



RFP 23-5851

Permanent Vote by Mail Invitation Printing & Mailing Services

McHenry County seeks proposals for printing and mailing services, subject to continuing need and availability of funds. All requirements are according to specifications enclosed.

Contact Information. Direct all inquiries & communication via email to:

Djuana M Leonard, C.P.M., Procurement Specialist, E-mail: dmleonard@mchenrycountyil.gov

Any communication regarding this Bid or Request between the date of issue and date of award is required to go through the Procurement Specialist listed (or the Purchasing Administrative Specialist). Unauthorized contact with other McHenry County staff or officers is strictly forbidden. **ELECTRONIC COMMUNICATIONS REQUIRED.**

MANDATORY COVER PAGE
COVER SHEET - TYPE or PRINT CLEARLY

Company: Diamond Communication Solutions Date: 1/2/2023

Contact Person: David Moore

Address: 900 Kimberly Dr. City: Card Stream State: IL Zip Code: 60188

Email Address: dmoore@dmsolutions.com

Telephone number: 64-504-7757 FEIN or SSN: 26-0573531

SCHEDULE OF EVENTS

December 20, 2022	RFP available on County website
December 27, 2022	Questions due to dmleonard@mchenrycountyil.gov no later than 12:00 p.m.(CST). Submit via email.
December 28, 2022	Addendum posted on County website no later than 4:00 p.m. (CST)
January 3, 2023	Proposals due no later than 9:00 a.m. (CST). Submit PDFs via email.

MANDATORY PAGE
PROPOSAL PRICING FORM

We, Diamond Communication Solutions, propose to provide the requested services according to the requirements of this Request for Proposal. We also certify that this written proposal is valid for 120 days from the day of this proposal and the attached information is received and filed by the County of McHenry.

COSTS BELOW SHOULD BE BASED UPON THE QUANTITY OF: 230,000

Printing Costs: \$ 24,731.90

Sorting List & Mailing Services: \$ 4,487.30

Delivery to Post office: \$ No cost

Additional services; cutting, folding, etc. \$ 8,730.80

LUMP SUM OF ALL COSTS (excluding postage) TO COMPLETE THIS PROJECT: \$ 37,950.00

Delivery Timeline GUARANTEE: JANUARY 4, 2023-FEBRUARY 10, 2023: YES NO

Please List any exceptions to the RFP Specifications:

No exceptions, but would like to receive mail package artwork by 1/10/2023.

MANDATORY PAGE
REFERENCES

Please list three (3) references, other than McHenry County, you have done similar work, service or supplied similar products to within the last twelve (12) months. **Email address required. It is the vendor's responsibility to ensure references respond to the County, as required.**

Entity: Village of Bolingbrook, Illinois
Address: 375 West Briarcliff Rd City, State, Zip Code: Bolingbrook, IL 60440
Telephone Number: 630-226-5583 Contact Person: James Farrell, Director, IT
Email Address: jfarrell@bolingbrook.com

Entity: Combined Insurance
Address: 111 E Wacker Drive City, State, Zip Code: Chicago, IL 60601
Telephone Number: 312-351-8365 Contact Person: Brian Coleman, VP Risk Management
Email Address: brian.coleman@combined.com

Entity: American Medical Association Insurance
Address: 330 N. Wabash Avenue City, State, Zip Code: Chicago, IL 60611
Telephone Number: 630-597-6729 Contact Person: Mark Shaffer, Director MKTing: Analytics
Email Address: mark.shaffer@amainsurance.com

MANDATORY PAGE
CERTIFICATONS PAGE

- I acknowledge to have read, understand, and agree to the **Bid or Request Documents** Provided for this Bid or Request as posted on McHenry County's Website Yes
- I acknowledge to have read, understand, and agree to the policies contained within the **McHenry County Purchase Ordinance**, amended June 1, 2021 Yes
- I acknowledge I have read, understand, and agree to the **Standard Terms and Conditions** provided for this Bid or Request as posted on McHenry County's website. Yes
- I acknowledge to have read, understand, and agree to all **Addenda** provided for this Bid or Request as posted on McHenry County's website. Yes
- Vendor certifies it has reviewed, completed & submitted the **MANDATORY County of McHenry Status of Ownership Information** Yes
- I acknowledge there to be SEVEN (7) **Mandatory Pages, including the W-9** to be completed and/or submitted for my Bid or Submission to be considered. Yes
- Submitter certifies it has not been barred from contracting with a unit of State or Local Government because of a violation of Section 33E-3 or 33E-4 of the **Criminal Code of 1961, as amended.** Yes

- Vendor certifies it is aware that all contracts for the Construction of Public Works are subject to the **Illinois Prevailing Wage Act** (820 ILCS 130/1-12) and this Bid or Request Is Subject to, Is NOT Subject to the Illinois Prevailing Wage Act. Yes

- Vendor acknowledges this Bid or Request Is Subject to, Is NOT Subject to the **Employment of Illinois Workers in Public Works Act** (30 ILCS 570/3) and will comply with the requirements set forth in this Act. Yes

- I acknowledge this Bid or Request Requires, Does NOT Require a **Bid Bond** Yes

- Under penalties of perjury, I certify that my correct **Federal Taxpayer Identification Number** is: 26-0573531

- I am doing business as a (please indicate one):
 - Sole Proprietorship
 - Corporation: State of Incorporation: Delaware
 - Partnership
 - Other _____

- State full names, titles and addresses of all responsible principles and/or partners below and/or Authorized Negotiators:
 - Name and Title: Dan Tobin, SVP Sales
 - City, State and Zip Code: Carol Stream, IL 60188
 - Telephone Number: (708) 705-6322 Email: dan.tobin@osgconnect.com

 - Name and Title: David Moore
 - City, State and Zip Code: Carol Stream, IL 60188
 - Telephone Number: (614) 504-7757 Email: dmoore@dmsolutions.com

MANDATORY PAGE
SIGNATURE PAGE

- I have carefully examined the Bid or Request, Scope of Work, Specifications, and any other documents accompanying or made a part of this Bid or Request. I hereby propose to furnish the goods or services specified. I agree my proposal will remain firm for a period of up to 120 days from due date to allow the County time to evaluate the qualifications submitted. I verify all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify I am duly authorized to submit on behalf of the firm as its act and deed, and the firm is ready, willing, and able to perform if awarded the contract. I further certify, under oath, this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a proposal for the same product or service. No officer, employee or agent of the County of McHenry or any other proposer is interested in said proposal and the Undersigned executed this Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Individual/Company/Corporation: Diamond Communication Solutions

Business Address: 900 Kimberly Drive

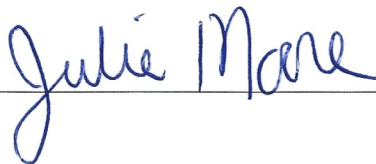
City, State and Zip Code: Carol Stream, IL 60188

Printed Name and Title: David Moore, VP Sales

Signature:  **Date:** 1/2/2023

Telephone Number: (614) 504-7757 **Email:** dmoore@dmsolutions.com

Witness Printed Name and Title: Julie Moore

Witness Signature:  **Date:** 1-2-2023

End of Document



MCHENRY COUNTY

Status of Ownership Information

2200 North Seminary Ave Suite 200
Woodstock IL 60098

Main Number: 815-334-4818

Email: Purchasing@McHenryCountyil.gov

*Illinois Public Act 102-0265 was approved in August 2021 requiring us to collect "Status of Ownership" information.

*This is a fillable PDF form. Enter the appropriate information, save it to your device, or print.

Form with 10 sections: 1. APPLICATION TYPE (New/Change/Update), 2. FEDERAL I.D. # OR SOCIAL SECURITY # (260573531), 3. DATE (2/2/2023), 4. BUSINESS NAME & ADDRESS (Diamond Communication Solutions), 5. REMIT ADDRESS FOR PAYMENTS (Diamond Communication Solutions), 6. STATUS OF OWNERSHIP (Not Applicable), 7. HOW ARE YOU CERTIFYING? (Self-Certifying), 8. PRIMARY CONTACT PERSON (David Moore), 9. PERSONS AUTHORIZED TO SIGN (Joseph Tetstone, Dan Tobin), 10. I hereby certify that the information supplied herein is true and correct. (Signature of David Moore)

Request for Taxpayer Identification Number and Certification

Give Form to the
 requester. Do not
 send to the IRS.

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
 See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Diamond Marketing Solutions Group, Inc.	
2 Business name/disregarded entity name, if different from above Diamond Communication Solutions	
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ <small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small> <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
5 Address (number, street, and apt. or suite no.) See instructions. 900 Kimberly Drive	Requester's name and address (optional)
6 City, state, and ZIP code Carol Stream, IL 60188	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number											
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2	6	-	0	5	7	3	5	3	1		

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ Sara Baluchi

Date ▶ 3/1/2022

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)
 Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Proposal for:

McHenry County Permanent Vote by Mail Invitation Printing and Mailing Services

Presented to:



Presented by:



Diamond Communication Solutions
900 Kimberly Drive
Carol Stream, IL 60188

David Moore, VP Sales
614.504.7757
dmoore@dmsolutions.com

Dan Tobin, SVP Sales
708.705.6322
dan.tobin@osgconnect.com

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January 2, 2023

Djuana Leonard, Procurement Specialist
McHenry County Purchasing Services
2200 N. Seminary Avenue
Woodstock, IL 60098

Transmittal Letter – RFP No. 23-5851

Dear Ms. Leonard:

We sincerely thank you for the opportunity to participate in your Request for Proposal for Permanent Vote by Mail Invitation Printing and Mailing Services.

Diamond Communication Solutions, an OSG Company, (Diamond) has been an industry leading provider of critical communication services to a diverse customer base for many years. Our focus within the B to B and B to C vertical provides next-generation business technology solutions and integrated omni-channel print & digital platforms. We consistently target standardization using best-in-class innovation to improve our client's efficiency and lower their cost.

Diamond has one of its primary facilities located in Carol Stream, IL and plans on using that facility to handle the printing and mailing of the Permanent Vote by Mail Invitation mail packages.

The primary contacts from Diamond for questions regarding our proposal is:

David Moore – VP Sales
Diamond Communication Solutions
900 Kimberly Drive
Carol Stream, IL 60188
E: dmoore@dmsolutions.com
P: 614.504-7757

Dan Tobin – SVP, Sales & Marketing
Diamond Communication Solutions
900 Kimberly Drive
Carol Stream, IL 60188
E: dan.tobin@osgconnect.com
P: 708-705-6322

We look forward to continued dialogue as you evaluate our response and welcome you to tour one of our Carol Stream, IL and Milwaukee, WI production facilities.

Kindest regards,

A handwritten signature in black ink, appearing to read "Dan Tobin".

Dan Tobin
Senior Vice President, Sales

Executive Summary

Diamond Communication Solutions (Diamond) is very pleased to submit our proposal in response to your RFP to provide the McHenry County Permanent Vote by Mail Invitation Printing and Mailing Services mailings. The following RFP response outlines our proposed approach to the project and addresses the information requirements that were outlined in the McHenry County Permanent Vote by Mail Invitation Printing and Mailing Services RFP.

Diamond is integrating technology solutions that support the omni-channel communication demands of today's modern customers.

Diamond is an industry leader with over 40-years of providing transactional mail and direct mail printing and mailing services. With National distribution, our facilities produce more than 30 million mailed documents monthly, offering printed documents and e-document service solutions. Our Automated Document Factory (ADF), an architecture and set of processes to manage the creation and delivery of mission-critical, high volume digital mail documents, consolidates customer file processing, data evaluation and extraction, document composition, and provides a user-friendly view of customer configuration, file processing and document mailing in its web-based customer portal. Standard platform configuration includes access to abundant processing and mailing data and a standard suite of reports. Customers can take advantage of many additional features including ADF-hosted document images, external delivery of document images to a customer or third-party vendor, mail tracking, e-notification via email or SMS text message, automated Address Correction Service reporting, Secure Destruction of undeliverable documents, Enhanced Mail Recovery, and custom reporting.

With a team of seasoned professionals, our company helps our clients attract and engage with today's consumer market using a combination of new and traditional service offerings. Diamond can provide multi-site processing which eliminates dependence on one location for all services and provides continuous backup in case there is a business interruption or disaster.

Our proposal offers several key benefits for the McHenry County Permanent Vote by Mail Invitation Printing and Mailing Services mailings:

- **Data & System Security.** All Diamond facilities are SOC2 certified, PCI compliant and have numerous systems in place to protect the privacy and integrity of your data. From employee background checks, E-Verify and routine security training to custom designed inserter verification systems and routine network vulnerability assessments, Diamond puts security at the forefront of our operations.
- **Print/Mail.** Diamond utilizes the latest Canon Colorstream and Ricoh V60000 digital color printing systems and Pitney Bowes File-Based inserting equipment.
 - Canon Colorstream 3900 series enable full-color, monochrome and MICR printing on a wide range of paper stocks and at a variety of speeds. Colorful graphics and personalized printing make information easier to understand, which can help open new revenue opportunities in fast-changing markets.
 - The Pitney Bowes inserters have the capability to process a variety of application types at speeds that are perfectly matched to your business and production needs. The inserters can process complex applications efficiently and effectively at speeds up to 25,000 cycles per hour. Designed for 7/24 operation, these heavy-duty inserters can easily handle the McHenry County Permanent Vote by Mail Invitation inserting requirements.

- **Communications/Advertising Inserts.** Diamond can handle all the McHenry County additional insert requirements, if required. A Diamond project manager will work with the assigned McHenry County individual(s) to set up the process of receiving and adding inserts into the notice mail packages or imaging the insert information electronically (onsert) as an additional page or on the actual notice, if required.
- **E-Presentation:** Costs for electronic presentment of statement and notice documents are continuing to fall relative to delivering those statements via print and mail. With Diamond’s e-statement.com platform, you can have your e-Notice forms up and running quickly and easily. And you’ll save money by reducing paper, printing, and postage costs.

Your eDocuments are:

- Delivered as exact images of your paper documents
 - Hosted on a secure server
 - Hyperlinks and banner ads can link to your website for a seamless digital experience.
- **Implementation.** Diamond will assign a team of implementation specialists to work directly with the McHenry County permanent voting areas to develop an implementation plan for the print platform architecture that Diamond is proposing and execute that plan to meet the McHenry County Permanent Vote by Mail Invitation Printing and Mailing Services required timeline.
 - **Customer Support/Management.** Diamond will assign a project manager who will be the direct, day-to-day contact on the McHenry County Permanent Vote by Mail Invitation Printing and Mailing Services project. This individual will be supported by a project management team consisting of a back-up project manager, two data processing individuals, a programmer, a backup programmer and your sales representative that will be supporting the implementation and on-going daily management of the statement projects. The assigned sales executive and manager of customer support will also provide support and assistance to the project management team.
 - **Business Continuity Planning.** Diamond proposes to process the McHenry County Permanent Vote by Mail Invitation in our in our Carol Stream, IL facility and have our Milwaukee, WI facility provide business continuity and disaster recovery services.
 - **Postage Savings.** Diamond utilizes Group 1 software for mail sorting to obtain the lowest possible postage rates for the Ci departments. In addition, our sister facility in Carol Stream, IL has mail sorting equipment in-house in case the McHenry County Permanent Vote by Mail Invitation mailings don’t receive optimal software mail sorting postage discounts.
 - **Automated Document Factory.** One of the things that separates Diamond from our competitors is our Automated Document Factory (ADF) architecture and environment. Diamond can show, with transparency, our clients a breakdown of each job that is flowing through production – in real time. Along production tracking, our clients can approve documents, add marketing messages, and add inserts “on-the-fly” and reduce the need to call a customer service representative.

Diamond is extremely confident that we can continue to deliver the right mix of technology, resources, and experience to ensure the successful implementation and ongoing management of the McHenry County Permanent Vote by Mail Invitation Printing and Mailing Services, as well as any other requirements that are required for this project.

We would be pleased to answer any questions you might have regarding our RFP response submission.

Thank you for the opportunity to submit our proposal for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "David D. Moore". The signature is written in black ink and is positioned above the printed name and title.

David D. Moore
VP Sales

Project Examples

University of Wisconsin - Milwaukee

Bobbi Jo Weber

Englemann Hall 260D

Madison, WI 53201

414-229-4888

bjweber@umw.edu

Print and mail services for monthly and quarterly student billing. 22,000 quarterly mailings.

University of Wisconsin System Financial Administration

Cora Beach

780 Regent Street

Madison, WI 53715

608-265-5794

cbeach@uwsa.edu

Print and mail services for year-end 1098T and 1098E year-end tax statements. 140,000 annual mailings.

West Virginia State Fire Commission

David Blaylock, Deputy Fire Commissioner

1207 Quarrier Street, 2nd Floor

Charleston, WV 25302

304-558-2191, ext. 20744

david.a.blaylock@wv.gov

Print and mail services for electricians, blasters and pyrotechnicians renewal notices and license cards. 17,500 annual mailings.

Working with the USPS

Because we understand that one of the biggest expenses for our clients is postage, Diamond has cultivated strong relationships with the USPS over the past 40 years. Mailing over a billion pieces a year makes us an important customer to the USPS, and we work closely with them to make sure that your first-class and standard mail moves efficiently and accurately through the system.

Our dedicated postal professionals help our clients understand current and evolving postal regulations, how to maximize delivery and the best ways to achieve the lowest postage rates possible.

Our strategically located production facilities in the East, Southeast, Midwest and on the West Coast help increase the deliverability of your mailings—being closer to the recipient, we can get mail in-home faster and more cost-effectively than anywhere else in the country. Diamond also offer logistics management for drop shipping of your mail to NDC/SCF facilities at maximum postal savings. By focusing on in-home dates rather than mail dates, and by maximizing postal delivery efficiencies, we help ensure that your mailings arrive when planned so you can capture every potential sale, lead, or donation.

Project Specific Qualifications

Diamond has the capacity to support the McHenry County Permanent Vote by Mail Invitation printing and mailing. Diamond has multiple facilities in Milwaukee, WI and the greater Chicago area that have redundant hardware and software along with experienced staff who will program/process your data files and run the production equipment.

Our Diamond facilities operate at a 50% - 70% capacity rate, so adding additional transaction/user volumes is not a problem. Also, the 8 Diamond facilities are connected electronically and can move business between the locations in load leveling business situations.

Diamond recognizes and appreciates the trust our clients place in us to process their work and we take that responsibility very seriously. We continue to do our best to ensure that our processes, controls, and standards provide the highest level of secured transaction communication services. The Company has implemented extensive security measures, and continues to invest in the people, process controls, and technology improvements that ensures the integrity, confidentiality, and security of client data and transaction communications.

SSAE-18 Service Organization Control (SOC) audits represent a significant ongoing commitment to the quality, integrity, and security of services provided to you, our client, and by extension to the services you offer to your customers. The current SOC1 Type-2 audit was completed by Grant Thornton, LLP for the period ending September 30th, 2020. Diamond also conducts a SOC2 Type-2 audit based upon the AICPA Trust Principles and controls related to Security, Confidentiality, and Availability. Audit periods begin annually on October 1st and are concluded on September 30th of the following year. SOC Audit Reports for each period are typically available to clients beginning in December.

Compliance

Diamond follows and is in compliance with GBLA, HIPAA, IRS Pub-107, and IRS Pub-4812 information security regulations and standards relevant to transaction communication service providers. Diamond regularly undergoes information security examinations and audits by regulators including the Federal Financial Institutions Examination Council (FFIEC) and the IRS. Several clients also conduct risk assessments and audits to support their compliance requirements. These examinations and audits typically include a full range of risk-based assessments of systems, security, standards, processes, and controls.

Network Data and Security

Diamond has implemented redundant circuits with carrier diversity, and multi-layered approach to network and information security. Separate firewalls and DMZs are deployed to handle pre-authorized circuit-based connections and support SFTP and internet-based VPN connections. Firewalls are configured to monitor, detect, and prevent intrusions and/or botnet traffic that may be related to a DDoS attack. Public facing servers are deployed in DMZ segments behind internet firewalls.

Diamond systems perform real time network, systems, application, security, performance, and software patch monitoring. Internal and external vulnerability and patch management scans are performed on a regular basis. Control alerts are generated when designated thresholds have been detected in critical areas, and software patches and updates are routinely applied. Viruses and other malicious software are kept in check through network-edge anti-virus, anti-spyware, and intrusion-prevention systems.

Diamond supports its clients through the utilization of Customer Focus Teams (CF-Teams). Team make-up consists of a Sales Representative, Two Customer Service representatives, Two Data Processors, and Two Programmers. These are the day-to-day developers and caretakers of the relationship. By assigning the dedicated CF-Team our goal is immediate access to information or answers as well as redundancy in coverage. Our teams operate with the single goal of exceeding customer expectations. This dedicated team will devote the time to learn your business—and your clients' business—to properly service your needs and meet your objectives. The workload assigned to a team is dependent upon cycles and load expectations of the work supported. When a team load peaks, a new sub-team is created and staffed accordingly.

Changes in account team structure as we move from implementation to an on-going operational relationship will be minimal. We believe that it is critical to our ongoing relationship that the team we assemble to meet your business needs from day-one remain intact. Account Executive and Customer Service personnel will remain the same. A lead Programmer will also remain within the ongoing business team to service your account. We have frequently found that our client's IT resources are stressed therefore we commit our Programming Teams to your business needs and take the work out of your hands.

Work Plan and Methodology

Immediately upon securing new business your Account Manager at Diamond, will see that a comprehensive and dynamic Account Management Team is assigned to develop, implement, and ultimately manage the day to day production of your business communications requirements.

The Account Management Team members are assigned to each new account based on the unique custom specifications of your project. A typical Account Management Team consists of:

Account Manager – Responsible for all direct Diamond/Client communications. The Account Director will be the first individual to review your project's business requirements, establish direct communication links with the key individuals on the clients staff, and assign the appropriate Diamond staff to construct the balance of the Account Management Team, and then lead and direct the team throughout the development, implementation and maintenance of the day to day production of your communication project.

Facility Project Manager – This Individual is responsible for facilitating the day to day production of your project while it is processing through the production cycle in our manufacturing facility. Key responsibilities of the Project Manager include: Monitoring the daily production to assure files are processed correctly and on schedule, managing inventory of project components, and serving as the main contact point for all project related communications entering the manufacturing facility.

IS/IT Programmer Analyst – This individual is responsible for the development, testing, and implementation of the custom data processing files that will be created to transfer your data onto the communication media being utilized for your project. Key responsibilities of the Programmer Analyst are: The writing, compiling, testing, of all data processing programs, data security, daily program maintenance, program change management, and enhancements.

The Diamond Work Plan Methodology is based on the three key phases of project management. The first phase is the Project Definition Phase, the second phase is the Project Development phase and the third is the Project Implementation and Production phase.

During the **Project Definition Phase**, the Account Director will do an initial review of your project specifications and determine who the best qualified resources are to construct the balance of the account management team. A Kick Off meeting will be scheduled for the DIAMOND Account Management Team to meet with the key members of your staff to establish the appropriate communication connections and exchange all the information critical to your project. Products of the kick off meeting will be: the initial Statement of Work to be done on your behalf by Diamond, a high level time frame will be created to establish mile stones and deliverable dates for key elements critical to the development and implementation of your project. Individual responsibilities will be assigned and documented on a project plan that is distributed to all parties involved and managed to through regular status meetings and or communications between appropriate parties.

The **Project Development Phase** includes the creation of the tangible elements related to your project. The Programmer Analyst will begin writing the program code that will drive your data from your input file through our imaging equipment and onto the physical communication vehicle that you have chosen to distribute the information. Reporting is set up for distribution to the appropriate parties, initial data proofing is performed, and reviewed for approval. The Diamond Forms Design staff composes your document copy to your specifications and creates the imaging configuration job that will translate the data from your input file onto the operating system of our imaging equipment and ultimately onto the finished product. Data print proofs

illustrating the orientation of your data on the components are created as mock up forms for your approval. Any changes or alterations are addressed during this phase. The SOW is finalized at this stage.

The **Project Implementation and Production Phase** is where the transition from the test environment to the production environment occurs. Once the final proofs have been signed off on, an appropriate number of live samples will be produced on the manufacturing equipment for review to ensure the final product meets your requirements. Then where deemed appropriate, a live parallel test is performed running all or an adequate portion of a live file onto live documents for final testing and review to ensure every component is processed, finished and delivered to your exact specification. It may be appropriate for you or member(s) of your staff to be present onsite depending upon your individual business requirements. Upon your final approval, live production begins. This begins the cycle of regularly scheduled production. The Facility Project Manager will monitor the day to day production and report the status to all appropriate parties. Any program or process changes required from this point on are communicated through your Project Manager to be handled through our change management process.

Phase	Activities
Definition	Project specifications defined. Required resources determined. McHenry County and Diamond agree with Scope of Work document prepared by Diamond.
Planning	Project Plan developed by Diamond with McHenry County's input and outlines all critical dates for on-time implementation. Appropriate resources allocated. Project team assigned. SOW/SLA developed. Initiate weekly project status meetings.
Implementation and Production	Execution of Project Plan. Monitor progress of project development through continuous testing (through first live production cycle). Continue weekly project status meetings. Execute production cycle.

Outcomes and Performance Measurement

Diamond guarantees that an accurate mail package will be produced for all data records received from McHenry County. Diamond can guarantee McHenry County a 100% mailing because of the data processing audits we have in place to verify number of records sent from McHenry County verses the number of records received by Diamond and the quality control procedures in place for the laser imaging and inserting areas that account for every sheet of paper that is imaged and every sheet of paper that is inserted. Diamond assigns a unique control record number to every sheet that is imaged. This unique control record number is accounted for in laser imaging through production logs and is camera verified on the Diamond inserters.

In the laser imaging area, if a sheet is damaged, the unique control record number on the damaged sheet allows Diamond to identify the damage sheet record from the live production file and allows Diamond to recall this record and reprint the sheet during the reprint processing. In the inserting area, if the unique control record number on the sheet is not in sequential order or a unique control record number is missing, the inserter will stop and alert the operator that there is a unique control record number sequence issue. If the sheet is damaged in the inserting area, then again, the unique control record number allows Diamond to identify the damaged sheet record from the production file and recall this record to reprint the sheet during the reprint process.

Laser Imaging Operations: Production Process Flow and Procedures

Programming	Process and submit file, along with quality assurance records. Create a production audit sheet listing: file date, record count, sequence number range, first and last name in file, postage amount to be used.
Project Manager	Provide a sign-off/sample for production, ensure proper inventory and postage is available for each run. Upon file receipt, submit a stock request to inventory management. Complete a production folder for laser.
Inventory Management	Work with laser department and determine what stock is required for the job. Identify stock and pull stock from inventory storage location.
Laser Operator	Submit live file to printer. Verify file date to audit sheet, sign inspection form. Run test file for set-up; confirm registration to sign-off/sample. Submit verification results and initial registration form to supervisor for approval. If the 1 st piece does not match the highlighted sample, the operator must call the supervisor/quality assurance, as either the highlighted sample or the 1 st piece could be incorrect.
Supervisor/ Quality Assurance	Supervisor/Quality Assurance to verify everything is correct on the 1 st piece in comparison with highlighted sample.
Laser Operator	Set up live file and run job. Perform quality inspections for each quality record. Verify file date, first name and last name in the file, along with the sequence number. Ensure all records are printed by verifying and recording meter counts. Record all information on the inspection form. No duplicates or missing records are allowed.

Inserting Operations: Production Process Flow and Procedures

Project Manager	Provide a sign-off/sample for production, ensure proper inventory and postage is available for each run. Upon file receipt, submit a stock request to inventory management. Complete a production folder for inserting and quality control.
Inserting Operator	Set up machine for 2D barcode read, set thickness detector to one, and run the job per the production folder sample/instructions. Verify the

address shows through the envelope, perform tap test, and place USPS template over piece and verifies the postal barcode is in correct OCR read area. Document the inspections and sign the inspection form. If the 1st piece does not match the insert sample, the operator must call the supervisor/quality assurance, as either the insert sample or the 1st piece could be incorrect.

Inventory	Work with lettershop department and determine what stock required for the job. Identify stock and pull stock from inventory storage location.
Supervisor/Quality Assurance	Supervisor/Quality Assurance to verify everything is correct on the 1 st piece with the insert sample.
Inserting Operator	Perform a quality inspection on the first and last piece and every 15 minutes. Verify the address shows through the envelope, perform tap test, and place USPS template over piece and verifies the postal barcode is in OCR read area. Document the inspections and sign the inspection form. Verify total count to audit sheets. No double stuffs, duplicates or missing records are allowed. Verify each reprint to the reprint list and sign the reprint list. Inserting - Diamond utilizes tray audit sheets to ensure that the correct mail packages are in the appropriate trays. The tray audit sheets are also utilized to account for damaged pieces during the inserting process. This process is the final step before mailing or shipment to the client.

Confidential Document Control & Destruction Program

Diamond has contracted Shred-It Incorporated for our Confidential Document Control and Destruction program. Security Containers have been placed in strategic places throughout our facility for the collection of documents containing confidential information that are no longer needed for our production process. Shred-It, Inc. will collect the contents of the security contains on a regular basis and destroy such contents.

Production Quality Control Procedures

Our normal mailing integrity solutions including mail-matched camera inspection, inserter output 2D barcode scanning and in-line visual quality control procedures remain a priority at Diamond. We have expanded our procedures to include immediate identification of missing, duplicate or inaccurate documents, in real time, using in-line scanning devices that 2D read bar codes and sequence numbering. Upon identification of a defective, duplicate or missing document, the processing equipment can be stopped for manual reconciliation or to remove the defective piece from production. If necessary, the defective or destroyed document will then enter our updated "reprint" process.

Confidential Document Reprint Procedures

To provide for the best control, security and timely entry for mailing, Diamond has a revised our Confidential Document Reprint procedures. All reprints in laser are immediately produced, keeping the integrity of the print order prior to sending to the letter-shop. Any reprints in the letter-shop and bindery are stapled to a reprint sheet, which identifies the customer, job name and date, and then are placed in a closed Reprint Box. This box is picked up twice per day by the laser department supervisor, who then keys the items into a reprint file. Once keyed, all damaged reprints are handled in accordance with the Document Control and Destruction Program.

Reprint files are then run two times per day and are picked up by the Supervisor of Hand Fulfillment. The reprint jobs are then completed by hand to ensure 100% mailing within 24 hours.

Information Technology Security Procedures

In addition, Diamond uses advanced security technologies to protect the information it processes from intrusion. As part of our privacy compliance efforts, we are implementing security “best practices.”

- a. Quality. Manufacturing and mailing products that meet or exceed the quality requirements as described in the Services to be Provided of this RFP.

Quality Assurance Procedures

Quality assurance procedures are maintained for use by all personnel.

- Written quality assurance procedures are reviewed and revised, on quarterly basis.
- The Quality Non-Conformance Tracking System provides the Quality System with internal quality control statistics.
- Training personnel on new quality procedures is handled through departmental meetings.
- Controlled procedure manuals are available in each department.
- All employees can author procedures. Managers/supervisors are responsible for approval.
 - a. Ensuring high quality preprinted products,
 1. Hard copy color proofs are presented for approval before press production is begun
 2. Press checks are performed on every job before final production is manufactured
 3. Quality pulls are time stamped, dated, per carton/roll pull during print production.
 - b. Roll production – QC pulls from each roll.
 - c. Sheet production – QC pulls from each carton.

Process Control-Production Planning

Process means any production manufacturing assembly or service activity

- All production activities are planned and defined prior to execution
- Process equipment and tooling are approved and maintained to ensure that product dimensions are capable of meeting customer requirements.
- Documented procedures and work instructions, production routings, operation instructions sheets and production codes of practice are used to control process activities and identify data such as:
 1. Customer Purchase Order
 2. Product requirements
 3. Process requirements

4. Standards, specifications and control plans
5. Production activities are monitored by means of random QC inspections and tests.

- a. Ensuring high quality laser imaging

The following running QC checks are performed on every imaged job.

1. Review the production sample in the Work Order,
2. Review Audit sheet counts
3. Verify that the alignments are correct by matching production sample
4. Check print quality every 15 minutes to be acceptable quality
5. Verify that the correct file name and number is loaded
6. Verify the correct inventory item is being used

- b. Ensuring no errors or double stuffs in inserting.

Risks

The risks associated with RFP # 23-5851 are the following:

- A.) Receipt of the test data by Diamond as agreed to and planned for in the project timeline schedule.
- B.) Approval of the test data print proofs as agreed to and planned for in the project timeline schedule.
- C.) Receipt of the live data by Diamond as agreed to and planned for in the project timeline schedule.
- D.) Approval of the live data print proofs as agreed to and planned for in the project timeline schedule.

If test data, test data print proof approval, live data and live data print proof approval are not received on given on the dates as agreed to and planned for in the project schedule, Diamond's project manager and sales representative will communicate to the designated McHenry County representative that these tasks are not complete and detail the potential risks in mail date production and delivery that this would cause.