

NASPO ValuePoint CTR 058809

PARTICIPATING ADDENDUM 20-00000-21-00005AG

MAILROOM EQUIPMENT, SUPPLIES AND MAINTENANCE



Led by the State of Arizona hereof and shall not be amended altered or modified except by further written agreement and signed by the parties hereto and become part of the Procurement File.

EXHIBIT A: SCHEDULE NO. 20-00000-21-00005 TO MASTER LEASE AGREEMENT

THIS SCHEDULE NO. 20-00000-21-00005(this "Schedule") to the Master Lease Agreement attached (the "Master Lease Agreement") is entered into as of this date: \_\_\_\_\_, by and among Quadient, Inc., as Lessor, and STATE OF NM - HEALTHCARE AUTHORITY - CHILD SUPPORT ENFORMENT DIVISION, as Lessee. All of the provisions of the Master Lease Agreement are combined herein by reference as if fully set forth herein, terms used herein and not defined shall have the meanings assigned to them in the Master Lease Agreement.

1. Description of Equipment

This Master Lease Agreement and this Schedule No. 20-00000-21-00005 jointly constitutes an Agreement (this "Agreement"). Lessor hereby agrees to lease to the Lessee and Lessee agrees to lease from the Lessor subject to the provisions of the Agreement, the Equipment identified and accepted by the lessee on the lessor's delivery and acceptance form.

Description
(13) IX-3 Mailing Systems w/Hand-Feed & 5# Scale
Enterprise Level 7 - Impress Pre-Pay Distribute 7
30 Hours - Professional Services (20 within Statement of Work) 10 Add Training Hours

(This table may be modified as necessary to accommodate the Equipment description accurately.)

2. Term:

The term of this Lease shall be 60 months.

3. Monthly Lease Payment amount:

\$ 3,648.34 Billed Monthly Plus GRT

4. Pricing Expiration Date:

The Lessee has the option to purchase the Equipment identified in this Agreement. The Lessor's shall provide the Pricing Expiration Date giving the Lessee the right to purchase within a given time period.

**5. Location of Equipment:**

Lessee here by certifies the Equipment described above shall be located at the following address:

Bill To: PO BOX 2348, SANTA FE NM 87504

Install at: \*\*\* VARIOUS LOCATIONS STATEWIDE \*\*\* NM

**6. Payments will be collected at the following location:**

All payments due under the Master Lease Agreement are to be paid to the Lessor at the following address:

Quadient, Inc., PO Box 123682, Dept. 3682, Dallas, TX 75312

**7. Additional Provisions:**

Additional provision may be included or attached to this Schedule; beginning with "Attachment A".

**8. Changes or Modification:**

Any changes or modification to this Schedule must be agreed upon by both parties and submitted as an amendment; signed and attached to this Agreement.

**LESSOR:**

Quadient, Inc.

(Vendor/Contractor Company Name)

Title: \_\_\_\_\_

\_\_\_\_\_  
(Authorized Assignee -Print Name)

DATE: \_\_\_\_\_

\_\_\_\_\_  
(Authorized Assignee -Signature)

**LESSEE:**

STATE OF NM - HEALTHCARE AUTHORITY

(Lessee/Procuring Agency)

Carolee A. Graham

Digitally signed by Carolee A. Graham  
Date: 2024.07.23 15:53:57 -06'00'

Title: \_\_\_\_\_

(Authorized Assignee -Print Name)

Carolee A. Graham

Digitally signed by Carolee A. Graham  
Date: 2024.07.23 15:54:17 -06'00'

DATE: \_\_\_\_\_

(Authorized Assignee – Signature)














**2024 v6 Impress Automate Bundles AppPack**

*NOTE: Presales engagement is required for each qualified opportunity with sample data*

Sales Representative Information	
*Name:	Manny Gallegos
*Title:	VP Sales
*Office/District/Dealer:	General Mailing & Shipping Systems, Inc II
*Telephone:	5058833223
*Cell Number:	
*Email:	manny@generalmailingnm.com
*Solution Analyst Name:	Chuck Fee
*Solution Analyst Email:	c.fee@quadient.com

Account/Customer Information	
*Customer Name:	State of NM - Health Care Authority
*Address:	1474 Rodeo Road, Ste 150
Address 2:	
*City, State Zip	Santa Fe, NM 87505
*Phone:	(505) 231-4871 work cell
*Website:	http://www.hsd.state.nm.us
*Contact Name:	Melanie G. Vigil
*Title:	HSD-CSSD Deputy Director – Central Operations
*Contact Email: This is the contact that receives the licensing information	MelanieG.Vigil@hsd.nm.gov
IT Contact Email:	<b>NOTE: Required if including IMP-BUND-AGG ADDON and/or IMP-BUND-PR ADDON</b>
*Phone:	505-827-7130 Ext
Cell:	
*Average Monthly Page Count:	Approx 7-8,000
*Average Monthly Envelope Count:	Approx 3,500
What's the frequency of mail being sent?	Daily
*Data testing to confirm it is in readable PDF or can be printed to the Distribute virtual printer?	<p><b>TESTED BY (PreSales Engineers Only):</b> __Chuck Fee  <b>TESTED DATE:</b> _May 16, 2024  <b>FILE NAMES:</b></p> <p>The following files are all templates that will have the addresses filled in by the users prior to process. All Word Docs have been tested for readability. Note: the FTP folder does have some envelope templates that will NOT be used in this application.</p>

	<ul style="list-style-type: none"> <li> Courtesy Copies-.doc 5/3/2024 3:29 PM</li> <li> General Letter.doc 5/3/2024 3:29 PM</li> <li> Establishment Order (LC) (07-19-23) - rbw updates.docx 5/3/2024 3:29 PM</li> <li> FINANCIAL REQUEST LTR 060916 mep.doc 5/3/2024 3:29 PM</li> <li> 1a SCHEDULED Genetic Testing Letter -COVID-19----.doc2023.doc 5/3/2024 3:29 PM</li> <li> Letterhead Hearings----.doc 5/3/2024 3:30 PM</li> <li> Letterhead ncp ordr- new number.doc 5/3/2024 3:30 PM</li> <li> Important Payment Information (Version 1-27-21).pdf 5/3/2024 3:30 PM</li> <li> Letterhead cp ordr--new number.doc 5/3/2024 3:30 PM</li> <li> Letterhead HRG OUT OF STATE.doc 5/3/2024 3:30 PM</li> <li> Sierra County Letterhead Hearings--.doc 5/3/2024 3:30 PM</li> </ul> <p><b>NOTE: Orders where data has not been tested will be rejected. All fields are all required. Must include 100 unique addresses (if DATA QUALITY ADDON is included).</b></p>
<b>Configuration completed by Presales?</b>	No COMPLETED BY(Presales Engineers Only)_____
<b>Customer Background and Goals (any requirements identified here MUST fit within the scope defined below)</b>	<p>Customer is going to process their mail via DIspatch and have their mail fulfilled through Impress Distribute via a Prepaid Plan.</p> <p>Documents will be printed through the DIspatch Print Driver with two template setup for 1st Class Mail and Certified Mail. These templates will have one field setup to extract, being the Recipient Address. This field can be moved by users to capture the required data. No other data extraction will be provided for.</p> <p>The Recipient Name will be sent to Distribute with data extracted from Address Line 1. All documents will have an Address Carrier page added. The Address Carrier does not require a logo.</p> <p>All mail will be processed with the following settings:</p> <ol style="list-style-type: none"> <li>1) Simplex</li> <li>2) Black and White</li> <li>3) # 10 Envelope - up to 9 pages, 6x9.5 Envelope - 10-13 pages</li> </ol> <p>Customer acknowledges the following system document processing requirements:</p> <ol style="list-style-type: none"> <li>1) File names need to be less than 20 Characters in length for uploading into DIspatch</li> <li>2) While the initial/lead document can be a Word Doc, attachments can only be in PDF format</li> <li>3) All documents must be in letter size. sThe right hand side of each page must have a 3/8" clear margin for the inserter barcode</li> </ol>

**Impress BASE Bundle REQUIRED** includes the following base implementation:

**Requires Impress Basic Plus or higher**

1. Create up to two (2) document configuration workflows
  - a. Required data samples and requirements must be defined by the start of the project in order to be included.
  - b. For example: Statements and Invoices
  - c. PDF ONLY (Pre-composed compatible / readable PDF data)
    - i. Input directly to the Impress platform by dragging and dropping to the Impress Platform dashboard input folder
    - ii. Page 1 identifier must be on page 1 and in a static non shifting/moving location
2. Configure merging and grouping to combine documents going to the same recipient;
  - a. Based on up to two (2) criteria found in the .pdf source data

- i. Criteria 1 is fixed and based on delivery address block and criteria 2 can be for example Account Number or Invoice Number match
  - ii. Data must be consistently contained on 1st page of document set - i.e. zero dollar, high dollar
- 3. Configure up to four (4) simple business rules (**NOTE: Business rules not included with CSV INPUT ADDON**);
  - a. Each conditional item added to a document or workflow will be treated as one business rule and must be supported by the native tools and functionality inherent in the software.
  - b. To Illustrate:
    - i. Incorporating a conditional enclosure based on a single attribute will constitute 1 business rule.
    - ii. Incorporating a conditional enclosure 1 or conditional enclosure 2 based on a single attribute will be recognized as 2 business rules.
    - iii. Suppressing the printing of documents based on a singular attribute, such as a dollar amount, will be classified as 1 business rule.
    - iv. Suppressing the printing of documents based on three distinct attributes will be identified as 3 business rules.
    - v. Implementing the masking of existing information will be considered 1 business rule.
  - c. **NOTE:** Custom reporting and archiving not included
- 4. Create one (1) inserter barcode profile
- 5. Send output to one of the following;
  - a. Distribute App (fill out IMPRESS DISTRIBUTE OUTPUT section on next page)
    - i. If IMPRESS DISTRIBUTE OUTPUT section is not filled out completely the default output will be to .pdf
  - b. Create print PDF batch outputs to be downloaded directly from Impress Platform
    - i. For example: 1-5 pages, 6-10 pages, over 11 pages
    - ii. 1-5 sheets can be tri folded into a #10 envelope (or 6x9 envelope without the performance package)
  - c. Printer (requires **PRINTER OUTPUT ADDON**)
- 6. One (1) Operator training session (up to one (1) hour included for DISTRIBUTE, two (2) hours included for IMPRESS)
  - a. Does not include programming training
  - b. Training session for User/Operator based on defined requirements to operate configuration

**Address / Logo Repositioning**

Any logo or address that is being relocated to a new position on the same page is included with this app pack as long as it does not impede or impact any other data or require additional layout or document enhancements. If an address is needed to be moved to a specific location and will impede existing data, a cover page will be generated accordingly.

**Customer Requirements:**

1. Must be able to meet for implementation within 15 days of order submission
2. Activated Cloud Account prior to scheduling
  - a. You will receive an email from [impresscloudservices@quadiant.com](mailto:impresscloudservices@quadiant.com) make sure this address is whitelisted on your email server. Activate your account prior to implementation.
3. Have production data readily available during installation
4. Assign a dedicated resource to project
5. Required printer/drivers installed and tested locally prior to installation
6. Have your document business rules ready to go prior to installation

- a. See #2 and #3 on page 2
- 7. Choose which output method prior to implementation
  - a. See #5 on page 2

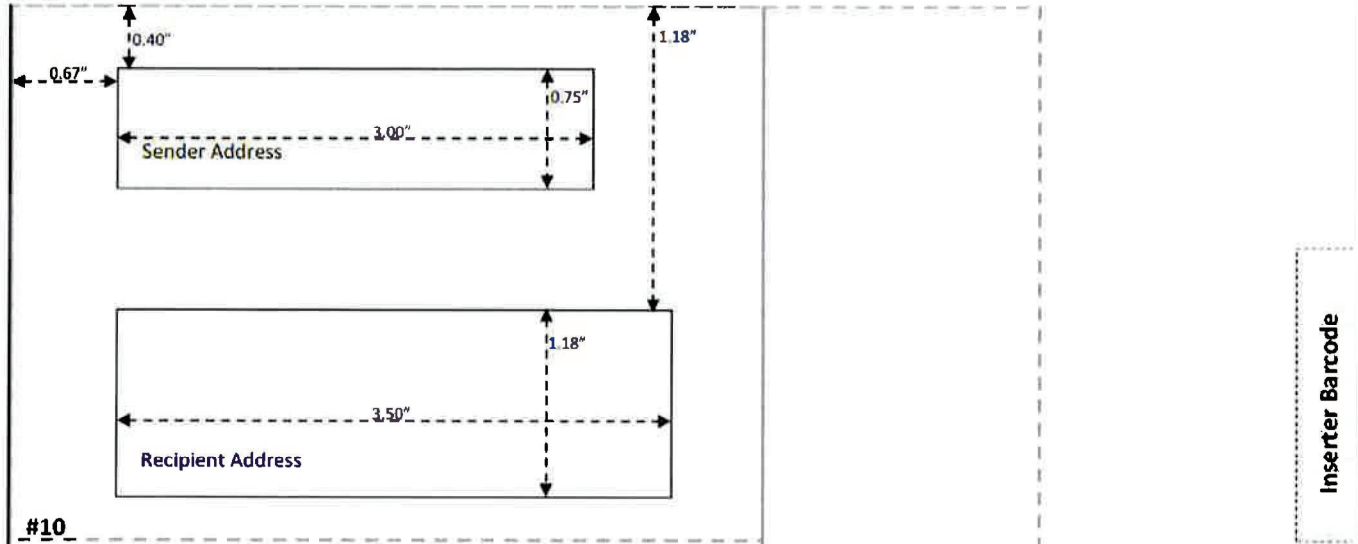
**IMPRESS DISTRIBUTE OUTPUT- add section for Print Output and delete section that is not applicable**

Will your customer use Distribute? If yes, complete this section and please reference Address Window Position Specifications below (all fields are required to be completed):	
Are the address block and return address in consistent locations on the first page of a document? If not, is the customer aware that a cover page will be generated if output is to Distribute?	No, an Address Carrier page will be added to each mailpiece
Are attachments required? (must be PDF; same attachment for all recipients with Evolve Package)	Yes
Will you do a mail merge of mailing addresses?	No
Do you track by cost center for a job?	Yes - Starting with one
Include BRE?	No
Are there any International mailings? (International handling must include full country name or ISO 2 only on the last line of the address block to be considered in scope)	No
Simplex or Duplex Print?	Simplex
What envelope size(s) do you use?	#10 and 6x9.5
Archive required? Duration?	Default
Color or Grayscale? <i>NOTE: Toner Coverage on any one page can be 30% or less (includes attachments)</i>	Grayscale
Postage rate?	Presort

**Distribute Envelope Specifications**

Window positions for recipient and sender address, barcode location and reserved/safe areas are defined in image 1.1

**Image 1.1**



**#10**

**Auto (Presort) & 6x9.5**  
**Auto (Retail & Int.) & 9x12**

**Reserved/Safe Areas**  
 These must not have customer data visible

**6x9.5 Certified Mail**

Recipient Address Position		Sender Address Position		Inserter Barcode Position	
Horizontal	0.67"	Horizontal	0.67"	Horizontal	8.13"
Vertical	1.93"	Vertical	0.40"	Vertical	1.52"
Height	1.18"	Height	0.75"	Height	1.85"
Width	3.50"	Width	3.00"	Width	0.35"

Reserved/Safe Area Positions					
#10	Height	3.41"	Width	4.75"	
6x9.5	Height	3.97"	Width	4.75"	
9x12	Height	4.12"	Width	4.75"	
Auto (Presort)	Height	0.75"	Width	4.75"	
Auto (Retail & Int.)	Height	4.12"	Width	4.75"	
6x9.5 Certified Mail	Height	5.32"	Width	6.50"	

Margin Clear Space = 0.5" around all edges of page

If addresses do not fall within these areas; or cannot be shifted without compromising document appearance or content, a banner page may be added.

Reserved/Safe areas should not have any customer data visible. Any data that falls into that location may show through the window during mail processing and handling.

For customers include a BRE for documents sent out via Distribute: Number 9 Envelopes are used for a BRE.

**Image 1.2**

Measurement	3 7/8 x 8 7/8
Window	1 1/8" x 3 5/8" 5/8"L 1/2"B

**If your processing requirements go beyond the configuration parameters outlined in this application, you will need to initiate a Work Order Request (WOR) to determine the scope and quantify the effort required.**

**ADDITIONAL AVAILABLE CONFIGURATION OPTIONS**

*\*Check the boxes that apply\**

**\*BASE PACKAGE BUNDLE REQUIRED (add IDA-PS Qty 12)\***

- 1. Two (2) doc configurations
- 2. Details on Page 2



**AGGREGATOR INPUT ADDON (add IDA-PS Qty 7)**

**NOTE:** Network sharing of Hot Folder or Virtual Printer not supported

- 1. Add Aggregator management including one (1) of the following (single installation on a single machine):
  - a. Hot Folder Input (includes one (1) remote location and up to two (2) hot folders)
  - b. Virtual Printer Input (includes one (1) virtual printer configuration)



**PRINTER OUTPUT ADDON (add IDA-PS Qty 11)**

**NOTE:** Requires IMP-BUND-AGG ADD

- 1. Add direct output to one (1) printer using default printer settings (does not include dynamic printer controls)



**DATA QUALITY ADDON (add IDA-PS Qty 6)**

- 1. Add appropriate BCC Plugin for WEB/CLOUD CASS & NCOA
  - a. 100 unique addresses per input file required for NCOA
  - b. WCASS-NCOA-XX
- 2. Configure BCC Plugin
- 3. Add up to two (2) Address Correction business rules
  - a. CASS Failures
  - b. Address Update Changes



**ECERTIFY AUTOMATE ADDON (add IDA-PS Qty 8)**

- 1. Configure eCert Plugin
- 2. Configure up to three (3) Address Carrier pages based on envelope
- 3. Configure up to five (5) custom fields to be passed to ConnectSuite eCertify
- 4. Configure an exclusion workflow for documents with 'bad' addresses that cannot be sent via Certified Mail
- 5. Configure ConnectSuite Automate Downloader if existing or purchased



**DISPATCH ADDON (add IDA-PS Qty 8)**



**NOTE:** *if CASS is required please speak to PreSales for an SOW*

- 1. Create up to three (3) templatesSupport up to 3 mailing types
  - a. Output to .pdf or Distribute
  - b. Manual Banner Page or Address on Page 1 availability
- 2. Setup up to five (5) users
- 3. Up to two (2) hours training session

**CSV INPUT ADDON (add IDA-PS Qty 9)**



**NOTE:** *CSV to populate cover page only with a static document to follow*

- 1. This ADDON will allow for one (1) of the two (2) available document configurations provided with the BASE PACKAGE BUNDLE (if both documents require CSV, use a quantity of two (2) of this ADDON) to utilize a standardized CSV input as is described below:
  - a. CSV will contain the following headers and data: Address Line 1, Address Line 2, Address Line 3, Address Line 4, Address Line 5, Address Line 6
    - i. Each field not to exceed 50 characters
    - ii. One record per line
- 2. A cover page will be utilized to display Recipient Address in a single location (required), a static Return Address in a single location (optional) and a single static logo (optional and to be provided by Customer)
- 3. One (1) static PDF/MS WORD enclosure will be appended to each cover page
  - a. PDF/MS WORD enclosure will contain appropriate white space/clear area for barcode (if applicable)
- 4. Workflow will utilize the Multi-Upload input function to manually process files through Impress Automate interface
- 5. No additional business rules are supported

**IMPRESS CLOUD TO CLOUD UPGRADES ONLY**

**\*Does not require BASE PACKAGE\***

**Impress Cloud to Cloud subscription Upgrade ONLY:**



- 1. Upgrades **with** Plugins for BCC and e-Certify require PSO (add IDA-PS Qty 5)

**Customer Approval**

<b>Customer Name:</b>	Betina Gonzales McCracken Child Support Services Division Director	<b>Date of Approval:</b>	7-26-24
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**Signature:**  
*Betina Gonzales McCracken*



**Quadi|ent USA Inc.**  
**Professional Services Group**  
**BLOCK HOUR CONTRACT (BHC)**

Version 4.0 (020224)

**If no PO is issued within 45 days of the approval date of this document will require an updated review and approval.**

Pre/Post-Sales Resource		
PreSales Analyst	Email	Date of Approval
Chuck Fee	c.fee@quadi ent.com	6/5/24
IDA Consultant	Email	Date of Approval

Reseller Information	
<b>Name:</b>	Manny Gallegos
<b>Title:</b>	VP Sales
<b>District/Dealer:</b>	General Mailing & Shipping Systems, Inc II
<b>Phone:</b>	5058833223
<b>Cell:</b>	
<b>Contact Email:</b>	manny@generalmailingnm.com

Account/Customer Information	
<b>Customer Name:</b>	State of NM - Health Care Authority
<b>Address:</b>	1474 Rodeo Road, Ste 150
<b>Address 2:</b>	
<b>City, State Zip:</b>	Santa Fe, NM 87505
<b>Phone:</b>	(505) 231-4871 work cell
<b>Website:</b>	<a href="http://www.hsd.state.nm.us">http://www.hsd.state.nm.us</a>
<b>Contact Name:</b>	Melanie G. Vigil
<b>Title:</b>	HSD-CSSD Deputy Director – Central Operations
<b>Contact Email:</b>	MelanieG.Vigil@hsd.nm.gov
<b>Work Phone:</b>	505-827-7130 x
<b>Mobile Cell:</b>	
<b>Additional Information:</b>	Provide for additional templates for use within Dispatch and Distribute

Quadi|ent hereby commits to providing remote Professional Services (PS) in accordance with the terms set forth in this agreement, utilizing communication channels such as phone, email, or web meetings.

Unless explicitly approved in writing by Quadi|ent, the development of functional and technical specifications for the Customer's application shall be undertaken by the Reseller and/or Customer. Consequently, the Reseller and/or Customer shall bear responsibility for the suitability and functionality of any implemented solution.

To optimize the utilization of the purchased block of hours, the Customer is obligated to clearly delineate specific task requirements and promptly furnish all associated resources and information.

Outlined below is an overview of the proposed hours, along with a description of how said hours will or can be utilized.

Block Hour Contract	Total
<b>Pro Services (IDA-PS) TOTAL</b>	<b>10</b>

BHC Requirements:
<p><b>Detailed description of the engagement:</b></p> <p>Quadiant will install Impress Dispatch and a Distribute Prepaid plan for the Customer with the initial training package noted within the App Pack. This Block Hour Contract ("BHC") will be used to provide additional training services that are outside the initial scope of the associated initial system AppPack.</p> <p><b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. TBD</li> </ol>

Deliverables and Expectations
<p><b>BILLING</b></p> <ul style="list-style-type: none"> <li>● This is a Time &amp; Materials billing agreement with no fixed Deliverables included. Quadiant will consume the hours as the PS team works toward completion of the engagement.</li> <li>● When the hours are consumed additional hours must be purchased to continue in-flight work, regardless of previous expectations.</li> <li>● The Reseller and/or Customer are responsible for any charges related to all support requests and are responsible for all overage charges.</li> <li>● Customer must pre-pay for the hours defined in this BHC and the hours must be used within twelve (12) months of contract execution. Unused hours will not be credited or refunded (no roll over of hours).</li> </ul> <p><b>CUSTOMER</b></p> <ul style="list-style-type: none"> <li>● Quadiant requires advanced notice of 10 business days (at minimum) to secure resources for any work related to this BHC.</li> <li>● Customer agrees that the BHC will be utilized in accordance with Quadiant's schedule and availability.</li> <li>● The Customer's network computing and printing environment for this project must be set up and configured. This includes, but is not limited to the:             <ul style="list-style-type: none"> <li>○ setup and configuration of the Windows server including, a domain user account with local administrative rights to be used to configure and test the application and, if network accesses are required by the application, a domain user.</li> <li>○ account with local administrative rights to run the Impress workflow server service.</li> <li>○ installation of all Windows OS updates.</li> <li>○ installation and configuration of other required software (e.g. Acrobat Reader, WinZip, TextPad or NotePad++, etc.).</li> <li>○ installation and verification of the Windows printers.</li> <li>○ installation and activation of the Impress suite software.</li> <li>○ setup and testing of the printer (or alternate method) that will be used to submit the print files to Impress.</li> </ul> </li> </ul> <p><b>EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>● The hours quoted in this BHC are only an estimate based on the information provided at the time of the evaluation and do not guarantee a working Solution.</li> <li>● The PS team will update/clarify the requirements in this BHC in order to define what DONE looks like.</li> </ul>

**Limitations and Responsibility**

Quadiant's responsibility under this Agreement is limited to providing remote PS work. Quadiant does not guarantee whether this block of hours will be sufficient for the work to be defined or for the completion and delivery of any solution.

The solution to be developed or supported is to be provided using the PS hours purchased under this Agreement may not have been analyzed in full or specified by Quadiant. The successful specification and implementation of the solution or support, as summarized by the Reseller and/or Customer, are the responsibility of the Reseller and/or Customer.

Only the solution developed and implemented by Quadiant will be supported. Modifications made by anyone other than Quadiant will be chargeable.

Whenever possible, the Reseller/Customer and Quadiant will favor electronic communications. The parties agree that instructions, modifications, corrections and approvals given through electronic communications will have the same legal value as those given by any other traditional means.

**Quadiant Expectations**

1. Assign a technical resource who will be responsible for providing the PS.
2. Provide the Reseller with operational support on the software during the provision of PS.
3. Communicate directly with the Reseller's project leader when actions must be taken to correct deviations.
4. Ensure the confidentiality of the Customer's confidential and/or proprietary information provided through the provision of PS.
5. Provide PS within the timeframe established by the parties. Any delay in the delivery of materials, signing documents, providing information or approvals may result in a postponement of and set delivery dates or times.

**Intellectual Property**

All Intellectual Property (IP) rights within the Impress application and configuration, including dll and scripts are the property of Quadiant.

**Data**

Data uploaded to the Quadiant USA ShareFile will be automatically deleted, without notice, after 180 days. Any data and files provided for the Development or Implementation of a Project will be kept in our secure account for the duration of the project. Once the Project has been Delivered and Confirmed, the data and files will be permanently deleted from our servers.

**Authorizations and Approvals**

I hereby confirm that the BHC has been explained and its representation to the Reseller/Customer is understood.

**Customer**

HCA - Child Support Services Division	
<b>Name (Print)</b> Betina Gonzales McCracken	<b>Title</b> CSSD Director
<b>Signature</b> <i>Betina Gonzales McCracken</i>	<b>Date</b> 7-26-24

## Usage Schedule for Quadient Impress Cloud Services - Prepaid

This Usage Schedule for Quadient Impress Cloud Services (the "Schedule") is by and between Quadient, Inc. ("Quadient") and STATE OF NEW MEXICO - HEALTHCARE AUTHORITY ("Customer"), and identifies the Quadient Impress Cloud Services (the "Services") purchased by Customer subject to the terms of the End User License Agreement for Quadient Impress Cloud Services US, which are available at <https://www.quadient.com/en/ica-terms> (the "EULA") and the Ordering Document indicating the Customer's Subscription Services and associated Subscription Plan (the "Ordering Document"). This Schedule, the EULA and Ordering Document shall be referred to collectively as the "Agreement" and all terms of the EULA and Ordering Document are incorporated herein by reference. In the event of a conflict between the terms of the EULA, Ordering Document and this Schedule, the terms of this Schedule control.

### I. Definitions

Terms defined in the EULA or Ordering Document shall have the same meaning when used in this Schedule.

### II. Purpose

This Schedule sets forth the commercial terms and pricing governing Customer's usage in conjunction with Customer's Subscription Services as further detailed in the Ordering Document and EULA.

### III. Terms

This term of this Schedule shall be coterminous with the term set forth in the Ordering Document.

### IV. Invoicing and Payment

Customer has elected to prepay Usage Fees each month in order to receive a discount on such fees. The amount of the fees to be prepaid each month is set forth on the Ordering Document (the "Prepaid Usage Fees"). The Prepaid Usage Fees shall be invoiced monthly in advance and shall be paid for each month of the term set forth above and any renewal of such term. Prepaid Usage Fees are non-refundable and do not "carry over" to subsequent months. Any Prepaid Usage Fees that are not used in the month during which they apply will be lost.

Usage Fees due for usage beyond the Prepaid Usage Fees and any postage costs shall be invoiced monthly in arrears and shall be based upon actual usage. Such fees are set forth in the table below.

Customer shall pay all Invoices within thirty (30) days of the date set forth on Quadient's invoice.

### V. Usage Fees for Overages \*\*

	Usage Type		Invoice Unit*	Pricing
<b>Distribute Usage</b>	IMPFIRSTP1	First Page (US Letter, #10)	Per Envelope	\$0.26
	IMPADDP1	Additional Page (US Letter)	Per Page	\$0.12
	IMPCOL1	Color Print (upcharge) **	Per Page	\$0.12
	IMP6X91	6 x 9 (upcharge) **	Per Envelope	\$0.06
	IMPC41	Flat (9 x 12) **	Per Envelope	\$0.45
	IMPBOX1	Box SM (upcharge) **	Per Box	\$22.00
	IMPLBOX1	Box LG (upcharge) **	Per Box	\$25.00
	IMPBRE1	Business Return Envelope	Per Envelope	\$0.11
	IMPUSRET1	Retail Rate Handling Fee	Per Envelope	\$0.15
	IMPFLPR1	Presort for Flat (9 x 12)	Per Communication Piece	\$0.75
	IMPECERT1	e-Certified w/Return Receipt (upcharge) **	Per Envelope	\$1.20
	IMPARCH1	Archive	Per Communication Piece/year	\$0.06
	IMPSMS1	SMS / Text	Per SMS/Text	\$0.15
	IMPFA1	Fax Zone 1 - USA, UK Ireland	per page (<60 sec transmission)	\$0.13
IMPFA2	Fax Zone 2 - BENELUX, France Germany	per page (<60 sec transmission)	\$0.17	
IMPFA3	Fax Zone 3 - Other Destinations	per page (<60 sec transmission)	\$1.10	



Automate Usage	IMPEM1	eMail Transactional	Per eMail	\$0.05
	IMPEMN1	eMail Notification	Per eMail	\$0.02
	IMPAUT1	Overage Usage Fee for Basic/Basic Plus / Prepaid 1 & 2	Per Page	\$0.05
	IMPAUT2	Overage Usage Fee for Office / Prepaid 3 & 4	Per Page	\$0.04
	IMPAUT3	Overage Usage Fee for Business / Prepaid 5	Per Page	\$0.03
	IMPAUT4	Overage Usage Fee for Professional & Plus / Prepaid 6	Per Page	\$0.02
	IMPAUT5	Overage Usage Fee for Enterprise/ Prepaid 7, 8 & 16	Per Page	\$0.01
Portal Usage	IMMPORT1	Portal	Per Communication Piece	\$0.15

\*The Invoice Unit does not include the cost of postage which shall be in addition to base fee (First Page) noted in the table above.

\*\*Charges are in addition to the base fee (First Page) set forth in the table above.

\*\*\* All envelope sizes carry an additional upcharge (Retail Rate Handling Fee) if retail is selected.

As set forth herein, the Invoicing Units set forth in the table shall be defined as follows:

- "Page" shall mean a single side 8.5" X 11"
- "Communication Piece" shall mean envelope

Quadient may introduce access to new technologies, functionality, or services (collectively, "Features") that Customer may use for an additional Fee. Customer is responsible for paying any associated Fees for any Features used by Customer during the Term.

Fees payable hereunder, including usage Fees for any such Features, are published on the Quadient website at <https://www.quadient.com/impressusages>.

Customer may monitor its usage on the Quadient Impress Platform. Customer shall use the Services (including Features) at Customer's sole risk, and Customer shall bear any and all responsibilities for its actions and use, including payment of any applicable Fees, carried out under and that results from the Customer's use of the Services. Customer shall be responsible for payment of: (i) Customer's actual Usage, measured and calculated based on the table available on the Quadient website, and (ii) actual postage costs.

The Parties agree that any dispute between the Parties as to the Usage shall be finally determined utilizing the information provided by the Quadient Impress Platform.

#### VI. Restriction

Additional volume or other restrictions as set forth in Section IV Usage Fees, above. This Usage Schedule is restricted to the United States of America ("Territory").

#### VII. Entire Agreement

This Schedule, the EULA and the Ordering Document collectively constitute the sole and entire agreement of the Parties regarding the scope contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, regarding such scope.

IN WITNESS WHERE the Parties have executed this Usage Schedule to be effective as per the Schedule Effective Date.

<b>Customer:</b> STATE OF NEW MEXICO - HEALTHCARE AUTHO	<b>QUADIENT:</b> Quadient, Inc.
<b>Name:</b> Betina Gonzales McCracken, Child Suport Services Division	<b>Name:</b>
<b>Title:</b> CSSD Director	<b>Title:</b>
<b>Signature:</b> <i>Betina Gonzales McCracken</i>	<b>Signature:</b>
<b>Date:</b> 7-26-24	<b>Date:</b>