

BUSINESS CASE

Mail Automation Solution

Prepared for: **CITY OF YORBA LINDA**

Proposal date: **March 23, 2026**

Valid until: **Extended till May 29, 2026**

Submitted by: **Gary Goodson**
Government Account Manager
(562)756-6321



Executive Summary

The City is a long-time valued customer and Quadiant is pleased to present this proposal that will not only offer the city improved efficiencies but also compliant USPS meter technology. Below is a summary of the impacts that our solution will have on the city:

- **Account Management** – your relationship with Quadiant provides access to a local office-based account manager to assist with customer service issues, service requests, and on-going equipment and application assistance
- **Fast & Reliable Support** - call center staff are located in the U.S., we do not contract out any of our field service staff and we maintain a local resource center in Irvine with an average of 6-8 service techs which allows us to respond to calls within a 4-hour average response time

CURRENT SITUATION

You leased the current iX7 mail machine 5 years ago and the lease is expiring soon. Your mail volume for CY 2025 is consistent with CY 2024 and consisted of:

20,548 letter size envelopes

318 larger flat size envelopes

3 USPS parcels

Current monthly lease cost is \$235.70, billed quarterly

RECOMMENDATIONS

The iX7 series mailing system has been upgraded with several software enhancements and is our mid-volume automatic feed machine

The iX5 series mailing system is our low-volume entry level automatic feed machine



Certified NASPO Cooperative Contract Vendor



STATE OF CALIFORNIA



NASPO ValuePoint SUPPLIER PARTNER

NASPO VALUEPOINT MAILING EQUIPMENT, SUPPLIES AND MAINTENANCE CONTRACT

NASPO MASTER AGREEMENT DETAILS:

ValuePoint Contract Number: CTR058809

Website: [NASPO ValuePoint / Quadient](#)

Contract Coverage: Contract start date January 1, 2023
Contract expires May 14, 2024 with three optional years

Vendor: Quadient, Inc. (Formerly Neopost USA Inc.)

Vendor Website: www.mail.quadient.com

Contact Information: Larry Waters: l.waters@quadient.com

CA NASPO CONTRACT INFORMATION:

This NASPO ValuePoint contract may be used by all state agencies, institutions of higher education, political subdivisions and other entities authorized to use statewide contracts in the state of California.

Statewide Term Contract: [7-22-70-50-04](#) (State of CA web page for all contracts)

For more information regarding this contract, please visit the [Quadient CA Contract page](#).

HOW TO ORDER:

Customer provides a purchase order with the required product number. All purchase orders should be made out to:

Quadient, Inc.
478 Wheelers Farms Rd.
Milford, CT 06461.

The purchase order must include **CA Contract #7-22-70-50-04**, NASPO contract # CTR058809, name, address, contact, and phone number.

BENEFITS OF STATE OF CALIFORNIA NASPO CONTRACT FOR MAILING EQUIPMENT

- ✓ Provides government mail facilities the best value via the NASPO/ValuePoint cooperative contract agreement to meet the needs and requirements for California mailing operations.
- ✓ Eliminates the time of going through the bidding process.
- ✓ Offers pre-negotiated terms that are in compliance with California state law.
- ✓ Provides the convenience of no protests.
- ✓ Delivers full solutions - not just products.





1. Mail Feeder
Wide deck with automatic feeding and alignment. Load on-the-fly.

2. USPS® Based IMI Meter
Prints the Intelligent Mail® Indicia (IMI) in compliance with the latest USPS® requirements.

3. Weighing Platform
Instant weight-to-rate conversion for Letters, Large Envelopes or Packages, including Dimensional Weight.

4. Control Panel
Large color touchscreen with intuitive menus. Shortcut keys for one-touch access to frequently used rates, services and jobs.

6. Envelope Sealer
Dependable sealing secures the contents of your envelopes. Easy-access fluid reservoir.

5. Catch Tray
Expandable for different sizes. Finished mail pieces are neatly stacked as they exit the system.

Key Specifications

iX-7

Processing speed: Up to 140 lpm

Postage labels: Self-adhesive with automatic dispenser

Weighing platform capacity: 10, 30 or 70 lb.

Security: 4-digit operator PIN codes

Envelope thickness: Up to 5/8"

Job presets (imprint memories): Up to 9

Accounts/departments: 100 standard, up to 500 optional

Envelope printing: Graphics (10), Text messages (10)

Online expense reporting (Neostats Basic): Standard

Ink supply: Quick-change cartridge, up to 26,000 imprints

Connectivity: LAN standard, Wireless LAN optional

Neoship online shipping software: Available



Financial Considerations

EQUIPMENT RECOMMENDATION:

iX-7 Mid Volume Automatic Feed Mailing System with IMI Meter Technology

- Color Touch Screen Control Panel
- 10lb Postal Scale
- Wide feed deck with anti-skew feed rollers ensure proper envelope feeding
- Adjustable water level moistening unit ensure tip-to-tip sealing
- Departmental Accounting for chargebacks
- Drop Catch Tray

Equipment	Included
Onsite Maintenance Support (first year FREE)	Included
<u>Meter Rental with free unlimited resets</u>	<u>Included</u>
60 Month Lease	\$259.54 / mo

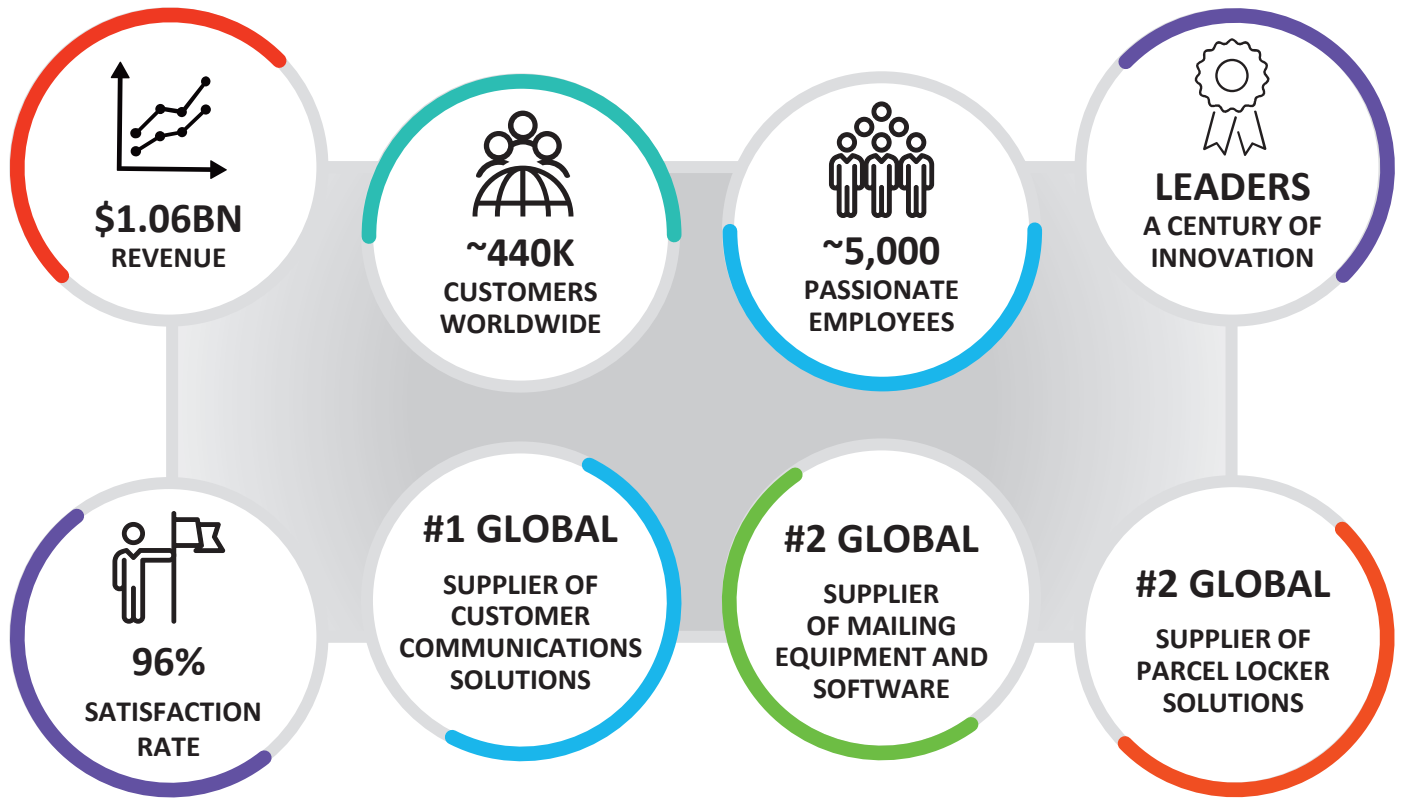
*****NASPO COOPERATIVE CONTRACT PRICING*****

*****First Year FREE Maintenance – blended in lease pricing*****

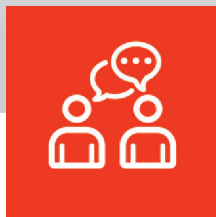
- Proposed agreement replaced current agreement
- Pricing includes delivery, installation, & operator training
- Pricing does not include applicable sales tax
- Pricing good thru May 29, 2026



Quadrat at a Glance

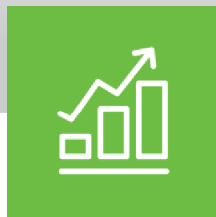


Driving Business Results That Matter



CUSTOMER & EMPLOYEE ENGAGEMENT

- ✓ Personalize the communications experience for each customer
- ✓ Remove workflow complexities that discourage employees



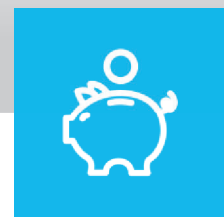
REVENUE GROWTH

- ✓ Speed up document delivery and increase on-time payments
- ✓ Turn more customer communications into marketing opportunities



RISK MITIGATION

- ✓ Eliminate mail assembly errors that compromise privacy or compliance
- ✓ Ensure inbound packages are delivered without loss or delay



EXPENSE CONTROL

- ✓ Reduce operational costs by automating physical mail processing
- ✓ Choose the optimal carrier and service for every package you ship



Our Sales Approach. At Quadi^{ent}, we take the time to fully assess your workflows before making recommendations, propose cost-effective solutions that match your business requirements and accurately represent our capabilities.

Implementation. You're in control – delivery, installation and training are scheduled on your timeline. Quadi^{ent} professional installers are knowledgeable, skilled and efficient. Your staff will receive hands-on equipment training at your site or instruction via web conference for select software products.

Product Performance. Quadi^{ent} dedicates between 4% and 5% of its revenue to research and development. At every level, our systems are designed to be simple to use, economical to operate and dependable for years.

Nationwide Support. When contacting our Customer Excellence Center in Texas, you'll never be transferred outside the U.S. for any reason. On average, customer calls are answered in under two minutes, and over 80% of reported issues are resolved while you're still on the phone with us.

Local Customer Care. There are over two hundred Quadi^{ent} offices across the country. Quadi^{ent} account representatives in your community are easily accessible by phone, email or in person. Our decentralized, closer-to-the-customer business philosophy empowers local management to make quick decisions when responding to customer concerns.

Technical Service. Quadi^{ent} has the industry's best customer-to-field technician ratio. Average call-back time is under one hour. We arrive on-site in less than four hours for 90% of all service requests. Nine out of ten customers are up and running again after our first visit.





"We don't call Quadi^{ent} service often, but when we do they are here and resolve our issue in no time flat!"

Maximize productivity and efficiency with proven customer support

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

Comprehensive support includes:

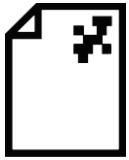
- US-Based Customer Service**
Local support staff with the knowledge and resources to answer your questions and schedule on-site service.
- Support Options**
Choose self-help, assisted help, or speak live with trained experts.
- Large Installation Project Management**
Coordination, site preparation, 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.	95.5%

Customer Satisfaction Survey Results	
Field service technicians	97.5%
Customer service department	91.0%
Project implementation team	97.3%



Quadi^{ent} helps organizations connect with their customers using integrated hardware and software solutions to improve document, mail and package workflows, customer and employee experience, and more.



Create personalized, automation-ready documents



Ensure mail deliverability



Manage print and digital delivery channels



Produce professional direct mail and marketing collateral



Prepare Certified Mail[®] electronically



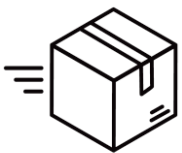
Automatically fold & insert documents



Meter outbound mail



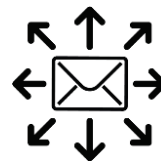
Manage inbound mail & packages



Shop & ship across multiple carriers



Track mailing and shipping expenses



Outsource jobs with hybrid mail



Automate AP & AR



Customer

Organization	City of Yorba Linda		
DBA			
Address	4845 Casa Loma Ave		
City State Zip	Yorba Linda	CA	92886
Phone	(714) 961-7142	Fax	

Purchase Order - Lease

NASPO/ValuePoint Contract #: CTR058809

and / or

State Participating Addendum (PA) #:

7-22-70-50-04 (CA)

Vendor

Company Name	Quadient Leasing USA Inc. FEDERAL ID# 94-2984524		
Attention	Government Sales	DUNS# 150836872	
Address	478 Wheelers Farms Rd		
City State Zip	Milford	CT	06461
Phone	(866) 448-0045	Fax	(203) 301-2600

Ship To

Organization	City of Yorba Linda		
Attention	Sophia Leung		
Address	4845 Casa Loma Ave		
City State Zip	Yorba Linda	CA	92886
Phone	(714) 961-7142	Email	sleung@yorbalindaca.gov

P.O. Number	P.O. Date	Requisitioner	Shipped Via	F.O.B. Point	Terms
			Ground	Destination	Quarterly Invoicing

QTY	Unit	Description	Unit Price	Total
60	Months	Lease Payment	\$259.54	\$15,572.40

Lease payment specified above for products listed below includes, as applicable, reduced price equipment maintenance to reflect first year free, meter rental, meter resets, postal rate changes, software license/support/subscription fees, delivery, installation, and operator training.

Products

QTY	Product ID	Description
1	IX7	iX-7 Series Base w/ Mixed Size Feeder, Sealer, Drop Tray & Ink Cartridge
1	IXWP30	IX Series 30 lb Weighing Platform

1) This order is governed in accordance with the prices, terms, delivery method, and specifications listed above, and acknowledges that you have received, read, and agree to all applicable terms and conditions (version Government-Equipment-Lease-Terms-USPS-Direct-V11-2023), which are also available at <https://quadientterms.com/Government-Equipment-Lease-Terms-USPS-Direct-V11-2023-CA>.

2) Payments will be sent to:
 Quadient Leasing USA, Inc.
 Dept 3682
 PO Box 123682
 Dallas TX 75312-3682

3) Send all correspondence to:
 Quadient Leasing USA, Inc.
 478 Wheelers Farms Rd
 Milford CT 06461
 Phone: 203-301-3400
 Fax: 203-301-2600

Authorized by

Date

 Print Name

Title