



PINAL COUNTY
wide open opportunity

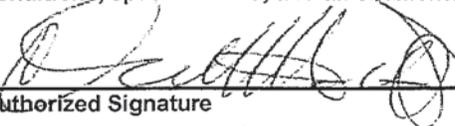
Offer and Acceptance BAFO

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

OFFER AND ACCEPTANCE FORM

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

	Senior V.P. - C.T.O.
Authorized Signature	Title
Dave Haines	6/26/15
Printed Name	Date
K+H Election Services	425-446-3318
Company Name	Telephone
7720 Haddeson Road	Everett WA 98203
Address	City, State, Zip

For clarification of this offer, contact:

Name: Dave Haines Cell: _____
Phone: 425-327-0170 Fax: 425-446-3333

Email: dhaines@khprint.com

ACCEPTANCE OF OFFER
(For Pinal County Use Only)

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

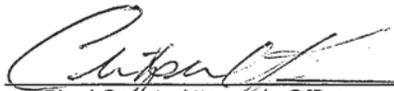
The contract is for: Printing and Mailing of Election Materials

This contract shall henceforth be referenced to as Contract No. RFP-150220. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this 22nd day of July 2015.

<u>Cheryl Chase</u>	<u>Chairwoman</u>	
Name (Print)	Title	Signature

Approved as to form:



Pinal County Attorney's Office



PINAL COUNTY
wide open opportunity

Offer and Acceptance BAFO

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Offer and Acceptance Form, Responder certifies:

- A. The submission of the bid did not involve collusion or other anti-competitive practices.
- B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- C. The Responder 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 public servant in connection with the Submittal.
- D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7)
- E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

K+H Election Services

Firm

Authorized Signature



PINAL COUNTY
wide open opportunity

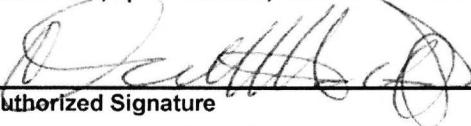
Offer and Acceptance BAFO

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Printed Name	Date
K+H Election Services	425-446-3318
Company Name	Telephone
7720 Haddeson Road	Everett WA 98203
Address	City, State, Zip

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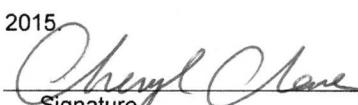
**ACCEPTANCE OF OFFER
(For Pinal County Use Only)**

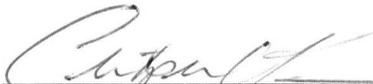
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Awarded this 22nd day of July 2015.

<u>Cheryl Chase</u>	<u>Chairwoman</u>	
Name (Print)	Title	Signature

Approved as to form: 
Pinal County Attorney's Office



PINAL COUNTY
wide open opportunity

Offer and Acceptance BAFO

Pinal County
Finance Department
31 N. Pinal St.
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P.O. Box 1348
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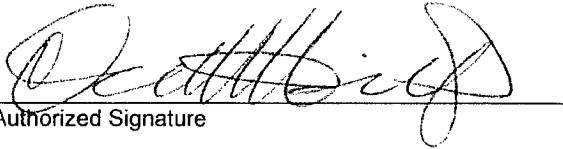
OFFER AND ACCEPTANCE FORM – Page 2

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- E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

K+H Election Services

Firm



Authorized Signature



ELECTION SERVICES

“PERFECT & TIMELY”

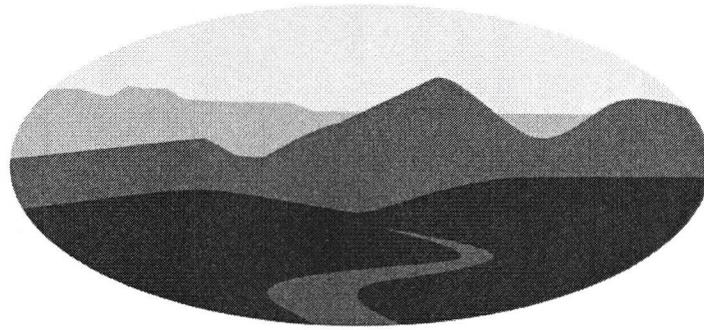
Proposal in Response to

RFP-150220

Printing and Mailing of Election Materials

ORIGINAL

Closing Date:
June 16th, 2015 2:00pm



P I N A L ♦ C O U N T Y

wide open opportunity

Request for Proposal

RFP-150220

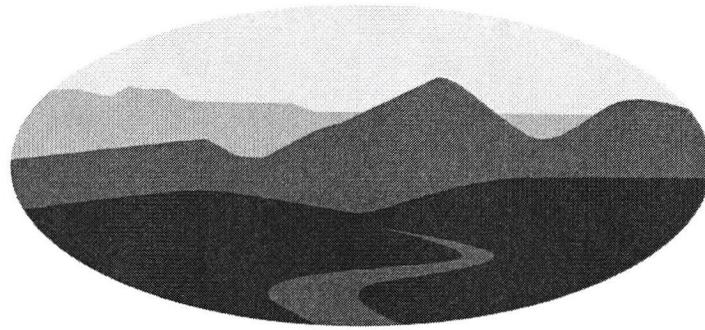
PRINTING AND MAILING OF ELECTION MATERIALS

Table of Contents

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3	Addendum Acknowledgement Form
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1	K&H Experience & Qualifications
2	Strategy and Implementation
3	Quality Control / Disaster Recovery
4	References & Testimonials
5	Insurance Information
6	Response Form 1
7	Response Form 2 – Pricing Sheet

Trade Secret (Propriety or Confidential) Information is provided in a separate File labeled: "Appendix A - Confidential Disclosure."





P I N A L ♦ C O U N T Y
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Section A

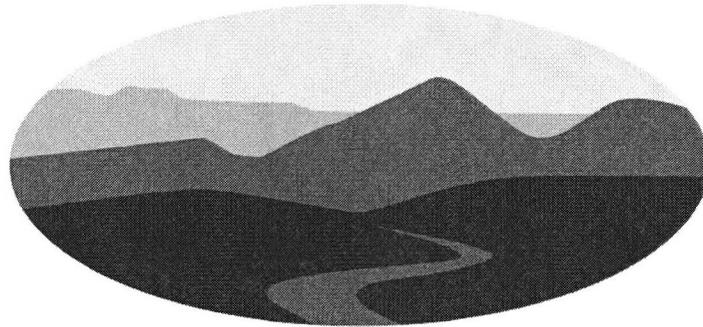
Administrative Forms & Acknowledgments

Part	Description
1	Title Page
2	Offer & Acceptance Form
3	Addendum Acknowledgment Form
4	W-9 Form
5	Responders Checklist

Fun Election Fact:

Percent wise – the 1992 election was the biggest turnout since 1972 with 61.3 percent of the voter age population heading to the polls.





P I N A L ♦ C O U N T Y
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Request for Proposal
RFP-150220
PRINTING AND MAILING OF
ELECTION MATERIALS

Responder Name:	K&H Printers-Lithographers, Inc.
Street Address:	7720 Hardeson Road Suite A
City/State/Zip:	Everett, Washington 98203
Phone Number:	800.451.5740
Contact Name:	Dave Haines
Contact Title:	Sr. Vice President
Contact Cell:	425.327.0170





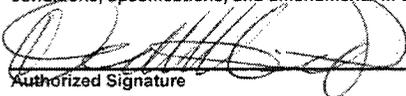
Offer & Acceptance Form

 PINAL COUNTY <i>wide open opportunity</i>	<h2>Offer and Acceptance</h2>	Pinal County Finance Department 31 N. Pinal St. Bldg. A P.O. Box 1348 Florence, AZ 85132
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OFFER AND ACCEPTANCE FORM

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.



Sr. Vice President

Authorized Signature

Title

Daves Haines

6/1/2015

Printed Name

Date

K&H Printers-Lithographers, Inc.

800.451.5740

Company Name

Telephone

7720 Hardeson Road Suite A

Everett, Washington 98203

Address

City, State, Zip

For clarification of this offer, contact:

Name: Dave Haines

Phone: 425.327.0170

Fax: 425.446.3333

Email: DHaines@khprint.com

ACCEPTANCE OF OFFER
(For Pinal County Use Only)

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Awarded this _____ day of _____ 2015.

Name (Print)

Title

Signature

Approved as to form:

Pinal County Attorney's Office





 PINAL COUNTY <i>wide open opportunity</i>	<h2>Offer and Acceptance</h2>	Pinal County Finance Department 31 N. Pinal St. Bldg. A P.O. Box 1348 Florence, AZ 85132
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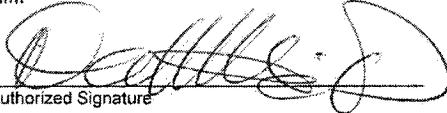
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K&H Printers-Lithographers, Inc.

Firm



Authorized Signature

Solicitation No: RFP-142620

Available online at <http://pinalcountyz.gov/Departments/Finance/Pages/BidsProposals.aspx>

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Addendum Acknowledgement Form

 PINAL COUNTY <i>wide open opportunity</i>	Addendum Acknowledgement Form	Pinal County Finance Department 31 N. Pinal St. Bldg. A P.O. Box 1348 Florence, AZ 85132
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ADDENDUM ACKNOWLEDGEMENT FORM

Solicitation Addendums are posted on the Pinal County website at the following address:
<http://pinalcountyaz.gov/Departments/Finance/Pages/BidsProposals.aspx>. It is the responsibility of the Responder to periodically check this website for any Solicitation Addendum.

This page is used to acknowledge any and all addendums that might be issued. Any addendum issued within five days of the solicitation due date, will include a new due date to allow for addressing the addendum issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date:

ADDENDUM NO. 1 Acknowledgement _____
Signature Date

ADDENDUM NO. 2 Acknowledgement _____
Signature Date

ADDENDUM NO. 3 Acknowledgement _____
Signature Date

If no addendums were issued, indicate below, sign the form and return with your response.

K&H Printers-Lithographers, Inc.
Firm

Authorized Signature





Responder's Checklist

 PINAL COUNTY <i>wide open opportunity</i>	<h2>Responder's Checklist</h2>	Pinal County Finance Department 31 N. Pinal St. Bldg. A P.O. Box 1348 Florence, AZ 85132
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RESPONDERS CHECKLIST

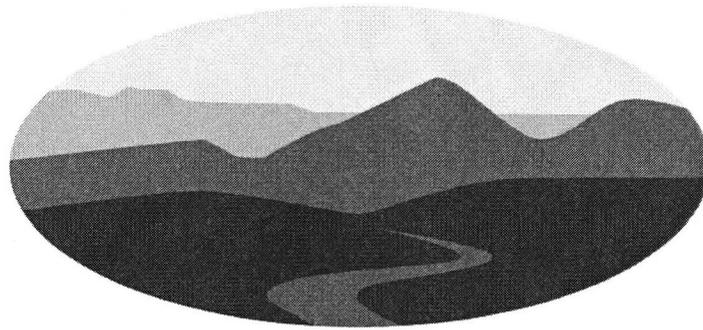
	Yes/No
Did you sign your Offer sheet? <i>See Page 28 & 29 of this solicitation.</i>	Yes
Did you acknowledge all addendums, if any? <i>See page 25. Any addendums would be posted on the Pinal County website on the Bids/Proposals page of the Finance/Purchasing Department.</i>	Yes
Did you complete all required Response Forms? <i>Any Response forms would be posted on the Pinal County website on the Bids/Proposals page of the Finance/Purchasing Department.</i>	Yes
Did you include your W-9 Form? <i>See page 26 of this solicitation.</i>	Yes
Did you include any necessary attachments?	Yes
Is the outside of your sealed submittal marked with the Solicitation #, Due Date and Time? <i>See page 1 for this information.</i>	Yes
Did you follow the order for submissions of documents? <i>See Section 3.4 – Offer format in the Special Instructions of this solicitation.</i>	Yes
Did you include proof of insurance(s) if requested?	Yes

Solicitation No: RFP-142620

Available online at <http://pinalcountyaz.gov/Departments/Finance/Pages/BidsProposals.aspx>

Page 27 of 30





P I N A L • C O U N T Y
wide open opportunity

Section B

Solicitation Submittal

Part	Description
1	K&H Experience & Qualifications
2	Strategy and Implementation
3	Quality Control / Disaster Recovery
4	References & Testimonials
5	Insurance Information
6	Response Form 1
7	Response Form 2 – Pricing Sheet

Fun Election Fact:

President John Tyler is believed to be the first to use “Hail to the Chief” as the official Presidential honors.





K&H Experience & Qualifications

K&H Corporate Resume

Company Name:

K&H Printers-Lithographers Inc., a Washington Corporation
dba
K&H Integrated Print Solutions and Integrity Voting Systems

Company Delivery Address:

7720 Hardeson Road
Suite A
Everett, Washington 98203

Company Mailing Address:

PO Box 388
Everett, Washington 98206-0388

Company Telephone Numbers:

425.446.3300
800.451.5740

Senior Staff

Jay C. Ackley 425.446.3350 jackley@khprint.com

Chairman & Chief Executive Officer

Mr. Ackley is a seasoned Profit & Loss manager with 30 years of experience in corporate development, managing companies with annual revenues exceeding \$100 million. Jay holds a Bachelor of Science in Engineering from the University of Washington and has been employed with K&H since 1994.

Steven J. Hopp 425.446.3327 shopp@khprint.com

Chief Legal Officer

Mr. Hopp is a highly experienced attorney with more than 30 years of practice in corporate finance, mergers & acquisitions, taxation and regulatory compliance. He is listed in Who's Who in America, Best Lawyers in America and has received the Washington Super Lawyer Award for ten consecutive years. Steve holds degrees of Bachelor of Science from the University of Washington, Juris Doctor from Lewis & Clark College and Master of Laws from University of Florida. Most recently the managing partner of Carney, Badley, Spellman in Seattle, WA, he has been counsel to K&H ownership since 1995 and joined the K&H leadership team in 2010.





Darren L. Loken 425.446.3325 dloken@khprint.com

President and General Manager

Darren has a proven record of profitability and growth accumulated during a 25 year career in the printing and mailing industry. He has served successfully as a key member of executive teams in both small companies and in divisions of larger corporations. He has demonstrated abilities in planning, business development, team building and producing bottom line results. His operating success is founded in integrity, hard work and a commitment to do "the right thing." K&H welcomed Darren in 2014 to support its growing customer roster and ongoing business expansion.

Dave Haines 425.446.3318 dhaines@khprint.com

Senior Vice President & Chief Technology Officer

Mr. Haines has a keen understanding of the technological changes that are shaping the election process and the evolution necessary for K&H Clients to take advantage of those changes. Throughout his tenure, he has provided leadership of service delivery to both Public and Private Sectors including on-site coordination with US Department of Labor and State Mediators. Dave holds a Bachelor of Arts from Western Washington State University and has been employed with K&H since 1979.

Brad Moorhouse 206.851.7029 bmoorhouse@khprint.com

Operations Manager

Brad began his career in the printing and mailing industry as a presort services/operations manager in 1995. His tenure with K&H began in sales and progressed to mailroom manager before strengthening his leadership position as Operations Manager. Brad is responsible for day to day operations management, overseeing multiple departments and personnel exceeding 350 during peak election cycles. Daily oversight includes project management, scheduling, staff planning and production management. Brad has the following training and certifications; Pitney Bowes Mail Center Management, BÖWE BELL + HOWELL NetSort Training, USPS Mail Piece Design Professional (MDP), USPS Executive Mail Center Manager (EMCM). He has also served as a Board Member for Seattle Direct Marketing Association. Brad has been employed with K&H since 2000.

Business License

K&H is a Washington corporation. Our Washington Master business license is 313-005-962.

Number of years in business

K&H has been in business since 1908 as a printing company in Everett WA. The Company has provided election related services since the 1930's and has been providing ballot printing and mailing services since 1995.

Demonstrated Capacity

K&H has maintained production capacity in excess of 150% of collective clients' needs and has the ability of producing more than one million Vote-By-Mail packages daily.





Overview

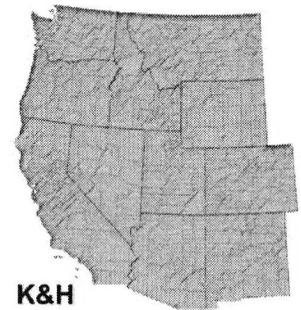
K&H has 20 years of experience in perfecting the vote by mail process. In the November 2014 election cycle we produced 23 million ballots and mailed over 6 million ballot packages. We currently serve multiple counties using the many different types of ballots and have produced 100 million ballots over the past decade. In our years of experience we have observed that many of the QA processes being performed by counties seem to be more about catching the printer's error instead of the printer being focused on preventing them. We believe in being a proactive partner with the county in moving beyond this mindset, and working together with the county to be an extension of the quality control process.

Our process begins and ends with data, along with a complete audit trail of every action in between. Processing the data through our Helios system creates the initial data to drive ballots that are manufactured in postal sequence. They are then matched into an envelope using control systems equipped with cameras, sensors and barcode readers. Each of our lines of inserting equipment is outfitted with 11 cameras including one overhead. When completely assembled we process the resultant data through MARS™ (Mail Assembly Reconciliation System). In the end we can produce an audit report that proves that every voter was sent a packet, and that every packet contains the correct ballot. This audit data, along with data picked up from the USPS tracking system, is carried through to a MARS web portal that allows the county personnel to look up the status of any voter's package. This process is described in further detail in the Confidential Disclosure document attached separately as Appendix A.

We look forward to the opportunity to work with Pinal County and to be involved in your QA processes. We are certain that working together we can develop processes that take advantage of our technology while satisfying all of the county's requirements and beyond.

The elephant in the room:

Distance is always a concern when counties consider that we are 1000 miles away. We have chosen to stay focused on the western United States, and have negotiated our logistics needs with multiple trucking firms for prompt service and reasonable rates. We serve most of the counties in Utah; we also serve most of California, including San Diego County. The drive times from our facility to either San Diego or to Florence is different by less than one hour. We are extremely proud of the ongoing service and commitment we have continue to provide San Diego County and look forward to providing Pinal County with the same level of dedication. We have provided a list of all of our clients. Please contact any one of them to assure that distance has not been an issue.



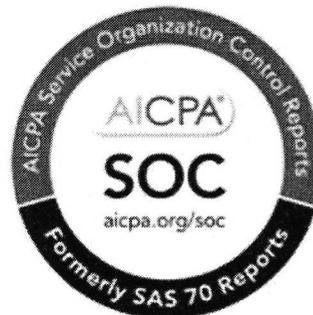
K&H
Dedicated to the West





Professional Certifications

The election world in which we operate is held to the highest level of accountability. With this understanding K&H has actively pursued both process and data privacy certifications and has achieved both SSAE 16 and HIPAA compliance. These levels of scrutiny provide Pinal County with assurance that all materials will be handled professionally, and that all data will be managed in the most secure way possible.

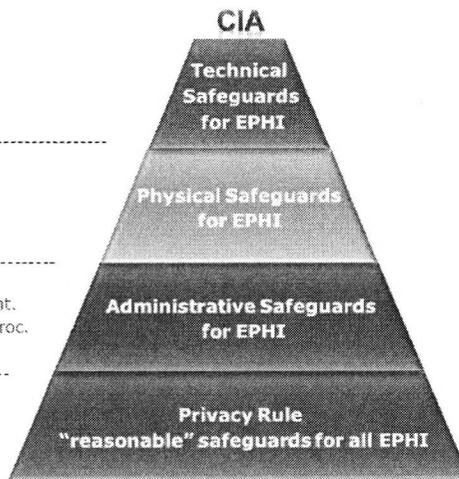


HIPAA Compliance and Elections

While the Health Insurance Portability and Accountability Act of 1996 (HIPAA) was designed around the health care industry, it provides incredibly robust and secure methodologies for handling personal information. At K&H we recognize that election information (including voter data) is immensely sensitive. Considering that the election world we are living in exists with such a high degree of scrutiny, it seemed only natural to extend these stringent data constraints into our own internal practices.

We have always held election data with the highest level of sensitivity so becoming HIPAA compliant was a natural advancement. Working with third party HIPAA experts we have spent the last several months upgrading policies and procedures, and now can offer Pinal County the same level of data security that the Health Care industry offers its patients.

- Access Control
 - Audit Control
 - Integrity
 - Person or Entity Authentication
 - Transmission Security
-
- Facility Access Controls
 - Workstation Use
 - Workstation Security
 - Device & Media Controls
-
- Security Mgmt. Process, Sec. Officer
 - Workforce Security, Info. Access Mgmt.
 - Security Training, Security Incident Proc.
 - Contingency Plan, Evaluation, BACs





Project Management Qualifications

K&H has a team of dedicated project managers called Election Coordinators (EC's). EC's are dedicated election experts with a sole focus on elections, year round. These individuals are the primary contact and liaison between their assigned counties and K&H production staff. EC's form enduring partnerships with their counties and oversee all aspects of elections to ensure perfect and timely election services. We believe this level of dedicated customer service sets K&H apart from other election services providers.

While the county will be dealing directly with one Election Coordinator on a day to day basis, it is important to note that the entire K&H project management team stands behind them which demonstrates the depth and commitment K&H brings to the election process.

With over 20 years of election experience and 12 years of providing mailing services for counties with at least 500,000 registered voters, K&H is uniquely qualified to handle the complex needs of Pinal County. Currently K&H manages the election/VBM process for over 35 counties with many of those counties meeting or exceeding the size and scope outlined in this RFP. K&H has the experience, the knowledge base and the depth in resources necessary to successfully manage this process.

Dedicated Project Managers

Debbie Shield	Manager, Election Coordination Services
	<p>Debbie joined K&H in 2009 as an Election Coordinator and has managed over 80 public elections for 12 K&H counties. In 2014, Debbie assumed the role of Manager of Election Coordination Services for K&H public sector clients. She oversees the election coordinator staff administering perfect and timely election services to more than 35 counties. Debbie is passionate about delivering election and customer services at the highest level. Past experience is rooted in the printing industry; beginning as a bookkeeper, helping launch a family owned print company, and finally managing a trade bindery. Debbie has an Associate Arts degree in Accounting.</p>



Erica Bean	Election Coordinator
	<p>Erika joined K&H in 2007. Initially, Erika worked in the mailing department and ultimately managed the department of more than 100 employees in our high volume election cycles. She earned certifications in EMCM (Executive Mail Center Management) and MDP (Mail Design Professional). Erika transferred to the Election Coordination Team in 2014. Her production experience and mail expertise bring valuable insight to the team.</p>

Krista Anderson	Election Coordinator
	<p>Krista has over 12 years of experience working in the Elections industry in customer service, project planning and management. Prior to Elections her background was in the newspaper printing industry as an account coordinator and working in the Accounting Department. Krista has worked with Counties throughout the Country and also has an extensive background and knowledge of ballot programming systems and tabulation systems as well as assisting customers Election Day support. Krista joined K & H in 2015 and has a Bachelor of Science in Finance from the University of Utah.</p>

Melissa Alexander	Election Coordinator
	<p>Melissa has 17 years of experience in the commercial printing industry, which includes customer service, bindery, administration and purchasing before joining K&H in 2007 as a Commercial Project Manager. Melissa transitioned into Election Project Management in 2009 and then into the Election Coordination Department in 2010. Melissa has managed over 90 public elections for 12 K&H counties.</p>

Shirley Reeder	Election Coordinator
	<p>Shirley has over 30 years' experience in customer service, account management and bookkeeping. Shirley joined K&H in 2008 as an Election Coordinator and has managed over 110 public elections for various Washington, California and Utah counties. She also manages the production and mailing of the Sample Ballot Books for several California counties. Shirley has a Bachelor of Arts degree in Psychology and Sociology from the University of Manitoba, plus a certificate in Business Administration.</p>



USPS Full Service IMB

From: Kamoh, Amrik S - Seattle, WA [<mailto:amrik.s.kamoh@usps.gov>]

Sent: Wednesday, May 8, 2013 10:04 AM

To: Ken Haines

Cc: Melonson, Yul J - Seattle, WA; Holt, Randy - Washington, DC; Carl K Nelson; Forrest, Martha J - Merrifield, VA; Krause, Richard S - Hazelwood, MO; Scheidler, Melissa - Harrisburg, PA; Teale, David M - Bethesda, MD - Contractor; Hatch, Donald L - Everett, WA; Sifuentes, Luana K - Everett, WA; Chlebeck, Terri A - Federal Way, WA; PostalOne!Helpdesk - Memphis, TN

Subject: RE: TEM Testing Completed K AND H PRINTERS, Everett, WA - GRID: 2471401

Ken Haines:

Congratulations!

I received Postal One Helpdesk notification that your company has successfully completed the TEM testing for Full Service induction.

Seattle District Business Mail Entry Team is ready to assist you in answering any questions in this matter.

Please let me know when you are ready to mail, using IMB barcodes. It will be helpful if you provide me following information –

- BMEUs or Post offices where mailings will be inducted.
- Type of mailings Letter / Flats
- Average number of pieces in a mailing

Please feel free to call this office.

Thanks in advance.

Amrik Kamoh

Manager, Business Mail Entry - Seattle District

Office (206) 768-4929 BB (206) 769-0157

Coming together is a beginning; keeping together is progress; working together is success. Henry Ford





Strategy & Implementation

Understanding Elections Needs

At K&H we understand the rigid time constraints and the level of scrutiny that elections are held to, and K&H has significant experience in developing and implementing best practices and planning strategies as it relates to ballot printing and Vote-By-Mail.

We have been assembling election mail using automated perfectly matched methods since the mid 90's. As technology has evolved, we have continuously upgraded our equipment and improved Quality Assurance tools and processes.

K&H has developed many proprietary systems, including HELIOS and MARS, to manage, Sample Ballots, Roster, and Vote-By-Mail assembly, to assure delivery of complete packages to each voter and to provide an audit trail detailing the results of assembly.

HELIOS is used to process the voter extract. It prepares the files as needed to support production of separate mailings, CASS certifying, pre-sorting/sequencing of packages, etc.

MARS (Mail Assembly Reconciliation System) allows us to track and confirm that every Vote-By-Mail package, assembled on the inserting equipment, complies with customer assembly instructions. It also assures that every voter was sent the proper package, with an audit trail detailing the delivery. MARS allows the customer to log into a secure website that tracks production progress of their materials as well as the progress of individual Vote-By-Mail packages moving into the USPS. MARS is explained in further detail within the document Appendix A, (Confidential Disclosure).

People & Planning

K&H processes begin with a team of dedicated project managers called Election Coordinators (EC's). EC's are dedicated election experts with a sole focus on elections, year round. These individuals are the primary contact and liaison between their assigned counties and K&H production staff. EC's form enduring partnerships with their counties and oversee all aspects of elections to ensure perfect and timely election services. We believe this level of dedicated customer service sets K&H apart from other election services providers.

Election Coordinators generally begin preparing and planning for scheduled elections as early as 140 days prior to the election. The first activities involve communicating the time schedule, which K&H refers to as a Ballot Production Plan and assessing envelope needs, inventory available and order placement. The Ballot Production Plan includes all key dates for election production, beginning with



envelope and insert orders and ending with the final deliverables, reports, etc. K&H believes the benefits of this early activity is twofold; it allows plenty of time for the proofing and production of envelopes and it allows both K&H and County staff to keep "eyes on the ball" as we near the ballot printing and assembly phase. That said, K&H can support the timeframes as outlined in the Pinal County RFP.





At approximately 90 days prior to the election the EC prepares and sends an Election Planning Binder. This binder contains planning documents developed by K&H that outline the details necessary to ensure perfect and timely election production. The documents in the planning binder are reviewed and signed off by designated County staff. Planning documents are returned to K&H and the data collected is entered into the K&H proprietary MIS system. The EC works directly with production staff and acts as the County's onsite representative and advocate. More detail regarding planning documents can be found in Appendix A, (Confidential Disclosure).

We welcome our Counties to visit and observe our facilities and processes at any time. Access to our facility is provided by key card access. County staff will be issued cards that grant access to all areas of production except the security cage which requires an escort. We print and assemble ballots in postal presort sequence, so the "hands on" access will need to be managed. This can be reviewed and worked out if K&H is awarded the contract.

Sample Election Calendar

Election Date: 11/03/15

Proposed Ballot Production Plan

Status Distribution List: Client - Lorina Gillette
K&H - EC, Debbie Shield, Dave Haines

Election success depends upon K&H and Client fulfilling their scheduled tasks in accordance with the Production Plan.

PINAL COUNTY
wide open opportunity

PINAL COUNTY
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Item	Proposed Due Date		Change Request*		Change(s) approved by: (K&H Initials)	Activity	Responsible Party
	E-	Date	E-	Date			
Envelopes/inserts	140	06/16/15				Initial Envelope Art Files to K&H	Client
	85	08/10/15				Initial Insert Art Files to K&H	Client
	120	07/06/15				Envelope Order & Final Approved Art	Client
	76	08/19/15				Insert Order & Final Approved Art	Client
Pre-Planning	90	08/05/15				Planning Binder to County	K&H
	81	08/14/15				Planning Documents returned to K&H - approved or with changes noted	Client
Ballot Faces	56	09/08/15				Ballot Faces to K&H	Client
	53	09/11/15				Ballot Faces proofs to County	K&H
	53	09/11/15				Ballot Faces final approval to K&H	Client
Ballot Order	60	09/04/15				Ballot Order to K&H	Client
	60	09/04/15				Test Deck Spacs to K&H - unmarked/L&A pattern	Client
Military Extract	55	09/09/15				Military Extract to K&H	Client
	45	09/19/15				Military Mail Drop	K&H
Main Extract	36	09/28/15				Main Extract to K&H	Client
	25	10/09/15				Supplemental Voter Extract to K&H	Client
	22	10/12/15				Main Mail Drop	K&H
Ballot Deliveries	48	09/16/15				Test Ballots to County	K&H
	TBD	TBD				Sample Ballots Delivered to USPS	K&H
	TBD	TBD				Official Signature Rosters to County	K&H
	TBD	TBD				Official Register to County	K&H

*Requested changes will be discussed for a mutually acceptable timeline before an Approval is issued

I have reviewed the Proposed Balloting Production Plan and noted any change requests. I understand an Approved Production Plan will follow.

Election Manager or Designee _____ Date _____





Quality Control / Disaster Recovery

History of Excellence

Founded in 1908, K&H has evolved through the decades to become a trusted provider of “data-to-delivery” services for national and local organizations; providing comprehensive data management, printing, mailing and processing solutions. Our guiding axioms:

*“Integrity, Vision, Perseverance”
“Perfect & Timely”*

Supporting governmental election clients since 1932, K&H has developed many innovative and scalable election products and services, including:

- digital ballot production applications
- highly specialized electronic quality assurance technologies
- copyrighted scheme for imprinting vote by-mail return envelopes aiding in inbound material processing
- patented return envelope design in compliance with USPS mailing regulations and voter privacy standards

Building upon K&H expertise in municipal elections, Integrity Voting Systems was formed in 2001 to provide election services to private sector elections (labor unions, credit unions, awards programs and other formally organized voter constituencies).

As further evidence of election expertise resident at K&H, Integrity Voting Systems provides comprehensive by-mail and onsite election management services to these organizations throughout the United States. Deliverables include:

- eligibility list processing
- ballot face design and programming
- tabulation system design, programming and operation
- balloting material production and distribution
- ballot processing, authentication and management
- certified tabulation of election results

COMPANY CAPACITY

As a provider of election services to many organizations including counties, labor unions, state bar associations, credit unions and others, K&H currently provides all production and services from within its own facilities, expertise, equipment, and labor. The combined K&H tenure of supervisory staff directly participating in election projects exceeds 160 years.

Without using subcontracted resources, daily capacities are roughly as follows:

- Up to 2 Million Ballots printed per 24 hours
- Up to 1 Million VBM Packets assembled per 24 hours





An Election Worthy Process

Due to K&H's significant presence in the production of ballots and vote-by-mail packages and other election materials, we have the ability to mobilize from 8/5 operations to 24/7 operations upon short notice. Equipment resources, if run 24/7 at full capacity, would produce nearly three times current annual production.

Due to the redundancy of our equipment, capabilities and personnel, K&H has the capacity to generate a large volume of work. We consistently communicate pending job status to our production team. This allows for rapid workflow and personnel adjustment to accommodate our customers' needs.

As an example, in the election market, we have developed solutions that allowed us to produce nearly 40 million ballots for 32 different Counties during 2014.

PROCESS CONTROL

K&H has well established processes and controls in the management of customer data and personalized mail assembly including processes for HIPAA, COBIT and SOX compliance.

Integral to K&H process control are the array of line scan cameras, camera/optical scanners and the leading edge image analysis programs in place throughout our facilities. These include systems from industry leaders Lake Image Systems (uniquely developed for K&H to our specifications); Bell & Howell (both JetVision and Centurion Apex products); Micro Scan Systems, Inc. as well as proprietary systems developed by our in-house programming resources. Each pocket of our inserting equipment is fitted with a camera and/or scanner; not only to match pieces to a specific record, but also to confirm the use of correct mail piece components (e.g. versioned inserts).

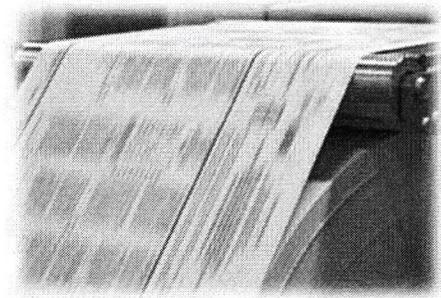




BALLOT PRODUCTION

K&H has over 20 years of experience in the production of optical scan ballots. We are certified by the Office of the Secretary of State of California as a Manufacturer and Finisher of Ballots in the State of California for the following types of ballots:

- Sequoia Optech
- ES&S Unity
- Diebold AccuVote
- Hart Intercivic



K&H has direct experience in producing Absentee, Test, Dupe and Provisional ballots and the application of ballot information, unique from one ballot to the next, including numbering schemes and precinct identification.

INSERTION

The inserters are equipped with scanners and cameras which are all in communication with the machine control system called FBI (File Based Inserting). This technology assures a perfect match of all pieces into each packet. It also allows for programmatic diversion of flawed pieces or of any voters the county wishes to remove from the mail.

Additionally, we have developed a system called MARS™ (Mail Assembly Reconciliation System). This system is monitoring every single piece of mail on every inserter. As each file is completed, it must be reconciled using this tool. Every anomaly is identified and resolved before the mailing can be released.

It is important to note that MARS is available to you, 24 hours a day, 7 days a week via a secured online web portal that allows you live-time insight into your critical VBM packet assembly process.

Project management and documented quality control measures ensure a 100% accurate assembly of the ballot packets. Control measures are in place to ensure that the correct ballots are issued, only one ballot is placed in each packet, that ballots are not omitted in any packet and that the packets are correctly grouped by category and mailing status. Representatives of the County may be present during the assembly process to ensure that the measures are in place and being followed.

SAMPLE BALLOT / VOTER ROSTER PRODUCTION

K&H has many years of experience producing sample ballot booklets and voter rosters to several counties across the Western United States. This has allowed us to build best practices and quality control measures around this very unique but important aspect of the election process. Additionally, because of focus on election printing, we have built in-house capabilities that allow us to print and mail both sample ballot booklets and ballots in parallel.

We use a data-driven approach to aid in the layout and production of sample ballot booklets. This production process allows to digitally assign candidates, pages and print orders in a way that eliminates errors and expedites production.

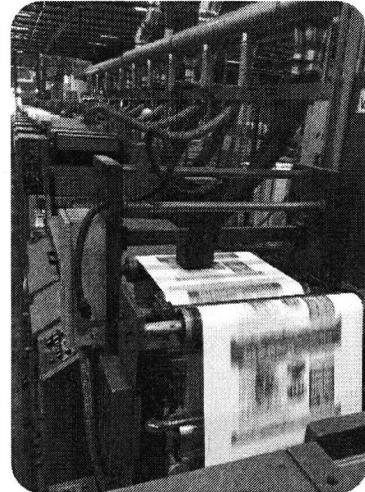




All aspects of the production process take advantage of this approach and roadmaps, QC reports and other production support materials are dynamically created along with the actual sample ballot booklets. All mission critical components are supplied with a very small 2-D barcode that is printed in the margin space allowing cameras to provide 100% complete assurance that each and every page is printed and bound in the correct position.

Complete in-house Sample Ballot / Roster capabilities:

- Planning and Roadmaps
- Layout and Design Typesetting
- Printing
- Folding
- Stitching
- Inserting



EQUIPMENT AND CAPACITY

Equipment:

- 1 Offset web press - 10 color
- 2 Offset sheet fed presses - 2 and 5 color
- 3 Digital web presses - 2 color
- 4 Digital sheet fed Monochrome presses
- 2 Digital sheet fed Full Color presses
- 4 Stickers
- 7 Folders
- 8 Mailing inserters
- 4 inkjet Lines
- 1 Mail Presort Line

Capacities:

- Daily Impressions (8.5"xl 1")
- 10 million Offset
- 3 million Digital Black (Variable Data)
- 1 million Digital Color (Variable Data)
- 1 million Ink Jet Imprinting (Variable Data)
- 1 million Mail Piece Assembly





SECURITY

Personnel:

All K&H Employees, authorized client representatives, and escorted authorized observers are issued security coded identification badges which must be worn at all times. ID badges are issued according to level of security clearance. At no time is anyone allowed unescorted entry into any area in which they don't have security clearance.

Facility:

K&H is a highly secure facility. Within K&H there is a secured storage area that houses confidential PPI and HIPAA materials. This cage has limited access controls during operational hours and is sealed during non-operational hours. All seals are logged when applied and broken.

K&H has 24/7 video surveillance on-site as well as inside our secure server room. Our server room has all walls built of expanded steel for added security.

DATA MANAGEMENT

For any job that is confidential or security is required, we download forms on our secure FTP site. Files are destroyed after production. During production, the product is under the direct control/possession of a designated individual at all times. All employees sign nondisclosure agreements. If the plant shuts down, or any printed product must be left unattended, we store it in our locked secured storage area, which is accessible only with badge during work hours and sealed with a numbered seal at night. The seal is logged in our secure storage log, and rights to break the seal are limited to specific employees. After hours Sonitrol is programmed to limit access only to key, designated employees.

MAILING CERTIFICATIONS

K&H mailing operation is certified for:

- USPS on-site mailing verification on an as needed basis
- NCOA Services
- CASS/DPV (Delivery Point Verification)
- F.A.S.T. (Facility Access Shipment Tracking)
- OneCode ACS (Address Correction Services)
- IMB OneCode Confirm (Mail Tracking)

K&H keeps a soft (Electronic) copy of all CASS Summary Reports. Each CASS report is stored by client / job number on the K&H network. If needed, K&H can also store a hard copy inside the K&H job ticket. CASS Summary reports are processed for each client separately and by job if needed.





IN-HOUSE MAIL VERIFICATION

All processing, both printing and mailing occur in house and under one roof. The mail never leaves our facility until it is officially accepted by the USPS. We are a DMU (Detached Mail Unit); mail can be verified and accepted on our floor by the USPS.



Vote by Mail packets can then be transported to your local USPS location either as one secured mailing or multiple mailings depending on the level of service requested. Vote by Mail packets will arrive at your USPS location already verified and ready to be distributed to voters.

K&H Emergency Response / Disaster Recovery

K&H has evaluated contingency plans for each of the listed events below. The impact of an event would be directly affected by its chronological proximity to necessary delivery dates. In the event that K&H production capacities were impaired, Senior Staff would immediately convene to scope the impact and initiate the correct response. Please note that, since its founding in 1908, K&H has never experienced production impairment affecting customer deliveries, including any caused through "Force Majeure".

Group One:

Earthquake	Flooding	Wind Storms
<i>Estimated Result: No Likley Impact</i>		

Group Two:

Power Outage	Fire	Explosion
Network Failure	Software Virus	Communications Failure
Loss of Key Supplier	Loss of Key Employee	Transportation Incident
Hazardous Materials Incident	Facility Loss	Denial of Access
<i>Estimated Result: Manageable Impact</i>		





K&H maintains the following resources that enable quick recovery from unscheduled events and protect our production reliability:

1. Written Operating Protocols and Processes (transferable and trainable)
2. Written Quality Assurance Protocols and Processes (transferable and trainable)
3. Extensive Cross Training of K&H full time employees both in operations and staff leadership, provides K&H the ability to scale operations spontaneously.
4. K&H communication and computing resources are highly secure, simultaneously redundant, automatically backed-up several times daily and are also replicated in a separate environmentally protected location. The K&H SSAE16 Report containing more details regarding documentation, communications/data security and redundancy can be made available for review upon request.
5. Equipment Capacities in excess of 150% of anticipated demand from all K&H customers during a November Presidential Election event. K&H retains in-building spares inventory in excess of \$300,000 to support repair/replacement of each functional assembly of all necessary equipment. K&H maintains agreements with Océ and Xerox in support of immediate maintenance/repair response for our digital printing equipment.

K&H production work flow utilizes state-of-the-art digital printing equipment, high speed mail assembly equipment and computer aided quality assurance equipment and proprietary software. However, all workflow functions can be performed using more traditional and readily available printing and mailing equipment.

In the event of a total facility loss, our well documented workflow, protocols and processes combined with scalability would enable K&H to remobilize production in less than 24 hours and regain full production capacity in less than 30 days; sourcing alternative facilities and equipment as necessary.

K&H has strong long standing relationships with our facilities infrastructure vendors (electrical and tenant improvements) and the OEM vendors for our printing and mail assembly equipment. In most cases, the equipment currently on our manufacturing floor has been operational within 30 days of order placement and infrastructure requests within a week. We believe that in an Emergency Response situation, these vendors would expedite their support. We have recently revisited these equipment and infrastructure resources to confirm expedited delivery schedules.

Discussion of a total facility loss must also be mitigated by the fact that such an occurrence has never happened in the 105-year history of K&H and we are unaware of any such occurrence affecting election production for any other printing or mailing facility.

Other factors that reduce K&H vulnerability to environmental events include:

1. K&H is not located in a flood plain.
2. K&H is located in the same electrical power grid as Boeing, Paine Field, Fluke and others and has suffered only one power outage in ten years (lasting four hours). In addition, portable generating capacity is readily available sufficient to be fully operational within 12 hours.
3. K&H facilities were built in 1981 and have suffered no earthquake damage in the ensuing years during which time there have been 8 regional events with Richter force in excess of 5 (one at 6.8). FEMA is located in the same building as K&H.





Further, to mitigate our exposure to regional disaster, K&H created building redundancy in a geographically distant location from our main plant. The supporting plant is located in West Sacramento, CA and has been operational since December 2013.

Equipment Redundancy

K&H maintains adequate capacity to produce at least 150% of our combined customer needs during an election cycle. We continue to invest in equipment as our client list grows.

Ballot printing Equipment: We have three roll fed OCE inkjet and toner based printers with a total capacity of approximately 2,000,000 ballots per day. These are backed up with four sheet fed machines for smaller runs with a combined capacity of over 100,000 per day.

Ballot Packet Assembly Equipment: We have four BB700 inserting lines equipped with our MARS™ matching system. Camera matching technology can be utilized at every pocket and a final verification camera is positioned at the end of each insertion machine. The approximate capacity of these four machines is about 1,000,000 packages per day. Additionally we have 6 swing arm inserters which can be used for smaller runs or in an emergency. These 6 machines have a total capacity of about 250,000 per day.

Customer Emergency Response

The more common emergency is the one that occurs due to human error during an election cycle. K&H employs capacity and controls throughout the process that make it significantly simpler, or frankly possible, to recover from one of these events, the value of which is incalculable.

A few examples are outlined below.

2001 SNOHOMISH COUNTY

PROBLEM:

Snohomish County notified K&H they found an error on all the ballots, about 300,000. A judge had ruled for a change to the language of a County wide initiative, and the old language had been used. Unfortunately the error was discovered by the county after all the mail packets were assembled.

SOLUTION:

Because K&H maintains an operational capacity of 150%, and has the ability to produce everything all under one roof, K&H was able to re-print envelopes, inserts, ballots and complete all of the mail assembly in time to meet the state requirements for entering mailings into the USPS, less than 72 hours after the problem was discovered.





2008 TULARE COUNTY

PROBLEM:

On Saturday October 4, 2008 K&H's contracted freight carrier United Parcel Service (UPS) was en route to a destined USPS. After several weeks of no rain in California an early morning rain storm caused the roads to become very slick. The truck driver lost control, flipping the vehicle pulling two trailers resulting in all of the 52,000 mail packets to be either damaged or destroyed. The driver was fortunately not injured during the accident.

SOLUTION:

- At 3:45 AM on Saturday October 4, 2008 K&H mobilized a team to fly to California.
- UPS and K&H then quarantined all the mail packets in a secure warehouse in California.
- Because K&H maintains an operational capacity of 150%, and has the ability to produce everything all under one roof, K&H was able to re-print envelopes, inserts, ballots and complete all of the mail assembly and enter the mail into USPS 72 hours after the accident. The mail entered USPS on E-28.

2012 SAN MATEO COUNTY

PROBLEM:

San Mateo contacted K&H on 10/03/2012 with an emergency; explaining 1,500 voters were issued the wrong ballot. The error was discovered by San Mateo County after all the mail packets were fully printed and assembled and were already in transit to USPS.

SOLUTION:

- Because of K&H MARS (Mail Assembly Reconciliation System) capabilities, K&H was able to accomplish the following:
- Identify the precincts with the wrong information.
- K&H was able to re-route the freight trucks directly to San Mateo County to arrive on Friday 10/05/2012, allowing San Mateo County to off-load the pallets into their secure facility.
- K&H then mobilized a team to fly to San Mateo County to arrive on Saturday morning 10/06/2012.
- From a list created out of MARS, we were able to locate each affected voter by their mail sequence numbers and which pallets held the USPS mail trays containing each affected packet.
- The K&H team then extracted all 1,500 voters / mail packets. This process required having to open just over 700 trays of mail out of the 1,000 plus trays.
- All mail pieces were then scanned into the MARS system to ensure all the correct packets were extracted.
- The remainder of the mailing was then loaded back onto the trucks, postal paper work was updated to reflect the quantity changes and mail was entered on E-29 as scheduled.
- K&H re-printed and reassembled all 1,500 packets with the correct ballot for each voter and entered the mail on E-29.





2012 VENTURA COUNTY

PROBLEM:

On October 3, 2012 Ventura County called to advise K&H that they had discovered a problem in their election mail and asked us to hold the MP portion of their mailing. Dominion completed the new faces on October 6, 2012 and the county forwarded them to K&H via FTP. Coinciding with the reprint of the corrected ballots, the incorrect ballots had to be extracted from the mail that was en route to be dropped in Oxnard USPS on October 8, 2012.

SOLUTION:

- Because of K&H MARS (Mail Assembly Reconciliation System) capabilities, K&H was able to do the following:
- K&H was able to re-route the freight trucks directly to Ventura County to arrive on Friday 10/05/2012, allowing Ventura to off-load the pallets into their secure facility.
- K&H then mobilized a team to fly to Ventura County to arrive on Saturday morning 10/06/2012.
- From a list created out of MARS, we were able to locate each affected voter by their mail sequence numbers and which pallets held the USPS mail trays containing each affected packet.
- The K&H team then extracted all 1,466 voters / mail packets. This process required having to open just over 260 trays of mail out of the 800 plus trays.
- All mail pieces were then scanned into the MARS system to ensure all the correct packets were extracted.
- The remainder of the mailing was then loaded back onto the trucks, postal paper work was updated to reflect the quantity changes and mail was entered on E-29 as scheduled.
- K&H re-printed and reassembled all 1,466 packets with the correct ballot for each voter and entered the mail on E-29.





References & Testimonials

Highlighted References



Alameda County, California

Registered Voters: 810,000
 Years with K&H: 9 (2006)
 Contact Name: Cynthia Cornejo
 Contact Phone: 510-272-6935
 Contact Email: cynthia.cornejo@acgov.org

Levels of Service:

Envelope Layout
 Envelope Manufacturing
 Ballot Printing
 VBM Packet Assembly
 VBM Mailing



San Diego County, California

Registered Voters: 1,600,000
 Years with K&H: 8 (2007)
 Contact Name: Michael Vu
 Contact Phone: 858-505-7201
 Contact Email: michael.vu@sdcounty.ca.gov

Levels of Service:

Envelope Layout
 Envelope Manufacturing
 Ballot Printing
 VBM Packet Assembly
 VBM Mailing



Salt Lake County, Utah

Registered Voters: 440,000
 Years with K&H: 7 (2008)
 Contact Name: Rozan Mitchell
 Contact Phone: 801-468-3384
 Contact Email: rmitchell@slco.org

Levels of Service:

Envelope Layout
 Envelope Manufacturing
 Ballot Printing
 VBM Packet Assembly
 VBM Mailing



Utah County, Utah

Registered Voters: 253,000
 Years with K&H: 3 (2012)
 Contact Name: Scott Hogensen
 Contact Phone: 801-851-8124
 Contact Email: scottch@utahcounty.gov

Levels of Service:

Envelope Layout
 Envelope Manufacturing
 Ballot Printing
 VBM Packet Assembly
 VBM Mailing



Weber County, Utah

Registered Voters: 118,000
 Years with K&H: 3 (2012)
 Contact Name: Ricky Hatch
 Contact Phone: 801-399-8036
 Contact Email: rhatch@co.weber.ut.us

Levels of Service:

Envelope Layout
 Envelope Manufacturing
 Ballot Printing
 VBM Packet Assembly
 VBM Mailing



King County, Washington

Registered Voters: 1,281,000
 Years with K&H: 4 (2011)
 Contact Name: Sherril Huff
 Contact Phone: 206-296-1540
 Contact Email: sherril.huff@kingcounty.gov

Levels of Service:

Envelope Layout
 Envelope Manufacturing
 Ballot Printing
 VBM Packet Assembly
 VBM Mailing





Complete Reference Listing

County	State	Contact Info
<i>Alameda</i>	CA	Cynthia Cornejo, Deputy Registrar of Voters cynthia.cornejo@acgov.org 510-272-6935
<i>Box Elder</i>	UT	Marla Young, County Clerk myoung@boxeldercounty.org 435-734-3355
<i>Cache</i>	UT	Jill Zollinger jill.zollinger@cachecounty.org 435-775-1461
<i>Chelan</i>	WA	Nissa Burger, Director of Elections nissa.burger@co.chelan.wa.us 509-667-6806
<i>Clallam</i>	WA	Shoona Riggs, County Auditor prosand@co.clallam.wa.us 360-417-2222
<i>Contra Costa</i>	CA	Scott Konopasek, Assistant Registrar of Voters scott.konopasek@vote.cccounty.us 925-335-7800
<i>Davis</i>	UT	Brian McKenzie, Election Manager bmckenzie@co.davis.ut.us 801-451-3508
<i>Duchesne</i>	UT	JoAnn Evans jevans@duchesne.utah.gov 435 738-1228
<i>Franklin</i>	WA	Diana Killian, Election Administrator dkillian@co.franklin.wa.us 509-545-3538
<i>Grand</i>	UT	Jana Smith, Chief Deputy Clerk Auditor janasmith@grandcountyutah.net 435-259-1378
<i>Island</i>	WA	Sheilah Crider, County Auditor s.crider@co.island.wa.us 360-679-7367
<i>King</i>	WA	Sherril Huff, Director sherril.huff@kingcounty.gov 206-296-1540
<i>Kittitas</i>	WA	Sue Higginbotham, Elections Supervisor sue@co.kittitas.wa.us 509-962-7631





Continued Reference Listing

County	State	Contact Info
<i>Long Beach, City</i>	CA	Poonam Davis, Elections Bureau Manager poonam.davis@longbeach.gov 562-570-7479
<i>Los Angeles County Public Works</i>	CA	Russ Bryden, PE rbryden@dpw.lacounty.gov 626-458-4334
<i>Monterey</i>	CA	Claudio Valenzuela, Assistant Registrar of Voters valenzuelace@co.monterey.ca.us 831-796-1488
<i>Salt Lake</i>	UT	Rozan Mitchell, Election Director, County Clerk/Elections Division rmitchell@slco.org 801-468-3384
<i>San Benito</i>	CA	Angela Curro, Asst. County Clerk/ROV acurro@cosb.us 831-636-4016
<i>San Bernardino</i>	CA	Terry Kouba, Chief Deputy ROV tkouba@rov.sbcounty.gov 909-387-2101
<i>San Diego</i>	CA	Michael Vu, Registrar of Voters michael.vu@sdcounty.ca.gov 858-694-3402
<i>San Francisco</i>	CA	John Arntz, Director john.arntz@sfgov.org 415-554-4348
<i>San Juan</i>	WA	Doris Schaller doriss@sanjuanco.com 360-370-7563
<i>San Mateo</i>	CA	Melinda Dubroff, Elections Specialist mdubroff@smcare.org 650-312-5390
<i>Sanpete</i>	UT	Sandy Neill, County Clerk 435-835-2131 sneill@sanpetecounty-ut.gov
<i>Santa Clara</i>	CA	Matt Moreles, Interim Assistant ROV Matt.Moreles@rov.sccgov.org 408-282-3016
<i>Shasta</i>	CA	Cathy Darling Allen, County Clerk/ROV cdarling@co.shasta.ca.us 530-225-5166





Continued Reference Listing

County	State	Contact Info
<i>Skagit</i>	WA	David Cunningham, Elections Manager davidec@co.skagit.wa.us 360-336-9426
<i>Snohomish</i>	WA	Carolyn Weikel, County Auditor carolyn.weikel@snoco.org 425-388-3475
<i>Spokane</i>	WA	Mike McLaughlin mmclaughlin@spokanecounty.org 509-477-6390
<i>Utah</i>	UT	Scott Hogensen, Chief Deputy Clerk/Auditor scottch@utahcounty.gov 801-851-8124
<i>Ventura</i>	CA	Tracy Saucedo, Assistant ROV tracy.saucedo@ventura.org 805-654-2700
<i>Washoe</i>	NV	Luanne Cutler, Registrar of Voters lcutler@washoecounty.us 775-328-3690
<i>Weber</i>	UT	Ricky Hatch, County Clerk/Auditor rhatch@co.weber.ut.us 801-399-8036
<i>Whatcom</i>	WA	Debbie Adelstein, Auditor dadelste@co.whatcom.wa.us 360-676-6740
<i>Yakima</i>	WA	Kathy Fisher, Election Manager kathy.fisher@co.yakima.wa.us 509-574-1343



Serving Elections Since 1932 Integrity • Vision • Perseverance • Perfect & Timely





Testimonials



SHASTA COUNTY

Cathy Darling Allen, County Clerk / Registrar of Voters

Allison Denofrio, Assistant County Clerk / Registrar of Voters www.elections.co.shasta.ca.us
1643 Market St., Redding, CA 96001 / PO Box 990880, Redding, CA 96099-0880
Phone: 530-225-5730 / FAX: 530-225-5454 / CA Relay Service: 711 or 800-735-2922

June, 2015

To Whom It May Concern:

I am writing to provide a professional reference for K&H Integrated Print Solutions, a company we have done business with since 2009.

The first election that K&H provided print services for us, we requested that they print our sample ballot books, our vote-by-mail and precinct ballots, and our voter information guides in the same way that our previous vendor had. Additionally, they provided election mailing services.

We were favorably impressed by their pricing, customer service, professionalism and timely service delivery. After that first election, we incorporated changes, and K&H was uniquely situated to provide innovative and progressive services and security around ballot delivery.

Conducting elections is a demanding governmental mandate; we must be able to depend upon our partners to deliver effective, efficient and transparent services and ballots to our voters.

K&H has proven to be just such a partner over our past eight elections.

Please feel free to contact me with questions.

Regards,

Cathy Darling Allen
Shasta County Clerk





Sherrie Swensen
Salt Lake County Clerk

Jason Yocom
Chief Deputy Clerk



February 3, 2009

Dave Haines
K&H Integrated Print Solutions
7720 Hardeson Road
Everett, WA 98206-0388

Dear Dave,

I want to let you know that we have been very pleased with the outstanding quality of service that K&H has provided Salt Lake County. We sincerely appreciate your responsiveness and the way you conduct business. Your staff has consistently made extra efforts to assist us in meeting our deadlines and business needs.

We partnered with K&H shortly before the November 2008 election. You and your staff were able to help us create a plan to better serve the voters of Salt Lake County with very short notice. The reasonable printing costs, excellent mail services, attention to detail and timely deliveries made our partnership invaluable throughout the elections process.

We have recommended K&H to others because of our satisfaction with your service and the reasonable costs. We look forward to a continuing relationship and doing business with you for years to come. Again, thank you for the excellent service K&H has provided Salt Lake County.

Sincerely,

Rozan Mitchell
Special Projects Director
Salt Lake County Elections Division

2001 South State Street, Suite S2200 • Salt Lake City, Utah 84190-1050 • Administration (801) 468-3519 • Fax (801) 468-3440
Marriage / Passports (801) 468-3439 • Council Clerks (801) 468-3532 • Elections (801) 468-3427 • www.clerk.slco.org





Carolyn Diepenbrock
County Auditor

(425) 388-3444
FAX (425) 259-2777

Carolyn Abloman
Chief Deputy Auditor

M/S #505
3000 Rockefeller Avenue
Everett, Washington 98201-4046

June 1, 2007

To Whom It May Concern:

The Snohomish County Auditor's Office is a client of K&H Integrated Print Solutions (K&H). K&H Integrated Print Solutions has a very long business relationship with this county dating back to lever machines and punch cards.

In 1995, Snohomish County converted from punch cards to the Optech ballots. K&H was first certified by the manufacturer to print our Optech ballots in 1996 and has been our printer since that time. K&H actively participates in our ballot design process by providing necessary information regarding ballot folding criteria, stub sizing and most recently with the pick-a-party consolidated Primary ballot color blocking/shading criteria.

K&H also provides out-going and in-coming mail services. Since 2001 K&H has provided ballot and envelope assembly services for us. They are responsible for the insertion of the ballot, the ballot return envelope and information brochures in our mailings. They have developed one of a kind database management tool and unique software to ensure the voter receives the correct ballot in a timely manner. K&H Integrated Print Solutions provides the highest level of accountability and accuracy of any election mail house operation. Snohomish County Auditor's Office also uses K&H services for our incoming ballot sorting and scanning process. They are extremely responsive to our workload and timing needs as it relates to delivering processed trays of ballot envelopes to our workplace.

Our most recent business partnership with K&H Integrated Print Solutions is the purchase of their Secure Ballot System software. This system allows for the tracking and accounting of every returned ballot envelope and ballot. It is a state of the art system that provides higher level of secure accountability than any other tracking system available.

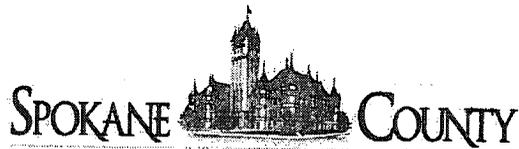
In conclusion, their creative problem solving skills are well thought out and developed and their business plan includes a constant review of their quality controls, security and audit trails. We are extremely please with their services, products and professionalism. We could not be more satisfied.

If you have additional questions please feel free to contact me directly at 425-388-3472.

Sincerely,

Carolyn A Diepenbrock
Snohomish County Auditor





VICKY M. DALTON, CPA
SPOKANE COUNTY AUDITOR

3 February 2009

During the 6 years that K & H Printing has printed our optical scan ballots, they've been our partner in improving the operations in our elections office.

Dave Haines and his staff get involved with us to solve issues. They work with us to design new and innovative solutions to improve processes or meet the requirements of new laws. They understand the way we operate and make suggestions that improve our efficiency.

In addition to being technically competent, they understand the pressures my office faces with every election – security, timelines, public relations, to name a few. That insight is one of the attributes that we appreciate most about Dave and his staff. They put in extra effort because they know the consequences.

Because they understand the consequences of their work, they are not afraid to ask us questions if something doesn't look quite right.

K&H doesn't just print our ballots. They know our business; they understand our processes; and they know what their product means to our success. K&H is a partner that I appreciate.

Appreciatively,

Vicky M Dalton, CPA
Spokane County Auditor

1116 W. BROADWAY AVE. • SPOKANE WA 99260-0020
509-477-2217





Yakima County Auditor

Corly Mattingly, Auditor
Diana Soules, Assistant Auditor

February 10, 2009

To Whom It May Concern:

Yakima County has employed K & H Integrated Print Solutions to insert and mail our ballots since 2000. After our changeover from punch card ballots to the Hart InterCivic System in June of 2004, K & H began to print our ballots as well. Since that time they have added a sorting feature to our ballot envelopes which has saved us on extra help and overtime staffing. In addition, they have added quality control bar coding to the ballot stub in order to prevent more than one ballot being inserted in an envelope.

We have been impressed with their dedication and quality assurance regarding ballot production and insertion for our election processing. They are innovative and easily adapt to changes in election law. Our election planner at K & H is outstanding and immediately responds to our questions and needs, as does the whole team.

We would highly recommend K & H Integrated Print Solutions as your ballot printer and mailing service.

Sincerely,

Kathy A Fisher
Yakima County Elections Manager

128 North Second Street • Room 117 • Yakima, Washington 98901 • (509) 574-1300 • FAX (509) 574-1341

Accounting
574-1310

Administration
574-1402

Elections
574-1340

License
574-1370

Payroll
574-1392

Recording
574-1330





Business Mail Entry
Seattle District



April 25, 2011

Brad Moorhouse
K&H Integrated Print Solutions
7720 Hardeson Road Ste A
Everett WA 98203-7000

Subject: Reference Letter

Dear Mr. Moorhouse,

In reference to your request for reference letter, please note below –

K&H Integrated Print Solutions has active account with US Postal Service in Seattle under permit # 1430. In Everett Post office, this company holds permit 143 under the name "K&H".

Both accounts are active and this company is in good standing with US Postal Service. Let me know if you have any additional questions.

Sincerely,

Amrik S Kamoh
Manager, Business Mail Entry
Seattle District

Attachment - Copy of your letter

PO Box 50410
Seattle, WA 98109-9432
TEL: (206) 378-2612
FAX: (206) 378-2548





 <p>PINAL COUNTY <i>wide open opportunity</i></p>	<p>Response Form 1 RFP-150220 Printing and Mailing of Election Materials</p>	<p>Pinal County Finance Department 31 N. Pinal St. Bldg. A P.O. Box 1348 Florence, AZ 85132</p>
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Responder Name: K&H Printers-Lithographers, Inc.

Responders shall complete the following Response Form, indicating their responses in the spaces provided. Additional pages may be added so long as they are clearly referenced in the spaces provided.

Please note: Any exception and the total number of exceptions taken will negatively affect your evaluation score. Compliance to Terms and Conditions has been identified as an evaluation criterion for this solicitation.

Any exception not contained within this section of the solicitation will be deemed invalid and will not be considered.

Acceptability of Responses

Offers that do not include fully completed copies of Response Forms 1 and 2 may cause the entire offer to be deemed unacceptable and therefore non-responsive. Forms with incomplete or unacceptable responses will also be considered non-responsive.

1) Capacity of Responder

1.1 Responder shall describe their company history including company name and location. Also include areas of expertise and resources available to deliver the requested service.

Responder Response

Founded in 1908, K&H Printers-Lithographers, Inc. located in Everett Washington has evolved through the decades to become a trusted provider of “data-to-delivery” services for national and local organizations; providing comprehensive data management, printing, mailing and processing solutions. Our guiding axioms:

*“Integrity, Vision, Perseverance”
“Perfect & Timely”*

Supporting governmental election clients since 1932, K&H has developed many innovative and scalable election products and services, including:

- digital ballot production applications
- highly specialized electronic quality assurance technologies
- copyrighted scheme for imprinting vote by-mail return envelopes aiding in inbound material processing
- patented return envelope design in compliance with USPS mailing regulations and voter privacy standards

Building upon K&H expertise in municipal elections, Integrity Voting Systems was formed in 2001 to provide election services to private sector elections (labor unions, credit unions, awards programs and other formally organized voter constituencies).





As further evidence of election expertise resident at K&H, Integrity Voting Systems provides comprehensive by-mail and onsite election management services to these organizations throughout the United States. Deliverables include:

- eligibility list processing
- ballot face design and programming
- tabulation system design, programming and operation
- balloting material production and distribution
- ballot processing, authentication and management
- certified tabulation of election results

COMPANY CAPACITY

As a provider of election services to many organizations including counties, labor unions, state bar associations, credit unions and others, K&H currently provides all production and services from within its own facilities, expertise, equipment, and labor. The combined K&H tenure of supervisory staff directly participating in election projects exceeds 160 years.

Without using subcontracted resources, daily capacities are roughly as follows:

- Up to 2 Million Ballots printed per 24 hours
- Up to 1 Million VBM Packets assembled per 24 hours

1.2 Responder will describe their experience providing these services to public entities of similar size to Pinal County.

Responder Response

With over 50 years of election experience and over 15 years of providing mailing services for counties ranging from 1,000 to over 1,000,000 registered voters, K&H is uniquely qualified to handle the complex needs of Pinal County. Currently K&H manages the election/VBM process for over 35 counties. K&H has the experience, the knowledgebase and the depth in resources necessary to successfully manage this process.

K&H has a long history of building lasting relationships with the counties we serve and have included a comprehensive list of these counties with the hopes that Pinal will reach out and hear how we perform from a county's perspective.

1.3 Responder will describe the experience and qualifications of the staff that will be assigned to the County's contract.

Responder Response

To assist the county on a day to day basis K&H has a team of dedicated project managers called Election Coordinators (EC's). EC's are dedicated election experts with a sole focus on elections, year round. These individuals are the primary contact and liaison between their assigned counties and K&H production staff.





EC's form enduring partnerships with their counties and oversee all aspects of elections to ensure perfect and timely election services. We believe this level of dedicated customer service sets K&H apart from other election services providers.

In addition to the EC's, K&H has a full complement of trained and experienced election and USPS professionals that work in unison to produce the ballots, mail packets, rosters and other supplies that Pinal County requires. Many of these professionals will be involved in planning, production and verification of the county's election materials from start to finish.

While Pinal County will be dealing directly with a designated Election Coordinator on a day to day basis, it is important to note that the entire K&H project team stands behind them which demonstrates the depth and commitment K&H brings to the election process.

1.4 Responder shall provide a minimum of three (3) references who can comment on the firm's professional work. References from public entities are preferred. Responder must include phone, email and physical address of each reference.

Responder Response



San Francisco County, California

Registered Voters: 500,000
Years with K&H: 6 (2009)
Contact Name: John Arntz
Contact Phone: 415-554-4348
Contact Email: john.arntz@sfgov.org
Address: 1 Dr. Carlton B Goodlett Pl Rm 48 San Francisco, CA 94102

Levels of Service:
Envelope Layout
Envelope Manufacturing
Ballot Printing
VBM Packet Assembly
VBM Mailing



Contra Costa County, California

Registered Voters: 525,000
Years with K&H: 2 (2013)
Contact Name: Scott Konopasek
Contact Phone: 925-335-7800
Contact Email: scott.konopasek@vote.cccounty.us
Address: Contra Costa County Office of Clerk/Recorder/Elections 555 Escobar St.

Levels of Service:
Envelope Layout
Envelope Manufacturing
Ballot Printing
VBM Packet Assembly
VBM Mailing



King County, Washington

Registered Voters: 1,281,000
Years with K&H: 4 (2011)
Contact Name: Sherril Huff
Contact Phone: 206-296-1540
Contact Email: sherril.huff@kingcounty.gov
Address: King County Elections 919 SW Grady Way Renton, WA 98057

Levels of Service:
Envelope Layout
Envelope Manufacturing
Ballot Printing
VBM Packet Assembly
VBM Mailing



San Bernardino County, California

Registered Voters: 851,000
Years with K&H: 12 (2003)
Contact Name: Terry Kouba
Contact Phone: 909-387-2101
Contact Email: tkouba@rov.sbcounty.gov
Address: San Bernardino Elections 777 East Rialto Avenue San Bernardino, CA 92415

Levels of Service:
Envelope Layout
Envelope Manufacturing
Ballot Printing
VBM Packet Assembly
VBM Mailing

Additional References are available in section B.4 of this response.





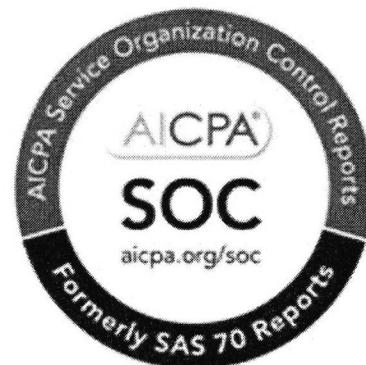
2) Method of Approach

2.1 Describe your capabilities and quality control process as it relates to printing.

PROCESS CONTROL

K&H has well established processes and controls in the management of customer data and personalized mail assembly including processes for HIPAA, COBIT and SOX compliance.

Integral to K&H process control are the array of line scan cameras, camera/optical scanners and the leading edge image analysis programs in place throughout our facilities. These include systems from industry leaders Lake Image Systems (uniquely developed for K&H to our specifications); Bell & Howell (both JetVision and Centurion Apex products); Micro Scan Systems, Inc. as well as proprietary systems developed by our in-house programming resources. Each pocket of our inserting equipment is fitted with a camera and/or scanner; not only to match pieces to a specific record, but also to confirm the use of correct mail piece components (e.g. versioned inserts).



DATA MANAGEMENT

For any job that is confidential or security is required, we download forms on our secure FTP site. Files are destroyed after production. During production, the product is under the direct control/possession of a designated individual at all times. All employees sign nondisclosure agreements. If the plant shuts down, or any printed product must be left unattended, we store it in our locked secured storage area, which is accessible only with badge during work hours and sealed with a numbered seal at night. The seal is logged in our secure storage log, and rights to break the seal are limited to specific employees. After hours Sonitrol is programmed to limit access only to key, designated employees.

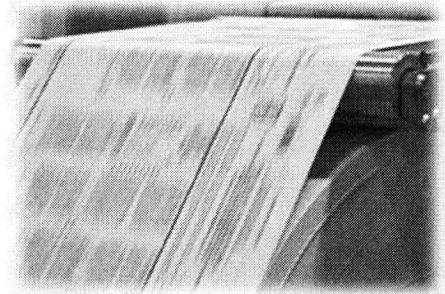


BALLOT PRODUCTION

K&H has over 20 years of experience in the production of optical scan ballots. We are certified by the Office of the Secretary of State of California as a Manufacturer and Finisher of Ballots in the State of California for the following types of ballots:

- Sequoia
- ES&S
- Diebold
- Hart Intercivic

K&H has direct experience in producing Absentee, Test, Dupe and Provisional ballots and the application of ballot information, unique from one ballot to the next, including numbering schemes and precinct identification.



We use a data-driven approach to aid in the layout and production of rosters, ballots and other election materials. This production process allows to digitally assign variable elements, pages and print orders in a way that eliminates errors and expedites production.

All aspects of the production process take advantage of this approach and roadmaps, QC reports and other production support materials are dynamically created along with the actual sample ballots. All mission critical components are supplied with a very small 2-D barcode that is printed in the margin space allowing cameras to provide 100% complete assurance that each and every page is printed and bound in the correct position.

For additional Information please see Appendix A (*Confidential Disclosure*).

2.2 Describe your quality control process as it relates to mailing. Specifically how will you ensure that the correct ballot is mailed to the correct voter at the correct time.

Responder Response

The inserters are equipped with scanners and cameras which are all in communication with the machine control system called FBI (File Based Inserting). This technology assures a perfect match of all pieces into each packet. It also allows for programmatic diversion of flawed pieces or of any voters the county wishes to remove from the mail.

Additionally, we have developed a system called MARS™ (Mail Assembly Reconciliation System). This system is monitoring every single piece of mail on every inserter. As each file is completed, it must be reconciled using this tool. Every anomaly is identified and resolved before the mailing can be released.

It is important to note that MARS is available to you, 24 hours a day, 7 days a week via a secured online web portal that allows you live-time insight into your critical VBM packet assembly process.

Project management and documented quality control measures ensure a 100% accurate assembly of the ballot packets. Control measures are in place to ensure that the correct ballots are issued, only one ballot is placed in each packet, that ballots are not omitted in any packet and that the packets are correctly grouped by category and mailing status. Representatives of the County are welcome to be present during the assembly process.



Beyond ensuring that the ballots are dropped on time, K&H provides a window into the USPS delivery process via MARS. Utilizing this system, the county can track an individual voter's ballot package to the carrier level. This service is provided at no additional charge.

2.3 Describe your ability to advise on USPS mailing requirements.

Responder Response

K&H has a team of USPS professionals on staff that manage multiple mailings daily. This team is available to Pinal County to assist in USPS regulatory or process questions on an ongoing basis.



K&H mailing operation is certified for:

- USPS on-site mailing verification on an as needed basis
- NCOA Services
- CASS/DPV (Delivery Point Verification)
- F.A.S.T. (Facility Access Shipment Tracking)
- OneCode ACS (Address Correction Services)
- IMB OneCode Confirm (Mail Tracking)

IN-HOUSE MAIL VERIFICATION

All processing, both printing and mailing occur in house and under one roof. The mail never leaves our facility until it is officially accepted by the USPS. We are a DMU (Detached Mail Unit); mail can be verified and accepted on our floor by the USPS.

Vote by Mail packets can then be transported to your local USPS location either as one secured mailing or multiple mailings depending on the level of service requested. Vote by Mail packets will arrive at your USPS location already verified and ready to be distributed to voters.

2.4 Describe reporting capabilities. Provide samples of reports that will be available to Pinal County.

Responder Response

K&H provides an extensive number of reports. Samples have been provided in Appendix A (*Confidential Disclosure*).

Additionally, due the data intense nature of our manufacturing process we have the ability to generate Ad-hoc reports should the county have a specific reporting requirement.





3) Cost

Responder shall complete Response Form 2 Pricing Sheet RFP-150220 Printing and Mailing of Election Materials. Any response that does not include this completed Pricing Sheet or includes an incomplete Pricing Sheet may cause the entire offer to be deemed unacceptable and therefore non-responsive.

K&H has successfully completed Response Form 2 Pricing Sheet RFP-150220 Printing and Mailing of Election Materials.

4) Conformance to Terms and Conditions and Scope of Services

Response Form Responses

K&H Printers-Lithographers, Inc. have read, understand, and shall comply with all Terms and Conditions. Responders that accept the County's Terms and Conditions shall check **YES** to clearly indicate their acceptance. Responders who take exception to the County's Terms and Conditions shall check **NO** and clearly indicate their exception(s) and provide Responder's suggested language.

YES, I acknowledge that I have read and understand all Terms and Conditions and will comply in any resultant contract.

NO, I acknowledge that I have read, understand all Terms and Conditions and will comply in any resultant contract with the exceptions listed below.

Exceptions (If checked NO)

Responders that take exception to any Terms and Conditions shall justify their exception as well as proposing any changes to the County's language with the Responder's suggested changes clearly indicated. Additional pages may be added so long as they are clearly referenced in the spaces provided. **Please note that taking exception to any Terms and Conditions may affect your evaluation score.** Both the number of exceptions and the severity of the exceptions can affect your score and may have you deemed non-responsive for this solicitation.

Cite the specific Term and Condition for which an exception is taken: *N/A*

Responder's justification for the exception: *N/A*

Responder's suggested changes: *N/A*





K&H Printers-Lithographers, Inc. have read, understand, and shall comply with the Scope of Services. Responders that accept the Scope of Services shall check **YES** to clearly indicate their acceptance. Responders who take exception to any item in the Scope of Services shall likewise check **NO** and clearly indicate their exception and provide Responder's suggested language.

YES, I acknowledge that I have read and understand the Scope of Services and will comply in any resultant contract.

NO, I acknowledge that I have read, understand the Scope of Services and will comply in any resultant contract with the exceptions listed below.

Cite the specific item in the Scope of Service for which an exception is taken: **N/A**

Responder's justification for the exception: **N/A**

Responder's suggested changes: **N/A**

End of Response Form 1 for RFP-150220 Printing and Mailing of Election Materials





PINAL COUNTY Thank You

From our team to yours...

THANK YOU

Pinal County for considering us.



PRINTING AND MAILING OF ELECTION MATERIALS
RFP-150220
DUE: June 16th 2015 by 2:00p.m

K&H ELECTION SERVICES
"PERFECT & TIMELY"



PINAL COUNTY
wide open opportunity

Response Form 1
RFP-150220
Printing and Mailing of
Election Materials

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

Responder Name: *K&H Printers-Lithographers, Inc.*

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- 1.1 Responder shall describe their company history including company name and location. Also include areas of expertise and resources available to deliver the requested service.

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"Perfect & Timely"

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PINAL COUNTY
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**Response Form 1
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Printing and Mailing of
Election Materials**

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Responder Response



San Francisco County, California

Registered Voters: 500,000
Years with K&H: 6 (2009)
Contact Name: John Arntz
Contact Phone: 415-554-4348
Contact Email: john.arntz@sfgov.org
Address: 1 Dr. Carlton B Goodlett Pl Rm 48 San Francisco, CA 94102

Levels of Service:

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Envelope Manufacturing
Ballot Printing
VBM Packet Assembly
VBM Mailing



Contra Costa County, California

Registered Voters: 525,000
Years with K&H: 2 (2013)
Contact Name: Scott Konopasek
Contact Phone: 925-335-7800
Contact Email: scott.konopasek@vote.cccounty.us
Address: Contra Costa County Office of Clerk/Recorder/Elections 555 Escobar St.

Levels of Service:

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Envelope Manufacturing
Ballot Printing
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PINAL COUNTY
wide open opportunity

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RFP-150220
Printing and Mailing of
Election Materials**

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
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King County, Washington

Registered Voters: 1,281,000
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Contact Name: Sherril Huff
Contact Phone: 206-296-1540
Contact Email: sherril.huff@kingcounty.gov
Address: King County Elections 919 SW Grady Way Renton, WA 98057

Levels of Service:

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Envelope Manufacturing
Ballot Printing
VBM Packet Assembly
VBM Mailing



San Bernardino County, California

Registered Voters: 851,000
Years with K&H: 12 (2003)
Contact Name: Terry Kouba
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Levels of Service:

Envelope Layout
Envelope Manufacturing
Ballot Printing
VBM Packet Assembly
VBM Mailing

Additional References are available in section B.4 of this response.

2 Method of Approach

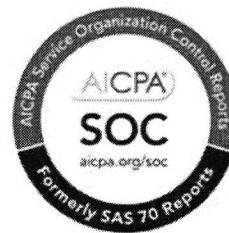
2.1 Describe your capabilities and quality control process as it relates to printing.

Responder Response

PROCESS CONTROL

K&H has well established processes and controls in the management of customer data and personalized mail assembly including processes for HIPAA, COBIT and SOX compliance.

Integral to K&H process control are the array of line scan cameras, camera/optical scanners and the leading edge image analysis programs in place throughout our facilities. These include systems from industry leaders Lake Image Systems (uniquely developed for K&H to our specifications); Bell & Howell (both JetVision and Centurion Apex products); Micro Scan Systems, Inc. as well as proprietary systems developed by our in-house programming resources. Each pocket of our inserting equipment is fitted with a camera and/or scanner; not only to match pieces to a specific record, but also to confirm the use of correct mail piece components (e.g. versioned inserts).



DATA MANAGEMENT

For any job that is confidential or security is required, we download forms on our secure FTP site. Files are destroyed after production. During production, the product is under the direct control/possession of a designated individual at all times. All employees sign nondisclosure agreements. If the plant shuts down, or any printed product must be left unattended, we store it in our locked secured storage area, which is accessible only with badge during work hours and sealed with a numbered seal at night. The seal is logged in our secure storage log, and rights to break the seal are limited to specific employees. After hours Sonitrol is programmed to limit access only to key, designated employees.

BALLOT PRODUCTION

K&H has over 20 years of experience in the production of optical scan ballots. We are certified by the Office of the Secretary of State of California as a Manufacturer and Finisher of Ballots in the State of California for the following types of ballots:



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Response Form 1
RFP-150220
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Florence, AZ 85132

- Sequoia
- ES&S
- Diebold
- Hart Intercivic

K&H has direct experience in producing Absentee, Test, Dupe and Provisional ballots and the application of ballot information, unique from one ballot to the next, including numbering schemes and precinct identification.

We use a data-driven approach to aid in the layout and production of rosters, ballots and other election materials. This production process allows to digitally assign variable elements, pages and print orders in a way that eliminates errors and expedites production.

All aspects of the production process take advantage of this approach and roadmaps, QC reports and other production support materials are dynamically created along with the actual sample ballots. All mission critical components are supplied with a very small 2-D barcode that is printed in the margin space allowing cameras to provide 100% complete assurance that each and every page is printed and bound in the correct position.

For additional Information please see Appendix A (*Confidential Disclosure*).

- 2.2 Describe your quality control process as it relates to mailing. Specifically how will you ensure that the correct ballot is mailed to the correct voter at the correct time.

Responder Response

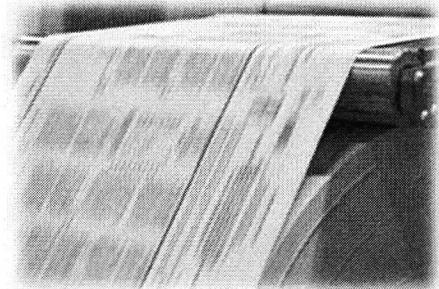
The inserters are equipped with scanners and cameras which are all in communication with the machine control system called FBI (File Based Inserting). This technology assures a perfect match of all pieces into each packet. It also allows for programmatic diversion of flawed pieces or of any voters the county wishes to remove from the mail.

Additionally, we have developed a system called MARS™ (Mail Assembly Reconciliation System). This system is monitoring every single piece of mail on every inserter. As each file is completed, it must be reconciled using this tool. Every anomaly is identified and resolved before the mailing can be released.

It is important to note that MARS is available to you, 24 hours a day, 7 days a week via a secured online web portal that allows you live-time insight into your critical VBM packet assembly process.

Project management and documented quality control measures ensure a 100% accurate assembly of the ballot packets. Control measures are in place to ensure that the correct ballots are issued, only one ballot is placed in each packet, that ballots are not omitted in any packet and that the packets are correctly grouped by category and mailing status. Representatives of the County are welcome to be present during the assembly process.

Beyond ensuring that the ballots are dropped on time, K&H provides a window into the USPS delivery process via MARS. Utilizing this system, the county can track an individual voter's ballot package to the carrier level. This service is provided at no additional charge.





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2.3 Describe your ability to advise on USPS mailing requirements.

Responder Response

K&H has a team of USPS professionals on staff that manage multiple mailings daily. This team is available to Pinal County to assist in USPS regulatory or process questions on an ongoing basis. K&H mailing operation is certified for:

- USPS on-site mailing verification on an as needed basis
- NCOA Services
- CASS/DPV (Delivery Point Verification)
- F.A.S.T. (Facility Access Shipment Tracking)
- OneCode ACS (Address Correction Services)
- IMB OneCode Confirm (Mail Tracking)



IN-HOUSE MAIL VERIFICATION

All processing, both printing and mailing occur in house and under one roof. The mail never leaves our facility until it is officially accepted by the USPS. We are a DMU (Detached Mail Unit); mail can be verified and accepted on our floor by the USPS. Vote by Mail packets can then be transported to your local USPS location either as one secured mailing or multiple mailings depending on the level of service requested. Vote by Mail packets will arrive at your USPS location already verified and ready to be distributed to voters.

2.4 Describe reporting capabilities. Provide samples of reports that will be available to Pinal County.

Responder Response

K&H provides an extensive number of reports. Samples have been provided in Appendix A (*Confidential Disclosure*).

Additionally, due the data intense nature of our manufacturing process we have the ability to generate Ad-hoc reports should the county have a specific reporting requirement.

3 Cost

Responder shall complete Response Form 2 Pricing Sheet RFP-150220 Printing and Mailing of Election Materials. Any response that does not include this completed Pricing Sheet or includes an incomplete Pricing Sheet may cause the entire offer to be deemed unacceptable and therefore non-responsive.

K&H has successfully completed Response Form 2 Pricing Sheet RFP-150220 Printing and Mailing of Election Materials.

4 Conformance to Terms and Conditions and Scope of Services

Response Form Responses

K&H Printers-Lithographers, Inc. have read, understand, and shall comply with all Terms and Conditions. Responders that accept the County's Terms and Conditions shall check **YES** to clearly indicate their acceptance. Responders who take exception to the County's Terms and Conditions shall check **NO** and clearly indicate their exception(s) and provide Responder's suggested language.

YES, I acknowledge that I have read and understand all Terms and Conditions and will comply in any resultant contract.

NO, I acknowledge that I have read, understand all Terms and Conditions and will comply in any resultant contract with the exceptions listed below.



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Exceptions (If checked NO)

Responders that take exception to any Terms and Conditions shall justify their exception as well as proposing any changes to the County's language with the Responder's suggested changes clearly indicated. Additional pages may be added so long as they are clearly referenced in the spaces provided. **Please note that taking exception to any Terms and Conditions may affect your evaluation score.** Both the number of exceptions and the severity of the exceptions can affect your score and may have you deemed non-responsive for this solicitation.

Cite the specific Term and Condition for which an exception is taken: *N/A*

Responder's justification for the exception: *N/A*

Responder's suggested changes: *N/A*

K&H Printers-Lithographers, Inc. have read, understand, and shall comply with the Scope of Services. Responders that accept the Scope of Services shall check **YES** to clearly indicate their acceptance. Responders who take exception to any item in the Scope of Services shall likewise check **NO** and clearly indicate their exception and provide Responder's suggested language.

YES, I acknowledge that I have read and understand the Scope of Services and will comply in any resultant contract.

NO, I acknowledge that I have read, understand the Scope of Services and will comply in any resultant contract with the exceptions listed below.

Cite the specific item in the Scope of Service for which an exception is taken: *N/A*

Responder's justification for the exception: *N/A*

Responder's suggested changes: *N/A*

End of Response Form 1 for RFP-150220 Printing and Mailing of Election Materials