

UTILITY BILL PRINTING, INSERTING, MAILING & CUSTOM BILL DESIGN SERVICES



BID #: WS 40-14

BID OPENS: April 23, 2014 @3:00 p.m.

ADDENDUM # 1

NOTICE TO BIDDERS

Notice is hereby given that the Board of County Commissioners of Okaloosa County, FL, will accept sealed bids until 3:00 p.m. (local time) **APRIL 23, 2014**, for **Utility Bill Printing, Inserting, Mailing & Custom Bill Design Services**. Pursuant to the Notice to Bidders, copies of bid forms, and specifications may be obtained from the Okaloosa County Purchasing Department, 602-C North Pearl Street, Crestview, FL 32536; 850-689-5960 or they may be downloaded from our website at www.co.okaloosa.fl.us (Departments, Purchasing, and Vendor Registration & Opportunities).

At 3:00 p.m. (local time), **APRIL 23, 2014**, the bids will be opened and read aloud. All bids must be in sealed envelopes reflecting on the outside thereof the bidder's name and "**Bid on Utility Bill Printing, Inserting, Mailing & Custom Bill Design Services to be opened at 3:00 p.m., APRIL 23, 2014**". The Board of County Commissioners will consider all bids properly submitted at its scheduled Bid Opening in the Conference & Training Room #305 located at 302 N. Wilson St, Crestview, FL 32536. Bids may be submitted in the Conference & Training Room #305, prior to Bid Opening or delivered to the Clerk of Circuit Court, 302 N. Wilson St., #203, Crestview, FL 32536.

A mandatory pre-bid conference will be held at ~~9:00 a.m.~~ **2:00pm** on **APRIL 16, 2014**, in the 3rd Floor Conference Room located at 1804 Lewis Turner Blvd., Ft. Walton Beach, FL 32547.

There is no obligation on the part of the County to award the bid to the lowest bidder, and the County reserves the right to award the bid to the bidder submitting a responsive bid with a resulting negotiated agreement which is most advantageous and in the best interest of Okaloosa County, and to waive any irregularity or technicality in bids received. Okaloosa County shall be the sole judge of the bid and the resulting negotiating agreement that is in its best interest and its decision shall be final.

Any bidder failing to mark outside of envelope as set forth herein may not be entitled to have their bid considered.

All bids should be addressed as follows:

Clerk of Circuit Court
Attn: Gary Stanford
Newman C. Brackin Bldg.
302 N. Wilson St. #203
Crestview FL 32536

Zan Fedorak
Purchasing Manager

04/23/2014
Date

BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY

Charles K. Windes, Jr.
Chairman

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REQUEST FOR PROPOSALS FOR PRIVATE SECTOR SERVICES TO PROVIDE UTILITY BILL PRINTING, INSERTING, MAILING, AND CUSTOM BILL DESIGN SERVICES FOR ENHANCED FORMAT WATER BILLS FOR OKALOOSA COUNTY WATER & SEWER SYSTEM

SCOPE OF WORK

Okaloosa County (hereafter known as County) is requesting proposals from qualified firms to print and mail utility bills and occasionally letters or notices for Okaloosa County Water & Sewer (hereafter known as OCWS). The qualified firm is to provide custom bill design, printing, inserting, and mailing. Other services such as electronic billing and payment options will also be considered in review and award of the firm.

BACKGROUND

OCWS issues approximately 29,000 utility bills each month. The customer base is divided into 4 billing cycles where one cycle is billed per week, along with final bills and off cycle bills. Nearly 30,000 statements are mailed each month. Each bill includes one or more services that are active for each utility account. Bills are mailed via pre-sorted first class mail. Bill messages may be included and may be changed periodically based on OCWS requirements. OCWS uses Utility Billing Software provided by SunGard Pubic Sector (hereafter known as SPS), on an in-house IBM Power 5. During processing, thirteen (13) spooled files are generated with the utility bill print data. All bills require a minimum of a one page billing statement. The statement should be perforated to provide for a return remittance. The bills will need to be printed, folded, sorted, and mailed. The mailing will include a return envelope and occasionally an additional insert (bill stuffer). OCWS is in the process of considering a revision to the format of its 8 ½" x 11" customer billing statements.

PURPOSE

The County is soliciting and seeking proposals from qualified and experienced firms to provide services for the design, process, printing, and mailing of the monthly billing statements and occasionally customer letters. The service shall be fully functional and ready for operational use in accordance with the requirements stated in this RFP. The successful Respondent's must be experienced with an IBM Power5 as well as be able to process data from an IBM Power5. (The successful Respondent's omission of any services, software, hardware, training, materials or labor necessary to deliver a complete solution shall not relieve the successful Respondents of the obligation to furnish such for the agreed upon price.)

The Respondents shall clearly identify any proposed deviations from the Scope of Work contained in this RFP. If no exceptions are presented in the response to the RFP, then OCWS will assume the firm will have complete conformance with the Scope of Work and the successful Respondents will be required to perform accordingly.

THE COUNTY REQUIRES INITIAL BILL DESIGN AND DEVELOPMENT TO BE COMPLETED BEFORE OCTOBER 1, 2014, SO THAT THESE BILL PRINTING, INSERTING, AND MAILING SERVICES WILL BE AVAILABLE ON OR PRIOR TO OCTOBER 1, 2014.

1. To provide a utility bill for OCWS customers that are concise and provide easily understood information such as when billed charges need to be paid to avoid interruption of service and when the last payment amount was received by OCWS on the billing statement.
2. To eliminate the need to purchase, operate, and maintain new capital equipment for providing the billing statement mailings.
3. To provide system redundancy, fault tolerance and or disaster recovery, minimizing the potential adverse effects of equipment failures and other disasters.
4. To provide OCWS with the programming ability to print special messages and/or other information on the billing statements and/or to insert additional pieces of printed literature to deliver special information to OCWS customers.
5. To delegate to the private sector Respondents the responsibility to keep up with U.S. Postal regulations and requirements for mailings.
6. Respondents will present evidence that they are competent and have the necessary facilities, experience, personnel, and financial resources to fulfill the conditions of this contract.

SCOPE OF WORK

THE COUNTY REQUIRES INITIAL BILL DESIGN AND DEVELOPMENT TO BE COMPLETED BEFORE OCTOBER 1, 2014, SO THAT THESE BILL PRINTING, INSERTING, AND MAILING SERVICES WILL AVAILABLE ON OR PRIOR TO OCTOBER 1, 2014.

1. Base Requirements

- The Respondents will work with OCWS staff to design a pre-printed utility bill statement and submit prototypes of the billing statement and envelopes to OCWS for review and revision and final approval, including a presentation to the OCWS Director.
- The Respondents shall provide a single point of contact within the Respondents firm to handle the training of OCWS staff dealing with billing services provided through the implementation process as well as OCWS support issues dealing with billing services provided.
- The Respondents must be able to produce OCWS' bill in an agreed upon format or propose a new bill format acceptable to OCWS and compatible with the current billing software.
- The selected Respondents must have the ability to accept daily bill files using an online upload or a standard FTP or SFTP transmission. OCWS must be able to log into the Respondents' server and transmit the files daily, as needed.
- OCWS is unable to change the bill file format without manual intervention and/or a modification to the SPS software. The Respondents must be able to accept OCWS' bill files using the current SPS software's format.
- The Respondents must have the capability to suppress the printing of bills and/or envelopes for certain customers, based upon fields provided in the thirteen (13) data files by OCWS.
- The Respondents must be experienced with ISeries Power 5 and SPS software.
- The Respondents will be responsible for keeping up with U.S. Postal regulations and requirements for mailings.
- The Respondents shall guarantee that the completed work will be printed and mailed by the United States Postal Service (USPS) the same business day of receipt.
- OCWS must be able to track all jobs and files throughout the production process utilizing an online tool provided by the Respondents.
- The Respondents will provide the customer with concise, easily understood information as to when billed charges need to be paid to avoid interruption of service and when the last payment amount was received by OCWS on the billing statement.
- Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with the Special Terms and Conditions Section. Additionally, contract termination may result.
- OCWS must have the ability to view and approve sample bills online before they are printed and mailed.
- The Respondents must provide an interface that will allow OCWS to update bill messages and bill inserts on an as-needed basis which can include/exclude based on OCWS requirements.
- The Respondents will provide the ability to print special messages and/or other information on the billing statements and/or to insert additional pieces of printed literature to deliver special information to OCWS customers.
- The Respondents must have the capability to print: intelligent bill messages based on customer type, logos and usage history graphs, and multiple page bills as needed.
- OCWS must receive billing data in a format mutually agreed upon by the firm and OCWS.
- The Respondents must provide all paper supplies including forms, envelopes and/or other paper stock necessary for performing printing, billing, and mailing functions as well as all required postal reports.
- Customer Support – Respondents shall provide unlimited customer support during the hours of 8:00 am – 5:00 pm, Central Time. Define regular customer support and support that is chargeable.
- OCWS requires the vendor to provide OCWS staff the ability to reprint utility bills for customers.
- The quality of the Respondent's work shall be consistent with USPS requirements and OCWS' expectations.

- Data formatting on the customer statement will be in accordance with the requirements established by OCWS' bill design following award of the contract.
- The Respondent's workmanship standards and responsibility for maintaining the integrity of OCWS' statement processing without disruption will be a key area addressed prior to work beginning under the contract.
- Statement format will include the option for County staff to add or change messages on the statements within clearly defined fields.
- The firm will be responsible for the development of the program for extraction of the billing data (bill print files) sent from OCWS billing system for creation of the utility bills.
- Print billing statement on paper stock with minimum 600 x 600 dpi resolution.
- Folding and stuffing operations to be performed by automated machinery.
- Firm will be responsible for paying all applicable postage fees and rates.
- OCWS prefers the Utility Billing Statements be mailed from within the State of Florida.
- The Respondents shall prepare all statements except those noted through a customer type for insertion. A reply envelope shall be inserted in all bills for return payment unless an exception is made for a customer type to not receive an envelope such as an e-mail or Bankdraft account. Additional inserts are possible.
- OCWS will deliver and/or transmit electronically informational inserts to the Respondents for insertion in customer bill envelopes.
- The inserts and/or letters and envelopes provided shall be designed to be consistent with SPS billing system requirements and shall meet USPS regulations.
- The Respondents shall correct print errors and omissions at the Respondent's expense including, but not limited to, labor, supervision, supplies, postage, and all other expenses associated with correcting the error.
- Respondents shall be responsible for preparing and mailing all utility bills for each billing cycle, final bills and off cycle bills.
- The firm should allow the ability for OCWS to approve, cancel, or hold individual bills based on predetermined criteria.
- Please address the cost for storage of PDF, the time frame the bills are kept, and how OCWS would access the bills.
- OCWS will provide a sample listing of utility bill and fields from the current utility bill and all must appear on the re-design of the billing statement.

2. Statements

- OCWS will maintain the current schedule of cycle billings. There are currently four billing cycles with one cycle billed each week. Currently, each cycle bills approximately 7,000 customers.
- OCWS bills Regular Cycle Bills four (4) times a month and may perform additional billing for Final Bills or Off Cycle Bills within the same month.
- Volume will vary depending on the cycle billed for that week. Holiday and weekend work is possible.
- Final Bills are approximately 300 per week. Final bills are billed weekly.
- Off Cycle bills vary from 1 to 10 per week although they could include as many as 600 customers. Off Cycle bills are created the day after cycle billing.
- A Billing Schedule will be provided to the Respondents regarding scheduled Regular Cycle Bill processing.
- OCWS will provide daily bill files using an online upload or a standard FTP or SFTP transmission provided by the Respondent.
- The statement will be folded, stuffed along with (1) one window #9 preprinted return envelopes into a (2) two window #10 envelopes to each customer for the U.S. Postal Service in order to receive the lowest possible First Class postage rate.
- The Respondent must provide the ability for OCWS to create ad hoc messaging to be printed on the bills, including the ability to upload images to the message area. Messages should also be able to be saved for reuse.

- Respondents shall print Optical Character Recognition (OCR-B) for reading information on utility billing statement.
- Respondents shall include point of delivery bar coding as required by the United States Postal Service on utility billing statement (read through mailing address window) and return envelope.
- Provide electronic bill presentation, electronic file generation and archiving and other related services The Respondents will provide capabilities for receiving and verifying accurate receipt of the bill print files.

3. Inserts

- Provide OCWS with the option to insert additional pieces of information literature into the #10 envelope along with the billing statement.
- OCWS will occasionally generate inserts, letters and/or notices for mailing. This process may be performed monthly, quarterly, and/or yearly.

4. Mailing

- Respondents shall sort, bundle, tray, prepare all postal forms and deliver finished mail to U.S. Postal Service adhering to all applicable U.S. Postage Service Regulations. Regulations.
- The Respondents shall process mail through a presort routine which will attach and interface the CASS certified barcode for all qualified pieces and satisfy all documentation requirements of the USPS.
- Respondent's service shall include certification of OCWS mailing list to U.S. Postal Service, including 100% point of destination bar codes and qualifying all work for appropriate postal discounts.
- Each utility billing statement shall be addressed to each customer with point of delivery bar code for U.S. Postal Service in order to receive the lowest possible First Class postage rate.
- Respondents shall be responsible for paying all applicable postage fees and rates through the USPS at the time of each mailing.
- Respondents shall provide proof of postage and an invoice to OCWS for repayment of postage fees at a cost based on the lowest applicable postage rate – with no markup for postage.
- All mail shall meet First Class automation rate requirements to obtain the lowest possible postage rates and maximize postal discounts.
- The Respondents shall guarantee that the completed work will reach the United States Postal Service (USPS) each billing day.
- Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed. Additionally, contract termination may result.

5. Reporting

- For daily reconciliation, the Respondents shall provide a report after each day's billing with the number of envelopes mailed and the amount of postage to the OCWS daily.
- For billing purposes, the Respondents shall provide a report monthly detailing the number of envelopes mailed and the amount of postage OCWS used for the month.
- The Respondents shall conduct quality assurance protocols reconciling billing information received from OCWS with bill print output upon completion of data processing and generation of customer bill statements.
- File Confirmation Report – an e-mail confirming receipt of the file transmission.
- Daily Production Confirmation Reports via email. Immediately after the processing of the bills is complete a confirmation of completion transmission should be sent with the volume of bills received for processing, the number of bills printed, the number of bills merged into one envelope and the number of bills not printed.
- Daily report showing the customers that had an address change with the following:
 - customer name,
 - utility account number,
 - previous address (address from SPS software),

- new address (address from USPS).
- OCWS should be able to track all files that have been sent to the Respondent - before, during, and after processing.
- Status reports must be provided daily after processing is complete.

6. Quality Control/Reporting

- Please provide procedures for ensuring that the bill file transmissions are completed successfully and procedures for correcting issues.
- The Respondents will make any and all reliable staff available to assist in resolving any and all data receipt problems, which must be resolved within the current business day.
- The Respondents shall establish and maintain quality control procedures to facilitate logging, tracking, and checking all items from the time they enter the Respondent's system through the time they are transferred for inserting and mailing. This process should be available to OCWS staff. Please notate if available or not.
- Describe Respondent's capability to perform printing and reprinting, folding, sorting and inserting, stocking of forms, envelopes and return envelopes, and mail preparation procedures.
- Please provide Respondent's quality control procedures.
- Please provide Respondent's ability to pull a bill from production processing and the process for doing so.
- Please provide a description of the type and age of equipment to be used for OCWS bill printing.
- Data receipt problems, print or other errors shall be reported to the OCWS IT Supervisor immediately upon recognition of issues or errors.
- Vendor will provide procedures for the following:
 - after-hours support
 - a list of company holidays
 - contact points for customer service

7. Security

- The Respondent must provide necessary security to protect OCWS' data from unauthorized access. Please provide details about the security measures that are in place. Include procedures for ensuring that only authorized persons are admitted to the production floor.
- Describe in detail, how security is handled for information shared between the Respondent and OCWS via email or online and compliance with Red Flag procedures.
- Demonstrate capability and describe procedure used in handling confidential information and documents.

8. Backup & Recovery

- The Respondent will perform system backups and ensure they provide system redundancy, fault tolerance, and disaster recovery to assure that the printing, folding, inserting, and stuffing functions can be performed regardless of equipment breakdowns or other potential disasters.
- The Respondent must have a backup and disaster recovery facility to process OCWS' bills if the main facility becomes inoperable.
- Facilities must be geographically diverse to protect against regional events.
- Please list your facilities.
- Provide a detailed summary of the Respondent's disaster recovery plan.
- The Respondents will provide routine backup and recovery procedures.
- In the event of a disaster, the Respondents shall immediately notify the OCWS IT Supervisor and provide information about the alternate location to be used for processing OCWS utility bills and of any delay in process start up.

9. Optional Services

While the intent of this RFP is to obtain printing and mailing services for OCWS Utility Billing, other services will be considered. Vendors should list optional services available and estimated costs for these services, which are listed in the Bid Sheet. OCWS reserves the right to utilize the selected vendor for these services at a future date, depending on budget. Services may include, but are not limited to the following:

- A. Ability to integrate billing and payment options;
- B. Ability to provide paperless billing via e-mail;
- C. Ability to provide real-time customer support on billing inquiries;
- D. Ability to provide customer notifications of impending disconnections; and
- E. Ability to provide Inserts as follows:
 - i. Inline Inserts - An automated process is set up to selective print the inserts immediately after each bill is printed.
 - ii. Offline Inserts – The vendor must accept inserts printed by other vendors, and provide insert printing services as well. Please provide insert specifications. The vendor must agree to receive shipments of inserts and store/warehouse all forms and envelopes used to process OCWS bills.

10. BILL REVIEW & APPROVAL

- OCWS will provide, via email, a confirmation of transfer of the utility bills to the Respondents. Included in the email will be the number of utility billing statements transferred to the Respondents.
- The Respondents shall provide the following information to OCWS to assist in the review:
 - Number of statements produced
 - Number of statements suppressed (if any)
 - Listing of accounts whose billed amount exceeds an amount to be determined by OCWS.

11. PROJECT COMPLETION & ACCEPTANCE TESTING

- Upon completion of installation and/or training, OCWS and the Respondents shall agree in writing on the acceptance test procedures for the system.
- The Respondents shall assist OCWS in developing an acceptance test plan by providing examples of test plans or templates and providing expertise regarding the scenarios to be tested.
- The test plan shall contain a process for the actual transmission of data, correction of errors, defects and deficiencies including data migrations and reporting.

12. SUPPORT & SERVICE

- The Respondents shall provide the following:
- A single point of contact within the Respondent's firm to handle support issues dealing with billing services provided.
- Reference documentation for the billing services provided.
- Training (if needed) of OCWS staff required for the implementation of the billing services provided.

13. INFORMATION DISCLOSURE

- The Respondent and the Respondent's employees shall not disclose any information regarding customers of OCWS in the course of providing services, access, or make use of such information except in the course of or for the purpose of providing the services described in the Scope of Work without the prior written consent of OCWS.

DETAILED SPECIFICATIONS FOR UTILITY BILLING STATEMENT & ENVELOPES

THE COUNTY REQUIRES THESE SERVICES BE AVAILABLE ON OR PRIOR TO OCTOBER 1, 2014.

UTILITY BILLING STATEMENT & FIELD SPECIFICATIONS

Preprinted & Variable Specification for front left side of statement

Utility Billing Statement & Field Specifications

The top portion of the bill (Left Side)

1. Front side of statement may be designed with the following fields preprinted:
 - Okaloosa County logo with four (4) shades of color blue.
 - Okaloosa County address and website will appear on statement.
 - Customer Point of Delivery code
 - Customer name
 - Customer address
 - Customer City, State and Zip
 - A chart displaying the Customers usage for a year based on consumption history, not to exceed a year's time period.
 - A message area capable of up to 600 characters and/or images for OCWS messages.

1. The following data fields from SPS software will be required on the statements:
 - i. **Account Information**
 - Account: 999999999-999999999
 - Service Address:
 - Statement Date:
 - Current Charges
 - Due Date:

 - ii. **Current Meter Information**
 - TYPE
 - SERVICE PERIOD
 - DAYS
 - METER NUMBER

 - iii. **METER READINGS**
 - Current
 - Previous

 - iv. **CALCULATION**
 - CONSUMPTION
 - Billed in 1,000 gallon increments

 - v. **ACCOUNT ACTIVITY**
 - LAST STATEMENT
 - TOTAL PAID SINCE LAST STATEMENT
 - ADJUSTMENTS
 - BALANCE FORWARD

 - vi. **NEW CHARGE**

The following data fields will be listed in the section for New Charges (that will be listed on each Utility Billing Statement), if applicable. The New charge statement shall include the following fields to be displayed based on variable information which shall be obtained from database fields on the flat file sent by OCWS. "Itemized

Charges”:

Water	Deposit Refund
Sewer	Landfill Fee
Recycling	Irrigation
Refuse Collection	Shalimar Garbage
Street Lights	Adjustment
Deposit	Shalimar Tax
Late Payment Fee	Meter Pull
Service Charge	Returned Check Fee
CEC Water Billing	CEC Sewer Billing
Temp Clean	
Total	

*Charges other than listed above could appear as a new charge.

****Only those charges which are applicable to each account shall be printed on each bill. Example: If a particular account is not billed for Street Lights, that field will not appear on the bill for that account. Most bills will include seven or fewer of the above charges. On the current format, if there are more charges for an account than will print on the bill, only past due, water and sewer charges are printed. The rest of the applicable charges are subtotaled and printed on a line identified as “Other.” Respondents shall provide programming to perform similar format. ****

vii. ACCOUNT BALANCE

The following data fields will be displayed next with the actual data beside the specified field:

- CURRENT CHARGES
- PAST DUE BALANCE –
- STOP SIGN FOR THOSE WITH A PAST DUE BALANCE AND A MESSAGE.
(AFTER PDB PLEASE PLATYPE THE FOLLOWING)
**Service subject to disconnection if not paid by mm/dd/yy (Bold & Shaded)
- TOTAL AMOUNT DUE

**** The MM/DD/YY must be equal to the disconnect date in the bill print file**

viii. LATE CHARGE NOTIFICATION

A NOTICE WILL APPEAR ABOUT LATE CHARGES

ix. CALCULATED FIELDS OR CHANGES TO BILL

- Programming will be provided by Respondents for Utility Billing Statement when needed.

x. PAPER/ENVELOPES

- The actual statement shall be 8 ½” x 11” 24 lb. bond paper with one horizontal perforation that will enable the return portion the return portion of the statement to be easily removed and placed into the (#2) two window return envelope along with payment for return to OCWS.

xi. Return Address

Bar code for Customer Address
Customer Name
Customer Address1
Customer Address 2
Customer City, State, Zip+4

Preprinted Specification for return portion of statement

1. The following information data fields will be pre-printed or printed on the bottom portion of the statement with other return information and messaging.
 - i. Amount Due

- a. Current Charges
 - b. Statement Due Date
 - c. Past Due Balance
 - d. Disconnect Date
 - e. Total Amount Due
 - f. Amount Enclosed
- ii. The printing format for the utility billing statement shall be programmed so that the billing address and point of delivery bar coding will be visible in the window of the #9 mailing envelope.

EXCEPTIONS

- iii. The top portion for some billing statements will need message printed on the bill.

Preprinted Specification for back of statement

1. The BACK SIDE OF STATEMENT shall be preprinted with the information that is created by OCWS staff. The information will need to be reviewed with OCWS staff and updated before purchasing stock each time.

PLEASE SEE ATTACHED SAMPLE BILL FRONT & BACK FOR VERIFICATION

Mailing Envelope Specification

Mailing Envelope (Please see sample reference provided)

1. Shall be #10 two (2) window envelope, 24 lb. bond paper.
 - A. Shall be preprinted with the following message:
"FORWARDING SERVICE REQUESTED"

Return Envelope Specification

Return Envelope (Please see sample reference provided)

1. Shall be preprinted #9 one (1) window envelope with special orientation markings for USPS to sort efficiently for delivery on 24 lb. bond paper.
 - A. Shall be preprinted with three lines for customer address.

Folding and Stuffing Specification

Folding & Stuffing

Contactors shall be responsible for all folding and stuffing operations in relation to the utility billing statements, mailing envelopes, return envelopes, letters and additional inserts.

1. Fold billing statements, stuff billing statement along with a #9 preprinted return envelope into a #10 two (2) window envelope. Folding and stuffing operations to be performed by automated machinery. Folding operations shall be programmed and formatted so that the utility billing statement is folded along the perforation that separates the return portion of the statements from that portion which is designed to be kept for the customer's records.
2. Provide the capability to insert a minimum of two additional pieces of printed literature into the mailing envelope along with the utility billing statement and return envelope.

Printing Specification

Printing

Respondents shall be responsible for all printing services to include:

- a. Provide all 24lb. paper stock and 24lb. envelopes necessary to perform printing and billing functions. Maintain sufficient stock to adhere to cycle billing schedule.
- b. Perform all preprinting necessary on utility billing statement, mailing envelope and return envelope. The preprinting on the utility billing statement shall include all information common to bills for all accounts as well as field names for information that varies between different accounts.
- c. Perform all printing of variable information contained in database fields from data provided by OCWS. Variable field information shall be printed on preprinted utility billing statement with minimum 600 x 600 dpi resolution.
- d. The Respondents will have the capability to perform any and all programming changes as requested.

Optical Character Recognition Specification

Optical Character Recognition and Bar Code Capability

1. Respondents shall print Optical Character Recognition (OCR-B) for reading information on utility billing statement. (See attachment)
2. Respondents shall include point of delivery bar coding as required by the United States Postal Service on utility billing statement (read through mailing address window) and return envelope. (See attachment)

Mailing Specification

Mailing Services

1. Each utility billing statement shall be addressed to each customer with point of delivery bar code for U.S. Postal Service in order to receive the lowest possible First Class postage rate.
2. Respondents shall sort, bundle, tray, prepare all postal forms and deliver finished mail to U.S. Postal Service for delivery to OCWS customers while adhering to all applicable U.S. Postal Service Regulations. Service shall include certification of OCWS mailing list to U.S. Postal Service, including 100% point of destination bar codes.
3. Respondents shall be responsible for paying all applicable postage fees and rates at the time of each mailing. The Respondents shall pay postage for all mailings through the USPS. Respondents shall invoice OCWS for repayment of postage fees at a cost based on the lowest applicable postage rate. OCWS shall reimburse Respondents for postage fees upon receipt of necessary invoice and proof of postage.
4. The Respondents shall complete form 3600P for all mailings.
5. The Respondents shall provide a report detailing the number of envelopes mailed and the amount of postage to the OCWS daily.
6. OCWS currently has approximately 30,000 customer accounts which are billed monthly. These accounts are divided into four billing cycles of approximately 7,300 accounts each. Respondents shall be responsible for preparing and mailing one billing cycle each week. Respondents shall be responsible for receiving FTP spool file containing all utility billing data necessary for billing each cycle from OCWS. OCWS shall be responsible for making spool or data file available at least 24 hours before the utility billing statements are scheduled for mailing. OCWS shall advise the Respondents quarterly in advance of all scheduled mailing dates.
7. Respondents shall be responsible for preparing and mailing all utility bills for each billing cycle, final bills and off cycle bills.
8. The Respondents shall guarantee that the completed work will reach the United States Postal Service (USPS) each billing day.
9. Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with Section 2 of the Special Terms and Conditions. Additionally, contract termination may result.

Billing Invoice Specification

Monthly Billing Invoice

1. Respondents shall provide OCWS with a detailed invoice monthly listing the total cost including postage and item count for:
 - Cycle bills
 - Final bills
 - Canadian bills
 - Foreign bills
 - Inserts
 - Miscellaneous Off Cycle bills
 - Cost of additional postage
 - Any and all charges for stuffing envelopes
 - Printing charges
 - Shipping charges
 - Programming Charges

2. Invoice shall also include the month for which charges are being billed and a grand total of all listed.

Disaster Recovery

Redundant Facilities, Fault Tolerance and Disaster Recovery

Utility billing is a mission critical activity for OCWS. The utility billing statements for each billing cycle must be prepared and mailed weekly, without fail. Respondents shall provide redundant facilities and shall provide the following provisions for fault tolerance and disaster recovery. The purpose for these requirements is to insure the highest possible probability that the utility billing statements will be printed, processed and mailed weekly regardless of the effects of hurricanes, tornadoes, floods, fires and/or any other natural or human disasters.

1. Respondents shall maintain at its primary facility at least two complete sets of the automated machinery used for the printing, folding and stuffing of the utility billing statements, return envelopes and mailing envelopes. Respondents shall provide a list of the equipment to be used to provide the services described in the RFP.
2. Respondents shall maintain at their primary facility, a backup power generation capability to provide electrical power in the case of interruption of service from their normal provider of electrical power.
3. Respondents shall submit a contingency plan to show how it intends to cope with any event that might take its primary facility out of service, such as, but not limited to, a natural disaster, catastrophic fire and/or failure of both sets of printing, folding and stuffing equipment. The plan should include specific alternate facilities with backup power generation capability that can be utilized to maintain production.
4. Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with the Special Terms and Conditions Sections. Additionally, contract termination may result.

SPECIAL TERMS & CONDITIONS

1. **BID PRICE** – The bid price shall include all equipment, labor, materials, permit(s), freight, taxes, required insurance, Public Liability, Property Damage and Workers' Compensation, etc., to cover the finished work called for.
2. **KEY PERSONNEL** - It is essential that the Respondents provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this Contract. The Respondents must agree to assign specific individuals to the key positions. The Respondents agrees that, once assigned to work under this Contract, key personnel shall not be removed or replaced without written notice to and subsequent concurrence by the County. If key personnel are not available for work under this Contract for a continuous period exceeding thirty calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Respondents shall immediately notify the County, and shall, subject to the concurrence of the County, replace such personnel with personnel of substantially equal ability and qualifications.
3. **LIQUIDATED DAMAGES** - Liquidated damages shall be in the amount of \$500 per day for each day mailings are not delivered to the USPS beyond a three work-day delay. If the Contract is not terminated, the Respondents shall continue performance and be liable to the County for the liquidated damages until the products are delivered or the services performed. In the event the County exercises its right of termination, the Respondents shall be liable to the County for any excess costs, and in addition, for liquidated damages until such time the County may reasonably obtain delivery or performance of similar supplies or services
4. An original and three copies of your bid must be submitted. Failure to do so can result in disqualification.
5. **CONTRACT** – Attached is a sample of the contract Okaloosa County will use.
6. **RESPONSIVENESS** – Bids should respond to all requirements of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration if that approach clearly offers increased benefits to the Customer.
7. This agreement shall be governed by and interpreted in accordance with the laws of the State of Florida, and the applicable laws of the United States, excluding principles of conflicts of law.
8. **APPLICABLE LAWS & REGULATIONS** – The bidders attention is directed to the fact that all applicable state laws, county municipal ordinances, orders, rules and regulations of all authorities having jurisdiction over project shall apply to the bid throughout, and they will be deemed to be included in the contract the same as though they are written out in full herein.
9. **BID INFORMATION** – Questions concerning bid requirements or specifications should be directed to Joanne Kublik at the Okaloosa County Purchasing Dept, 602-C North Pearl St, Crestview FL 32536 at 850-689-5960. Any changes by the County to specifications shall be in writing in the form of any addendum and furnished to all bidders. Verbal information obtained otherwise will not be considered in awarding of bids.
10. **SPECIFICATION EXCEPTION** – Bidder shall clearly list any changes in the bid specifications. Bidders must explain any deviation from the bid specifications, in writing, as a footnote on the applicable bid page. Failure of the bidder to comply with these provisions will result in the bidder being held responsible for all costs required to bring the building in compliance with contract specifications.

11. **ADDITION / DELETION OF ITEMS** – The County reserves the right to add or delete any item from this bid or resulting contract when deemed to be in the County’s best interest.
12. **DELIVERY** – The Respondents must coordinate commencement of job with Heath Buck at 850-609-6100.
13. **WARRANTY** – Bidder shall provide terms / length of warranty as requested.
14. **PUBLIC ENTITY CRIME INFORMATION** – A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a Respondents, supplier, subRespondents, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for **CAGETORY TWO** for a period of 36 months from the day of being placed on the convicted vendor list.
15. **CONFLICT OF INTEREST** – The award hereunder is subject to the provisions of Chapter 112, Florida Statutes. All respondents must disclose with their proposal the name of any officer, director, or agent who is also a public officer or an employee of the Okaloosa Board of County Commissioners or any of its agencies.

Furthermore, all respondents must disclose the name of any County officer or employee who owns, directly or indirectly, an interest of five percent (5%) or more in the firm or any of its branches.

Furthermore, the official, prior to or at the time of submission of the proposal, must file a statement with the Clerk of Circuit Court of Okaloosa County if he is an officer or employee of the County, disclosing his or spouses of child’s interest and the nature of the intended business.

Note: For bidder’s convenience, this certification form is enclosed and is made a part of the bid package.

16. **IDENTICAL TIE PROPOSAL** – Preference shall be given to businesses with drug-free workplace programs. Whenever two or more proposals that are equal with respect to price, quality and service are received by the County for the procurement of commodities or contractual services, a proposal received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process (see attached certification form).

Established procedures for processing tie proposals will be followed if none of the tied vendors have a drug-free workplace program.

17. **RECYCLED CONTENT INFORMATION** – In support of the Florida Waste Management Law, bidders are encouraged to supply with their bid any information available regarding recycled material content in the products bid. The County is particularly interested in the type of recycled material used (such as paper, plastic, glass, metal, etc.) and the percentage of recycled material contained in the product. The County also requests information regarding any known or potential material content in the product that may be extracted and recycled after the product has served its intended purpose.

Note: For bidder’s convenience, this certification form is enclosed and is made a part of the bid package.

18. **LOCAL PREFERENCE** – Okaloosa County reserves the right to grant a preference to in-county bidders **only** when bids are received from firms located in states, counties, municipalities or other political subdivisions which offer preference to bidders located in such political subdivisions. The

amount of preference given to local bidders will be the same as that given by the state, county, municipality or other political subdivisions in which a bidder is located. If the political subdivision in which a bidder is located offers a preference to its local firms, that bidder must plainly state the extent of such preference to include the amount and type preference offered. Any bidder failing to indicate such preference will be removed from the County bid list and any and all bids from that firm will be rejected.

Note: For bidder's convenience, this certification form is enclosed and is made a part of the bid package.

19. **HOLD HARMLESS** – To the fullest extent permitted by law, Respondents shall indemnify and hold harmless COUNTY, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the Respondents and other persons employed or utilized by the Respondents in the performance of this contract.

Note: For bidder's convenience, this certification form is enclosed and is made a part of the bid package.

20. **REORGANIZATION OR BANKRUPTCY PROCEEDINGS** – Bids will not be considered from vendors who are currently involved in official financial reorganization or bankruptcy proceedings.

21. **RIGHT TO WAIVE & REJECT:**

- A. The Board, in its absolute discretion, may reject any proposal of a proposer that has failed, in the opinion of the Board, to complete or perform an Okaloosa County contracted project in a timely fashion or has failed in any other way, in the opinion of the Board, to perform a prior contract in a satisfactory manner, and has directed the Okaloosa County Purchasing Director to emphasize this condition to potential proposers.
- B. There is no obligation on the part of the County to award the proposal to the lowest proposer, and the County reserves the right to award the proposal to proposer submitting a responsive proposal with a resulting negotiated agreement which is most advantageous and in the best interest of Okaloosa county, and to reject any and all proposals or to waive any irregularity or technicality in proposals received. Okaloosa County shall be the sole judge of the proposal and the resulting negotiated agreement that is in its best interest and its decision shall be final.
- C. The Board of County Commissioners reserves the right to waive any informalities or reject any and all proposals, in whole or part, to utilize any applicable state contracts in lieu of or in addition to this proposal and to accept the proposal that in its judgement will best serve the interest of the County.
- D. The Board of County Commissioners specifically reserves the right to reject any conditional proposal and will normally reject those which made it impossible to determine the true amount of the proposal.

22. **DISQUALIFICATION OR PROPOSERS** - Any of the following reasons may be considered as sufficient for the disqualification of a proposer and the rejection of his proposal or proposals:

- A. More than one proposal for the same work from an individual, firm or corporation under the same or different name.
- B. Evidence that the proposer has a financial interest in the firm of another proposer for the same work.

- C. Evidence of collusion among proposers. Participants in such collusion will receive no recognition as proposers for any future work of the County until such participant shall have been reinstated as a qualified proposer.
 - D. Uncompleted work which in the judgment of the County might hinder or prevent the prompt completion of additional work if awarded.
 - E. Failure to pay or satisfactorily settle all bills due for labor and material on former contracts in force at the time of advertisement of proposals.
 - F. Default under previous contract.
 - G. The Board, in its absolute discretion, may reject any proposal of a proposer that has failed, in the opinion of the Board, to complete or perform an Okaloosa County contracted project in a timely fashion or has failed in any other way, in the opinion of the Board, to perform a prior contract in a satisfactory manner, and has directed the Okaloosa County Purchasing Director to emphasize this condition to potential proposers.
23. **CONDITIONAL & INCOMPLETE BIDS** – The Board of County Commissioners specifically reserves the right to reject any conditional bids and will normally reject those that make it impossible to determine the true amount of the bid.
24. **INVESTIGATION OF BIDDER** – The owner may make such investigations as he deems necessary to determine the stability of the bidder to perform the work and that there is no conflict of interest as it related to the project. The bidder shall furnish to the owner any additional information and financial data for the purpose as the owner may request. The data shall include a detailed and up-to-date list of plant equipment and materials which bidder proposes to use, indicating which portions he already possesses and a detailed description of the method and program or work to be done.
25. **PREPARATION OF BIDS** – Bids must be submitted upon the prescribed forms provided herein. All blanks spaces must be filled in as noted in ink or typed in both words and numbers with the amounts extended and totaled. No changes shall be made in phraseology of the form or in the items mentioned therein. In case of any discrepancy between the written amount and the figures, the written amounts shall govern. Any bid may be rejected which contains any omissions, erasures, alterations, additions, irregularities of any kind, or items not called for or which shall in any manner fail to conform to the conditions of published notice inviting bids.
26. **BID BOND** – Bidders are required to submit a Bid Bond, Cashier’s or Certified Check in the amount of 5% of their total bid and **the Bid Bond is to be attached to their bid.**
27. **DISCRIMINATION** – An entity or affiliate who has been placed on the discriminatory vendor list may not submit a bid on a contract to provide goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not award or perform work as a Respondents, supplier, subRespondents, or consultant under contract with any public entity, and may not transact business with any public entity.
28. **PAYMENTS** – In accordance with the provisions fully set forth in the General Conditions, and subject to additions and deductions as provided, the Owner shall pay the Respondents as follows: Upon submissions by the Respondents or evidence satisfactory to the Owner that the Respondents in connection with the work required in the specifications have been furnished and are found acceptable by the Owner.
29. **AUTHORITY TO PIGGYBACK** – All bidders submitting a response to this Invitation to Bid agree that such response also constitutes a bid to all governmental agencies under the same conditions,

for the same contract price, and for the same effective period as this bid, should the bidder feel it is in their best interest to do so.

Each governmental agency desiring to accept these bids and make an award thereof shall do so independently of any other governmental agency. Each agency shall be responsible for its own purchases and each shall be liable only for materials and/or services ordered and received by it, and no agency assumes any liability by virtue of this bid. This agreement in no way restricts or interferes with the right of any governmental agency to bid any or all items.

30. **BID OPENING** – Bid Opening shall be public, on the date and time specified on the bid form. It is the bidder's responsibility to assure that his bid is delivered at the proper time and place. Offers by telegram, facsimile, or telephone are NOT acceptable. **NOTE:** Crestview, FL is "**not a next day guaranteed delivery location**" by delivery services.
31. **BID TABULATION SHEET** – Any bidder interested in receiving a copy of the bid tabulation sheet **must** enclose a stamped self-addressed envelope with their bid.
32. **"DEADLINE FOR QUESTIONS"** – Any questions pertaining to this bid must be received no later than close of business five (5) days prior to the bid opening date.

INSURANCE REQUIREMENTS

Contractor's Insurance

1. The Respondents shall not commence any work in connection with this agreement until he has obtained all required insurance and such insurance has been approved by the Okaloosa County Risk Management Officer nor shall the Respondents allow any subRespondents (approved by County of Okaloosa) to commence work in this subcontract until all similar insurance required of the subRespondents has been so obtained and approved.
2. All insurance policies shall be with insurers licensed to do business in the State of Florida, and any insuring company is required to have a minimum rating of A, Class X in the Best's Key Rating Guide published A.M. Best & Co., Inc.
3. The County of Okaloosa shall be furnished proof of coverage by a certified, complete duplicate of all insurance contracts including every endorsement. The complete insurance contracts must be delivered to the County Representative not less than ten (10) days prior to the commencement of any and all contractual agreements between the County of Okaloosa and the Respondents. The County shall retain the right to reject all insurance contracts that do not meet the requirement of this Agreement.
4. The insurance definition of Insured or Additional Insured shall include sub Respondents, sub- subRespondents and any associated or subsidiary companies of the Respondents that are involved and which are part of the contract.
5. The County of Okaloosa reserves the right during the term of this contract to request additional certified copies of any insurance contracts to support any Certificates of Insurance. At any time the insurance coverage is unacceptable to the County of Okaloosa, the County reserves the right to terminate this contractual agreement.
6. The designation of Respondents shall include any associated or subsidiary company which is involved and is a part of the contract and such, if any associated or subsidiary company involved in the project must be named in the workers compensation coverage.
7. ***All policies shall be written so that the County of Okaloosa will be notified of cancellation or restricted amendments at least thirty (30) days prior to the effective date of such cancellation or amendment, such notice to be given directly to the County representative.***
8. All insurance contracts should list Okaloosa County as an Additional Insured. The Respondents shall provide the County current Certificates of Insurance for all policies.

Workers' Compensation Insurance

1. The Respondents shall secure and maintain during the life of this agreement Workers' Compensation insurance for all of his employees employed for the project or any site connected with the work, including supervision, administration or management, of this project and in case any work is sublet, with the approval of the County of Okaloosa, the Respondents shall require the Sub Respondents similarly to provide Workers' Compensation insurance for all employees employed at the site of the project, and such evidence of insurance shall be furnished the County of Okaloosa not less than ten (10) days prior to the commencement of any and all subcontractual agreements which have been approved by the County of Okaloosa.

2. Such insurance shall comply with the Florida Workers' Compensation Law.
3. No class of employee, including the Respondents himself, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation insurance shall also include Employer's Liability coverage.

Business Automobile and Public Liability Insurance

1. The Respondents shall maintain Business Automobile Liability insurance coverage throughout the life of this Agreement. The insurance shall include Owned, Non-owned & Hired Motor Vehicle coverage.
2. The Respondents shall carry other Public Liability insurance against all other Bodily Injury, Property Damage and Personal and Advertising Injury exposures. The coverage shall include both on and Off Premises Operations, Contractual Liability, Board Form Property Damage, and Professional Liability.
3. All liability insurance shall be written on an occurrence basis and shall not be written on a claim-made basis. If the insurance is issued with an aggregate limit of liability, the aggregate limit of liability shall apply only to the locations included in this Agreement. If, as the result of any claims or other reasons, the available limits of insurance reduce to less than those stated in the Limits of Liability, the Respondents shall notify the County representative in writing. The Respondents shall purchase additional liability insurance to maintain the requirements established in this Agreement. Umbrella or Excess Liability insurance can be purchased to meet the Limits of Liability specified in this Agreement.
4. Public liability coverage shall be endorsed to include the following:
 - a. Premises – Operation Liability
 - b. Occurrence Bodily Injury and Property Damage Liability
 - c. Independent Respondent's Liability
 - d. Completed Operations and Products Liability
5. Respondents shall agree to keep in continuous force Commercial General Liability coverage including Completed Operations and Products Liability for two (2) years beyond acceptance of project.

Limits of Liability

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

	<u>LIMIT</u>
1. Worker's Compensation	
1) State	Statutory
2) Employer's Liability	\$1 million each accident
2. Business Automobile & Commercial General Liability Insurance	\$1,000,000 each occurrence (A combined single limit)
3. Personal and Advertising Injury	\$250,000

Notice of Claims or Litigation

The Respondents agrees to report any incident or claim that results from performance of this Agreement. Within ten (10) days of the Respondents's knowledge, the County representative shall receive written notice describing the incident or claim. In the event such incident or claim involves injury or property damage to a third party, verbal notification shall be given the same day the Respondents becomes aware of the incident or claim. A detailed written report is to be made within ten (10) days.

Indemnification & Hold Harmless

To the fullest extent permitted by law, Respondents shall indemnify and hold harmless COUNTY, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the Respondents and other persons employed or utilized by the Respondents in the performance of this contract.

Certificate of Insurance

1. All insurance shall include the interest of all entities names in and its respective agents, consultants, servants and employees of each and all other interests as may be reasonably required by Okaloosa County as Additional Insured. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance that is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.
2. Certificates of insurance, in duplicate, indicating the job site and evidencing all required coverage must be submitted to and approved by Okaloosa County prior to the commencement of any of the work. The certificate holder(s) shall be as follows:

Okaloosa County
602-C North Pearl Street
Crestview, Florida 32536

3. All policies shall expressly require 30 days written notice to Okaloosa County at the address set out above, or the cancellations of material alterations of such policies, and the Certificates of Insurance, shall so provide.
4. All certificates shall be subject to Okaloosa County's approval of adequacy of protection and the satisfactory character of the Insurer.
5. The Certificates of Insurance shall disclose any and all deductibles or self-insured retentions (SIRs). Deductibles or SIRs in excess of \$10,000 will not be accepted unless specifically approved in writing by Okaloosa County. All deductibles or SIRs, whether approved by Okaloosa County or not, shall be the Respondent's full responsibility. In particular, the Respondents shall afford full coverage as specified herein to entities listed as Additional Insured.
In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR. Specific written approval from Okaloosa County will only be provided upon demonstration that the Respondents has the financial capability and funds necessary to cover the responsibilities incurred as a result of the deductible or SIR.
6. In the event of failure of the Respondents to furnish and maintain said insurance and to furnish satisfactory evidence thereof, Okaloosa County shall have the right (but not the obligation) to take out and maintain insurance on the project. All costs for the coverage will

be paid by Respondents upon presentation of a bill.

General Terms

Any type of insurance or increase of limits of liability not described above which the Respondents required for its own protection or on account of statute shall be its own responsibility and at its own expense.

The carrying of the insurance described shall in no way be interpreted as relieving the Respondents of any responsibility under this contract.

Should the Respondents engage a sub Respondents or sub-subRespondents, the same conditions will apply under this agreement to each sub Respondents and sub-subRespondents.

The Respondents hereby waives all rights of subrogation against Okaloosa County and its consultants and other indemnities of the Respondents under all the foregoing policies of insurance.

Umbrella Insurance

The Respondents shall have the right to meet the liability insurance requirements with the purchase of an umbrella insurance policy. In all instances, the combination of primary and umbrella liability coverage must equal or exceed the minimum liability insurance limits stated in this agreement.

CONTRACT

This agreement, executed in Crestview, Florida this _____ day of _____ 2014 between the County of Okaloosa, Florida, the Owner, hereinafter called the Party of the First Part, and _____ or **its** successors, executors, administrators and assigns, hereinafter called the Party of the Second Part.

WITNESSETH:

That for and in consideration of payments, hereinafter mentioned, to be made by the Party of the First Part, the Party of the Second Part agrees to furnish all equipment, machinery, tools and labor; to furnish and deliver all materials required to be furnished and delivered in and about the improvement and to do and perform all work in **providing utility billing services for the costs set forth in the attached bid** in strict conformity with the provisions of this Contract, the Notice to Contractors, the Specifications and the Plans approved by the Owner. The said Plans, Specifications, the Notice to Contractors, and the Bid are hereby made a part of this agreement as fully and to the same effect as if the same had been set forth at length in the body of this agreement.

As security for the full and faithful performance of this contract and all the incidents thereto, the Party of the Second Part had made and furnished a Contract Bond with _____ as Surety (as required per the bid package), which is accepted by Parties of the First Part and made a part of this contract.

In consideration of the foregoing promises, the Party of the First Part agrees to pay to the Party of the Second Part such unit prices for the work actually done as are set out in the accompanying bid in the manner provided in the said Specifications.

This contract shall be in effect upon completion of signatures by both parties and shall run through September 30, 2017. This contract may be renewed upon agreement by both parties for an addition three (3) one-year periods. Attached prices shall be fixed until September 30, 2017. Attached prices may be adjusted annually during the renewal period per written agreement by both parties and based on the Producers Price Index published monthly by the U.S. Department of Labor, Bureau of Labor Statistics, for the price of goods. The only addition increase during the contract period would be due to the postage costs.

The Contractor shall be prepared to begin work to be performed under the contract as he set forth in his bid, but will not proceed until he receives official notice to begin.

REPRESENTATIVES: The authorized representative of the County shall be:

Heath Buck
Okaloosa County Water & Sewer
1804 Lewis Turner Blvd.
Ft. Walton Beach FL 32548
850-651-7177
E-Mail: hbuck@co.okaloosa.fl.us

The authorized representative for _____ shall be:

E-Mail: _____

All notices required by this agreement shall be in writing to the representative listed above with a courtesy copy to the following:

Joanne Kublik
Contracts & Leases
Okaloosa County Purchasing Department
602-C North Pearl Street
Crestview, FL 32536
850-689-5960 / 850-689-5032 (FAX)
E-Mail: jkublik@co.okaloosa.fl.us

IN WITNESS WHEREOF, the Chairman of the Board of County Commissioners, by authority vested in him, has hereunto subscribed his name on behalf of the County of Okaloosa, Florida, the Owner, and the said _____ has hereto fixed his signature, the day and year above written.

WITNESS:

CONTRACTOR

BY _____

TITLE

**STATE OF FLORIDA
COUNTY OF OKALOOSA**

This contract is accepted this _____ day of _____ 2014 and is effective on the _____ day of _____ 2014.

ATTEST:

COUNTY OF OKALOOSA, FLORIDA

Gary Stanford
Deputy Clerk of Court

BY _____
Charles K. Windes, Jr., Chairman

CONFLICT OF INTEREST DISCLOSURE FORM

For purposes of determining any possible conflict of interest, all bidders/proposers, must disclose if any Okaloosa Board of County Commissioner, employee(s), elected officials(s), of if any of its agencies is also an owner, corporate officer, agency, employee, etc., of their business.

Indicate either "yes" (a county employee, elected official, or agency is also associated with your business), or "no". If yes, give person(s) name(s) and position(s) with your business.

YES _____

NO _____

NAME(S)

POSITION(S)

FIRM NAME: _____

BY (PRINTED): _____

BY (SIGNATURE): _____

TITLE: _____

ADDRESS: _____

PHONE NO. _____

E-MAIL _____

RECYCLED CONTENT FORM

RECYCLED CONTENT INFORMATION

1. Is the material in the above: Virgin _____ or Recycled _____ (Check the applicable blank)? If recycled, what percentage _____%.

Product Description: _____

2. Is your product packaged and/or shipped in material containing recycled content?

Yes _____ No _____

Specify: _____

3. Is your product recyclable after it has reached its intended end use?

Yes _____ No _____

Specify: _____

The above is not applicable if there is only a personal service involved with no product involvement.

Name of Bidder: _____

E-Mail: _____

LOCAL PREFERENCE DATA SHEET

Refer to Special Bid Condition

Does the state, county, municipality or political subdivision in which your firm is located offer a preference to their local bidders? (If your firm is located in Okaloosa County, you will check "NO.") If "YES," list below the extent of such preference.

YES _____

NO _____

Bidder's Company Name

Authorized Signature – Manual

E-Mail

Authorized Signature – Typed

INDEMNIFICATION AND HOLD HARMLESS

To the fullest extent permitted by law, CONTRACTOR shall indemnify and hold harmless COUNTY, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the CONTRACTOR and other persons employed or utilized by the CONTRACTOR in the performance of this Agreement.

Bidder's Company Name

Authorized Signature – Manual

Physical Address

Authorized Signature – Typed

Mailing Address

Title

Phone Number

FAX Number

Cellular Number

After-Hours Number(s)

DATE

BID SHEET

To allow for one provider to be awarded the contract for all printing, folding, stuffing, programming, and mail service the following formula will be used in determining the Total Bid Price for the Okaloosa County Water and Sewer Outsource Billing Functions:

INITIAL BILL DESIGN & DEVELOPMENT

Description	Unit Bid Price
Initial bill design and programming	\$ _____
Startup costs	\$ _____
Additional Cost	\$ _____

Bill processed via mail

Price per mailed statement, bills processed: To include all services and supplies excluding postage.	_____ /piece
Charge for combined bills.	_____ /piece
Charge for bill insertion (single page printed material 8 1/2" x 11")	_____ /piece
Charge for bill insertion (multi page printed material or trifold brochure.) Expand on cost element if required	_____ /piece
PDF (electronic services if available)	_____ /piece
E-mail statement	_____ /piece
Monthly charge	\$ _____
Per Image Charge (PDF)	\$ _____
Storage of PDF (time frame for storage & employee/customer access)	
EOM CD Charge	\$ _____

Hourly Services

Programming per hour after initial set up	\$ _____ per hour
Changes to bill design – custom programming	\$ _____ per hour
Training of County staff	\$ _____ per hour

Note: This RFP also asks for information above and beyond the prices above. Provide this information as an attachment to this bid sheet or address it in a cover letter.

Remarks:

The only addition increase during the contract period, as specified in the contract, would be due to the postage costs.

ANTI-COLLUSION STATEMENT: The below signed bidder has not divulged to, discussed or compared his bid with other bidders and has not colluded with any other bidder or parties to bid whatever. (Note: No premiums, rebates, or gratuities permitted either with, prior to, or after any delivery of materials. Any such violation will result in the cancellation and/or return of material (as applicable) and the removal from bid list(s).

Bidder's Company Name

Authorized Signature – Manual

Authorized Signature – Typed

Address

Title

Phone #

Fax #

Federal ID # or SS #

E-mail address

Utility Bill Files

Here are the names of the bill print files you need to send and a description of them:

The following is a description of the extract and history files that are created for each billing update.

Extract File
Description
History File

UTBFGI

General information: This is the primary file for bill generation that includes general bill information such as customer name, mailing address, and billing totals. The file includes one record for each bill produced.

Note: A date displays in the Original bill date field only if the bill is in cancel/rebill. The date is the date of the bill that is being rebilled.

UTBFGIH

UTBFMA

Master account information: This file includes the location ID and service address of all related and subordinate locations associated with a master account. The file can include multiple records for each general information file record.

UTBFMAH

UTBFSH

Service header file: This file contains summary information for an account service such as total charges, consumption, and billing period. The file can include multiple records for each general information file record for each service.

UTBFSHH

UTBFSD

Service charge detail file: This file contains detail transactions for service related charges and taxes for an account service. The detail information includes charge description, amount, from and to dates, and rate information. The file can include multiple records for each general information file record one for each charge transaction.

UTBFSDH

UTBFMT

Metered service detail file: This file contains detail transactions for meter readings and consumption information for an account service. Depending on the number of meter registers and readings, the file can include multiple records for each general information file record.

UTBFMTH

UTBFMC

Miscellaneous charge detail file: This file contains detailed miscellaneous charge transactions including miscellaneous charge code, description, and amount. The file includes one record for each miscellaneous charge billed to a customer account.

UTBFMCH

UTBFRC

Recurring charge detail file: This file contains detailed recurring charge transactions including recurring charge code, description, and amount. The file includes one record for each recurring charge assigned to a customer account.

UTBRCH

UTBFPY

Payment detail file: This file contains detailed payment transaction records associated with a customer account. The file includes one record for each payment received since the last bill date.

UTBFPYH

UTBFMG

Bill message file: This file contains the bill messages for a customer account. The file includes one record for each bill message.

UTBFMGH

UTBFBD

Budget billing charge detail: This file contains the budget billing charge detail for a customer account on budget billing. The file contains one record for each customer account.

UTBFBDH

UTBFPP

Payment plan detail file: This file contains the payment plan information for a customer account with a payment plan. The file includes one record for each payment plan.

UTBFPPH

UTBFLR

Total record count: This file contains a total of the number of records included for each customer account and for the other eleven bill print files.

UTBFLRH

UTBFGIL1

General information by customer: This file lists the general information contained in file UTBFGI in order by customer account.

NA

Functional Specifications
Bill print file information

Bill Data File(s) Layout and Definition

General Information File (UTBFGI): This file is the primary / key file for bill generation. This file contains general bill information such as customer name, mailing address and totals. There is one record in this file per bill to be produced. The unique key to this file is: Customer ID, Location ID, Original Bill Date. Note that Customer ID and Location ID form the account number. The Original Bill Date contains zeros for all bills other than Cancel/Rebill Bills. For Cancel/Rebill the Original Bill Date contains the date of the bill that is being rebilled. If an account is being rebilled for multiple past bills then there will be a record in this file for each bill being rebilled.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GIGCDE	Group code	1	5	5 A	Group Code is used to group bills from different accounts together for mailing or manual delivery purposes. The Group Code is a user defined field that is associated to an Customer ID. This field is the 1 st field in the sort sequence of the data in the bill files. Total sort sequence is Group Code, Zip, Customer ID, Location ID, Original Bill Date.
GIZPPN	Zip plus Postnet	6	17	12 A	Format: XXXXXYYYYZZC where XXXXX=Zip YYYY=plus 4 ZZ=delivery point C=check digit.
GIZPSI	Zip - Sort 1	18	22	5 A	First 5 digits of the zip code
GIZPS2	Zip - Sort 2	23	26	4 A	Last 4 digits of the zip code
GITPID	Tape Ident	27	27	1 A	
GICUS	Customer ID	28	36	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
GILOC	Location ID	37	45	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
GIBLTY	Bill type code	46	47	2 A	Values: FB=Final Bill, RB=Cancel/Rebill, BL=Cycle Bill....
GIMSGT	Bill type description	48	67	20 A	Description associated to the Bill Type Code (GIBLTY).
GICUSN	Customer name	68	98	31 A	Pre formatted customer name. Actual field length from CIS system is 30 characters.
GIADR1	Customer address line 1	99	129	31 A	Actual field length from CIS system is 30 characters.
GIADR2	Customer address line 2	130	160	31 A	Actual field length from CIS system is 30 characters.
GIADR3	Customer address line 3	161	191	31 A	Actual field length from CIS system is 30 characters.
GICTSZ	Customer City, ST Zip	192	222	31 A	Format: City(15), ST 99999-9999

General Information File (UTBFGI):

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GICSAT	Account number	223	241	19 A	Format: 888888888-999999999 Where 8's=Customer ID, 9's=Location ID
GIBANK	Bank draft flag	242	242	1 A	Value of 'Y' indicates draft account.
GIMAFL	Master Account flag	243	243	1 A	Value of 'Y' indicates a Master Account. A Master Account will have an associated record in the Master Account Information file (UTBFMA) for each related / subordinate location.
GICSTP	Customer type code	244	245	2 A	User defined field associated to each Customer/Location.
GICSTS	Customer/Location status	246	246	1 A	Account status. A=Active, T=Terminated.
GIBDAT	Bill Date	247	254	8.0	Format will be in local AS/400 system format Usually MMDDYYYY.
GIDDTE	Due date	255	262	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GIPRDT	Print date	263	270	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GINRDT	Next read date	271	278	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GIPBDT	Previous bill date	279	286	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GISVCA	Service address - street	287	326	40 A	Formatted street address, with all unneeded blanks removed.
GISVCZ	Service address- city, ST Zip	327	357	31 A	Format: City(15), ST 99999-9999
GICLAS	Class code	358	359	2 A	User defined code used to identify the general class of the account. Note that this Class Code value is obtained from the General Location Level. This Class Code value may differ from the Class Code used for billing purposes for a specific customer/service.
GIJUR	Jurisdiction code	360	361	2 A	User defined code used to identify the general jurisdiction of the account. Note that this Jurisdiction code value is obtained from the General Location Level. This Jurisdiction Code value may differ from the Jurisdiction Code used for billing purposes for a specific customer/service.
GIORO	Inside / Outside code	362	362	1 A	Values: I=Inside, O=Outside. Used to define if the account is located inside or outside the city limits. Note that this I/O value is obtained from the General Location Level. This I/O value may differ from the I/O value used for billing purposes for a specific customer/service.

General Information File (UTBFGI):

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GICLSD	Class code description	363	387	25 A	Description associated to the Class Code (GICLAS).
GIFRDT	Billing period From Date	388	395	8.0	Overall From Date for the account. Note that individual services may have varying From/To dates. Format will be in local AS/400 system format. Usually MMDDYYYY.
GITODT	Billing period To Date	396	403	8.0	Overall To Date for the account. Note that individual services may have varying From/To dates. Format will be in local AS/400 system format. Usually MMDDYYYY.
GIPYDT	Last payment date	404	411	8.0	The most recent payment date for the account SINCE THE LAST BILL. This would include payments being applied to an account during this billing. Format will be in local AS/400 system format. Usually MMDDYYYY.
GILPAY	Last payment amount	412	422	11.2	The most recent payment amount for the account SINCE THE LAST BILL. This would include payments being applied to an account during this billing.
GIOBLD	Original bill date	423	429	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled. If more than one bill is being rebilled for the same account then there will be multiple records in this file for the same account, but with different original bill date values. All other related bill data files contain original bill date to form a unique link of detail records to specific account / original bill date combinations.
GIBLPE	Billing period	430	434	5.0	Format: CYYMM
GILBAM	Last bill amount	435	445	11.2	Total amount due from the last bill.
GIPAYT	Total payments	446	456	11.2	Sum of all payments made since the last bill. If only one payment was made then this amount will equal GILPAY (Last Payment Amount).
GIADJP	Total past adjustments	457	467	11.2	Sum of all adjustments made since the last bill. Note that this does not include any adjustments being applied to the account during this billing.
GIBALF	Balance forward	468	478	11.2	Balance of account going into this billing. Any payments or reverse payments being applied to an account with this billing will be incorporated into this amount.
GIMSCT	Total current misc charges	479	489	11.2	Sum of miscellaneous charges being applied to an account with this billing. This total will equal the sum of all records associated to this account / original bill date from the Miscellaneous Charge Detail file (UTBFMC). Miscellaneous charges are charges such as Returned Check and Connection Fees.

General Information File (UTBFGI):

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GIRCGT	Total current recurring charges	490	500	11.2	Sum of recurring charges being applied to an account with this billing. This total will equal the sum of all records associated to this account / original bill date from the Recurring Charge Detail file (UTBFRC).
GITAXT	Total current tax charges	501	511	11.2	Sum of all taxes being applied to an account with this billing. This total will equal the sum of all records with a Transaction Type (SDTTYP) of 'T' associated to this account / original bill date from the Charge Detail file (UTBFSD).
GIADJT	Total current adjustments	512	522	11.2	Sum of all adjustments being applied to an account with this billing. This total will equal the sum of all adjustment records written to the Miscellaneous Charge file UTBFMC. (*NOTE: In version 7.0 the UTBFMC file was changed to add a new field MCTYPE, that differentiates adjustment records from true miscellaneous charges. It is set to '1' for miscellaneous charges and '2' for adjustments.)
GISVCT	Total current service charges	523	533	11.2	Sum of all service related charges being applied to an account with this billing. This total will equal the sum of all records with a Transaction Type (SDTTYP) of 'S' associated to this account / original bill date from the Charge Detail file (UTBFSD).
GICHGT	Total current tax, adjustment and service charges	534	544	11.2	Sum of GITAXT, GIADJT, GISVCT. Also equals the sum of all records from the Charge Detail file (UTBFSD) and the adjustment records from the Miscellaneous Charge Detail file (UTBFMC) for this Account / original bill date.
GICURT	Total current charges.	545	555	11.2	Sum of all current charge transactions. Will equal the sum of GIMSCT, GIRCGT, and GICHGT. Note that this amount plus the Balance Forward amount would equal the Total Amount Due.
GITOTD	Total amount due	556	566	11.2	Total amount due this bill. Would equal the sum of Balance Forward(GIBALF) and Total Current Charges(GICURT).
GIDSAT	Total discount amount	567	577	11.2	Will be zeros if discounts are not used.
GITODD	Total amount due with discount	578	588	11.2	Sum of Total Amount Due (GITOTD) and Total Discount Amount (GIDSAT).
GIAFDD	Penalty due date	589	596	8.0	May not need this field if normal Due Date field can be used.
GIADTT	Total amount due with penalty	597	607	11.2	Sum of Total Amount Due (GITOTD) and Total Projected Penalty Amount (GIPENT).

General Information File (UTBFGI):

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GIOCRL	Scan line	608	667	60 A	Scan line used for automatic remittance processing. Base format: 888888888999999999777777777776 where 8's=Customer ID, 9's=Location ID, 7's=Total Amount Due, 6=Check Digit.
GIDELQ	Delinquent amount	668	678	11.2	The amount of the Balance Forward on the account that is delinquent. May be zero if the account is not delinquent.
GICUTF	Cut off date	679	686	8.0	Will be zeros if the account is not currently delinquent for some amount. Format will be in local AS/400 system format. Usually MMDDYYYY.
GIDFTD	Bank draft date	687	694	8.0	Will be zeros if the account is not a bank draft account. Format will be in local AS/400 system format. Usually MMDDYYYY.
GIDEPO	Total Deposit Refund	695	705	11.2	Sum of all deposits to be refunded.
GIINTR	Total Interest Refund	706	716	11.2	Sum of all deposit interest to be refunded.
GICLRT	Cycle/Route	717	721	5 A	Cycle and Route for account.
GI3PTY	Third Party Flag	722	722	1 A	Mailing address and customer name reflect that this bill is being mailed to a third party.
GIINS1	Insert code 1	723	723	1 A	A blank indicates no additional insert to be included with this bill.
GIINS2	Insert code 2	724	724	1 A	A blank indicates no additional insert to be included with this bill.
GIINS3	Insert code 3	725	725	1 A	A blank indicates no additional insert to be included with this bill.
GIINS4	Insert code 4	726	726	1 A	A blank indicates no additional insert to be included with this bill.
GIINS5	Insert code 5	727	727	1 A	A blank indicates no additional insert to be included with this bill.
GIBPDB	Prev Deferred Bal	728	736	9.2	Previous Deferred Balance
GIBCDA	Curr Deferred Bal	737	745	9.2	Current Deferred Balance
GIBADA	Applied Deferred	746	754	9.2	Applied Deferred Balance
GITRFC	Transfer Frm Cust	755	763	9 A	Transfer from Customer
GITRFL	Transfer Frm Loc	764	772	9 A	Transfer from Location
GITRTC	Transfer To Cust	773	781	9 A	Transfer to Customer
GITRTL	Transfer To Loc	782	790	9 A	Transfer to Location
GITRTA	Transfer To Amt	791	801	11.2	Transfer to Amount
GICNOB	Number of Bills	802	804	3.0	Total Number of Bills

Master Account Information File (UTBFMA): This file contains the Location ID and Service Address of all related / subordinate locations associated to a Master Account. A Master Account is identified by a value of 'Y' in the Master Account Flag field (GIMAFL) from the General Information file (UTBFGI). This file can be used to group charges and reading information by subordinate account within a Master Account bill. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each subordinate location associated to the Customer/Location/Original Bill Date. The unique key in this file is Customer ID, Location ID, Subordinate Account, Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MACUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
MALOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
MASUBA	Subordinate account number	19	27	9 A	This will be zeros unless the bill being generated is for a Master Account. In the case of a Master Account. This field will contain the Location ID of the related or subordinate location that this service's charges are based on.
MABDAT	Bill Date	28	35	8.0	Format will be in local AS/400 system format Usually MMDDYYYY.
MASVCA	Service Address of subordinate location	36	75	40 A	Formatted street address, with all unneeded blanks removed.
MAOBLD	Original bill date	76	82	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled. If more than one bill is being rebilled for the same account then there will be multiple records in this file for the same account, but with different original bill date values. All other related bill data files contain original bill date to form a unique link of detail records to specific account / original bill date combinations.

Service Header File (UTBFSH): This file contains summary information for an account/service. Total charges, consumption and billing period for an account/service are provided. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each service associated to the Customer/Location/Original Bill Date. The unique key in this file is Customer ID, Location ID, Subordinate Account, Original Bill Date, Service Code.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
SHCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
SHLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
SHSVC	Service code	19	20	2 A	User defined service code. Examples could be EL=electric, WA=water. Charges, readings and consumption information can be grouped by this service code.
SHSBAC	Subordinate account number	21	29	9 A	This will be zeros unless the bill being generated is for a Master Account. In the case of a Master Account. This field will contain the Location ID of the related or subordinate location that this service's charges are based on.
SHBDAT	Bill Date	30	37	8.0	In MMDDYYYY format
SHOBLD	Original bill date	38	44	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled. If more than one bill is being rebilled for the same account then there will be multiple records in this file for the same account, but with different original bill date values. All other related bill data files contain original bill date to form a unique link of detail records to specific account / original bill date combinations.
SHSVDS	Service description	45	74	30 A	Description of Service from Service Code File.
SHSVTP	Service type, metered / non metered	75	75	1 A	Values: M=Metered, N=Non Metered. When this field contains a value of 'M' it indicates that there will be related records for this service in the Metered Detail Information file (UTFBMT).

Service Header File (UTBFSH)

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
SHTOTA	Total current adjustments	76	86	11.2	Not used. Adjustments are written to the Miscellaneous Charge Detail file UTBFMC.
SHTOTT	Total current taxes	87	97	11.2	Total taxes being applied to an account for this service with this billing. This total will equal the sum of all records with a Transaction Type (SDTTYP) of 'T' associated to this account /sub account / original bill date / service from the Charge Detail file (UTBSD). Note: This value is not currently available within the CIS system as taxes are not currently generated with respect to service code. This field has been included for future use.
SHTOTS	Total Service Charge	98	108	11.2	Total charges for this service in general. This total will equal the sum of Total Adjustments (SHTOTA) and Total Service Based Charges (SHTOTS).
SHTOTC	Total service based charges	109	119	11.2	Total service related charges being applied to an account for this service. This total will equal the sum of all records with a Transaction Type (SDTTYP) of 'S' associated to this account /sub account / original bill date / service from the Charge Detail file (UTBSD). Note that this amount does not include taxes or adjustments.
SHNOMT	Number of meters	120	122	3.0	Value indicates the number of meters associated to this location/service. Note that a meter exchange would not affect this count.
SHFRDT	Service period from date	123	130	8.0	From Date for billing of this service. From Date could be based on the previous read date, previous charge through date, or service start date depending on the account and Service Code File definition for the service involved. Format will be in local AS/400 system format. Usually MMDDYYYY.
SHTODT	Service period to date	131	138	8.0	To Date for billing of this service. To Date could be based on the current/final read date, current charge through date, or service termination date depending on the account and Service Code File definition for the service involved. Format will be in local AS/400 system format. Usually MMDDYY.
SHDAYS	Number of days	139	141	3.0	Calculated value based on the number of days between the From and To dates.

Service Header File (UTBFSH)

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
SHCNS1 - SHCNSB	Last twelve periods consumption . 1 through 12	142	297	13.2 x 12	Consumption period 1 contains this period/bill's non demand consumption for this service. Period 2 contains last period/bill's non demand consumption for this service. Period 12 contains the non demand consumption for this service for 11 periods ago, not including the current period.
SHCNST	Total consumption for current year	298	310	13.2	Sum of Last twelve periods consumption 1 through 12 fields (SHCNS1 - SHCNSB).
SHCDS1 - SHCDSB	Last twelve periods Demand 1 through 12	311	466	13.2 x 12	Demand period 1 contains this period/bill's demand consumption for this service. Period 2 contains last period/bill's demand consumption for this service. Period 12 contains the demand consumption for this service for 11 periods ago, not including the current period
SHCDST	Total demand for current year	467	479	13.2	Sum of Last twelve periods demand 1 through 12 fields (SHCDS1 - SHCDSB)
SHCND1- SHCNDB	Number of days for periods 1 through 12	480	515	3.0 x 12	Number of Days period 1 contains the number of days in the current billing period for this service. Number of Days period 2 contains the number of days in the previous billing period for this service.
SHCNP1 - SHCNPB	Consumption from same period last year and beyond. 1 through 12	516	671	13.2 x 12	Consumption period 1 contains the non demand consumption for this service from same period last year. Period 2 contains non demand consumption for this service from one period beyond that. Period 12 contains the non demand consumption for this service for 23 periods ago, not including the current period.
SHCNPT	Total prior year consumption	672	684	13.2	Sum of consumption from same period last year and beyond, periods 1 through 12 fields (SHCNP1 - SHCNPB).
SHCDP1 - SHCDPB	Demand form same period last year and beyond 1 through 12	685	840	13.2 x 12	Demand period 1 contains the demand consumption for this service from same period last year. Period 2 contains demand consumption for this service from one period beyond that. Period 12 contains the demand consumption for this service for 23 periods ago, not including the current period.
SHCNPT	Total Prior Year Demand	841	853	13.2	Sum of demand from same period last year and beyond, periods 1 through 12 fields (SHCDP1 - SHCDPB).

SHCNE1- SHCNEB	Number of days for periods 1 through 12	854	889	3.0 x 12	The Number of Days associated to each of the twelve periods of consumption fields SHCNP1 - SHCNPB.
SHPER1- SHPERB	Month abbreviation for the 12 consumption fields	890	925	3 A x 12	The possible values contained in these fields are as follows: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec. These 12 fields are used to establish the month that each of the associated 12 consumption fields is based upon. If the current period is February, then FEB would be in SHPER1 and JAN would be in SHPER2 back through MAR in SHPERB.
SHESS1 - SHESSB	Est Flag Current for periods 1 through 12	926	937	1 A x 12	
SHESP1 - SHESPB	Est Flag Prior year for periods 1 through 12	938	949	1 A x 12	
	*** New in 6.1 ***				The following fields are being introduced in version 6.1
SHCKS1- SHCKSB	KVAR consumption for periods 1 through 12	950	1105	13.2 x 12	Contains KVAR consumption (as defined when the UTUSMT field in meter reading detail = K)
SHCKST	Total KVAR current year	1106	1118	13.2	Total of fields SHCKS1 through SHCKSB.
SHCKP1- SHCKPB	KVAR consumption for previous year, periods 1 through 12	1119	1274	13.2 x 12	Contains KVAR consumption (as defined when the UTUSMT field in meter reading = K)
SHCKPT	Total KVAR previous year	1275	1287	13.2	Total of fields SHCKP1 through SHCKPB.

Service Charge Detail File (UTBFSD): This file contains detail transactions for service related charges and taxes for an account/service. Charge Description, amount, from/to date and rate information are provided. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for charge transaction associated to the Customer/Location/Original Bill Date. To associate records from this file to a specific Service Header Information file (UTBFSH) record use the following key: Customer ID, Location ID, Original Bill Date and Service Code.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
SDCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
SDLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
SDSVC	Service code	19	20	2 A	User defined service code. Examples could be EL=electric, WA=water. Charges, readings and consumption information can be grouped by this service code.
SDSBAC	Subordinate account number	21	29	9 A	This will be zeros unless the bill being generated is for a Master Account. In the case of a Master Account. This field will contain the Location ID of the related or subordinate location that this service's charges are based on.
SDBDAT	Bill Date	30	37	8.0	In MMDDYYYY format
SDOBLD	Original bill date	38	44	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
SDCHGA	Charge amount	45	55	11.2	
SDRCMP	Billing rate component	56	59	4 A	User defined code from the rate file used to generate this charge.
SDTDSC	Transaction description	60	89	30 A	User defined description from the rate file used to generate this charge.
SDCHGD	Additional description	90	119	30 A	Additional description field that may used for customized descriptions.
SDCONS	Consumption	120	132	13.2	Consumption amount associated to this charge. Flat and non metered based charges would have a zero value in this field.

Service Charge Detail File (UTBFSD)

Field Name	Description	Start Pos	End Pos	Length /Type	Comments
SDFRDT	Charge from date	133	140	8.0	From Date for billing of this charge. From Date could be based on the previous read date, previous charge through date, service start date or component start date depending on the account and Service Code File definition for the service involved. Format will be in local AS/400 system format. Usually MMDDYYYY.
SDTODT	Charge to date	141	148	8.0	To Date for billing of this service. To Date could be based on the current/final read date, current charge through date, service termination date, or component termination date depending on the account and Service Code File definition for the service involved. Format will be in local AS/400 system format. Usually MMDDYYYY.
SDTTYP	Transaction Type	149	149	1 A	This field has been changed in 7.0 to be 2 A; it corresponds to the value in file UT420TP, field UTTTYP. For tax records, SDCHGT is the tax code; else it is blank.
SDCLAS	Billing Class	150	151	2 A	Part of the Rate Group used to determine the rate for this charge.
SDJUR	Billing Jurisdiction	152	153	2 A	Part of the Rate Group used to determine the rate for this charge.
SDIORO	Billing Inside / Outside Code	154	154	1 A	Part of the Rate Group used to determine the rate for this charge.
SDMSZ	Billing Meter Size	155	158	4 A	Part of the Rate Group used to determine the rate for this charge.
SDREDM	Rate effective date month	159	160	2.0	Part of the Rate Group used to determine the rate for this charge. Effective date of the rate used.
SDREDD	Rate effective date day	161	162	2.0	Part of the Rate Group used to determine the rate for this charge. Effective date of the rate used.
SDREDY	Rate effective date year	163	164	2.0	Part of the Rate Group used to determine the rate for this charge. Effective date of the rate used.
SDRSW	Season Code	165	165	1 A	Values: S=summer, W=Winter. If seasons are not used as an option within the CIS system then the value will be blank.
SDCLRT	Calculated rate amount	166	180	15.6	This amount is calculated by dividing the charge amount by the consumption amount contained on this record. For flat and non metered charges, this amount will equal the charge amount.
	*** New fields in 7.0 ***				
SDPLOB	Print line on bill	182	182	1 A	Corresponds to setup in rates files for Print line on bill Y/N.
SDBSEQ	Bill print sequence	183	184	2.0	Corresponds to setup in service code file; indicates what print order is desired.
SDCHGT	Charge type	185	185	1 A	Charge type. Blank=regular service charge, T=Tax, D=Billed deposit.

Metered Service Detail File (UTBFMT): This file contains detail transactions for meter readings and consumption information for an account/service. There is a separate record per Meter Register / Reading associated to an account/service. Here are some examples of different account / meter combinations and the number of records contained in this file:

- One single-register meter: 1 record.
- One single-register meter with meter exchange: 2 records.
- Two single-register meters for water: 2 records.
- Two single-register meters, 1 water, 1 electric: 2 records.
- One single register water, One two-register (KWH/KW) electric: 3 records.

Note that in the case of a meter exchange, the total reading date range would be obtained by using the 'From Date' from the old meter record, and the 'To Date' from the new meter record. The total reading days would be obtained by adding the number of days from both records together. An alternative to this is to use the 'From/To Date' and 'Number of Days' from the Service Header File (UTBFSH). There is only 1 record per service per account in this file and the date range and days in this file represent the total date range and number of days for the service in general. To associate records from this file to a specific Service Header Information file (UTBFSH) record use the following key: Customer ID, Location ID, Subordinate Account, Original Bill Date and Service Code.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MTCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
MTLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
MTSVC	Service code	19	20	2 A	User defined service code. Examples could be EL=electric, WA=water. Charges, readings and consumption information can be grouped by this service code.
MTSSEQ	Service Sequence	21	23	3.0	Service Sequence identifies the 'meter connection'. The CIS system automatically assigns the service sequence value as meters are set to a location/service. The first meter set to a location/service always has a value of 000. The second meter assigned to the same location/service would be assigned a value of 001. Note that due to meter exchanges it is possible to have two different meter number associated to the same service sequence on different records that are associated to the same account.
MTFRDT	From Reading Date	24	31	8.0	Format will be in local AS/400 system format. Usually MMDDYY.

Metered Service Detail File (UTBFMT):

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MTSBAC	Subordinate account number	32	40	9 A	This will be zeros unless the bill being generated is for a Master Account. In the case of a Master Account. This field will contain the Location ID of the related or subordinate location that this service's charges are based on.
MTBDAT	Bill Date	41	48	8.0	In MMDDYYYY format
MTOBLD	Original bill date	49	55	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
MTTODT	To Reading Date	56	63	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
MTDAYS	Number of days	64	67	4.0	Number of days between From Reading Date (MTFRDT) and To Reading Date (MTTODT).
MTMTR	Meter number	68	79	12 A	Meter number associated with reading.
MTSIZE	Meter size code	80	83	4 A	User defined code associated to meter in Meter Inventory.
MTSIZD	Meter size description	84	108	25 A	Description associated to meter size code.
MTCOMP	Reading Component	109	112	4 A	User defined code that defines the register for this reading. Examples would include KWH, KW, CCF, GALS. Note that a multiple register meter would have separate records in this file for each register on the meter.
MTCRD1	Current Reading	113	125	13.2	The current reading associated to this meter and reading component (register).
MTPVR1	Previous Reading	126	138	13.2	The previous reading associated to this meter and reading component (register).
MTCONS	Consumption	139	151	13.2	The calculated consumption for this meter and reading component after all multipliers have been applied.
MTEXCH	Meter exchange flag	152	152	1 A	A value of 'Y' indicates a meter exchange has occurred for this account / service / service sequence.

Metered Service Detail File (UTBFMT):

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MTEST	Estimated reading flag	153	153	1 A	A value of 'E' indicates that this reading was estimated.
MTMULT	Multiplier	154	162	9.4	The multiplier used to calculate the consumption.
MTCF1	Consump Factor CD	163	164	2 A	Consumption Factor CD 1
MTCF2	Consump Factor CD	165	166	2 A	Consumption Factor CD 2
MTCF3	Consump Factor CD	167	168	2 A	Consumption Factor CD 3
MTCV1	Consump Fact Value	169	177	9.4	Consumption Factor Value 1
MTCV2	Consump Fact Value	178	186	9.4	Consumption Factor Value 2
MTCV3	Consump Fact Value	187	195	9.4	Consumption Factor Value 3
MTMMLT	Meter Multiplier	196	204	9.4	
MFACT	Conversion Fact	205	213	9.4	Conversion Factor
MTRAWC	Consumption B4	214	226	13.2	Consumption Before
MTMCNS	Consumption After	227	239	13.2	
MTPFCN	Power Fact Consum	240	252	13.2	Power Factor Consumption
MTCMCD	Meter RD COMM CD	253	254	2 A	
MTPSEQ	Print Sequence	255	257	3.0	New for 7.0 - Controls the print sequence of the data.

Miscellaneous Charge Detail File (UTBFMC): This file contains detail miscellaneous charge transactions associated to an account. Miscellaneous Charge Code, Description and Amount are provided. There will be one record per miscellaneous charge billed to an account. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each miscellaneous charge associated to the Customer/Location/Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MCCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
MCLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
MCBDAT	Bill Date	19	26	8.0	In MMDDYYYY format
MCOBLD	Original bill date	27	33	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
MCCODE	Miscellaneous charge code	34	35	2 A	User defined code field. Examples RC=Returned Check Fee
MCCHGD	Misc charge description	36	65	30 A	User defined description associated with the misc charge.
MCCHGA	Misc charge amount	66	76	11.2	Misc charge amount.
MCCDTE	Misc charge transaction date	77	84	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.

Recurring Charge Detail File (UTBFRC): This file contains detail recurring charge transactions associated to an account. Recurring Charge Code, Description and Amount are provided. There will be one record per recurring charge billed to an account. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each recurring charge associated to the Customer/Location/Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
RCCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
RCLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
RCSEQ#	Sequence Number	19	21	3.0	Need to review the purpose of this field.
RCBDAT	Bill Date	22	29	8.0	In MMDDYYYY format
RCOBLD	Original bill date	30	36	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
RCCODE	Recurring charge code	37	38	2 A	User defined code field. Examples WH=Water Heater Rental
RCCDSC	Recurring charge description	39	68	30 A	User defined description associated with the recurring charge.
RCCAMT	Recurring charge amount	69	79	11.2	Recurring charge amount.
RCACRU	Accrued amount to date	80	90	11.2	
RCACRA	Accrued amount applied	91	101	11.2	
RCCDTE	Recurring charge transaction date	102	109	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.

Payment Detail File (UTBFPY): This file contains detail payment transactions associated to an account. There will be one record per payment received since the last bill for each account. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each miscellaneous charge associated to the Customer/Location/Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
PYCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
PYLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
PYBDAT	Bill Date	19	26	8.0	In MMDDYYYY format.
PYOBLD	Original bill date	27	33	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
PYDATE	Payment date	34	41	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
PYAMT	Payment amount	42	52	11.2	
PYCODE	Payment code	53	54	2 A	
PYCODD	Payment code description	55	84	30 A	
PYSTAT	Status Code b/H	85	85	1 A	

Bill Message File (UTBFMG): This file contains bill messages per account. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each message associated to the Customer/Location/Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MGCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
MGLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
MGMCD5	Message text	19	93	75 A	User defined message text. A single message may consist of multiple records. Also, multiple messages can be associated to one account.
MMSID	Message ID	94	105	12.0	

Budget Billing Information File (UTBFBD): This file contains detail for the budget billing charge transactions.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
BDCUS	Customer	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
BDLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
BDSVC	Service	19	20	2 A	If budgeting by service code, the user defined service code. Examples could be EL=electric, WA=water. Charges, readings, and consumption information can be grouped by this service code. If budgeting by all services, this field is blank.
BDBDAT	Bill Date	21	28	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
BDOBLD	Original Bill Date	29	35	7.0	Will always contain zeros as cancel/rebill is not allowed for budget bills.
BDTTYP	Transaction Type	36	37	2 A	B=budget plan charge, S=settle up, T=budget terminate, SA=settle up applied, SR=settle up refund.
BDTAMT	Transaction Amount	38	46	9.2	
BDDFBC	Deferred Balance Change	47	55	9.2	The effect this billing's charge has on the deferred balance.
BDDFPV	Previous Deferred Balance	56	64	9.2	The budget plan deferred balance that existed before this billing occurred, comes from the UT285AP record.
BDDFUP	Unpaid Budget Amount	65	73	9.2	The portion of BDTAMT that remains unpaid as of the billing. If BDTAMT is negative, this field will be zero.

Payment Plan Information File (UTBFPP): This file contains detail for each open or delinquent payment plan record that exists for the account. This information is maintained in the UT245AP and UT246AP files.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
PPCUS	Customer	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
PPLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
PPDSC	Payment Plan Description	19	48	30 A	Contains the text 'PAYMENT PLAN' + the plan number.
PPTOTD	Total Amount Due	49	59	11.2	The current total unpaid amount of the plan.
PPAMTD	Current Amount Due	60	70	11.2	The current payment amount due.
PPNXTD	Next Pay date	71	78	8	The next payment due date in AS/400 system format, usually MMDDYYYY.

Last Record Count Information File (UTBFLR): This file contains detail for the record counts for the other 11 billing files. This can be useful in verifying that all of the data has been transmitted to another platform or to an outsource printing company.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
LROB	Bill Date	1	8	8	Format will be in local AS/400 system format. Usually MMDDYYYY.
LRBD	Budget Billing	9	16	8	Count of UTBFBD records.
LRGI	General Information	17	24	8	Count of UTBFGI records.
LRMA	Master Account	25	32	8	Count of UTBFMA records.
LPMC	Miscellaneous Charges	33	40	8	Count of UTBFMC records.
LRMG	Message Information	41	48	8	Count of UTBFMG records.
LRMT	Metered Rate	49	56	8	Count of UTBFMT records.
LRPP	Payment Plan	57	64	8	Count of UTBFPP records.
LRPY	Payment Detail	65	72	8	Count of UTBFPPY records.
LRRC	Recurring Charges	73	80	8	Count of UTBFRC records.
LRSD	Service Charge Detail	81	88	8	Count of UTBFSD records.
LRSH	Service Charge Header	89	96	8	Count of UTBFSDH records.