not constitute an addendum to the IFB. When applicable, site visits may be a component of the Pre-Bid Conference and noted on the cover page of this IFB.

[Lineage Connect acknowledges and agrees to 2.5.](#)

- 2.6. **Prices.** Services shall be provided at the unit prices as set forth in the Specifications/Price Sheet attached hereto as Exhibit A and incorporated herein by reference. Bid Prices shall be submitted on a per unit basis by line item, when applicable, and include all applicable taxes, if any. In the event of a disparity between the unit price and extended price, the unit price shall prevail. If there is no cost for a line item, Bidder shall indicate such by entering a zero (0) or "included" as it applies to the line item in the unit price field. **NOTE: All pricing blanks must be filled in. Empty or unfilled spaces in the Price Sheet shall be deemed as a NO BID entry for that item.**

[Lineage Connect acknowledges and agrees to 2.6.](#)

- 2.7. **Bid Deposit.** Intentionally omitted.

[Lineage Connect acknowledges the omission.](#)

- 2.8. **Payment/ Discounts.** The City's standard payment terms are net 30 days. Any Bid that requires payment in less than 30 Days shall not be considered. Payment discounts of 30 Days or less will not be deducted from the Bid Price in determining the low Bid. The City shall be entitled to take advantage of any payment discount offered, provided payment is made within the discount period. Payment discounts shall be indicated on Price Sheet.

[Lineage Connect acknowledges and agrees to 2.8.](#)

- 2.9. **Taxes.** Items required for this contract qualify for exemption from taxes in accordance with Section 144.062, RSMo. as well as in accordance with Section 39(10), Article 3, of the Missouri Constitution and is exempt from payment of Federal Excise Taxes in accordance with Title 26, United States Code annotated, the Missouri Department of Revenue has exempted all or those certain items of the contract from State and local sales and use taxes. If Bidder is located outside the State of Missouri and does not recognize the City of Lee's Summit's State of Missouri tax exempt status, all unit pricing submitted shall include any and all applicable taxes. It is the sole responsibility of the Bidder to determine any applicable tax rates and calculate the tax accordingly. Failure to accurately tabulate any applicable taxes may result in a determination that a Bid is non-responsive. The Bidder shall not rely on, and shall independently verify, any tax information provided by the City.

[Lineage Connect acknowledges and agrees to 2.9.](#)

- 2.10. **Federal Funding.** It is the responsibility of the Bidder to verify and comply with federal requirements that may apply to the Materials (the "Federal Requirements"). It is also the responsibility of the Bidder to incorporate any necessary amounts in the Bid to accommodate for required federal record keeping, necessary pay structures or other matters related to the Federal Requirements, if any.

[Lineage Connect acknowledges and agrees to 2.10.](#)

- 2.11. **Cost of Bid/Proposal Preparation.** Bids submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The City does not reimburse the cost of developing, presenting, or providing any response to this IFB; the Bidder is responsible for all costs incurred in

responding to this IFB. All materials and documents submitted in response to this IFB become the property of the City and will not be returned.

Lineage Connect acknowledges and agrees to 2.11.

- 2.12. **Public Record.** All Bids shall become the property of the City. After Bid Opening, Bids shall become public records and shall be available for public inspection in accordance with the City's Procurement Policy, except that any portion of a Bid that was designated as confidential pursuant to Section 2.13 below shall remain confidential from and after the time of Bid Opening to the extent permitted by Missouri law.

Lineage Connect acknowledges and agrees to 2.12.

- 2.13. **Confidential Information.** If a Vendor/Bidder believes that a Bid, Specification, or protest contains information that qualifies as a closed record pursuant to Chapter 610, RSMo., a statement, including the legal citation supporting advising the Procurement Officer of this fact shall accompany the submission and the information shall be clearly identified. The information identified by the Vendor or Bidder as confidential shall not be disclosed until the Procurement Officer makes a written determination. The Procurement Officer shall review the statement and information with the City Attorney and shall determine, in writing, whether the information shall be withheld. If the City Attorney determines that it is proper to disclose the information, the Procurement Officer shall inform the Vendor or Bidder, in writing, of such determination.

Lineage Connect acknowledges and agrees to 2.13.

- 2.14. **Vendor Licensing and Registration.** The awarded Bidder shall secure and maintain all applicable licenses and registrations imposed by law, regulation, or ordinance and pay all charges and fees, which shall include valid registration with the Missouri Secretary of State (if applicable) and a current City Business License. Before issuance of a contract to the successful bidder, proof of the licenses (i.e. copy of the paid receipt or the actual license) shall be provided to the Procurement Officer. It shall be the responsibility of the successful bidder to contact the Development Center, (816) 969-1220, <https://cityofls.net/development-services/doingbusiness/business-and-contractor-licensing>, for information to obtain business licenses.

Lineage Connect acknowledges 2.14., the vendor licensing and registration requirements outlined above, and we commit to fully complying with these requirements if awarded the contract.

- 2.15. **Work Authorization Affidavit and E-Verify.** Any contract for services in excess of five thousand dollars (\$5,000), the bidder or business entity, as defined in § 285.530, RSMo, shall: 1. Provide; by sworn affidavit affirming that it does not knowingly employ any person who is an unauthorized alien and 2. Provide documentation affirming its enrollment and participation in a federal work authorization program with respect to the employees working in connection with this contract. The required documentation must be from the federal work authorization program provider (e.g. the electronic signature page from the E-Verify program's Memorandum of Understanding). Letter from Consultants reciting compliance is not sufficient. The Department of Homeland Security, U.S. Citizenship and Immigration Services, (USCIS) in partnership with the Social Security Administration (SSA) operate an FREE internet-based program called E-Verify, <http://www.dhs.gov/everify> that allows employers to verify the employment eligibility of their employees, regardless of citizenship. Based on information provided by employees on their Form I-9, E-Verify checks the information electronically against records contained in DHS and Social Security Administration databases. There are penalties for employing an unauthorized alien, including suspension of the Consultant's business license, termination of the contract, debarment from city and State work for a period of three years or permanently, and withholding 25% of the total amount due the Consultant. All submittals should

include the signed and notarized Work Authorization Affidavit AND the electronic signature page from the E-Verify program.

CITY OF LEE'S SUMMIT, MISSOURI WORK AUTHORIZATION AFFIDAVIT PURSUANT TO SECTION 285.530, RSMo (FOR ALL BIDS FOR SERVICES IN EXCESS OF \$5,000.00) Effective 1/1/2009	
County of _____) State of _____)) ss.
<p>My name is _____. I am an authorized agent of _____ ("Bidder"). Bidder is enrolled and participates in a federal work authorization program for all employees working in connection with services provided to the City of Lee's Summit, Missouri.</p> <p>Bidder does not knowingly employ any person who is an unauthorized alien in connection with the services being provided.</p> <p>Bidder shall not knowingly employ or contract with an illegal alien to perform work for the City of Lee's Summit, Missouri or enter into a contract with a subbidder that knowingly employs or contracts with an illegal alien.</p>	
_____ Affiant	
_____ Printed Name	
Subscribed and sworn to before me this ____ day of _____, 20____.	
_____ Notary Public	
SEAL	

Lineage Connect acknowledges and agrees to 2.15. See Appendix B, p. 42, for the signed and notarized Work Authorization Affidavit, and the E-Verify electronic signature page from the E-Verify program's Memorandum of Understanding, as required.

2.16. Certification. By submitting a Bid, the Bidder certifies:

- a. **No Collusion.** The submission of the Bid did not involve collusion or other anti-competitive practices.
- b. **No Discrimination.** It shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- c. **No Gratuity.** It has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor or service to a City employee, officer, agent or elected official in connection with the submitted Bid or a resultant Contract. In the event that the resultant Contract is canceled pursuant to Section 3.27(c) below, the City shall be entitled, in addition to any other rights and remedies, to recover and withhold from the Vendor an amount equal to 150% of the gratuity.

- d. **Financial Stability.** It is financially stable, solvent and has adequate cash reserves to meet all financial obligations including any potential costs resulting from an award of the Contract.

Lineage Connect acknowledges the city's requirement regarding financial stability. Lineage Connect is happy to provide financial statements upon request. These financial documents demonstrate our company is financially stable, solvent, and has adequate cash reserves to meet all financial obligations, including any potential costs resulting from an award of the Contract. We are confident our financial records will satisfy the criteria outlined above and demonstrate our ability to successfully fulfill all contractual obligations.

- e. **No Signature/False Statement.** The signature on the Bid and the Vendor Information Form is genuine. Failure to sign the Bid and the Vendor Information Form, or signing either with a false statement, shall void the submitted Bid and any resulting Contract, and the Bidder may be debarred from further bidding in the City.

Lineage Connect acknowledges and agrees to 2.16.

2.17. **Award of Contract.**

- f. **Multiple Award.** The City may, at its sole discretion, accept Bidder's Offer as part of a Multiple Award.
- g. **Line Item Award.** The City reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the City. The City's flexibility with respect to the method of award also includes any items bid as alternates, which may be accepted or rejected, in whole or in part, at the City's sole discretion.
- h. **Evaluation.** The evaluation of this Bid will be based on, but not limited to, the following: (1) compliance with Specifications, (2) tax-inclusive Price, including alternates selected by the City, if any, and taxes, but excluding "as-needed" services requested by the City and (3) Bidder qualifications to provide, and past performance providing, the Services.
- i. **Waiver; Rejection; Reissuance.** Notwithstanding any other provision of this IFB, the City expressly reserves the right to: (1) waive any immaterial defect or informality, (2) reject any or all Bids or portions thereof and (3) cancel or reissue an IFB.
- j. **Offer.** A Bid is a binding offer to contract with the City based upon the terms, conditions and Specifications contained in this IFB and the Bidder's responsive Bid, unless any of the terms, conditions, or Specifications are modified by a written addendum or contract amendment. Bids become binding Contracts when the Acceptance of Offer and Notice of Award is executed in writing by the City. Bidder Offers shall be valid and irrevocable for at least **120 Days** after the Bid Opening.
- k. **Protests.** Any Bidder may protest this IFB, the proposed award of a Contract, or the actual award of a Contract. All protests will be considered in accordance with the City's Procurement Policy.

Lineage Connect acknowledges and agrees to 2.17.

- 2.18. **Required Contract Documents.** Awarded Bidder(s) shall provide the following applicable documents within 10 days after the City issues Bidder a Notice of Award. The City shall not execute the Contract until all of the documents are received.
- Certificate from Secretary of State with Missouri Charter Number or Exemption Number; b. City of Lee's Summit Business License;
 - Certificate of Insurance naming the City of Lee's Summit and complete endorsement documents for endorsements required in Section 3.25 "Insurance" of this Contract;
 - Completed Vendor Information Form with a current signed W-9;
 - E-verify Signature Page;
 - Work Authorization Affidavit; and

- g. Any required Performance and Payment Bonds.

Lineage Connect acknowledges and commits to 2.18, we will fully comply with the contract document requirements if selected as a vendor. We understand that within 10 days of receiving a Notice of Award from the City of Lee's Summit, we will provide all applicable documents as specified, including: the Missouri Secretary of State Certificate, Lee's Summit Business License, Certificate of Insurance with required endorsements, completed Vendor Information Form with W-9, E-Verify Signature Page, Work Authorization Affidavit, and any required Performance and Payment Bonds. We recognize that the City will not execute the Contract until all these documents are received, and we are prepared to submit them promptly to ensure timely contract execution.

Lineage Connect acknowledges and agrees to ARTICLE II – BID PROCESS; BID AWARD

ARTICLE III – GENERAL TERMS AND CONDITIONS

3.1. Term.

- a. **Initial Term.** This Contract shall be effective from the date it is fully executed by the City, as identified on the Offer page, and remain in full force and effect for one year thereafter (the “Initial Term”), unless terminated as otherwise provided herein.
- b. **Renewal Terms.** After the expiration of the Initial Term, this Contract shall automatically renew for up to four successive, one-year terms (each a “Renewal Term”) if it is deemed in the best interests of the City, subject to availability and appropriation of funds for renewal in each subsequent year. The Initial Term and any Renewal Term(s) are collectively referred to herein as the “Term.” Upon renewal, the terms and conditions of this Contract shall remain in full force and effect.
- c. **Transition Term.** Notwithstanding the expiration of the Initial Term or all available Renewal Terms, the City, at its sole discretion and upon thirty (30) days written notice to Vendor, may extend the Contract for up to six (6) months from the date of expiration or until the City terminates the Contract, whichever occurs earlier. Upon receipt of such written notice, Vendor shall continue to perform its obligations under this Contract.
- d. **Price Increase Requests.** The City’s Procurement Officer will only review fully documented requests for price increases after the Initial Term. If the Vendor desires to increase its prices for any Renewal Term, the Vendor shall notify the Procurement Officer thirty (30) days or more prior to the end of the Initial Term or the then current Renewal Term and will be a factor in the renewal review process. The City’s Procurement Officer will determine whether the requested price increase or an alternate option is in the best interest of the City. Any price adjustment(s) will require City approval and will take effect on the date of the contract Renewal Term.
- e. **Non-Default.** By requesting extension for a Renewal Term as set forth above, or by consenting to a Renewal Term in any manner, Vendor shall be deemed to affirmatively assert that (i) the City is not currently in default, nor has been in default at any time prior to the Renewal Term, under any of the terms or conditions of the Contract and (ii) any and all Vendor claims, known and unknown, relating to the Contract and existing on or before the commencement date of the Renewal Term are forever waived.

Lineage Connect understands and will comply with all aspects of section 3.1 regarding the Contract Term. We commit to adhering to these terms and conditions throughout the duration of our contractual relationship with the City.

- 3.2. **Compensation.** The City shall pay the Vendor for Services delivered and accepted by the City at the rates set forth in the Price Sheet, Exhibit A. The Vendor shall not commence any billable work or provide any Services under this Contract until the Vendor receives an executed purchase order from the City.

Lineage Connect acknowledges and agrees to 3.2.

- 3.3. **Payments.** The Vendor will be paid on the basis of invoices submitted following acceptance of the Service. All invoices shall document and itemize all Services delivered in sufficient detail to justify payment and shall include the Purchase Order number authorizing the transaction, if applicable, and shall be delivered to the City Accounts Payable address indicated on the face of the Purchase Order or email to ap@cityofls.net, unless otherwise specified. All transportation charges must be prepaid by the Vendor. If an invoice is subject to a payment discount, the discount period will be calculated from the date of receipt of the claim or the Material or Service, whichever is later. Invoice(s) must be submitted by July 31 for all work completed prior to June 30.

Lineage Connect acknowledges and agrees to 3.3.

- 3.4. **Documents.** All documents prepared and submitted to the City pursuant to this Contract shall be the property of the City.

Lineage Connect acknowledges and agrees to 3.4.

- 3.5. **Changes; Cancellation.** The City reserves the right to cancel or make changes in the Services to be furnished by the Vendor within a reasonable period of time after issuance of Purchase Orders. If such changes cause an increase or decrease in the amount due under the Purchase Order, or in the time required for Vendor's performance, an acceptable adjustment shall be made and the Purchase Order shall be modified in writing accordingly. Vendor shall submit the adjusted price, if any, in writing to the City within 10 Days from when the change is ordered. Should a Purchase Order be canceled, the City may, but is not required to, reimburse the Vendor, but only for actual and documentable costs incurred by the Vendor due to and after issuance of the Purchase Order. The City will not reimburse the Vendor for any costs incurred after receipt of a notice of cancellation from the City, or for lost profits, shipment of product or costs incurred prior to issuance of a Purchase Order.

Lineage Connect acknowledges and agrees to 3.5.

- 3.6. **General Warranty.** All Materials supplied pursuant to this Contract shall be fully guaranteed by the Vendor for a minimum period of one year from the date of acceptance by the City (or such longer period as may be provided under warranties for such Materials). Any defects in design, workmanship, or Materials that would result in noncompliance with Contract Specifications shall be fully corrected by the Vendor (including parts and labor) without cost to the City. Vendor further agrees to execute any special guarantees as provided by the Contract, Exhibit A, or by federal, state, or local statutes, ordinances, regulations, or rules. Vendor shall require similar guarantees from all of its vendors or its Subcontractors. Vendor shall include a complete and exclusive statement of the product warranty.

Lineage Connect acknowledges and agrees to 3.6.

- 3.7. **Price Warranty.** Vendor shall give the City the benefit of any price reductions before actual time of shipment. If the City permits shipment to be made prior to specified shipping date, the City shall have advantage of any price reductions that occur before the originally-scheduled shipping date.

Lineage Connect acknowledges and agrees to 3.7.

- 3.8. **Inspection; Acceptance.** All Services are subject to final inspection and acceptance by the City within seven (7) days after receipt. Services failing to conform to the Specifications of this Contract will be held at Vendor's risk and may be returned to the Vendor. If so returned, all storage and return costs are the responsibility of the Vendor. Upon discovery of a non-conforming Service, the City may elect to do any or all of the following by written notice to the Vendor: (A) waive the non-conformance; (B) stop the use of the non-conforming Service immediately; or (C) bring Service into compliance and withhold the cost of same from any payments due to the Vendor.

Lineage Connect acknowledges and agrees to 3.8.

- 3.9. **No Replacement of Defective Delivery.** Every delivery of Services shall fully comply with all provisions of the Contract and any resulting order. If a delivery is made which does not fully conform, this shall constitute a breach of the Contract as a whole.
[Lineage Connect acknowledges and agrees to 3.9.](#)
- 3.10. **Right to Assurance.** Whenever one party to this Contract has a good faith reason to question the other party's intent to perform, such party may demand that the other party give a written assurance of its intent to perform. In the event that a demand is made and no written assurance is given within five (5) Days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
[Lineage Connect acknowledges and agrees to 3.10.](#)
- 3.11. **Right to Inspect Plant.** The City may, at reasonable times, inspect the part of the plant or place of business of the Vendor or any Subcontractor that is related to the performance of this Contract.
[Lineage Connect acknowledges and agrees to 3.11.](#)
- 3.12. **Patents and Copyrights.** All services, information, computer program elements, reports, and other deliverables which may be patented or copyrighted and created under this Contract are the property of the City and shall not be used or released by the Vendor or any other person except with the prior written permission of the City.
[Lineage Connect acknowledges and agrees to 3.12.](#)
- 3.13. **Advertising.** Vendor shall not advertise or publish information concerning this Contract without prior, written consent of the City.
[Lineage Connect acknowledges and agrees to 3.13.](#)
- 3.14. **Licenses; Materials.** Vendor shall maintain in current status all federal, state, and local licenses and permits required for the operation of the business conducted by the Vendor. The City has no obligation to provide Vendor, its employees or Subcontractors any business registrations or licenses required to perform the specific Services set forth in this Contract. The City has no obligation to provide tools, equipment, or material to Vendor.
[Lineage Connect acknowledges and agrees to 3.14.](#)
- 3.15. **Indemnification.** Vendor shall indemnify, defend, and hold harmless the City and each council member, officer, employee and agent thereof (the City and any such person being herein called an "Indemnified Party"), for, from and against any and all losses, claims, damages, liabilities, costs and expenses (including, but not limited to, reasonable attorneys' fees, court costs and the costs of appellate proceedings) to which any such Indemnified Party may become subject, under any theory of liability whatsoever ("Claims"), insofar as such Claims (or actions in respect thereof) relate to, arise out of, or are caused by or based upon the acts, misconduct, errors, mistakes, or omissions, in connection with the performance of the Vendor, its officers, employees, agents, or any tier of Subcontractor or person for which Vendor may be legally liable in the performance of this Contract. The amount and type of insurance coverage requirements set forth below will in no way be construed as limiting the scope of the indemnity in this Section.
[Lineage Connect acknowledges and agrees to 3.15.](#)

- 3.16. **Anti-Discrimination Against Israel Act:** If this Contract has a total potential value of \$100,000 or more and Vendor has 10 or more employees, the following applies. Pursuant to Section 34.600, RSMo and to the fullest extent permitted by law, Vendor certifies that Vendor is not engaged in a boycott of Israel as of the Effective Date of this Agreement, and agrees for the duration of this Agreement to not engage in a boycott of Israel as defined in Section 34.600, RSMo

Lineage Connect acknowledges and agrees to 3.16.

- 3.17. **Davis Bacon Act:** The wages for any work utilizing this contract in which federal funding is utilized shall comply with any and all applicable federal laws and/or requirements to include but not limited to the Davis Bacon Act.

Lineage Connect acknowledges and agrees to 3.17.

3.18. **Insurance.**

a. **General.**

- i. **Insurer Qualifications.** Without limiting any obligations or liabilities of Vendor, Vendor shall purchase and maintain, at its own expense, hereinafter stipulated minimum insurance with insurance companies authorized to do business in the State of Missouri, with an AM Best, Inc. rating of A or above with policies and forms satisfactory to the City. Failure to maintain insurance as specified herein may result in termination of this Contract at the City's option.
- ii. **No Representation of Coverage Adequacy.** By requiring insurance herein, the City does not represent that coverage and limits will be adequate to protect Vendor. The City reserves the right to review any and all of the insurance policies and/or endorsements cited in this Contract but has no obligation to do so. Failure to demand such evidence of full compliance with the insurance requirements set forth in this Contract or failure to identify any insurance deficiency shall not relieve Vendor from, nor be construed or deemed a waiver of, its obligation to maintain the required insurance at all times during the performance of this Contract.
- iii. **Additional Insured.** All insurance coverage and self-insured retention or deductible portions, except Workers' Compensation insurance and Professional Liability insurance, if applicable, shall name and endorse, to the fullest extent permitted by law for claims arising out of the performance of this Contract, the City, its agents, representatives, officers, directors, officials and employees as Additional Insured as specified under the respective coverage sections of this Contract.
- iv. **Coverage Term.** All insurance required herein shall be maintained in full force and effect until the terms of this Contract are satisfactorily performed, completed and formally accepted by the City, unless specified otherwise in this Contract.
- v. **Primary Insurance.** Vendor's insurance shall be, or endorsed to be, primary insurance with respect to performance of this Contract and in the protection of the City as an Additional Insured. Such coverage shall be at least as broad as ISO CG 20 01 04 13. vi. **Claims Made.** In the event any insurance policies required by this Contract are written on a "claims made" basis, coverage shall extend, either by keeping coverage in force or purchasing an extended reporting option, for six (6) years past completion and acceptance of the services. Such continuing coverage shall be evidenced by submission of annual Certificates of Insurance and necessary endorsements citing applicable coverage is in force and contains the provisions as required herein for the six-year period.

Waiver. All policies, except for Professional Liability, including Workers' Compensation insurance, shall contain a waiver of rights of recovery (subrogation) against the City, its agents, representatives, officials, officers and employees for any claims arising out of the Work or Services of Vendor. Vendor shall arrange to have such subrogation waivers incorporated into each policy via formal written endorsement thereto.

vii.

viii. **Policy Deductibles and/or Self-Insured Retentions.** The policies set forth in these requirements may provide coverage that contains deductibles or self-insured retention amounts. Such deductibles or self-insured retention shall not be applicable with respect to the policy limits provided to the City. Vendor shall be solely responsible for any such deductible or self-insured retention amount. ix. **Automatic Escalator.** The limits of liability for each policy coverage amount stated below shall be automatically adjusted upward as necessary to remain at all times not less than the maximum amount of liability set forth in Chapter 537.610 RSMo. applicable to political subdivisions pursuant to 537.600; provided that nothing herein or in any such policy shall be deemed to waive the City's sovereign immunity. The statutory waiver of sovereign immunity for 2024 is \$3,370,137 for all claims arising out of a single accident or occurrence

x. **Use of Subcontractors.** If any portion of this Contract is subcontracted in any way, Vendor shall execute written contract(s) with its Subcontractors containing the indemnification provisions set forth above and insurance requirements set forth herein protecting the City and Vendor. Vendor shall be responsible for executing any contracts with its Subcontractor and obtaining certificates of insurance verifying the insurance requirements. xi. **Notice of Claim.** The Vendor shall upon receipt of notice of any claim in connection with this Contract promptly notify the City, providing full details thereof, including an estimate of the amount of loss or liability. The Vendor shall also promptly notify the City of any reduction in limits of protection afforded under any policy listed in the certificate(s) of insurance in an amount such that the policy aggregate becomes less than the current statutory waiver of sovereign immunity regardless of whether such impairment is a result of this Contract. A breach of this provision is material breach of the contract.

xii. **Evidence of Insurance.** Prior to commencing any Work or Services under this Contract, Vendor will provide the City with suitable evidence of insurance in the form of certificates of insurance and a copy of the declaration page(s) of the insurance policies as required by this Contract, issued by Vendor's insurance insurer(s) as evidence that policies are placed with acceptable insurers as specified herein and provide the required coverages, conditions and limits of coverage specified in this Contract and that such coverage and provisions are in full force and effect. Confidential information such as the policy premium may be redacted from the declaration page(s) of each insurance policy, provided that such redactions do not alter any of the information required by this Contract. The City shall reasonably rely upon the certificates of insurance and declaration page(s) of the insurance policies as evidence of coverage but such acceptance and reliance shall not waive or alter in any way the insurance requirements or obligations of this Contract. If any of the policies required by this Contract expire during the life of this Contract, it shall be Vendor's responsibility to forward renewal certificates and declaration page(s) to the City 30 Days prior to the expiration date. All certificates of insurance and declarations required by this Contract shall be identified by referencing this Contract. Additionally, certificates of insurance and declaration page(s) of the insurance policies submitted without referencing this Contract will be subject to rejection and may be returned or discarded. Certificates of insurance and declaration page(s) shall specifically include the following provisions:

1. The City, its agents, representatives, officers, directors, officials and employees are Additional Insureds as follows:
 - a. Commercial General Liability - Under Insurance Services Office, Inc., ("ISO") Form CG 20 10 03 97 and CG 20 37 07 04 or their equivalents.
 - b. Auto Liability - Under ISO Form CA 20 48 or equivalent.
 - c. Excess Liability - Follow Form to underlying insurance.
2. Vendor's insurance shall be primary insurance with respect to performance of the Contract.

3. All policies, except for Professional Liability, including Workers' Compensation, waive rights of recovery (subrogation) against City, its agents, representatives, officers, officials and employees for any claims arising out of Vendor's performance under this Contract.
 4. ACORD certificate of insurance form 25 (2014/01) is preferred. If ACORD certificate of insurance form 25 (2001/08) is used, the phrases in the cancellation provision "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives" shall be deleted. Certificate forms other than ACORD form shall have similar restrictive language deleted.
 - xiii. **Endorsements.** Vendor shall provide the City with the necessary endorsements to ensure City is provided the insurance coverage set forth in this Subsection.
- b. **Required Insurance Coverage.**
- i. **Commercial General Liability.** Vendor shall maintain "occurrence" form Commercial General Liability insurance with an unimpaired limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products and Completed Operations Annual Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall cover liability arising from premises, operations, independent contractors, products-completed operations, bodily injury, personal injury and advertising injury. Coverage under the policy will be at least as broad as ISO policy form CG 00 01 93 or equivalent thereof, including but not limited to, separation of insured's clause. To the fullest extent allowed by law, for claims arising out of the performance of this Contract, the City, its agents, representatives, officers, officials and employees shall be endorsed as an Additional Insured under ISO, Commercial General Liability Additional Insured Endorsement forms CG 20 10 03 97 and CG 20 37 07 04, or their equivalents, which shall read "Who is an Insured (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of "your work" for that insured by or for you." The policy shall contain an endorsement waiving rights of recovery (subrogation) against the City, its agents, representatives, officials, officers and employees. If any Excess insurance is utilized to fulfill the requirements of this subsection, such Excess insurance shall be "follow form" equal or broader in coverage scope than underlying insurance.
 - ii. **Vehicle Liability.** Vendor shall maintain Business Automobile Liability insurance with an unimpaired limit of \$1,000,000 each occurrence on Vendor's owned, hired and non-owned vehicles assigned to or used in the performance of the Vendor's work or services under this Contract. Coverage will be at least as broad as ISO coverage code "1" "any auto" policy form CA 00 01 12 93 or equivalent thereof and contain, or be endorsed to contain Transportation Pollution Liability insurance covering materials to be transported by Vendor pursuant to this Contract and such coverage shall be at least as broad as policy form CA 99 48 03 06. This coverage may also be provided on the Vendors Pollution Liability policy. To the fullest extent allowed by law, for claims arising out of the performance of this Contract, the City, its agents, representatives, officers, directors, officials and employees shall be endorsed as an Additional Insured under ISO Business Auto policy Designated Insured Endorsement form CA 20 48 or equivalent. The policy shall contain an endorsement waiving rights of recovery (subrogation) against the City, its agents, representatives, officials, officers and employees. If any Excess insurance is utilized to fulfill the requirements of this subsection, such Excess insurance shall be "follow form" equal or broader in coverage scope than underlying insurance.
 - iii. **Workers' Compensation Insurance.** If Vendor employs anyone who is required by law to be covered by workers' compensation insurance, Vendor shall maintain Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction over Vendor's employees engaged

in performance under this Contract and shall also maintain Employers' Liability Insurance of not less than \$500,000 for each accident, \$500,000 disease for each employee and \$1,000,000 disease policy limit. iv. **Cyber Liability Insurance.** If this Contract is the subject of any Services or Work involving the City's information technology structure, or if the Vendor engages in any Services or Work in any way related to performing work involving the City's information technology structure under this Contract, Vendor shall maintain Cyber Liability insurance with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Vendor in this Contract and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

- c. **Cancellation and Expiration Notice.** Insurance required herein shall not expire, be canceled, or be materially changed without 30 Days' prior written notice to the City.

Lineage Connect confirms that we have thoroughly read and understood all insurance requirements outlined in Section 3.18, including but not limited to insurer qualifications, additional insured provisions, coverage terms, primary insurance, claims made policies, waivers of subrogation, policy deductibles, use of subcontractors, notice of claim, evidence of insurance, and specific coverage requirements for Commercial General Liability, Vehicle Liability, Workers' Compensation, and Cyber Liability insurance. If chosen as a vendor, we commit to fully comply with all insurance requirements, including providing the necessary documentation, endorsements, and notices as specified. We acknowledge the importance of maintaining the required insurance coverage throughout the contract term and will adhere to all stipulated conditions and limits.

- 3.19 Applicable Law; Venue.** This Contract shall be governed by and construed in accordance with the laws of the State of Missouri and any suit pertaining to this Contract may be brought only in courts in eastern Jackson County, Missouri. The Parties expressly and irrevocably consent to the exclusive jurisdiction and venue of such courts and expressly waive the right to transfer or remove any such action.

Lineage Connect acknowledges and agrees to 3.19.

3.20 Termination; Cancellation.

- a. **For City's Convenience.** This Contract is for the convenience of the City and, as such, may be terminated without cause after receipt by Vendor of written notice by the City. The Notice of Termination shall specify the effective date of termination, which shall be not less than five (5) calendar days from the date the notice is personally delivered or ten (10) days from the date the Notice of Termination is sent by another method. Upon termination for convenience, Vendor shall be paid, for all undisputed Materials or Services that were delivered prior to the termination date.
- b. **For Cause.** If either party fails to perform any obligation pursuant to this Contract and such party fails to cure its nonperformance within 30 Days after notice of nonperformance is given by the non-defaulting party, such party will be in default. In the event of such default, the non-defaulting party may terminate this Contract immediately for cause and will have all remedies that are available to it at law or in equity including, without limitation, the remedy of specific performance. If the nature of the defaulting party's nonperformance is such that it cannot reasonably be cured within 30 Days, then the defaulting party will have such additional periods of time as may be reasonably necessary under the circumstances, provided the defaulting party immediately

(1) provides written notice to the non-defaulting party and (2) commences to cure its nonperformance and thereafter diligently continues to completion the cure of its nonperformance. In no event shall any such cure period exceed 90 Days. In the event of such termination for cause, payment shall be made by the City to the Vendor for the undisputed portion of its fee due as of the termination date.

The City shall have the right to declare the Vendor in default for the following reasons, which set forth examples, but are not the only reasons the Vendor may be declared in default:

1. Upon a breach by the Vendor of a material term or condition of this Contract, including unsatisfactory performance of the services;
 2. Upon insolvency or the commencement of any proceeding by or against the Vendor, either voluntarily or involuntarily, under the Bankruptcy Code or relating to the insolvency, receivership, liquidation, or composition of the Vendor for the benefit of creditors;
 3. If the Vendor refuses or fails to proceed with the services under the Contract when and as directed by the City;
 4. If the Vendor or any of its officers, directors, partners, five percent (5%) or greater shareholders, principals, or other employee or person substantially involved in its activities are indicted or convicted after execution of the Contract under any state or federal law of any of the following:
 - a. a criminal offense incident to obtaining or attempting to obtain or performing a public or private contract;
 - b. fraud, embezzlement, theft, bribery, forgery, falsification, or destruction of records, or receiving stolen property;
 - c. a criminal violation of any state or federal antitrust law;
 - d. violation of the Racketeer Influence and Corrupt Organization Act, 18 U.S.C. § 1961 et seq., or the Mail Fraud Act, 18 U.S.C. § 1341 et seq., for acts in connection with the submission of bids or proposals for a public or private contract;
 - e. conspiracy to commit any act or omission that would constitute grounds for conviction or liability under any statute described in subparagraph (d) above; or
 - f. an offense indicating a lack of business integrity that seriously and directly affects responsibility as a City vendor.
 5. If the Vendor or any of its officers, directors, partners, five percent (5%) or greater shareholders, principals, or other employee or person substantially involved in its activities are subject to a judgment of civil liability under any state or federal antitrust law for acts or omissions in connection with the submission of bids or proposals for a public or private contract; or
 6. If the Vendor or any of its officers, directors, partners, five percent (5%) or greater shareholders, principals, or other employee or person substantially involved in its activities makes or causes to be made any false, deceptive, or fraudulent material statement, or fail to make a required material statement in any bid, proposal, or application for City or other government work.
- c. **Gratuities.** The City may, by written notice to the Vendor, cancel this Contract if it is found by the City that gratuities, in the form of economic opportunity, future employment, entertainment, gifts or otherwise, were offered or given by the Vendor or any agent or representative of the Vendor to any officer, agent, employee, or elected official of the City for the purpose of securing this Contract. In the event this Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover and withhold from the Vendor an amount equal to 150% of the gratuity.

- d. **Subject to Non-Appropriation.** The City is obligated only to pay its obligations set forth in this Contract from funds lawfully appropriated and budgeted for that purpose during the City's then current fiscal year. The City's obligations under this Contract are current expenses subject to the "budget law" and the unfettered legislative discretion of the City concerning budgeted purposes and appropriation of funds. Should the City elect not to appropriate and budget funds to pay its Contract obligations, this Contract shall be deemed terminated at the end of the then-current fiscal year term for which such funds were appropriated and budgeted for such purpose and the City shall be relieved of any subsequent obligation under this Contract. The parties agree that the City has no obligation or duty of good faith to budget or appropriate the payment of the City's obligations set forth in this Contract in any budget in any fiscal year other than the fiscal year in which this Contract is executed and delivered. The City shall be the sole judge and authority in determining the availability of funds for its obligations under this Contract. The obligation of the City to make any payment pursuant to this Contract is not a general obligation or indebtedness of the City. Vendor hereby waives any and all rights to bring any claim against the City from or relating in any way to the City's termination of this Contract pursuant to this section.

Lineage Connect acknowledges and fully complies and understands the requirements outlined in section 3.20 regarding Termination and Cancellation. Lineage Connect is committed to excellence in all our operations and interactions with the City. We pledge to uphold the highest standards of integrity, performance, and professionalism throughout the duration of this Contract. We understand the importance of these provisions and will diligently adhere to all terms and conditions set forth in this section and throughout the entire Contract.

3.21. Performance and Payment Bonds. Intentionally Omitted.
Lineage Connect acknowledges the omission.

3.22 Miscellaneous.

- a. **Independent Contractor.** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Vendor acknowledges and agrees that all Services provided under this Contract are being provided as an independent contractor, not as an employee or agent of the City. Vendor, its employees and Subcontractors are not entitled to workers' compensation benefits from the City. The City does not have the authority to supervise or control the actual work of Vendor, its employees or Subcontractors. Vendor is neither prohibited from entering into other contracts nor prohibited from practicing its profession elsewhere. City and Vendor do not intend to nor will they combine business operations under this Contract.
- b. **Laws and Regulations.** The Vendor shall keep fully informed and shall at all times during the performance of its duties under this Contract ensure that it and any person for whom the Vendor is responsible remains in compliance with all rules, regulations, ordinances, statutes or laws including, but not limited to, the following: (1) existing and future City and County ordinances and regulations; (2) existing and future state and federal statutes and regulations; and (3) existing and future Occupational Safety and Health Administration standards.
- c. **Amendments.** This Contract may be modified only by a written amendment signed by persons duly authorized to enter into contracts on behalf of the City and the Vendor.

- d. **Provisions Required by Law.** Each and every provision of law and any clause required by law to be in the Contract will be read and enforced as though it were included herein and, if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the Contract will promptly be physically amended to make such insertion or correction.
- e. **Severability.** The provisions of this Contract are severable to the extent that any provision or application held to be invalid by a Court of competent jurisdiction shall not affect any other provision or application of the Contract which may remain in effect without the invalid provision or application.
- f. **Entire Contract; Interpretation; Parol Evidence.** This Contract represents the entire contract of the parties with respect to its subject matter, and all previous contracts, whether oral or written, entered into prior to this Contract are hereby revoked and superseded by this Contract. No representations, warranties, inducements or oral contracts have been made by any of the parties except as expressly set forth herein, or in any other contemporaneous written contract executed for the purposes of carrying out the provisions of this Contract. This Contract shall be construed and interpreted according to its plain meaning, and no presumption shall be deemed to apply in favor of, or against the party drafting the Contract. The parties acknowledge and agree that each has had the opportunity to seek and utilize legal counsel in the drafting of, review of, and entry into this Contract.
- g. **Assignment; Delegation.** No right or interest in this Contract shall be assigned or delegated by Vendor without prior, written permission of the City, signed by the City Manager. Any attempted assignment or delegation by Vendor in violation of this provision shall be a breach of this Contract by Vendor. The requirements of this Contract are binding upon the heirs, executors, administrators, successors, and assigns of both Parties.
- h. **Subcontracts.** No subcontract shall be entered into by the Vendor with any other party to furnish any of the Materials or Services specified herein without the prior, written approval of the City. The Vendor is responsible for performance under this Contract whether or not Subcontractors are used.
- i. **Rights and Remedies.** No provision in this Contract shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of this Contract. The failure of the City to insist upon the strict performance of any term or condition of this Contract or to exercise or delay the exercise of any right or remedy provided in this Contract, or by law, or the City's acceptance of and payment for Materials, shall not release the Vendor from any responsibilities or obligations imposed by this Contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of this Contract.
- j. **Offset for Damages.** In addition to all other remedies at law or equity, the City may offset from any money due to the Vendor any amounts Vendor owes to the City for damages resulting from breach or deficiencies in performance or breach of any obligation under this Contract.
- k. **Notices and Requests.** Any notice or other communication required or permitted to be given under this Contract shall be in writing and shall be deemed to have been duly given if (1) delivered to the party at the address set forth below, (2) deposited in the U.S. Mail, registered or certified, return receipt requested, to the address set forth below or (3) given to a recognized and reputable overnight delivery service, to the address set forth below:

If to the City: City of Lee's Summit
220 Southeast Green Street
Lee's Summit, Missouri 64063
Attn: Procurement and Contract Services Office

With a copy to: City of Lee's Summit
220 Southeast Green Street
Lee's Summit, Missouri 64063
Attn: City Attorney's Office

If to Vendor: **Lineage Connect**
1700 Broadway Blvd
Kansas City, MO 64108
Attn: Jason Hansen

or at such other address, and to the attention of such other person or officer, as any party may designate in writing by notice duly given pursuant to this subsection. Notices shall be deemed received (1) when delivered to the party, (2) three business days after being placed in the U.S. Mail, properly addressed, with sufficient postage or (3) the following business day after being given to a recognized overnight delivery service, with the person giving the notice paying all required charges and instructing the delivery service to deliver on the following business day. If a copy of a notice is also given to a party's counsel or other recipient, the provisions above governing the date on which a notice is deemed to have been received by a party shall mean and refer to the date on which the party, and not its counsel or other recipient to which a copy of the notice may be sent, is deemed to have received the notice.

- l. **Confidentiality of Records**. The Vendor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of ensuring that information contained in its records or obtained from the City or from others in carrying out its obligations under this Contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to perform Vendor's duties under this Contract. Persons requesting such information should be referred to the City. Vendor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of Vendor as needed for the performance of duties under this Contract. Vendor shall ensure its subcontractors are aware of and comply with this provision.
- m. **Conflicting Terms**. In the event of any inconsistency, conflict or ambiguity among the terms of this Contract, the IFB, the Specifications/Price Sheet, any City-approved Purchase Orders, invoices and the Vendor's response to the IFB, the documents shall govern in the order listed herein. Notwithstanding the foregoing, and in conformity with Section 2.1 above, unauthorized exceptions, conditions, limitations or provisions in conflict with the terms of this Contract (collectively, the "Unauthorized Conditions"), other than the City's project-specific quantities, configurations or delivery dates, are expressly declared void and shall be of no force and effect. Acceptance by the City of any invoice containing any such Unauthorized Conditions or failure to demand full compliance with the terms and conditions set forth in this Contract shall not alter or relieve Vendor from, nor be construed or deemed a waiver of, its requirements and obligations in the performance of this Contract. If the Contract is renewed pursuant to Subsection 3.1(B) above and such renewal includes any conflicting terms, other than price, those terms will be null and void.

- n. **Non-Exclusive Contract.** This Contract is entered into with the understanding and contract that it is for the sole convenience of the City of Lee's Summit. The City reserves the right to obtain like goods and Services from another source when necessary.
- o. **Cooperative Purchasing.** The Vendor by submitting a bid acknowledges that other Public Agencies may use this contract (Piggyback) under the same terms and conditions, during the effective period of any resulting contract – services and/or purchases being proposed in this bid, for the same prices and/or terms proposed. Vendor has the option to agree or disagree to allow contract PiggyBacks on a case-by-case basis. Before a Public Agency is allowed to PiggyBack any contract, the Agency must first obtain the vendor's approval – without the vendor's approval, the seeking Agency cannot PiggyBack. The City assumes no responsibility for payment, performance or any liability or obligation associated with any cooperative procurement under this Agreement. The City shall not be responsible for any disputes arising out of transactions made by others.
- p. **Signatory Authority.** Each person signing this Contract represents that such person has the requisite authority to execute this Contract on behalf of the entity the person represents and that all necessary formalities have been met.
- q. **E-Signature and Counterparts.** The Parties agree that this Contract may be signed in two or more counterparts and/or signed electronically, and all such counterparts together shall constitute one and the same contract; such signatures shall bind the signing party in the same manner as if a handwritten signature had been delivered.
- r. **Time of the Essence.** Time is of the essence in this Contract. Unless otherwise specifically provided, any consent to delay in Vendor's performance of its obligation is applicable only to the particular transaction to which it relates, and is not applicable to any other obligation or transaction.
- s. **Work Authorization/E-verify.** Pursuant to § 285.530, RSMo. if Contract exceeds five thousand dollars (\$5,000.00), Vendor warrants and affirms to the City that (i) Vendor is enrolled and participates in a federal work authorization program with respect to the employees working in connection with the contracted services and (ii) Vendor does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. Vendor shall swear to and sign an affidavit declaring such affirmation, and provide the City with supporting documentation of its enrollment and participation in a federal work authorization program with respect to the employees working in connection with this Contract. The required documentation must be from the federal work authorization program provider (e.g. the electronic signature page from the E-Verify program's Memorandum of Understanding); a letter from Vendor reciting compliance is not sufficient.
- t. **Debarment.** By submission of its response, the Service Provider certifies that neither it nor its principals are presently debarred or suspended by any Federal Department or agency, including listing in the U.S. General Services Administration's List of Parties Excluded from Federal Procurement or Non-Procurement programs; or if the amount of this response is equal to or in excess of \$100,000, that neither it nor its principals nor its subcontractors receiving sub-awards equal to or in excess of \$100,000 is presently disbarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal Department, agency or provision of law. If the Service Provider is unable to certify any of the statements in this certification, the responder must attach an explanation to its response.
- u. **Prevailing Wages.** Pursuant to § 290.230.5, RSMo. if this Contract, or a project of which this Contract is a part, exceeds seventy-five thousand dollars (\$75,000.00) and involves construction of public works, Vendor shall pay all its workers the applicable prevailing hourly rate of wages for work of a similar

character in Lee's Summit. If there is a dispute whether this Contract is subject to prevailing wages as required by §§ 290.210, et. seq., RSMo. the City's determination shall control.

- v. **Force Majeure**. The Parties shall be excused from performance during the time and to the extent that they are prevented from obtaining, delivering, or performing for reasons beyond the Parties' reasonable control, including without limitation, by act of God, public health emergency, natural disaster fire, strike, loss or shortage of transportation facilities, lock-out, commandeering of materials, products, plants or facilities by the government, and any other events or circumstances beyond the reasonable control of the party, when satisfactory evidence is presented to the City, provided that it is satisfactorily established that the nonperformance is not due to the fault or neglect of the Party not performing.

Lineage Connect acknowledges that we have thoroughly read and fully understand all the miscellaneous provisions outlined in Section 3.22, including but not limited to our status as an independent contractor, compliance with laws and regulations, amendment procedures, severability, assignment restrictions, subcontracting requirements, confidentiality obligations, cooperative purchasing terms, signatory authority, E-Verify compliance, debarment certification, and force majeure conditions. If selected as a vendor, we will affirm our commitment to comply with all the terms and conditions as specified in this section. We understand our responsibilities and the City's rights under these provisions and agree to adhere to them throughout the duration of the contract.

EXHIBIT A, SPECIFICATIONS

1. Scope. The Vendor(s) shall provide (the "Services") in accordance with the specifications, quantities and delivery schedule outlined below. Quantities identified in this Solicitation are only an estimate and are not guaranteed.

Lineage Connect acknowledges and agrees to 1. Scope.

2. Requirements. Basis for award shall include, but is not limited to, the following:

- Meeting of Specifications
- References & Experience of Provider
- Personnel Qualifications **Lineage Connect has provided Resumes of personnel, See Appendix A**
- Services Costs
- Availability of the Provider to the City for efficient production and delivery

Lineage Connect acknowledges and agrees to 2. Requirements.

- 2.1 The using Department for this awarded contract shall be Water Utilities Support Services located at 1200 SE Hamblen Rd, Lee's Summit, MO 64081. The contact shall be Joe San Nicolas, Financial Services Manager, 816969-1910, or appointed staff.

Lineage Connect acknowledges and agrees to 2.1.

- 2.2 Contractor's responsibility—All work must be performed by skilled, experienced personnel, directly employed, supervised and trained to work with materials and equipment of the printing trade. The awarded contractor shall be available to City representatives "on call as needed" during production. The City reserves the right to inspect the bidder's production facility as part of the evaluation for award.

Lineage Connect acknowledges and agrees to 2.2.

- 2.3 The Water Utilities Department generates utility bills in four (4) cycles, dated on the 7th, 14th, 21st and the second to the last day of the month. The Department projects that it will mail approximately 300,000 utility bills annually. Utility bills will be transferred to the contractor the day preceding the cycle bill date for next day delivery to the assigned post office entry facility. The current billing system being utilized by Water Utilities is CIS Infinity v4 from Advanced Utility Systems.

Lineage Connect acknowledges and agrees to 2.3.

- 2.4 The Water Utilities Department will deliver to the contractor print stock for utility bills. The awarded Contractor shall provide adequate storage for bill stock, mailing envelopes, and remittance envelopes. The awarded Contractor shall provide access to inventory upon request.

Lineage Connect acknowledges and agrees to 2.4.

- 2.5 The Water Utilities Department processes notices for delinquent accounts that will be transferred to the contractor for distribution on Wednesdays with exception of the City observed holidays where the notices may be transferred on Tuesday. Notices for delinquent accounts will be transferred to the contractor by 1:00pm for same day delivery to the assigned post office entry facility.

Lineage Connect acknowledges and agrees 2.5.

- 2.6 The Water Utilities Department issues two (2) notices on closed accounts identified as "Urgent" (1st Notice) and "Final" (2nd Notice) that will be transferred to the contractor similarly to notices for delinquent accounts (2.10). The Department distinguishes between these notices to accelerate payment. See attached Exhibits of Urgent Notice and Final Notice.

Lineage Connect acknowledges and agrees to 2.6.

- 2.7 The Water Utilities Department issues backflow device test notices and subsequent past due backflow test notices. Approximately 25,000 total notices annually. Backflow test notices are provided in pdf, (front and back), and may include a list of licensed companies who perform testing services. See attached Exhibits for reference. The #10 window envelopes for mailing backflow test notices shall be provided by Water Utilities Department.

Lineage Connect acknowledges and agrees to 2.7.

- 2.8 The Water Utilities Department has a payment processing venue established. The awarded bidder will be provided any relevant documentation necessary to perform the work by the Water Utilities Department.

Lineage Connect acknowledges and agrees to 2.8.

- 2.9 No Samples of files are not available at this time. **PLEASE SEE ATTACHED EXHIBITS FOR REFERENCE.** The most current file information shall be provided to the awarded bidder.

Lineage Connect acknowledges and agrees to 2.9.

- 2.10 The Water Utilities Department will permit miss feeds/printing equipment errors not to exceed 3%.

Lineage Connect acknowledges and agrees to 2.10

- 2.11 The Water Utilities Department has identified the following US Postal Service's Business Mail Entry Unit is the only acceptable facility for mail delivery. Total Price to be FOB Destination to Business Mail Entry Unit utilized.

**BUSINESS MAIL ENTRY UNIT
UNITED STATES POSTAL SERVICE
1700 CLEVELAND
KANSAS CITY MO 64121
Phone: 816-504-3288
Fax : 816-504-3295**

- Notices are date/time sensitive, so using the US Postal Service's Business Mail Entry Unit in Kansas City provides the best opportunity for a delivery to occur that maximizes our customers' ability to resolve the delinquency prior to the shut off date.
- Bills are also date sensitive, as per Ordinance, bills are delinquent after 21 days from the bill date. To minimize potential delays associated with the mail system, the use of the above Kansas City US Postal Service Entry Unit provides customers the best opportunity for receiving, processing and paying their bill in the allotted number of days.

Lineage Connect acknowledges and agrees to 2.11.

- 2.12 Hard Copy Water Utility samples will not be provided upon request to potential bidders as all document and data samples are provided as Exhibits inside of this bid Solicitation. The samples identified in the Exhibits serve to provide all potential bidders with the number of documents as well as familiarity with the content.

Lineage Connect acknowledges and agrees to 2.12.

- 2.13 Special mailings may be requested utilizing contractors paper stock and Water Utilities envelopes in stock. Special mailings will consist of a PDF file and/or Microsoft Word mail merged document consisting of one page front and back.

Lineage Connect acknowledges and agrees to 2.13.

3. Specifications.

The Bidder should complete EVERY SPACE in the section marked "OFFEROR'S BID" through the use of either a "YES," or "NO" to indicate that the item being bid is exactly as specified. If selecting "NO," comments shall be required to indicate any deviation of item being bid from the specifications.

Lineage Connect acknowledges and agrees to 3.

Item	Specification	Offeror's Bid (Must select Yes or No)
3.1 File Transfer	Contractor shall be able to process the Water Utilities Department bill and notices files from a text format (txt).	<input checked="" type="radio"/> YES <input type="radio"/> NO
	<p>Contractor shall make calculations from the data available in the txt file as prescribed by the Water Utilities Department to meet bill print design.</p> <p>Data Format Sample for billing (txt) and Data Format Sample for Delinquent Notices (txt) are attached as Exhibits. Urgent & Final Notices are also attached as Exhibits.</p> <p>Bill files are typically sent on the day prior to the bill date as described in 2.11 above with some exceptions for weekends and City approved Holidays which may require an adjusted date of delivery to the Contractor.</p>	<input checked="" type="radio"/> YES <input type="radio"/> NO

Item	Specification	Offeror's Bid (Must select Yes or No)
	Delinquent and Closed Account Notice Files will be Sent on Wednesdays, typically before 1:00pm.	
	Contractor shall place the identified values in the txt file in the designated areas for both bills, notices, and the accompanying graph in the bills.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall provide and maintain a FTP site for file transfer.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	<p>Contractor shall print from files delivered for backflow test notices.</p> <p>Files will be provided by the Utility to the awarded Contractor, of which consist of multiple "notices", addresses, and the listing of licensed testing companies located on the BACK SIDE of the Notice. The Notice files provides customers with a notification that their backflow device requires certification. Those files will have notices for multiple customers and is setup as a series of one-page documents.</p> <p>Exhibit F is a sample backflow certification Notice and Exhibit G is a list of licensed testers. The list of licensed testers should be printed on the backside of the Notice</p> <p>NOTE: The Contractor will be responsible for supplying the paper to print the duplex letters.</p>	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall maintain on-site verification of file transfer.	<input checked="" type="radio"/> YES <input type="radio"/> NO
3.2 Processing Services	Contractor shall process the utility bill file, laser print and deliver to approved post office entry within 24 hours of receiving the file.	<input checked="" type="radio"/> YES <input type="radio"/> NO

	Contractor shall laser print bills on one side of pre-printed stock using black ink Contractor shall print bills to have a perforated remittance stub that meets lockbox processing standards. <u>NOTE</u> : The current Lockbox standards are provided as Exhibit A but are subject to change.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor must be able to consolidate bills with the same delivery address into one envelope.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall print on each statement an optical character readable (OCR) line for postage delivery	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall add bill messages in the designated area on the utility bill.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall sort coded file for specific finishing services. Contractor shall process notices, laser print and mail on the same day as receipt of file.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall laser print notices on Z-fold forms, 8 x 10 ¼" flat, 8 x 3 ¾" folded, printed with black ink, one side, on 60# white offset text, requires ¼" perforation all four sides (net size of remittance 7 ½ x 3 ¼"). <u>Note 1</u> : The Contractor shall provide Z-fold forms. <u>Note 2</u> : An 8x11 z-fold form is an acceptable substitution. Lineage Connect will substitute with an 8x11 z-fold form.	<input checked="" type="radio"/> YES <input type="radio"/> NO
3.3 Finishing Services	Contractor shall fold utility bills such that the fold is in alignment with the perforated remittance. Utility Customer's name and address is located within the #10 window envelope. <u>Note</u> : The Water Utilities Department shall provide pre-printed #10 window envelopes.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall insert the utility bill and a #9 remittance envelope in #10 pre-printed mailing envelope. <u>Note</u> : The Water Utilities Department shall provide pre-printed #9 envelopes to the Contractor.	<input checked="" type="radio"/> YES <input type="radio"/> NO

Item	Specification	Offeror's Bid (Must select Yes or No)
	Contractor shall omit remittance envelope based upon coded value in the txt file for those customers on bank drafting. Contractor shall include flyers or other inserts (promotional material such as pamphlets, flyers, magnets, etc.) with the utility bill. Inserts are provided by the City when needed.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall insert the backflow test notice in #10 pre-printed window envelope. <u>Note</u> : The Water Utilities Department shall provide pre-printed #10 window envelopes.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Backflow notices will be in PDF formatted files will be provided by the Utility on and as needed basis.	<input checked="" type="radio"/> YES <input type="radio"/> NO
3.4 Mailing Services	Contractor shall process each piece of mail through one of the USPS approved verification software systems for Change of Address Verification, to be in compliance with the USPS.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall provide a report, if requested by the City, of any address changes as a result of processing mail through the verification software.	<input checked="" type="radio"/> YES <input type="radio"/> NO

	Contractor shall add automation standards and ZIP plus 4-digit identification to zip code.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall provide proof of quantities mailed using USPS Form 3600-R.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall deliver utility statements and notices to the approved post office mail entry facility for delivery.	<input checked="" type="radio"/> YES <input type="radio"/> NO
3.5 Inventory	Contractor shall warehouse 1 year of stock at one time for bill stock, #10 envelopes for mailing and #9 envelopes for remittance which is estimated at 375,000 pieces of each.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall provide Water Utilities an inventory stock status on a quarterly basis OR <u>within 24 hours</u> of the City's request. Inventory Status Reporting Requirements shall consist of an inventory count of pre-printed bill stock, #10 Envelopes for mailing and #9 envelopes for remittance.	<input checked="" type="radio"/> YES <input type="radio"/> NO
3.6 Reliability & Quality Control	Maintains a minimum of two separate high-speed data lines for reliability or acceptable alternative.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Provides disaster recovery measures that include off-site back up and printing.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Maintains Quality Control measures and provides procedures for reporting.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	The quality control method must ensure integrity and security of the data. The electronic file must be imaged on the preprinted forms described above.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	The contractor shall assist with testing with the Utility's lockbox processor (remittance/deposit process) to ensure quality of documents and readability of the scan line. The Utility will work with the Contractor to run test bills for approval of the Utility's Lockbox provider to ensure that the scan line meets their requirements.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall provide the Water Utility Department copies of bills and notices in a PDF format upon request.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	Contractor shall meet time frame for performance of services as outlined in Section 3.2.	<input checked="" type="radio"/> YES <input type="radio"/> NO
3.7 Postage	The Contractor must provide ZIP code analysis and the best (presort or otherwise) mail rate available while using best industry practices to ensure data provided by the City is in compliance with all applicable postal standards. The Contractor shall mail utility bills within 24 hours of receipt of file.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	The Contractor shall mail notices on the same day as the receipt of the file, if received prior to 1:00pm or next business day if received after 1:00pm.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Item	Specification	Offeror's Bid (Must select Yes or No)
	The Contractor shall utilize their US Postal Permit/indicia for submitting bills and notices to the approved post office mail entry facility. A certificate of mailing (USPS Form 3600-R) shall be provided to the Water Utilities Department.	<input checked="" type="radio"/> YES <input type="radio"/> NO
	The Contractor shall invoice the City for postage separately from other services on a monthly basis. Backflow letters or any special request letters shall be on a separate line on the monthly invoice.	<input checked="" type="radio"/> YES <input type="radio"/> NO

3.8 Samples	Bidders shall provide two (2) sample copies each of a current Clients billing statement and two (2) sample copies each of a Laser printed addressed envelope. NOTE: Samples provided shall be from Clients identified on the References and Experience page of this Solicitation. If submitting electronically, hard copy samples will need to be submitted by the bid opening date and time to the Procurement Officer on the cover page of this bid solicitation.	<input checked="" type="radio"/> YES <input type="radio"/> NO
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NOTE: BIDDERS ARE REQUIRED TO SUBMIT WITH THEIR BID A SAMPLE OF LASER PRINTED ADDRESSES ON ENVELOPES AS WELL AS BILLING STATEMENTS BASED ON CURRENT REFERENCES STATED ON PAGE 16. IF SUBMITTING A BID ELECTRONICALLY ON PUBLIC PURCHASE INSTEAD OF A SEALED HARD COPY PHYSICAL DELIVERY, THE SEALED SAMPLES MUST BE DELIVERED TO THE PROCUREMENT OFFICER ON PAGE 1 BY THE BID OPENING DATE AND TIME SPECIFIED.

3.1 – 3.7. Lineage Connect has carefully reviewed all specifications outlined in Section 3 (items 3.1 through 3.7) regarding file transfer, processing services, finishing services, mailing services, inventory management, reliability and quality control, and postage requirements. We confirm that we understand all these requirements and can fully comply with each specification as detailed. For all items listed, our response is "YES," indicating that we can meet or exceed the stated specifications. We are committed to providing high-quality, efficient, and reliable utility billing, printing and mailing services in accordance with all the requirements set forth by the City of Lee's Summit. Our systems, processes, and expertise are well-aligned to meet these specifications, ensuring accurate, timely, and compliant execution of all required tasks.

3.6 Lineage Connect is fully capable of providing lockbox-compliant statement printing for the City's lockbox processor. We have extensive experience with similar services for government entities and corporations who work with providers like Wells Fargo Bank lockbox operation.

Our capabilities include:

- **Printing lockbox-compliant statements and remittance documents**
- **Secure data handling via SFTP with encryption**
- **USPS regulation compliance**
- **In-house processing without subcontracting**

We print tax collection statements for the Unified Government of Wyandotte County/Kansas City, Kansas, Clay County, MO, and Jackson County, MO, all of which utilize lockbox operations. Our check printing services extend to major corporations like Dairy Farmers of America and Shamrock Trading Corporation, among many others. We serve over 30 state, county, and city government customers, managing a wide range of critical communications including tax documents, court summons, and operational mail. We also cater to non-profit and healthcare organizations, delivering crucial documents such as checks, lab results, and healthcare notifications.

3.8 The Lineage Connect Samples have been hand-delivered to the address provided, prior to the Bid deadline. The proposal response and all other required documents will be submitted electronically.

PRICE SHEET

NOTE: All pricing blanks must be filled in. Incomplete or unfilled spaces in the Specifications/Price Sheet shall be deemed as a NO BID entry for that item.

Pricing shall include F.O.B. destination and inside delivery to the Business Mail Entry Unit identified on Exhibit A, Page 2. Any errors for extension of total Pricing, Unit Price shall Prevail. All Pricing below shall be in accordance to Section 3.0 Specifications. All pricing shall remain firm and fixed for the duration of the contractual term.

NOTE: Quantities identified below are only an estimate.

BELOW PRICING BELOW IS NOT INCLUSIVE OF ANY POSTAGE.

Description	Est. Qty.	Unit Price	Total Price
Unit Price Per Utility Bill that includes, Processing, Folding, Inserting, Sorting & Mailing	300,000	\$0.060	\$18,000.00
Cost to add extra inserts (price per insert)	1	\$0.008	\$0.008
Unit Price Per Delinquent Notice (Z-Fold Form) that includes Paper, Processing, Folding/Sealing, Inserting, Sorting & Mailing	25,000	\$0.100	\$2,500.000
Unit Price per 1 st & 2 nd Notices for Closed Account (Z-Fold Form) that includes Paper, Processing, Folding/Sealing, Inserting, Sorting & Mailing	5,000	\$0.100	\$500.000
Unit Price per Backflow Test Notice that includes Paper, Processing, Folding, Inserting & Mailing	25,000	\$0.110	\$2,750.000
Special Mailing Services	1	\$0.110	\$0.110
GRAND TOTAL		\$23,750.12	

GENERAL

Please state your hours and days of operation:

All hours are Central Standard Time.

Production hours: Monday-Friday, 7:00am – 7:00pm. Saturday, 9:00am – 1:00pm.

Office hours: Monday-Friday, 8:00am – 5:00pm.

Does your company have any stop or close operation time periods throughout the year? ☒ YES ☐ NO

If yes to the above question, please state All time periods:

Lineage Connect is closed on the following days:

July 4th

Thanksgiving

Christmas Eve

Christmas Day

New Years Eve

If any of the above days fall on a weekend, Lineage Connect resumes normal production and office hours the following week.

No additional days off are taken.

<p>NOTE: Any closures for the above stated days shall not effect any of the mailing deadlines for the City. The awarded Contractor shall still meet all mailing deadlines and plan accordingly.</p> <p>Lineage Connect is fully committed to completing all projects and meeting all deadlines should we be awarded a contract with the City. We understand that our stated closure days will not affect any mailing deadlines for the City, and we have robust processes, controls, and procedures in place to ensure efficiency and accuracy in meeting all deadlines. Our operations are designed to accommodate holiday schedules without compromising our service quality or timeliness. We will proactively plan and adjust our workflow to guarantee that all City mailing deadlines are met, regardless of our company closure dates. Lineage Connect's dedication to excellence and reliability means the City can depend on us to fulfill all contractual obligations consistently and punctually.</p>	
During the course of the contract year, the Utility may need items or services not specifically listed above. Can we contact you for quotations on such items or service?	<input checked="" type="radio"/> YES <input type="radio"/> NO
If yes to the above question, will there be any discount offered off of standard/list pricing for such quotations on items or service? Lineage Connect will offer our government discount rate of 25% off standard pricing.	<input checked="" type="radio"/> YES <input type="radio"/> NO % off <u>25</u>
City standard payment terms are Net 30 after receipt of invoice. State any discounts offered for payment terms: Lineage Connect does not currently offer discounts on payment terms.	<input type="radio"/> YES <input checked="" type="radio"/> NO
<p>Response Time AFTER Receipt of Files from Water Utilities:</p> <p>Lineage provides two timely notifications during the file processing workflow:</p> <p>File Upload Notification: Within 20 minutes of receiving files from water utilities, Lineage will send a notification confirming the successful upload of these files.</p> <p>File Processing Notification: Once the files have been processed and ready to send to production, Lineage will send a second notification. This notification will also be sent within 20 minutes of the processing completion with page count confirmation</p> <p>These prompt notifications, each delivered within a 20-minute window, ensure that water utilities are kept informed about the status of their uploaded files throughout the process.</p>	<p>Confirmation of received files within 20mins.</p> <p>Notification of Document composition with counts within 20mins after files are processed.</p>
<p>State name, telephone number, and email address and phone number for contact person for Customer Service calls:</p> <p>Name: Sabrina Schall Email: sschall@trustlineage.com Phone: Office: 816-756-2733 Direct: 816-541-3899 ext.212</p> <p>Contractor shall provide below a list of locations: 1700 Broadway Blvd, Kansas City, MO 64108</p>	

Company Name: Lineage Connect Date: 12/12/24

EXHIBIT B

EXHIBIT B, INTENTIONALLY OMMITTED

SUBSTITUTION/EQUAL REQUEST FORM

~~~ INTENTIONALLY OMMITTED ~~~

**EXHIBIT C****EXHIBIT C, LICENSE/DBE/WBE STATUS/SERVICE-DISABLED VETERAN BUS. ENTRPRISE****LICENSE/DBE/WBE STATUS/SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE**

1. Provide copies of Professional Licenses/Certificates as required by the Specifications in Exhibit A
2. Has your firm been certified by any jurisdiction in Missouri as a minority or woman owned business enterprise?

Yes \_\_\_\_ No X

If yes, please provide details and documentation of the certification.

3. Has your firm been certified by the State of Missouri, pursuant to Section 34.074, RSMo, as a Missouri Service Disabled Veteran Business Enterprise? Yes \_\_\_\_ No X

If yes, please provide documentation of the certification.

Lineage Connect acknowledges the inquiries regarding professional licenses, minority/woman-owned business enterprise certification, and Missouri Service-Disabled Veteran Business Enterprise certification. We respectfully inform that our company does not currently qualify for or hold these specific designations. While we are committed to diversity, equal opportunity, and professional excellence in our operations, we do not meet the criteria for the certifications mentioned in this section. We will, however, provide any standard business licenses or certifications that are generally required for operating our printing and mailing services, as specified in Exhibit A of the contract documents.

**EXHIBIT D****EXHIBIT D, REFERENCES**

Provide the following information for three clients for whom Bidder has provided Services of **similar size and scope** within the past 36 months. ***These references will be checked.*** Please ensure all information is accurate and current. Failure to provide three accurate and suitable references may result in disqualification.

Company: City of Liberty, MO  
Address 101 E. Kansas Street  
City/State/Zip Code Liberty, MO 64068  
Contact: Claire Rodgers  
Telephone (816) 439-4428  
Email crodgers@libertymo.gov

Company: Unified Government of Wyandotte County/Kansas City, Kansas  
Address 710 7<sup>th</sup> Street, #240  
City/State/Zip Code Kansas City, KS 66101  
Contact: Andrea Vinyard  
Telephone (913) 573-8226  
Email avinyard@wycokck.org

Company: Mazuma Credit Union  
Address 7260 W 135<sup>th</sup> Street  
City/State/Zip Code Overland Park, KS 66223  
Contact: Chrissy Rossow  
Telephone (913) 574-5000  
Email christine.rossow@mazuma.org

**EXHIBIT E**

**EXHIBIT E, ACKNOWLEDGEMENT OF ADDENDA**

**Acknowledgement of Addenda received, if any**

**None were issued.**

## LINEAGE CONNECT RESUMES

Lineage Currently has the following fulltime staff.

- Customer Success Team Members – 4
- Production Team Members – 13
- Building Staff and equipment Maintenance Team Members – 3
- Presort/Mail Processing Team Members – 13
- Data Processing Team Members – 5
- Administrative – 5

Jason Hansen

### **Director of Sales and Customer Success**

Jason graduated from Missouri University of Science and Technology with a degree in Computer Science. He has worked in the print industry since 1999 for HP, Lexmark, and other print technology resellers. He has worked with hospitals and Manufacturing companies to design and implement print solutions to support the work teams and the production of in-house print shops. He also has experience working with government entities to ensure contract compliance. Jason leads the Sales and Customer Success teams at Lineage to support the existing customers and provide new customers with the best experience possible.

Jesse Jenkins

### **Operations Director**

Jesse graduated from the University of Kansas State with a BA in History, and associate in science, Leadership, and Aerospace studies. He received his commission into the Air Force in 2014 and was first assigned to Dyess AFB, TS; where he over saw tactical operations and managed 927 personnel over 6 years in the position, while also directly handled the maintenance and flying for 17 B-1Bomber, worth \$325 million per aircraft.



Jesse continued his Operations career with Amazon, where he directed delivery station logistics for mail processing and delivery while leading teams of 115 personnel in training for long-term and daily operations. He now leads the Lineage Connect team overseeing multiple departments such as Print and Lettershop Operations, Presort Processing internal & external mail to commingle, and a Transportation team in the Kansas City, MO facility; along with our mail house located in Topeka, KS.

Caitlin Keune

**Administrative Director**

Caitlin is a seasoned professional with extensive experience in administration and human resources. She studied Business Administration and Management at Southern Arkansas University, which has equipped her with a strong foundation in business operations and management. Caitlin has worked in various leadership roles for the past 10 years. Her roles have ranged from Assistant Human Resource Director, Office/HR Manager, to Director of Administration, showcasing her versatility and adaptability. With over six years of experience in document handling solutions and within the mailing industry.

Throughout her career, she has demonstrated strong skills in strategic planning, accounting, conflict management, critical thinking, and innovation. Her ability to manage multiple responsibilities and adapt to different work environments has made her an asset to each organization she has worked with. Currently, she serves as the Director of Administration at Lineage, where she leads administrative and operational efforts to ensure smooth business operations in all locations and divisions of Lineage; Accelerate, Optimize and Connect.

Sabrina Schall

**Executive Customer Success Manager**

Sabrina graduated from the University of Northern Iowa with a BS in Graphic Communications. She worked as a Customer Service Representative for an offset printer for 8 years before making a transition into digital print production and mailing solutions with Strahm Automation. She remained with the company during the transition from Strahm (8 years) to Lineage Mailing Services (2 years) and is now the Executive Customer Success Manager managing larger clients as well a team of Customer Success Managers. She has valuable knowledge of printing processes, managing inventory, postal requirements and postage rates and will be receiving certification as a Mail Design Professional through the USPS. She also has several years of experience with print and mail estimating. Sabrina works closely with all levels of production, data processing, presort,

accounting and sales to ensure quality is upheld as well as customer experience and expectations.

Anthony Rios

**Production Manager**

For the past 14 years, Anthony has been a production manager and then a shipping manager for Mizkan America. He was a plant manager for Linesets, and Pelton Shepherd Ind before joining Lineage on 04/03/2023 as our production manager. Anthony is responsible for enforcing Standard Operating Procedures at all stages of production throughout the Lettershop floor, along with performing a quality check on all jobs before releasing them to the next department, and one final QC check before releasing to USPS. He has extensive knowledge of our client's expectations and USPS guidelines and directs all production operators with their daily workflow. He also works closely with our Warehouse Specialist, ensuring we have the correct materials for each project, along with our entire Customer Success team with any questions or concerns.

Rosie Gonzalez

**Lettershop Lead & Quality Control Specialist**

Rosie began with Strahm Automation as an Inserter Operator and was further promoted to Lettershop Lead and Quality Control Specialist. She remained with the company during its transition from Strahm to Lineage Connect. Rosie enforces Standard Operating Procedures at all stages of production throughout the Lettershop floor, along with performing a quality check on all jobs before releasing to the next department, and one final QC check before releasing to USPS. She has extensive knowledge of our client's expectations and USPS guidelines and directs all production operators with their daily workflow. She also works closely with our Warehouse Specialist, ensuring we have the correct materials for each project, along with our entire Customer Success team with any questions or concerns.

Pat Atkins

**Data Processing Manager**

Pat graduated from the University of Kansas with a BS in Accounting and Business Administration. He has been in the print and mailing industry since 1992, most of those years with Strahm Automation (1997-2021) and remained with Lineage Mailing Services through the acquisition. He manages and directs IT, Data Processing and Programming; and works closely with a variety of clients as well as all Lineage Connect departments to

facilitate and streamline the automated mailing project design and workflow through production. Pat has also been an active member of our Lineage Connect Caring Team for 3 years.

APPENDIX B, NOTARIZED WORK AUTH AFFIDAVIT, SIGNATURE PAGE E-VERIFY

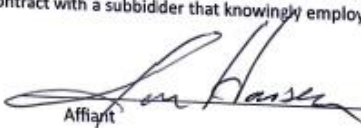
**CITY OF LEE'S SUMMIT, MISSOURI**  
**WORK AUTHORIZATION AFFIDAVIT PURSUANT TO SECTION 285.530, RSMo**  
**(FOR ALL BIDS FOR SERVICES IN EXCESS OF \$5,000.00)**  
**Effective 1/1/2009**

County of Jackson  
State of Missouri

My name is **Jason Hansen**. I am an authorized agent of **Lineage Maling Services LLC (DBA Lineage Connect)** ("Bidder"). Bidder is enrolled and participates in a federal work authorization program for all employees working in connection with services provided to the City of Lee's Summit, Missouri.


Bidder does not knowingly employ any person who is an unauthorized alien in connection with the services being provided.

Bidder shall not knowingly employ or contract with an illegal alien to perform work for the City of Lee's Summit, Missouri or enter into a contract with a subbidder that knowingly employs or contracts with an illegal alien.

  
Affiant

\_\_\_\_\_  
Jason Hansen  
Printed Name

Subscribed and sworn to before me this 12<sup>th</sup> day of December, 2024

  
Notary Public

**KENNETHA NATALIE ARENDS**  
Notary Public-Notary Seal  
STATE OF MISSOURI  
Jackson County  
My Commission Expires June 16, 2025  
Commission # 21829589

SEAL



|                                                     |           |
|-----------------------------------------------------|-----------|
| Employer Identification Number                      | 461802881 |
| North American Industry Classification Systems Code | 541       |
| Parent Company                                      |           |
| Number of Employees                                 | 20 to 99  |
| Number of Sites Verified for                        | 2 site(s) |

Company ID Number:

Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State:

|    |   |
|----|---|
| KS | 1 |
| MO | 1 |



Company ID Number:



Approved by:

|                                                                   |                        |
|-------------------------------------------------------------------|------------------------|
| <b>Employer</b><br>Lineage Mailing Services                       |                        |
| <b>Name (Please Type or Print)</b><br>Tracy L Smith               | <b>Title</b>           |
| <b>Signature</b><br>Electronically Signed                         | <b>Date</b> 08/20/2021 |
| <b>Department of Homeland Security – Verification Division</b>    |                        |
| <b>Name (Please Type or Print)</b><br>USCIS Verification Division | <b>Title</b>           |
| <b>Signature</b><br>Electronically Signed                         | <b>Date</b> 08/20/2021 |

Page 13 of 17 E-Verify MOU for Employers | Revision Date 06/01/13 Company ID Number:

|                                                                                               |                                        |
|-----------------------------------------------------------------------------------------------|----------------------------------------|
| <b>Information Required for the E-Verify Program Information</b><br>relating to your Company: |                                        |
| <b>Company Name</b>                                                                           | Lineage Mailing Services               |
| <b>Company Facility Address</b>                                                               | 1700 Broadway<br>Kansas City, MO 64108 |
| <b>Company Alternate Address</b>                                                              |                                        |
| <b>County or Parish</b>                                                                       | JACKSON                                |

Page 16 of 20 E-Verify MOU for Employers | Revision Date 06/01/13



## APPENDIX C, SCOPE OF WORK



### Proposed Scope of Work for Outsourcing Bill Printing and Mailing Services

#### 1. Data Receipt and Processing:

Lineage will receive files via a secure file transfer protocol (SFTP) server. Lineage will restrict access to client files to authorized personnel only. Lineage will verify file names and record counts with clients upon receipt.

#### 2. Bill Printing Services:

Lineage will print utility bills and notices on a daily basis. Lineage will print bills in full color, including City logo and other graphical elements. Lineage will ensure accurate reproduction of bill data, including customer information, consumption details, and charges. Lineage will implement quality control measures to verify print accuracy and legibility.

#### 3. Bill Mailing Services:

Lineage will process and prepare printed bills for mailing. Lineage will fold and insert bills into envelopes using automated equipment. Lineage will apply correct postage for each mailing. Lineage will optimize mailings for best postal rates, including pre-sorting. Lineage will ensure timely processing and delivery of all documents.

#### 4. Quality Control and Reporting:

Lineage will conduct daily production meetings to review outstanding projects and update the master schedule. Lineage will take and document record item counts at each step of the production process. Lineage will investigate and resolve any differences between interim, final, and original record counts. Lineage will keep detailed reports on print and mail volumes, postage costs, and processing times. Lineage will retain print files based on the Cities requirements

#### 5. Security and Compliance:

Lineage will implement security measures to protect sensitive customer data. Lineage will conduct background checks on employees handling City data. Lineage will ensure data not used is securely removed after 90 days unless otherwise authorized. Lineage will maintain SOC 1 and SOC 2 compliance, with focus on Security, Availability, and Confidentiality.

Lineage Connect acknowledges and confirms that we will comply with all City requirements and requests as outlined in Appendix C, Scope of Work, as well as any additional requirements not explicitly stated. We commit to implementing all City requirements and requests into our comprehensive quality assurance process, which encompasses communication, production, billing, and all other relevant areas of our operations. Our dedication to excellence ensures that we will maintain the highest standards of service, security, and compliance throughout our partnership with the City. Lineage Connect is fully prepared to adapt our processes and procedures as needed to meet and exceed the City's expectations in all aspects of bill printing and mailing services.

## APPENDIX D, SUPPORTING LINEAGE CONNECT DOCUMENTS

City of Kansas City MO, Business License: Copy

SOC 2 Type 1: Cover page and Table of Contents

SOC 1 Type 2: Cover page and Table of Contents

Lineage Connect COOP (Continuity of Operations), Cover page and Table of Contents

Lineage Connect Disaster Recovery Plan: Entire Document

USPS Authorized Detached Mail Unit document

Lineage Connect has provided samples of supporting documents that are an example of our commitment to excellence, and we are happy to provide complete documents upon request.

Lineage Connect is a dedicated provider with exceptionally high standards in the field of printing and mailing services. Our commitment to excellence is evident in every aspect of our operations, from secure data handling and precise bill printing to efficient mailing services and rigorous quality control measures. We pride ourselves on our advanced technological capabilities, stringent security protocols, and unwavering compliance with all applicable regulations.

Our team's expertise enables us to offer comprehensive solutions tailored to meet and exceed the City's requirements. We understand the critical nature of utility billing and are committed to ensuring accuracy, timeliness, and cost-effectiveness in all our processes.

With our SOC 1 and SOC 2 compliance, focus on security and confidentiality, and our comprehensive approach to implementation and testing, Lineage Connect stands ready to provide the City with superior bill printing and mailing services. Our high standards, coupled with our commitment to meeting all deadlines and contractual obligations, make us an ideal choice for the City's outsourcing needs.

Additionally, Lineage Connect's dedication to our customers is further exemplified by our robust Continuity of Operations and Disaster Recovery plans. These comprehensive strategies ensure that we can maintain critical functions and quickly resume full operations in the face of any unforeseen disruptions. Our Continuity of Operations plan outlines procedures for maintaining essential services during various scenarios, while our Disaster Recovery plan details specific steps for restoring our systems and data in the event of a catastrophe. These plans are regularly reviewed, tested, and updated to address evolving threats and technological advancements. By implementing these proactive measures, we demonstrate our unwavering commitment to providing uninterrupted, high-quality service to our customers, even in challenging circumstances.

This level of preparedness and resilience further solidifies Lineage Connect's position as a reliable and forward-thinking partner for the City's bill printing and mailing needs.

City of Kansas City, Mo.  
**BUSINESS LICENSE**  
Revenue Division

For the operation of:



**L1748638464**

CID-90470793984

**LINEAGE**  
**1700 BROADWAY BLVD**  
**KANSAS CITY MO 64108-1210**



**2024**

*This license is effective until December 31, 2024. You have until the last day of February to renew.*

Pursuant to City ordinances and conditioned upon payment of the requested fee or tax due, subject to audit and zoning requirements, license is hereby granted for the term and purpose stated.



KANSAS CITY  
MISSOURI


**0597934720**

Post at location licensed

Eric Davison, Commissioner of Revenue

This license may be suspended or revoked in accordance with City ordinances.

This license remains the property of the City of Kansas City, Mo.  
FINANCE DEPARTMENT • REVENUE DIVISION • BUSINESS LICENSE SECTION  
414 E 12th St. 1st Floor • Kansas City, MO 64106-2786 • (816) 513-1120



# Lineage Mailing Services, LLC d/b/a Lineage Connect

## System and Organization Controls 2 (SOC 2) Type 1 Report

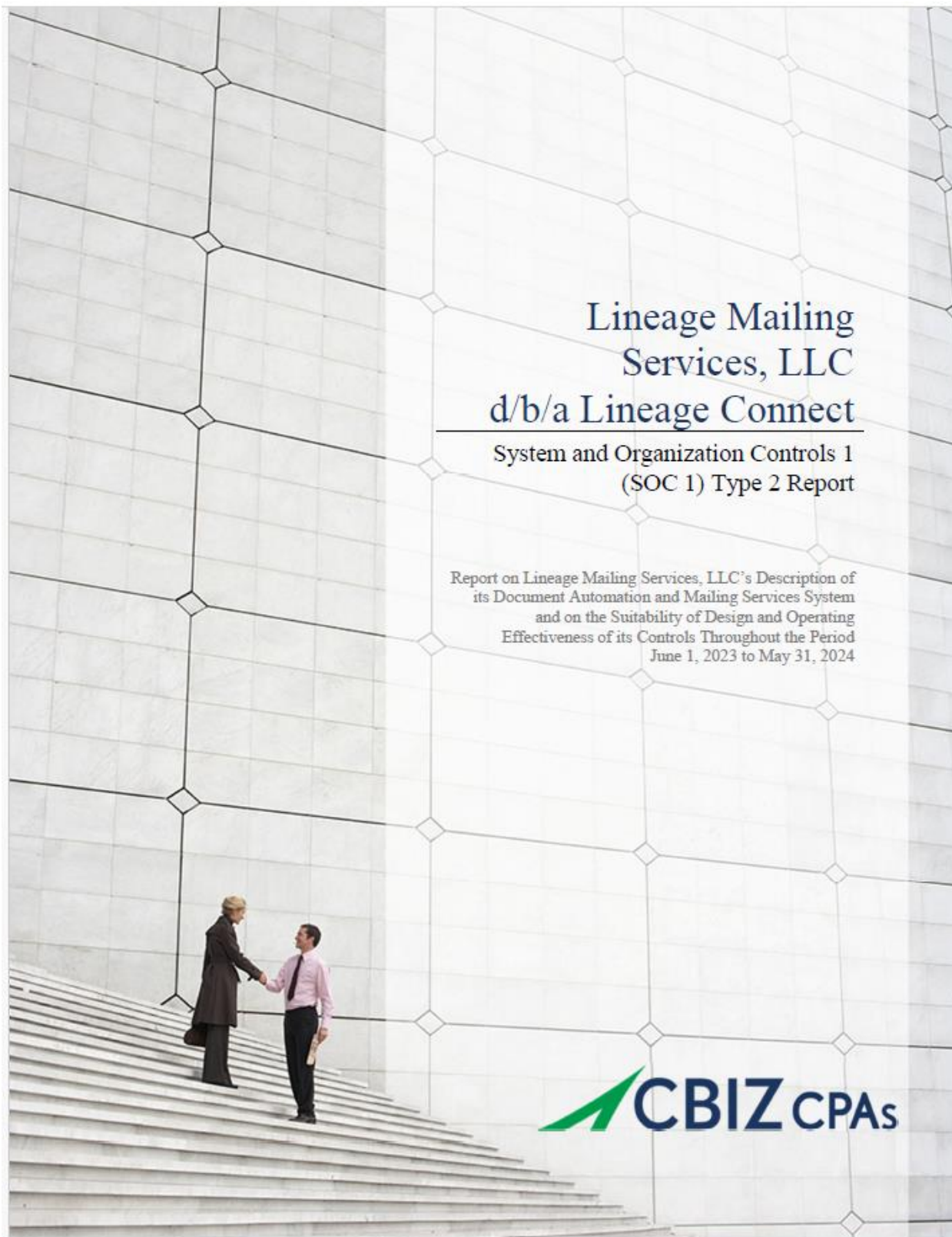
Report on Lineage Mailing Services, LLC's Description of  
its Document Automation and Mailing Services System  
and on the Suitability of the Design of Its Controls Related  
to Security, Availability, and Confidentiality  
as of May 31, 2024



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# Lineage Mailing Services



## **Lineage Connect Continuity of Operations Kansas City**

**Updated: April 2024**

Revision/Distribution Dates:

*Located: \\SAMSHS1\External Compliance Documents*



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## 1. INTRODUCTION

### PURPOSE OF THE COOP MANUAL:

In the event of a disruption or emergency, it is critical for our print-to-mail provider organization to maintain the delivery of essential services to our clients. This continuity of operations plan (COOP) outlines the strategies and procedures to ensure the continuation of our operations, during and after such an event.

#### PURPOSE:

1. Define the essential functions of our organization that must be maintained during a disruption.
2. Identify key personnel responsible for implementing the COOP plan and establish an order of succession in case of unavailability.
3. Develop and maintain a robust communication plan to keep employees, clients, and stakeholders informed.
4. Establish alternate work sites, if necessary, to maintain the delivery of essential services.
5. Ensure the protection and accessibility of critical data, records, and equipment.
6. Establish a recovery plan to restore normal operations as quickly as possible.
7. Conduct regular training and exercises to ensure the effectiveness of the COOP plan and update it as needed.

#### SCOPE AND APPLICABILITY

This COOP manual applies to all employees, contractors, and stakeholders who are in the operations and management of Lineage Connect.

## 2. ORGANIZATIONAL OVERVIEW

### ORGANIZATIONAL STRUCTURE

See Organizational Chart

# Lineage Mailing Services



## Lineage Connect Disaster Recovery Plan Kansas City

**Updated: April 2024**

Revision/Distribution Dates:

Located: \\SAMS1\External Compliance Documents

**Note:** Flashlights, crank Radios, water and a copy of the Disaster Recovery Plan and a jump drive with critical lists are locked in the Boiler Basement in the tote marked "Disaster Recovery"; a copy of the Disaster Recovery Plan and a jump drive with critical lists are locked in the server room.

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# Plan

## I. Introduction

(Updated: June 2023)

Lineage Mailing Services, LLC dba Lineage Connect (hereafter referred to as Lineage Connect or LC) is a transactional and direct marketing mail firm located in Kansas City, MO, with more than 50 dedicated associates. A variety of industries use Lineage Connect to manage complex variable data mail pieces.

LC employs generally accepted systems management practices in its daily operation and in its contingency planning. In the event of a disaster that would render any portion of LC unable to provide normal business processes, LC has an obligation to restore business in a timely manner.

Toward that end, LC established a Disaster Recovery Plan. This plan exists to benefit LC customers and to encourage joint participation between the LC disaster recovery team and key personnel within the clients that use LC production services.

## II. Purpose

(Updated: June 2023)

The purpose of this plan is to establish guidelines for recovery from a disaster that affects operations at Lineage Connect. This plan is a staged plan depending on the level of disaster.

## III. Objectives

(Updated: June 2023)

The objectives of this plan are:

- To identify pre-disaster procedures to ensure all materials needed to recover from a disaster are available. This plan will be used to monitor disaster testing as well as actual disaster recovery.
- To assign specific recovery responsibilities to key individuals. This distribution of responsibility allows quick implementation and control of each recovery project.
- To use the plan as a point of reference during recovery operations. The plan contains an overview of each recovery project as well as information to locate backup files, notify team members and use recovery alternatives.
- To keep the plan as concise and manageable as possible without sacrificing the information needed for a fast and successful recovery.

## IV. Plan Overview

(Updated: June 2023)

All members of the disaster recovery team and their alternates will be issued one copy of this document to be kept at their residence. Additional copies will be kept at the LC location in Kansas City, MO at the front desk, in Operation Director's office, in the Disaster Recovery tote in the Boiler Room basement and the Server Room. The Data Processing Manager will maintain the master copy and issue updates as necessary. If a team member should terminate employment with LC, their copies should be returned to LC.

In the event of a disaster, small or large, all team members are required to track their time and their employees' time. Additionally, all receipts for cleanup and necessary emergency items should be kept and turned in for reimbursement. In addition, the first team member(s) on the scene should take pictures and/or document a description of the damage found. The information above should be turned into the Office Manager.

## **V. Redundancies**

(Updated: March 2024)

**Network:** Lineage Connect has two dedicated fiber optic lines from two different ISPs. This allows for automatic failover if the primary ISP goes down.

**Data Backup:** Lineage Connect utilizes hosted local and cloud backup services provided by 11:11 Systems Inc. Nightly backups are created locally at the LC facility and are copied to an off-site 11:11 owned and operated data center in Dallas, TX. 11:11 Systems has the ability to virtualize critical systems including Data Processing workstations and servers in the event of a disaster at the main LC facility.

**Telephone System:** The telephone system is a cloud based VOIP system provided by Spectrum Business. If the LC phone system fails individual lines can be forwarded to employee cell phones, voicemails will be saved in the cloud for later access, and the main line can be failed over to a satellite Lineage Connect facility in Topeka, KS location.

**Electrical Power:** Should the Lineage Connect facility suffer a loss of grid power all vital data systems are equipped with dedicated battery backups that will keep them online for up to 15 minutes allowing time for the on-site diesel generator to come online. The on-site diesel-powered generator is equipped to run the entire facility for up to 48 hours before needing to be re-fueled. The generator will come online automatically within a minute of a grid failure and can run all facility systems including climate control systems. The generator is tested and scheduled maintenance performed regularly.

## **VI. Disaster Recovery**

(Updated: March 2024)

These procedures will be updated as procedures and additional business requirements are added. These procedures should be utilized to allow teams to focus on priority items required to allow LC to meet client needs in the most expeditious manner.

## **VII. Call Tree Sequence**

(Updated: March 2024)

In the event of a disaster, the Shift Manager/Supervisor/Lead Person will notify the Operations Director, in their absence, Customer Success Representative Supervisor, or Data Processing Manager. Each person responsible for calling associates will be required to always keep the Call Tree and Company Phone Directory List available.

Once the Operations Director is notified of the disaster, they will notify the first chain of team members (See Appendix B). After determining the extent of the disaster and the extent of the recovery plan required, the team members activate the call tree sequence to notify their staff members.

The manager of each functional group will call their own alternate plus all the people in their designated department. Each person will be sure to let each person know that they are responsible for following this procedure exactly with the people they are to call.

If the person you contact cannot find their call tree or phone directory, you will have to supply them with all the phone numbers and people to contact all the way down their branch to the end of the tree.



If someone you are assigned to call is not there and they have an alternative, notify the alternate. If they have no alternate and they are responsible for calling others on the tree (see Appendix B), then call one of the people on the next level of the tree and make them responsible for calling the others on their branch.

The head of each branch of the call tree will notify the Operations Director of any people that they were unable to contact or that all were contacted. Also, tell the Operations Director which people didn't have their call tree. If you are unable to contact the Operations Director, contact the Data Processing Manager.

To expedite the call, the message should be as short and concise as possible. Please do not discuss any other matters during the call. Limit the call to the message and the calling instructions.

Example message would be:

"A fire has destroyed a portion of the lettershop. Do not report to work tomorrow and stay home during your normal working hours. You will be contacted with further instructions as soon as the disaster is evaluated."

The prepared message must include:

- What happened
- Where to be for further instructions
- Where not to be
- Special Instructions
- The time when they will be informed next.
- Reminder not to speak to anyone publicly.

## **VIII. Disaster Recovery Team Overview**

(Updated: March 2024)

It is the role of the Disaster Recovery Team to provide the overall direction of the recovery operation. Activities will be coordinated under the direction of the Executive Team. The Disaster Recovery Team will establish the emergency command center where damage assessment and recovery operations will be directed. It will analyze damage reports and make recommendations to the Executive Team on the need for disaster declaration. It notifies all recovery teams with concurrence from the Executive Team. Once recovery has begun, this team coordinates all internal LC recovery activities and monitor progress. It schedules LC personnel for appropriate support activities and serves as the focal point for all technical and operational questions posed by customers during the recovery process.

This team has a key role in ongoing disaster recovery preparedness. It is responsible for all planning, testing maintenance activities necessary to sustain the recovery capability over time. Several functional teams make up the Disaster Recovery Team.

## **Teams**

### **I. Executive Team**

(Updated: March 2024)

Primary: Corporate Officers, Operations Director, Sales and Customer Success Director, Director of Administration

Alternate: Data Processing Manager, Executive Customer Success Manager, Office Manager

This team has the responsibility to provide executive-level decisions in the period following a disaster and the authority to declare a disaster and mobilize teams to recover at the appropriate sites. This decision will be made after input from the damage assessment process. The Executive Team will make policy decisions.

### **II. Disaster Recovery Team**

(Updated: April 2024)

Primary: Operations Director  
Alternate: Office Manager

The team manager directs the recovery operation and reviews status reports from other team members. They then notify the appropriate departmental management that our company has suffered a disaster.

The Operations Director will phone the other members of the Disaster Recovery Team to advise them of the disaster and to inform them of the time they will be expected at a designated location. The members of the Disaster Recovery Team include all the other recovery team managers. Operations Director designates one or more members to review the disaster site and report their findings. Depending on the extent of the disaster and the availability of the staff, they may reassign responsibility to get the optimum use out of the available staff.

During the recovery period, normality may be dropped. Working hours, office dress and an idea of what is expected from each team should be emphasized. The available department personnel will be assigned to various teams to assist in the recovery operation.

All non-essential personnel should be advised to stay away from the disaster area but should be informed of their expected state of readiness. The policy concerning the payment of wages to exempt, non-exempt and part-time employees who are not working during the recovery period is explained to the team members so that correct information can be passed down to all employees.

If the need arises for additional professional help, the Operations Director will arrange for other non-team employees to join the Disaster Recovery Team. If the need arises for additional help and LC associates are not available, the Operations Director, with the help of Human Resources, will arrange to contract outside temporary help. These individuals will also conduct interviews with prospective new employees to fill any vacancies.

### **III. Site Recovery Team**

(Updated: March 2024)

Primary: Office Manager  
Alternate: Facilities & Maintenance Specialist, Operations Director

This team is responsible for determining the status of our physical location. They determine if the physical location is recoverable. They insure the usability and safety of our existing facility. They work with maintenance providers and utilities for the use of our existing facility. The Site Recovery team makes provisions for the physical security of the building that suffered the disaster and its contents.

### **IV. Network and IT Applications Recovery Team**

(Updated: March 2024)

Primary: Data Processing Manager  
Alternate: IT Programmer, IT specialist

This team is responsible for determining the status of our IT Infrastructure, and the status of the 11:11 Systems hosted datacenter. If a decision is made to move to the 11:11 cloud this team is responsible for bringing up all critical applications and restoration of critical data.

### **V. Hardware Recovery Team**

(Updated: June 2023)

Primary: Operations Director  
Alternate: Production Supervisor, Presort Supervisor

This team is responsible for determining the Disaster Recovery Site. The primary option is to stay in place. This team works the local disaster with a plan to bring us up in place.

In the case of a disaster, the hardware recovery team will evaluate and inventory the affected equipment and work with our insurance agent and service provider to re-establish service within an acceptable timeframe for all services and applications based on the Recovery Time Objective (RTO) found in Appendix C of this document. The most important services and applications will be prioritized and made available sooner. A detailed recovery plan will be made available to the Operations Director within four hours of the completion of the initial alert assessment. About Mailing Operations, the Manager of Production Resources would evaluate the equipment damage, determine whether to repair or replace the equipment and begin the process of moving the equipment to the other location if a move is deemed necessary. Should any equipment be deemed unusable, LC has several options. Secondly, LC has 2 offices and can move work between these offices as needed. Partners in the region are also able to assist in both the production of digital print work, as well as the mail production work.

## **VI. Production Outsourcing Team**

(Updated: June 2023)

Primary: Executive Customer Success Manager  
Alternate: Either Customer Success Representatives, Administrative Team Members

Begin calling all the LC lettershop and printing partners to inform them of our needs. Work closely with LC Data Processing team in the event that lettershop outsourcing may require combined data services. Consult with Warehouse and scheduling team if it is determined that LC or client inventory has been damaged and needs to be reprinted/replaced.

## **VII. Customer Communication Team**

(Updated: April 2024)

Primary: Executive Customer Success Manager  
Alternate: Either Customer Success Representatives, Administrative Team Members

This team will be responsible for communicating with our clients the status of our operation. They will provide continual business communication with clients and manage accounts. They will act as intermediaries between customers and production.

Communication to clients is to be made via email or phone within 6 hours of the initial disaster with updates provided within a reasonable period of time until normal service is restored for the client.

## **XI. Production and Transportation Team**

(Updated: March 2024)

Primary: Production Supervisor, Presort Supervisor, Transportation Supervisor  
Alternate: Either Production Lead, Either Presort Lead, Transportation Lead

The production team will contact employees and advise them of their assignments, office dress and working hours. There may be some time delay before salvage operations can begin.

This team is responsible for notifying all departmental personnel about when they should report for work, the nature of the work they will be assisting with and who to report to for recovery assistance.

This team will be responsible for the re-establishment of our production environment. They will review both short- and long-term contracts to facilitate rebuilding the production facilities.

The team will order any necessary mailroom supplies and equipment: scale, postage meter, ink, string, strapping, etc. They will confirm the tray tags and all mail requirements are available, including a printer to print the standard mail report requirements.

Determine the need for trucks, vans, autos, etc. The company owns several vehicles, but it may be necessary to contract for additional transportation since our transportation equipment may not be available or additional trucks may be needed to transport materials quickly and efficiently. It is the requirement of the business to have sufficient transportation contracts in place to maximize the efficiency of the business and remove the possibility of waiting due to trucks in transit.

#### **XIV. Communications Team**

(Updated: March 2024)

Primary: Operations Director, Vice President of HR, Customer Success Team

Alternate: Office Manager, CEO of Lineage

The communications team will prepare an information memo for release to clients and LC associates to describe the disaster and plans for recovery.

The communications team will handle all communications, private and public. Any public/media will be addressed by authorized members of the communications team only.

## **Appendices**

A: Use of this Manual

B: Team Members and Call Tree

C: Recovery Time Objective (RTO)

### **Appendix A: Use of this Manual**

(Updated: June 2023)

This Operations guide describes the program that Lineage Connect has set in place and outlines specific roles and duties within this program. It provides steps each team should take to meet recovery requirements. Guidelines for interaction with customers and the media are also provided. This Operations guide contains information available today. The guide will be continually updated, and revisions will be distributed to disaster recovery contacts in the organization as needed.

### **Appendix B: Team Members with Call Tree**

(Updated: March 2024)

*Note: See attachment “Lineage Connect Disaster Recovery Call Tree” for list of employees and numbers updated as of March 2024.*

## **Appendix C: Recovery Time Objective (RTO)**

(Updated: April 2024)

- If able to operate in place: ○ Critical IT infrastructure: Within 4 hours of a disaster declaration. ○ Critical Print and lettershop production: Within 12 hours of a disaster declaration. ○ Presort Services: Within 12 hours of a disaster declaration.
  - Transportation/Courier Services: Within 8 hours of disaster declaration.
- If unable to operate in place (failover to backup vendors necessary): ○ Critical IT infrastructure: Within 6 hours of a disaster declaration ○ Failover to backup print and lettershop vendors: Within 24 hours of a disaster declaration.
  - Presort Services: Within 24 hours of a disaster declaration.
  - Transportation/Courier Services: Within 12 hours of a disaster declaration.

All necessary operations for the production of client orders and submission of mail to the USPS to be operational within 48 hours of a declared disaster. This could include either or a combination of operations at the Lineage Connect facility in Kansas City, MO, the Lineage Connect facility in Topeka, KS, or the use of backup vendors with whom Lineage Connect will have pre-established partnerships with.



Lineage Connect is proud to be a USPS authorized Detached Mail Unit (DMU), which represents a significant advantage in mail processing and delivery. As a DMU, Lineage Connect has the authority to conduct mail verification and acceptance at its own facility, streamlining the mailing process and ensuring faster, more efficient service for our clients.

Furthermore, Lineage Connect holds the distinguished position of being a USPS HQ Managed Account with a Dedicated Account Manager and Business Service Network (BSN) representative. These premium services are exclusively available to trusted partnerships and higher-tiered revenue accounts, underscoring Lineage Connect's standing in the industry and our commitment to providing top-tier mailing solutions.

Our DMU status and HQ Managed Account designation enable us to offer:

1. Expedited mail processing and entry
2. Ensure all address and sorting in compliance with USPS Standards with NCOA
3. Direct communication with USPS experts for problem-solving and optimization
4. Enhanced visibility and control over the mailing process
5. Access to specialized USPS resources and support

These capabilities allow Lineage Connect to provide unparalleled service quality and efficiency in managing high-volume mailing projects, such as utility bill printing and distribution.

If you have any questions or require authentication of our USPS credentials, please don't hesitate to reach out to our designated USPS contacts



**Keith L Dozier-Arizona**

USPS  
Business Alliance Specialist  
(520) 388-5166 Work  
(520) 336-8053 Mobile  
[Keith.Dozier@usps.gov](mailto:Keith.Dozier@usps.gov)  
11900 N La Canada Dr  
Oro Valley AZ 85737  
[Keith.Dozier@usps.gov](mailto:Keith.Dozier@usps.gov) IM

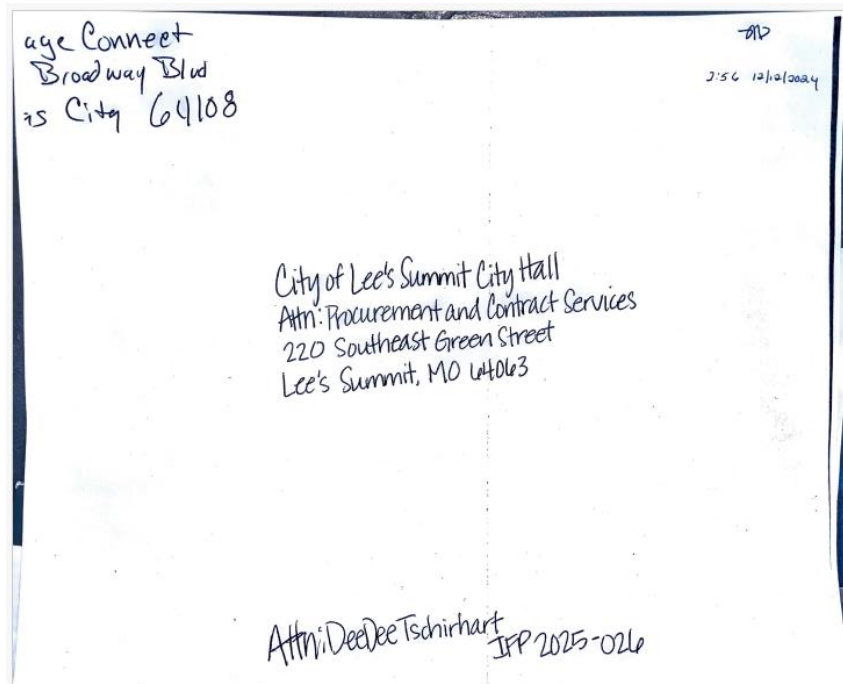
**Authorlee, Sonya R**

USPS  
Business Service Network Representative  
(816) 374-9200 Work  
[Sonya.R.Authorlee@usps.gov](mailto:Sonya.R.Authorlee@usps.gov)

## APPENDIX E, LINEAGE CONNECT SAMPLES, COPIES OF THE HAND-DELIVERED

Lineage Connect's required hard-copy Samples were hand-delivered to the City of Lee's Summit prior to the Bid due date- see the signed envelope/receipt. We have also attached them to our electronic proposal.

The scanned samples provided are intended for reference purposes only and do not accurately reflect the true color, clarity, or quality of the final printed documents. We pride ourselves on delivering high-quality work, with vibrant color reproduction, crisp detail, and precise document arrangement that surpasses the appearance of these scanned samples.



City of



# LIBERTY UTILITY SERVICES

City Hall • 101 E. Kansas St. • Liberty, MO 64068  
 8 a.m.–4:30 p.m., Monday through Friday (except holidays)  
 816.439.4460 <https://libertymissouri.watersmart.com>

## STATEMENT

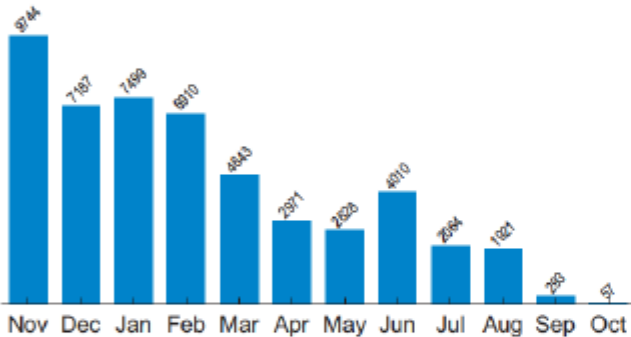
KEEP THIS PORTION FOR YOUR RECORDS

Meter Reading Detail for: [REDACTED]

| From       | To         | Previous Reading | Present Reading | Usage |
|------------|------------|------------------|-----------------|-------|
| 10/30/2024 | 11/15/2024 | 254425           | 254508          | 83    |

|                            |            |
|----------------------------|------------|
| Customer Name              | [REDACTED] |
| Account Number             | [REDACTED] |
| Bill Date                  | 11/25/2024 |
| Amount Due Now ***Final*** | \$15.57    |
| Due Date                   | 12/20/2024 |
| After Due Date Pay         | \$15.57    |

Water Consumption History (gallons)



|                  |         |
|------------------|---------|
| Previous Balance | 145.95  |
| Adjustments      | -150.00 |
| Water            | 12.28   |
| Wastewater       | 17.29   |
| Solid Waste      | -10.07  |
| Tax              | 0.12    |
| Current Charges  | 19.62   |

**Pay This Amount \$15.57**

**Any Accounts with an unpaid previous balance will have until 12/09/2024 to pay the amount owed and avoid disconnection.** News and Events <http://www.libertymissouri.gov/utility-bill-insert>. Pay your utility bill by calling (855) 495-0704 or online >> [www.libertymissouri.watersmart.com](http://www.libertymissouri.watersmart.com). In addition to paying your utility bill, many other City services are available online >> [www.libertymissouri.gov/OnlineServices](http://www.libertymissouri.gov/OnlineServices). City Hall closed 11/28, 11/29, and 12/25. Trash will be delayed one day due to Thanksgiving and Christmas.

PLEASE DETACH AND RETURN WITH YOUR PAYMENT TO ENSURE PROPER CREDIT

City of



**City Hall**  
**101 E. Kansas St.**  
**Liberty, MO 64068**

|                                           |            |                 |
|-------------------------------------------|------------|-----------------|
| Account Number                            |            |                 |
| Service Address                           |            |                 |
| Make check payable to:<br>CITY OF LIBERTY | Bill Date  | Amount Due      |
|                                           | 11/25/2024 | \$15.57         |
|                                           | DUE DATE   | AMOUNT ENCLOSED |
|                                           | 12/20/2024 |                 |
|                                           |            | ***Final***     |



ADDRESSEE



00001



REMIT TO

City of Liberty  
 P.O. Box 801737  
 Kansas City, MO 64180-1737





**LIBERTY UTILITY SERVICES**  
Finance Department

RETAIN  
THIS PORTION

**QUESTIONS?**

For more information about your utility rates or bill:

call 816.439.4460

email [cycle1@libertymo.gov](mailto:cycle1@libertymo.gov)

visit [www.libertymissouri.gov/Finance](http://www.libertymissouri.gov/Finance)

If you have questions or issues regarding your solid waste collection or curbside recycling, please call Republic Services at 816.254.1470.

**HOURS & LOCATION**

8 a.m. - 4:30 p.m. Monday through Friday  
(except holidays)

Liberty City Hall  
101 East Kansas St.  
Liberty, MO 64068

**DETACH AND INCLUDE BELOW COUPON WITH  
PAYMENT IN RETURN ENVELOPE**

**Please mail  
check to:**

City of Liberty  
P.O. Box 801737  
Kansas City, MO 64180-1737

**OR pay your bill  
online:**

<https://libertymissouri.watersmart.com>

**OR pay by phone:**

(855) 495-0704

**OR drop off your  
payment:**

- 1) Drop box on Missouri Street across from the Liberty Police Department available 24/7.
- 2) Drop box in the Liberty Community Center (1600 S. Withers Rd.) available during regular business hours.

TEAR HERE

**THANK YOU!**

- 1 Detach this payment coupon.
- 2 Place coupon and payment in the enclosed envelope.
- 3 Make sure mailing address shows through window.
- ! Do not mail cash.





- ✓ Pay your property taxes
  - ✓ Submit partial payments for past due bills
  - ✓ Store and access your receipts
- Visit: [mywyco.wyocokk.org](http://mywyco.wyocokk.org)



#### PAYMENT INSTRUCTIONS

##### PAYMENT OPTIONS

- 1 - Pay online at [mywyco.wyocokk.org](http://mywyco.wyocokk.org) or download the official myWyco App from the Apple App Store or Google Android Play Store.
- 2 - Payment may be made with CASH CHECK, CASHIER'S CHECK, MONEY ORDER, OR CREDIT CARD. Credit cards may not be used through the mail. Make checks payable to UNIFIED TREASURY. Please write OWNER ID # or PARCEL # on the check. To receive an emailed receipt, please send your name and property address/Owner ID #/Parcel # to [treasury-CIC@wyocokk.org](mailto:treasury-CIC@wyocokk.org)

##### ADDITIONAL PAYMENT INFORMATION

- 1 - Taxes are due on or before 12/20/2024
- 2 - There are NO FEES when paying online using a check/ACH. A 2.5% convenience fee applies for payments made with a credit card.
- 3 - If taxes are more than \$10.00, you may pay your taxes in two equal payments.
  - a - First half is due on or before 12/20/2024
  - b - Second half is due on or before 05/12/2025
- 4 - If taxes are not paid before the due dates, interest will be added as provided by law.
- 5 - Please be certain that this tax statement property description covers your property. The Unified Treasury is NOT responsible if taxes are paid on the wrong property.
- 6 - When mailing your payment, send only the bottom portion of the tax statement with your payment and circle the amount being paid.
- 7 - For questions, please call the Treasury Office at 913-573-2823 or go to [mywyco.wyocokk.org](http://mywyco.wyocokk.org)

#### YOU MAY BE ELIGIBLE FOR A HOMESTEAD OR SAFE SENIOR PROPERTY TAX REFUND FOR TAXES AS 2024 HOMESTEAD PROPERTY TAX REFUND A property tax refund for eligible homeowners.

##### To Qualify:

If you were a Kansas resident for all of 2024 who owned and occupied a homestead, you are eligible for a refund of up to \$300 if your total "household income" is \$37,500 or less and you were:

- a - born before January 1, 1949; OR
- a - you were totally and permanently disabled or blind for the entire year of 2024; OR
- a - you had a dependent child who lived with you the entire year that was born before January 1, 2024, and was under the age of 18 as of 2024; OR
- a - you were a disabled veteran (50% or more disability), or the surviving spouse of a disabled veteran who has not remarried, or the surviving spouse of an active duty military personnel who died in the line of duty and not married.

#### "SAFE SENIOR" PROPERTY TAX REFUND A property tax refund for eligible homeowners.

##### To Qualify:

As a Kansas resident for all of 2024, who owned and occupied a homestead, you are eligible for a refund of 75% of your property taxes paid if your total "household income" including social security is \$22,000 or less.

- a - you were 65 years or older as of 2024; AND
- a - you do not have any delinquent property taxes.

#### SENIOR OR DISABLED VETERAN (SVR) PROPERTY TAX REFUND

##### To Qualify:

As a Kansas resident for all of 2024 who owned and occupied a homestead, you may be eligible for a refund of the difference between the current and base year property tax amount if your total "household income" including social security is \$30,000 or less; AND:

- a - you were 65 years or older as of 2024; OR
- a - you were a disabled veteran; OR
- a - you were a surviving spouse of a disabled veteran receiving the SVR who has not remarried; OR
- a - you were a surviving spouse of person 65 years or older receiving the SVR and who has not remarried.

Can my expected refund be used to help pay the first half of my property taxes due December 2024?

Yes, if you meet the following criteria:

- a - Match a homestead or SAFESR refund last year and checked the Advancement Box on your 2023 Homestead or SAFESR return; and
- a - Do not have any outstanding balances with the Kansas Department of Revenue (KDOR).

The advancement information will be sent electronically to the County Treasurer's office and may appear on your 2024 property tax statement.

NOTE: A Homestead or SAFESR refund claim form K-40H or form K-40PT must be filed between January 1st and April 15th, 2025 to pay back the amount the KDOR paid on your behalf to the county treasurer for your December 2024 property taxes. Any excess refund amount remaining after paying the property taxes will be refunded to the claimant. Any deficit will require additional payment by the claimant.

Those filing the new Senior or Disabled Veteran Property Tax Refund Claim (K-40SVR) will be eligible to participate in the advancement program next year if the claimant checked this option on their 2024 K-40SVR refund claim form.

IMPORTANT: You cannot combine these refunds. Only one of the property tax refunds may be claimed.

#### HOW TO CLAIM YOUR REFUND

**Homestead Refund:** Complete a Form K-40H, Homestead Claim form electronically on the KDOR website at: <https://www.kansas.gov/revenue/homesteadlogin.html> or mail a paper K-40H to the Kansas Department of Revenue anytime between January 1st and April 15th, 2025. NOTE: Renting does not qualify for the Homestead refund - you must be a homeowner who owns and occupies your homestead to qualify.

**SAFESR Property Tax Refund:** Complete a Form K-40PT, Kansas Property Tax Relief Claim for Low Income Seniors electronically on the KDOR website at: <https://www.kansas.gov/revenue/safesrlogin.html> or mail a paper K-40PT to the Kansas Department of Revenue anytime between January 1st and April 15th, 2025.

**Senior or Disabled Veteran (SVR) Property Tax Refund:** Complete a Form K-40SVR, Kansas Property Tax Relief Claim form electronically on the KDOR website at: <https://www.kansas.gov/revenue/homesteadlogin.html> or mail a paper K-40SVR to the Kansas Department of Revenue anytime between January 1st and April 15th, 2025.

NOTE: Appraised value of the home for the Homestead, SAFESR, and Senior/Disabled Veteran property tax programs must be valued at \$300,000 or less to qualify.

**Taxpayer Assistance:** If you have questions about these refunds, contact our Taxpayer Assistance Center or your local county clerk's office at 913-673-2823, ext. 1. If you are eligible, free taxpayer assistance is available through programs such as VITA (offered by the IRS), AARP-TaxAide, and TCE. These programs have sites throughout the state of Kansas. To find a site near you, call 1-800-638-6360 or visit local IRS office. To find an AARP site, call 1-800-357-7669 or visit their website at: [https://www.aarp.org/money/taxaides/arp\\_taxaide/](https://www.aarp.org/money/taxaides/arp_taxaide/)

Kansas Department of Revenue  
Scott Office Building  
125 SE 10th Avenue  
P.O. Box 350360  
Topeka KS 66603-0360  
913-698-8222

#### CHANGE OF ADDRESS FORM

Name of Current Owner(s): \_\_\_\_\_

Parcel Number: \_\_\_\_\_ Phone #: \_\_\_\_\_

New Tax Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

##### AUTHORIZATION -

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

NO CHANGES WILL BE MADE WITHOUT OWNER SIGNATURE



INQUIRIES TO:  
7260 W. 135th St.  
Overland Park, KS 66223  
(913) 574-5000

STATEMENT OF ACCOUNTS  
FROM: 11/01/24  
TO: 11/30/24

Account Number [REDACTED]  
PAGE 1 of 2

Switch to paperless billing.  
Sign-up for e-statements.

If you have any comments regarding our operations please contact: Supervisory Committee, 7260 W. 135th St., Overland Park, KS. 66223

| DATE                                | TRANSACTION DESCRIPTION                 | AMOUNT      | BALANCE            |
|-------------------------------------|-----------------------------------------|-------------|--------------------|
| Post Effective                      |                                         |             |                    |
| 11/01 ID 0000                       | PRIMARY SHARE ACCOUNT Balance Forward   |             | 1.00               |
|                                     | Joint Owner: [REDACTED]                 |             |                    |
| 11/30                               | Ending Balance                          |             | 1.00               |
|                                     | Dividends Paid Year to Date             | 0.06        |                    |
|                                     | Dividends Paid In 2023                  | 0.04        |                    |
| 11/01 ID 0030                       | CLASSIC CHECKING Balance Forward        |             | 2.19               |
| 11/30                               | Ending Balance                          |             | 2.19               |
|                                     | Dividends Paid Year to Date             | 0.00        |                    |
|                                     | Dividends Paid In 2023                  | 0.00        |                    |
| -----                               |                                         |             |                    |
|                                     | Total For This Period                   |             | Total Year-to-Date |
| -----                               |                                         |             |                    |
|                                     | Total Returned Item Fees (NSF - Unpaid) | 0.00        | 0.00               |
| -----                               |                                         |             |                    |
|                                     | Total Overdraft Fees (NSF - Paid)       | 0.00        | 0.00               |
| -----                               |                                         |             |                    |
|                                     | Total Dividends Paid Year to Date       | 0.06        |                    |
|                                     | Total Dividends Paid in 2023            | 0.04        |                    |
| -----                               |                                         |             |                    |
| ***** Account Balance Summary ***** |                                         |             |                    |
| Total Shares                        | Balance                                 | Total Loans | Balance            |
| PRIMARY SHARE ACCOUNT               | 1.00                                    |             |                    |
| CLASSIC CHECKING                    | 2.19                                    |             |                    |
|                                     | -----                                   |             |                    |
|                                     | 3.19                                    |             |                    |
| *****                               |                                         |             |                    |

\*0110\*





The amount of dividends received as shown on this statement is reportable as "Interest Earned" on your Income Tax Return. Forms 1099 will be mailed to members. If dividends are \$10.00 or more, the amount of dividends will be reported to the Internal Revenue Service. PLEASE RETAIN THIS PORTION OF THE STATEMENT FOR YOUR RECORDS

LOAN BALANCE DOES NOT INCLUDE INTEREST. INTEREST DUE IS COMPUTED BY MULTIPLYING THE LOAN BALANCE BY THE PERIODIC RATE PER DAY AS SHOWN ON THE STATEMENT AND THEN MULTIPLYING THE RESULT BY THE NUMBER OF DAYS FROM THE LAST LOAN TRANSACTION TO THE CURRENT DATE.

The Federal Truth in Lending Act requires prompt correction of mistakes on your open-end loan statement.

- ### In Case of Errors or Questions About Your Electronic Transfers

- 1) Tell us your name and account number (if any).
- 2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- 3) Tell us the dollar amount of the suspected error.

We will tell you the results of our investigation within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will recredit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not recredit your account.

USE THIS FORM TO BALANCE YOUR DRAFT REGISTER 4. SUBTRACT DRAFTS WRITTEN BUT NOT SHOWN ON STATEMENT.

CONSIDERED CORRECT. FEE/TERMS SUBJECT TO FINAL  
PAYMENT

| PAYMENT                                                          |          | NUMBER |  | AMOUNT |  | NUMBER       |  | AMOUNT    |  |
|------------------------------------------------------------------|----------|--------|--|--------|--|--------------|--|-----------|--|
| 1. ENTER THE ENDING BALANCE SHOWN ON THE FRONT OF THIS STATEMENT | \$ _____ |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
| 2. ADD DEPOSITS MADE TOO LATE TO APPEAR ON THIS STATEMENT        |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
| AMOUNT                                                           |          |        |  |        |  |              |  |           |  |
| \$                                                               |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  |              |  |           |  |
| <b>TOTAL</b>                                                     |          |        |  |        |  |              |  |           |  |
|                                                                  |          |        |  |        |  | <b>TOTAL</b> |  | -\$ _____ |  |

3. ADD TOTALS FOR NUMBER ONE AND TWO ABOVE.....

+\$ \_\_\_\_\_

-\$ \_\_\_\_\_

5. THIS BALANCE SHOULD EQUAL THE FINAL BALANCE SHOWN IN YOUR DRAFT REGISTER AFTER DEDUCTING ANY SERVICE CHARGE AND ADDING ANY DIVIDEND

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