



# BUSINESS CASE

## Options for Mailing System Replacement

Prepared for: **Yolo County Health and Human Services**

Proposal date: **5/10/2024**

Valid until: **5/31/2024**

Submitted by:



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[Learn more about Quadient](#)

### Vendor

<b>Company Name</b>	Quadient Inc.	FEDERAL ID# 94-2388882	
<b>Attention</b>	Government Sales	DUNS# 080708241	
<b>Address</b>	478 Wheelers Farms Rd		
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<b>Phone</b>	(203) 301-3400	<b>Fax</b>	(203) 301-2600



# Quadient at a Glance

We help companies build powerful connections with their customers. **Because connections matter.**



### LOCAL PARTNER

200+ U.S. locations providing unmatched accessibility and responsiveness.



### EXPERTISE

8 billion interactions facilitated annually.



### PROVEN RESULTS

96% customer satisfaction rate. \$1.2B sales in 2018, 44% from North America.



### BACKED BY THE EXPERTS

Gartner, Forrester, and Aspire.



### EXPERIENCE

Market-leading technology for 95 years. 800,000 customers across 90 countries.



### GLOBAL REACH

5,600 employees in 32 countries.

## Portfolio



### Customer Experience Management

Omnichannel software that delivers compliant and meaningful customer interactions.



### Business Process Automation

Digital solutions that streamline document production processes and departmental workflows.



### Mail-Related Solutions

Hardware and software that power accurate and efficient physical communications.



### Parcel-Related Solutions

Advanced systems that automate inbound parcel management and optimize shipping.

## Business Impact

Delivering measurable process improvements to advance your key business objectives, including:



### Customer Engagement

Improve acquisition, satisfaction and retention



### Revenue Growth

Increase sales, market share and profit



### Risk Mitigation

Enhance security and regulation compliance



### Expense Control

Maximize productivity and reduce costs



# Product Overview



## iX-7 MAILING SYSTEM WITH S.M.A.R.T.

The ultimate outbound solution for postal mail and multi-carrier package shipping

### Key Capabilities

- Intelligent Mail® Indicia (IMI) meter that meets the latest USPS® requirements for data and security management
- Ship via USPS®, UPS®, FedEx® and DHL® and shop carrier services on a single screen
- Efficiency at your fingertips with a 21" repositionable touchscreen interface
- Allow desktop users to prepare shipments with traveler documents for faster processing in the mail center
- Automatic feeding of postcards, letters or large envelopes without sorting by mail piece size
- Supports: Budgets, handling charges and surcharges, as well as an unlimited number of accounts or departments
- Dependable envelope sealing that secures the contents of your mail pieces
- Provides up to five levels of chargeback accounting with the ability to set budgets and apply custom charges
- In-line dynamic scale weighs, measures, classifies and rates mail pieces on the fly
- Eliminate processing interruptions by selecting/scanning-in the next account while the current batch is running
- External scale auto-adjusts the postage amount for extra-thick envelopes or boxed packages
- Thermal label printer generates carrier-compliant shipping labels and supports USPS® IM®pb
- Reach productivity levels as high as 140 metered letters per minute (75 in dynamic weighing mode)
- Automated tracking and reporting across all carriers, including multiple data export formats



# Financial Considerations

## Product Summary

- Optional Dynamic Weighing Platform
- Optional Conveyor Stacker
- Optional SMART System With 149lb. Scale

### Products

QTY	Product ID	Description	Unit Price	Total
1	IXPWRSTACKER	Conveyor Stacker & Adaptor (IX7 & IX7PRO ONLY)	\$1,596.00	\$1,596.00
1	SMARTIX7DW149	iX-7; 10lb WP + 149lb Ship Scale w/Display; DS; PC; Zera Label Printer; SM	\$11,499.00	\$11,499.00
1	SMART-REM-CONFIG	S.M.A.R.T. Remote Configuration Training	\$1,254.00	\$1,254.00
Delivery, installation, and operator training are included at no charge for the above products.			<b>Grand Total</b>	<b>\$14,349.00</b>

### Related Services

Type	Notes	Unit	Unit Price	Terms
Meter Rental	Includes resets and postal rate changes	Years	\$480.00	Annual Invoicing
Equipment Maintenance (on site)	First Year Free. Invoicing commences in year two	Years	\$2,268.00	Annual Invoicing
Software Support		Years	\$180.00	Annual Invoicing

## Additional Business Impact/Notes

- Pricing does not include applicable tax.
- Pricing based on NASPO contract #CTR058809

**Postage meters that print the Information -Based Indicia (IBI) will be decertified in 2024 and must be replaced by meters with Intelligent Mail Indicia (IMI) technology.**

- The limited postage and transaction data the USPS® gets from IBI prevents them from fully automating certain back-office functions such as refunds and proper postage payment validation.
- The new IMI standard provides more detailed transaction data in real time, enabling the USPS® to automate operations, enhance security measures, and ensure correct postage is used.



OUTGOING- IBI Example



NEW - IMI Example

**Federal Register Notice - Vol. 85, No. 234, issued - Friday, Dec. 4, 2020**

“In this final rule, the Postal Service withdraws all authorizations to distribute (decertifies) Postage Evidencing Systems (PES) that are not producing compliant Intelligent Mail Indicia (IMI) on June 30, 2024. IMI compliant PES are defined in the IMI Performance Criteria (IMI-PC) and produce only IMI-Minimum (IMI-MIN), IMI-Standard (IMI-STD), and IMI-Maximum (IMI-MAX) indicia constructs (as stated in the IMI-PC). All PES that are not IMI-PC compliant, also referenced as Phase VI-IBI and Phase VII-PC Postage (collectively Phase VI and Phase VII PES), will become decertified Postage Evidencing Systems on June 30, 2024. The decertified Postage Evidencing Systems must be withdrawn from service by December 31, 2024.”

View the ruling online: <https://www.federalregister.gov/d/2020-26129>

Date	Action
June 30, 2024	IBI Postage Meters are Decertified (no new placements)
December 31, 2024	All IBI Postage Meters must be withdrawn from service

**All Quadi<sup>ent</sup> iX Postage Meters are fully IMI compliant and USPS -approved**



**EXPERIENCE**  
A rich history of world-class leadership



**PROVEN RESULTS**  
96% customer satisfaction rate



**EXPERTISE**  
8 billion personalized experiences annually



**BACKED BY THE EXPERTS**  
Gartner, Forrester, and Aspire



**Maximize productivity and efficiency with proven customer support**

With 95 years of experience and a robust nationwide network, Quadiant is the right business partner to keep your mail and parcel operations running smoothly.

**Comprehensive support includes:**

- US-Based Customer Service**  
Local support staff with the knowledge and resources to answer your questions and schedule on-site service.
- Support Options**  
Choose self-help, assisted help, or speak live with trained experts.
- Large Installation Project Management**  
Coordination, site preparation, equipment delivery, and training to ensure successful implementation of new technology.
- Customer Satisfaction**  
The highest customer satisfaction index in the industry, as indicated by the statistics below:

**Overall Customer Satisfaction Index**

Customer Care, Dispatch, Service, Software Support & Project Mgmt.	<b>95.5%</b>
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**2021 Customer Satisfaction Survey Results**

Field service technicians	<b>97.5%</b>
Customer service department	<b>91.0%</b>
Project implementation team	<b>97.3%</b>

*"We don't call Quadiant service often, but when we do they are here and resolve our issue in no time flat!"*