

Request for Proposal (RFP) for:

Printing, Mailing & Payment Services for Utility Billing



Job No. 28-13-FA

**City of Kirkland
Department of Finance and Administration
123 Fifth Avenue
Kirkland, WA 98033**



City of Kirkland REQUEST FOR PROPOSAL

I PURPOSE OF REQUEST

The City of Kirkland ("City") is soliciting requests for proposals from qualified vendors ("Contractors") to provide utility bill and delinquent notice printing and mailing services for the City's Utility Billing. The City is also requesting quotes on the following payment services: Lockbox, online payments, interactive voice response (IVR), phone payments and mobile payments.

The City's needs are outlined in the following Request for Proposal ("RFP").

II BID PROCESS

The City will attempt to follow this timetable, which should result in the implementation of an agreement by November 1, 2013.

Issue RFP	May 22, 2013
Deadline for questions – 4:00 pm	June 7, 2013
Responses to questions issued by noon	June 12, 2013
Deadline for submittal of proposals – 4:00 pm	June 27, 2013
Interviews (if needed)	September 9-13, 2013
Selection of successful bidder	September 25, 2013
Agreement for services signed	September 30, 2013
Implementation of services	November 1, 2013

These dates are estimates and subject to change by the City.

III SUBMITTAL INSTRUCTIONS

- A. Proposals must be submitted no later than **4:00 pm on Thursday, June 27, 2013**. Late proposals will not be considered for award of contract. The City prefers to receive proposals in an electronic format. Emailed proposals should include "Printing, Mailing & Payment Services for Utility Billing RFP" in the subject line and be sent to: purchasing@kirklandwa.gov. Mailed proposals should include an electronic copy, an original and two copies and be directed to:

City of Kirkland
Attn: Barry Scott – Printing, Mailing & Payment Services for Utility Billing RFP
123 5th Avenue
Kirkland, WA 98033

Please note: Electronic proposals must be in MS Word or PDF format and cannot exceed 10MB.

- B. Questions regarding the RFP process should be addressed to Barry Scott, Purchasing Agent, at bscott@kirklandwa.gov or by phone to 425-587-3123.

Questions regarding the scope of work or evaluation process should be addressed to Michael Olson, Deputy Director of Finance & Administration, at molson@kirklandwa.gov or by phone to 425-587-3146.

- C. All proposals must include the following:
1. Proposal Form – Form 1
 2. Company Information – Form 2
 3. Client References – Form 3
 4. Scope of Services Responses – Attachment D
 5. Lockbox Services Questions/Statements – Attachment E
 6. Vendor Price Proposal – Attachment F

IV SCOPE OF SERVICES

GENERAL INFORMATION

The City of Kirkland is located on the eastern shore of Lake Washington. It is a suburban city, surround by other suburban cities and pockets of unincorporated King County. The City is near several major transportation routes including Interstate 405, State Route 520 and Interstate 5. These routes connect the City economically and socially to the greater Seattle area. Kirkland has a population of over 81,000 with approximately 23,500 utility accounts. The utility accounts are divided into 8 cycles billed bi-monthly, with 3 cycles billed in even months and 5 cycles billed in odd months.

The City of Kirkland is seeking a single-vendor service for its utility bill printing, mailing and payment processes. The services desired include utility bill printing and mailing, lockbox, online payments, interactive voice response (IVR), phone payments, mobile payments, ebilling and credit card and eCheck processing. The City of Kirkland would like these services to fully integrate with its existing systems and processes, including utility billing Springbrook Software.

The City of Kirkland is seeking an all-in-one solution from a single vendor in order to simplify contract oversight and administration, consolidate costs and deliver a more seamless experience for our customers. Multiple vendor submittals will be considered, but preference will be given to single-vendor solutions that meet the requirements set forth in this RFP.

Current Process

The City of Kirkland operates its billing system software from Springbrook Version 7.09 and uses AFTS for statement printing and mailing. The City mails approximately 17,000 regular utility bills and 2,700 delinquent notices per odd month and 6,500 regular utility bills and 800 delinquent notices per even month - note that these amounts are approximate. In addition, the City may have bill inserts which may or may not be sorted selectively. The City's Utility billing software (Springbrook) produces an electronic file which will be sent to the selected vendor who will then render billing statements from the electronic file provided. Delinquent notices require a similar effort. Included in the scope of this RFP is the initial programming required to render statements, subject to City approval, from the files provided.

The current lockbox provider processes 4,500 payments per month.

City of Kirkland specifications are detailed in Attachments B & C.

PROJECT SCOPE

The needs of the City are broken down into the following system groups:

- A. Statement printing and mailing, including stuffers
- B. On-line customer billing information, consumption, charges
- C. On-line and phone bill pay using contemporary payment methods
- D. Lockbox

V TERMS AND CONDITIONS

- A. The City reserves the right to reject any and all proposals, and to waive minor irregularities in any proposal.
- B. At the option of the City, the top scoring Proposers may be asked to make a presentation of their proposal. This will provide an opportunity to clarify or elaborate on the proposal, but will not, in any way provide an opportunity to change any fee amount originally proposed. The City's Project Manager will schedule the time and location of these presentations and notify the selected firms.
- C. The City reserves the right to investigate references and the past performance of any Proposer with respect to its successful performance of similar projects, compliance with specifications and contractual obligations, its completion or delivery of a project on schedule and its lawful payment of employees and workers.
- D. The City reserves the right to obtain clarification of any point in regards to a proposal or to obtain additional information necessary to properly evaluate or particular proposal. Failure of a Proposer to respond to such a request for additional information or clarification could result in rejection of their proposal.
- E. The Selection Committee reserves the right to either: (a) request "Best and Final Offers" from the two finalist firms and award to the lowest priced or (b) to reassess the proposals and award to the vendor determined to best meet the overall needs of the City.
- F. Upon review of the proposals submitted, the City may negotiate a scope of work and a general services agreement with one firm, or may select one or more firms for further consideration.
- G. The City reserves the right to award any contract to the next most qualified agency, if the successful agency does not execute a contract within 30 days of being notified of selection.
- H. Any proposal may be withdrawn up until the date and time set above for opening of the proposals. Any proposal not so timely withdrawn shall constitute an irrevocable offer, for a period of one hundred and twenty (120) days to sell to the City the services described in the attached specifications, or until one or more of the proposals have been approved by the City administration, whichever occurs first.

- I. The City reserves the right to make an award without further discussion of the proposal submitted. The City shall not be bound or in any way obligated until both parties have executed a vendor contract. The City also reserves the right to delay contract award and/or not to make a contract award.
- J. The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City, and shall reflect the specifications in this RFP. A copy of the City's standard Professional Services Agreement is available for review (Attachment A). The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP and which is not approved by the City Attorney's office.
- K. The City shall not be responsible for any costs incurred by the agency in preparing, submitting or presenting its response to the RFP.
- L. The initial contract period will be for four (4) years from the start of the contract. The term of the contract may be extended in two (2) year increments for two (2) additional two-year periods for a total contract duration of eight (8) years, in accordance with the City's best interest and at the sole option of the City.
- M. Contract: The contract shall consist of the following documents:
 - 1. The Request for Proposal (RFP)
 - 2. The accepted proposal
 - 3. A Professional Service Agreement (Attachment A)
 - 4. Any agreed upon written changes to any of the foregoing documents

The contract documents are complimentary and what is called for in any one document shall be binding as if called for by all.

- N. Cooperative Purchasing: RCW 39.34 allows cooperative purchasing between public agencies (political subdivisions) in the State of Washington. Public agencies which have filed an Intergovernmental Cooperative Purchasing Agreement with the City of Kirkland may purchase from City of Kirkland contracts, provided that the supplier agrees to participate. The City of Kirkland does not accept any responsibility for purchase orders issued by other public agencies.
- O. Compliance with Laws: The supplier shall comply with all applicable federal, state and local laws, rules, and regulations, affecting its performance and hold the Purchaser harmless against any claims arising from the violation thereof. Contractor must obtain a City of Kirkland business license or otherwise comply with Kirkland Municipal Code Chapter 7.02.

VI EVALUATION PROCESS

Proposals will be evaluated by a committee of City staff. Evaluations will be based on criteria outlined herein which may be weighted by the City in a manner it deems appropriate. All proposals will be evaluated using the same criteria. The criteria used will be:

- A. Responsiveness to the RFP

The City will consider all the material submitted to determine whether the vendor's offering is in compliance with the RFP documents.

B. Ability to Perform Required Services

The City will consider all the relevant material submitted by each agency, and other relevant material it may otherwise obtain, to determine whether the agency is capable of providing services of the type and scope specific to the RFP. The following elements may be given consideration by the City in determining whether an agency is capable:

1. Experience, integrity and reputation of the agency and other information that has a direct bearing on the decision to award a contract.
2. Quality, ability, capacity and skill of the agency to perform the scope of services.
3. Effective integration with Springbrook Software

C. Ease of Conversion

Vendor must provide a detailed training and implementation plan

D. Technical Support

E. Fees

Vendor must provide a detailed price proposal that includes all pricing for initial deployment and on-going costs – Attachment F

F. References

As noted in Section III and to be completed on Form 3

G. Interviews

The City may conduct interviews as part of the final selection process.

H. Other Factors

Any other factors that the City believes would be in the City's best interest to consider which were not previously described, including but not limited to the following:

1. Full integration with current software systems
2. Complete customer information security
3. Customer bill delivery and comprehensive contemporary payment options including:
 - Web based utility payments account access
 - Real-time processing, ease of real time backup
 - Simplicity for customer use
 - Reliable and responsive support
 - Deployment of software or service similar to same sized municipalities/utilities



PROFESSIONAL SERVICES AGREEMENT

Utility Billing Printing & Mailing Services, Job No. 28-13-FA

The City of Kirkland, Washington, a municipal corporation ("City") and _____, whose address is _____ ("Consultant"), agree and contract as follows:

I. SERVICES BY CONSULTANT

- A. The Consultant agrees to perform the services described in Attachment _____ to this Agreement, which attachment is incorporated herein by reference.
- B. All services and duties shall be conducted and performed diligently, completely and in accordance with professional standards of conduct and performance.

II. COMPENSATION

- A. The total compensation to be paid to Consultant for these services shall not exceed \$_____, as detailed in Attachment _____.
- B. Payment to Consultant by the City in accordance with the payment ceiling specified above shall be the total compensation for all work performed under this Agreement and supporting documents hereto as well as all subcontractors' fees and expenses, supervision, labor, supplies, materials, equipment or the use thereof, reimbursable expenses, and other necessary incidentals.
- C. The Consultant shall be paid monthly on the basis of invoices submitted. Invoicing will be on the basis of percentage complete or on the basis of time, whichever is applicable in accordance with the terms of this Agreement.
- D. The City shall have the right to withhold payment to Consultant for any work not completed in a satisfactory manner until such time as Consultant modifies such work to the satisfaction of the City.
- E. Unless otherwise specified in this Agreement, any payment shall be considered timely if a warrant is mailed or is available within 45 days of the date of actual receipt by the City of an invoice conforming in all respects to the terms of this Agreement.

III. TERMINATION OF AGREEMENT

The City or the Consultant may terminate this Agreement at any time, with or without cause, by giving ten (10) days' notice to the other in writing. In the event of termination, all finished or unfinished reports, or other material prepared by the Consultant pursuant to this Agreement, shall be provided to the City. In the event the City terminates prior to completion without cause, consultant may complete such analyses and records as may be necessary to place its files in order. Consultant shall be entitled to receive just and equitable compensation for any satisfactory work completed on the project prior to the date of termination, not to exceed the payment ceiling set forth above.

IV. OWNERSHIP OF WORK PRODUCT

- A. Ownership of the originals of any reports, data, studies, surveys, charts, maps, drawings, specifications, figures, photographs, memoranda, and any other documents which are developed, compiled or produced as a result of this Agreement, whether or not completed, shall be vested in the City. Any reuse of these materials by the City for projects or purposes other than those which fall within the scope of this contract or the project to which it relates, without written concurrence by the Consultant will be at the sole risk of the City.
- B. The City acknowledges the Consultant's plans and specifications as instruments of professional service. Nevertheless, the plans and specifications prepared under this Agreement shall become the property of the City upon completion of the work. The City agrees to hold harmless and indemnify consultant against all claims made against Consultant for damage or injury, including defense costs, arising out of any reuse of such plans and specifications by any third party without the written authorization of the Consultant.
- C. Methodology, materials, software, logic, and systems developed under this contract are the property of the Consultant and the City, and may be used as either the consultant or the City sees fit, including the right to revise or publish the same without limitation.

V. GENERAL ADMINISTRATION AND MANAGEMENT

The Director of Finance & Administration for the City of Kirkland shall review and approve the Consultant's invoices to the City under this Agreement, shall have primary responsibility for overseeing and approving services to be performed by the Consultant, and shall coordinate all communications with the Consultant from the City.

VI. COMPLETION DATE

The Utility billing Printing & Mailing Services Agreement is to extend for a period of four (4) years from the start of the contract with two (2), two (2) year options to renew the agreement. The City in order to exercise its renewal option will need to do nothing. At the end of this period, the City may choose to negotiate a renewal option or to request additional proposals.

Consultant will diligently proceed with the work contracted for, but consultant shall not be held responsible for delays occasioned by factors beyond its control which could not reasonably have been foreseen at the time of the execution of this Agreement. If such a delay arises, Consultant shall forthwith notify the City.

VII. SUCCESSORS AND ASSIGNS

The Consultant shall not assign, transfer, convey, pledge, or otherwise dispose of this Agreement or any part of this Agreement without prior written consent of the City.

VIII. NONDISCRIMINATION

Consultant shall, in employment made possible or resulting from this Agreement, ensure that there shall be no unlawful discrimination against any employee or applicant for employment in violation of RCW 49.60.180, as currently written or hereafter amended, or other applicable law prohibiting discrimination, unless based upon a bona fide occupational qualification as provided in RCW 49.60.180 or as otherwise permitted by other applicable law. Further, no person shall be denied or subjected to discrimination in receipt of the benefit of any services or activities made possible by or resulting from this Agreement in violation of RCW 49.60.215 or other applicable law prohibiting discrimination.

IX. HOLD HARMLESS/INDEMNIFICATION

Consultant shall defend, indemnify and hold the City, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from its negligence or breach of any of its obligations in performance of this Agreement.

In the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Consultant and the City, its officers, officials, employees, and volunteers, the Consultant's liability hereunder shall be only to the extent of the Consultant's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Consultant's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

X. LIABILITY INSURANCE COVERAGE

The Consultant shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees. A failure to obtain and maintain such insurance or to file required certificates and endorsements shall be a material breach of this Agreement.

Consultant's maintenance of insurance as required by the agreement shall not be construed to limit the liability of the Consultant to the coverage provided by such insurance, or otherwise limit the City's recourse to any remedy available at law or in equity.

A. Minimum Scope of Insurance

Consultant shall obtain insurance of the types described below:

1. Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles. Coverage shall be written on Insurance Services Office (ISO) form CA 00 01 or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage.

2. Commercial General Liability insurance shall be written on ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, independent contractors and personal injury and advertising injury. The City shall be named as an additional insured under the Consultant's Commercial General Liability insurance policy with respect to the work performed for the City.
3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
4. Professional Liability insurance appropriate to the Consultant's profession.

B. Minimum Amounts of Insurance

Consultant shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$2,000,000 general aggregate.
3. Professional Liability insurance shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.

C. Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions for Automobile Liability and Commercial General Liability insurance:

1. The Consultant's insurance coverage shall be primary insurance as respects the City. Any insurance, self-insurance, or insurance pool coverage maintained by the City shall be excess of the Consultant's insurance and shall not contribute with it.
2. The Consultant shall provide the City and all Additional Insureds for this work with written notice of any policy cancellation, within two business days of their receipt of such notice.

D. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

E. Verification of Coverage

Consultant shall furnish the City with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Consultant before commencement of the work.

F. Occurrence Basis

Any policy of required insurance shall be written on an occurrence basis.

XI. COMPLIANCE WITH LAWS/BUSINESS LICENSE

The Consultant shall comply with all applicable State, Federal, and City laws, ordinances, regulations, and codes. Consultant must obtain a City of Kirkland business license or otherwise comply with Kirkland Municipal Code Chapter 7.02.

XII. FUTURE SUPPORT

The City makes no commitment and assumes no obligations for the support of Consultant activities except as set forth in this Agreement.

XIII. INDEPENDENT CONTRACTOR

Consultant is and shall be at all times during the term of this Agreement an independent contractor and not an employee of the City. Consultant agrees that he or she is solely responsible for the payment of taxes applicable to the services performed under this Agreement and agrees to comply with all federal, state, and local laws regarding the reporting of taxes, maintenance of insurance and records, and all other requirements and obligations imposed on him or her as a result of his or her status as an independent contractor. Consultant is responsible for providing the office space and clerical support necessary for the performance of services under this Agreement. The City shall not be responsible for withholding or otherwise deducting federal income tax or social security or for contributing to the state industrial insurance of unemployment compensation programs or otherwise assuming the duties of an employer with respect to the Consultant or any employee of Consultant.

XIV. EXTENT OF AGREEMENT/MODIFICATION

This Agreement, together with all attachments and addenda, represents the final and completely integrated Agreement between the parties regarding its subject matter and supersedes all prior negotiations, representations, or agreements, either written or oral. This Agreement may be amended only by written instrument properly signed by both parties.

XV. ADDITIONAL WORK

The City may desire to have the Consultant perform work or render services in connection with the project other than provided for by the express intent of this contract. Any such work or services shall be considered as additional work, supplemental to this contract. Such work may include, but shall not be limited to, _____ . Additional work shall not proceed unless so authorized in writing by the City.

Authorized additional work will be compensated for in accordance with a written supplemental contract between the Consultant and the City.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates written below:

CONSULTANT:

CITY OF KIRKLAND:

By: _____

By: _____
Marilynne Beard, Deputy City Manager

Date: _____

Date: _____

V7.09 Billing Export Layout Instructions

Springbrook Format

There are 5 files for the Billing Export for Springbrook. They are named:

1. **SS_Mailer.txt** – This file contains information about the recipient of the bill, including the Recipient's name, address, whether their address is certified, Customer Number, Customer Sequence, and the Bill-To Customer Number.

Notes about SS_Mailer

- a. Address 1 – 4. The address fields are created in such a way that they already include the City, State, and Zip information in the last applicable line. For example, if a customer has a Care-Of name listed, as well as 2 lines of address information, the Address lines in this table will be built so that the Care-Of is in Address 1, the 2 lines of address info will be in Address 2 and Address 3 respectively, and the City, State, and Zip information will be in Address 4. If a customer has no Care-Of name, and 1 line of address information, then the first line of Address information will be in Address 1, and the City, State, and Zip information will be in Address Line 2. Basically we have already structured this in such a way that you can just list Address 1 – 4 on the statement, and suppress it if it is blank, and don't include any additional City, State, and Zip information.
 - b. The Bill-To Customer Number – If the customer is setup to have a bill sent to another person (for example, if the tenant is a renter, and the owner requests a copy of each bill), then the SS_Mailer file will have two different lines with the same Customer Number and Customer Sequence, but potentially different Recipient Names and addresses, and different "Bill-To" Customer Numbers. This is done so that the "Bill-To" customer will get the same general billing information (The main Customer Number and Sequence are used to map to the UB_Statement_MST file, and even though there will be two SS_Mailer records, they will link to the same one UB_Statement_MST line), but this additional statement will contain the correct recipients name and address.
2. **UB_Statement_MST** – This file includes the "Master" information respective to each customer. Such information includes the customer number (Cust_No) and customer sequence (Cust_Sequence) which are used to uniquely identify each customer account, and are also used to join to the SS_Mailer table. This table also contains information such as the

customer name, service address, and charges incurred on the account including Payments, Adjustments, and Current Charges.

3. **UB_Statement_DTL** - This file includes the “Detail” information respective to each “Master” account. The records in this file are detailed line-items describing the transactions that have incurred on the account. Such information includes any transaction types (Payments, Adjustments, Billings, Refunds, Deposits), as well as respective dates and amounts for those transactions. This file also includes Meter information, found under the code “Meter”, which includes the Route number, Sequence Number, Serial Number, Current Reading, Previous Reading, Read Date and Consumption for each Active Meter found on the “Master” account.

Notes about UB_Statement_DTL

- a. **Current_Charge** – This field is used to indicate if a line item should be included with the Current Charges. If **Current_Charge** = TRUE then this line item is a current billing charge.
 - b. **Code** – This field indicates the type of detail line – there are 4 different codes
 - i. **FLAT** – A flat charge
 - ii. **CONSUMPTION** – A consumption charge
 - iii. **METER** – a meter line – this line lists the details about the active meter on the account that is being used to calculate consumption and/or flat charges
 - iv. **BUDGET** – indicates that the detail line is a budget-billing line item.
4. **UB_Statement_AMT** - This file includes a detailed list of itemized Billing Amounts, including, Beginning Balance, Payments, Adjustments, Additional Billings, Current Charges, and the Ending Balance (Total Amount Due) per service.
 5. **UB_Statement_CNS** - This file includes 24 months of consumption history for each “Master” account. However, only 12 lines are created, listing the “Current Consumption” and “Historical Consumption” on the same line, so that the current consumption is the amount for the given month, and the historical consumption is the amount for the same month but for the previous year. If no consumption history is found for a given month, then that consumption is entered as 0.

Each of these files has unique information that is necessary for creating bills. The **SS_Mailer** table is the primary table, and the **UB_Statement_MST** table is the main table to which the other **UB_Statement_xxx** tables are joined. They are joined as follows:

SS_Mailer to UB_Statement_MST

1. SS_Mailer.Cust_No -> UB_Statement_MST.Cust_No
2. SS_Mailer.Cust_Sequence -> UB_Statement_MST.Cust_Sequence

UB_Statement_MST to UB_Statement_DTL

1. UB_Statement_MST.UB_Statement_MST_ID -> UB_Statement_DTL.UB_Statement_MST_ID

UB_Statement_MST to UB_Statement_AMT

1. UB_Statement_MST.UB_Statement_MST_ID -> UB_Statement_AMT.UB_Statement_MST_ID

UB_Statement_MST to UB_Statement_CNS

1. UB_Statement_MST.UB_Statement_MST_ID -> UB_Statement_CNS.UB_Statement_MST_ID

Please see the “Springbrook – File Layouts.doc” for the list of fields in each file.

V7.09 Billing Export File Layout

Springbrook File Layouts

There are 5 files for the Billing Export for Springbrook. All files are comma-delimited and it is recommended to save them either as a text file (.txt) or a comma-separated list (.csv).

A. SS_Mailer

Field Name	Data Type	Description
1. SS Mailer ID	Character	The unique identifier for each SS_Mailer row
2. Recipient	Character	Full name of recipient of bill
3. Address 1	Character	Recipient’s Address Line 1
4. Address 2	Character	Recipient’s Address Line 2
5. Address 3	Character	Recipient’s Address Line 3
6. Address 4	Character	Recipient’s Address Line 4
7. Address 5	Character	Recipient’s Address Line 5
8. City	Character	Recipient’s City
9. State	Character	Recipient’s State
10. Zip	Character	Recipient’s Zip code
11. Certified	Logical	‘Yes’ if address has been certified
12. Barcode	Character	Barcode of Zipcode
13. Sort	Character	Sort Order

14. Tray	Character	Tray size
15. Package	Character	Package Dimensions
16. Piece	Character	Parcel Piece
17. Customer Number	Integer	Customer Number
18. Customer Sequence	Integer	Customer Sequence
19. Vendor Number	Character	Vendor's Number
20. Account Number	Integer	Recipient's Account Number
21. Bill-To Customer Number	Integer	Recipient's Customer Number
22. Index 1	Character	Misc Index field
23. Index 2	Character	Misc Index field
24. Character 1	Character	Statement Name
25. Character 2	Character	Statement "Copy" info – displays "Tenant Copy", "Owner Copy", or "Copy" if applicable and turned on in settings.
26. Integer 1	Integer	Misc Integer field
27. Integer 2	Integer	Misc Integer field
28. Decimal 1	Decimal	Misc Decimal field
29. Decimal 2	Decimal	Misc Decimal field
30. Date 1	Date	Misc Date field
31. Date 2	Date	Misc Date field
32. Logical 1	Logical	Misc Logical field
33. Logical 2	Logical	Misc Logical field
34. SS Mailer Header ID	Character	Internal use
35. Endorsement	Character	If address has been Certified, displays Certification Endorsement
36. Bill-To Message	Character	Unique Message for the specific Bill-To Customer
37. Use Alternate Address	Logical	Use Alternate Address?
38. Import Info	Character	Misc Import Info
39. Last Date	Date	Internal Use
40. Last Time	Integer	Internal Use
41. Last User	Character	Internal Use
42. Last Func	Character	Internal Use

B. UB_Statement_MST

Field Name	Data Type	Description
1. UB Statement MST ID	Character	Unique Identifier for each UB_Statement_MST row – used to join with CNS, AMT, and DTL

		tables.
2. Customer Number	Integer (999999)	This combined with Customer Sequence create the unique identifier for each customer, and is used as the main Account Number. Also used to join to the SS_Mailer table.
3. Customer Sequence	Integer (999)	Sequence after the Customer Number to create a unique identifier for each customer. Also used to join to the SS_Mailer table.
4. Customer Full Name	Character	First Name, Middle Name, Last Name
5. Service Address	Character	Address for which service is given
6. Connect Date	Date	Date Account is activated
7. Final Date	Date	Date Account is turned off
8. Period Begin	Date	Beginning of current Service Period
9. Period End	Date	End of Current Service Period
10. Billing Date	Date	Date of Current Billing
11. Due Date	Date	Date Bill is due to be paid
12. Statement Message	Character	Payment Message
13. Message 1	Character	Standard Message 1 for all customers in batch
14. Message 2	Character	Standard Message 2 for all customers in batch
15. Beginning Balance	Decimal (9,999,999,999.99)	Balance after previous billing
16. Balance Forward	Decimal (9,999,999,999.99)	Balance Forward on Account
17. Payments This Period	Decimal (9,999,999,999.99)	Payments applied to account since last billing
18. Adjustments This Period	Decimal (9,999,999,999.99)	Adjustments applied to account since last billing
19. Additional Billings This Period	Decimal (9,999,999,999.99)	Any additional (or manual) Billing charges incurred since last billing.
20. Current Charges	Decimal (9,999,999,999.99)	Charges incurred for the current billing batch.
21. End Balance	Decimal (9,999,999,999.99)	Total Amount Due – calculated as Beginning Balance – Payments + Adjustments + Additional Billings + Current Charges
22. Refund Amount	Decimal (9,999,999,999.99)	Amount to be Refunded

23. CR_Barcode	Character	Cash Receipts Payment Barcode, usually displayed in Code 39 font.
24. OCR_Scanline	Character	OCR Scanline for Payment receipts. Displayed in OCRA – EXT font.
25. Hold Status	Character	Displays if bill should be printed or held – “Hold”, or “No Hold”.
26. Character Miscellaneous 1	Character	Extra character field for Miscellaneous use
27. Character Miscellaneous 2	Character	Extra character field for Miscellaneous use
28. Character Miscellaneous 3	Character	Extra character field for Miscellaneous use
29. Character Miscellaneous 4	Character	Extra character field for Miscellaneous use
30. Character Miscellaneous 5	Character	Extra character field for Miscellaneous use
31. Character Miscellaneous 6	Character	Extra character field for Miscellaneous use
32. Character Miscellaneous 7	Character	Extra character field for Miscellaneous use
33. Character Miscellaneous 8	Character	Extra character field for Miscellaneous use
34. Character Miscellaneous 9	Character	Extra character field for Miscellaneous use
35. Character Miscellaneous 10	Character	Extra character field for Miscellaneous use
36. Decimal Miscellaneous 1	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
37. Decimal Miscellaneous 2	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
38. Decimal Miscellaneous 3	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
39. Decimal Miscellaneous 4	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
40. Decimal Miscellaneous 5	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
41. Decimal Miscellaneous 6	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
42. Decimal Miscellaneous 7	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
43. Decimal Miscellaneous 8	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
44. Decimal Miscellaneous 9	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
45. Decimal	Decimal	Extra decimal field for

Miscellaneous 10	(9,999,999,999.99)	Miscellaneous use
46. Meter Exchanged	Character	If a meter was changed out during the period, this field will say "METER CHANGE OUT"
47. Final Billing Statement	Character	If this is the Final statement for this account, this field will say "FINAL BILL"
48. Auto Pay	Character	If the customer is setup for auto-pay, this field will say "AUTO PAY"
49. Index	Character	Miscellaneous Index Field (sometimes used for sorting)
50. Report Logo	Character	Report Logo – Internal link to logo
51. System Code	Character	Code to indicate if the batch is a New or Final Billing Batch (New = "UB3", Final = "UB2")
52. Batch Year	Integer	Year of Batch Creation
53. Batch Month	Integer	Month of Batch Creation
54. Batch Number	Integer	Number of Batch
55. Date Miscellaneous 1	Date	Extra date field for Miscellaneous use
56. Date Miscellaneous 2	Date	Extra date field for Miscellaneous use
57. Date Miscellaneous 3	Date	Extra date field for Miscellaneous use
58. Date Miscellaneous 4	Date	Extra date field for Miscellaneous use
59. Last Date	Date	Internal Use
60. Last Time	Integer	Internal Use
61. Last User	Character	Internal Use
62. Last Func	Character	Internal Use

C. UB_Statement_DTL

Field Name	Data Type	Description
1. UB Statement DTL ID	Character	Unique Identifier for the UB_Statement_DTL file.
2. Code	Character	Indicates the type of line or charge (Flat, Consumption, Meter, or Budget)
3. Service Number	Integer	Service Number
4. Service Code	Character	Charge Code for this service
5. Tax Code	Character	Tax code for this service
6. Fee Code	Character	Fee Code for this service
7. Description	Character	Description of charges

		incurred
8. Amount	Decimal	Amount Billed
9. Bill Type	Character	Type of Billed Charge (Usually tied to a service number)
10. Transaction Date	Date	Date transaction was incurred
11. Transaction Type	Character	Type of Transaction (Adjustment, Payment, Billing, Deposit, Refund)
12. Transaction ID	Integer (9,999,999,999)	ID which uniquely ties each Bill Detail to it's respective History record.
13. Number of Units	Decimal (999.99)	Number of Dwelling Units from the Lot
14. Route Number	Character	Route Number of Meter
15. Sequence Number	Character	Sequence Number of Meter
16. Serial Number	Character	Serial Number of Meter
17. Prior Read Date	Date	Date of Previous Meter Read
18. Read Date	Date	Date of Current Meter Read
19. Prior Reading	Integer	Previous Meter Reading
20. Reading	Integer	Current Meter Reading
21. Consumption	Integer	Meter Consumption
22. Billable Consumption	Integer	Amount of Consumption that is billable
23. Percent of Period	Decimal	Percent of Period for the Meter Read
24. UB Statement MST ID	Character	Unique identifier to tie each DTL line to the respective MST line.
25. Index	Character	Misc Character field, sometimes used for sorting.
26. Current Charge	Logical	Used to distinguish Current Billing Charges from other charges incurred on account between billings – "TRUE" if current.
27. Estimated Read	Logical	TRUE if the reading was estimated, FALSE if it was an actual reading.
28. Decimal Miscellaneous 1	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
29. Decimal Miscellaneous 2	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
30. Decimal Miscellaneous 3	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use

31. Decimal Miscellaneous 4	Decimal (9,999,999,999.99)	Extra decimal field for Miscellaneous use
32. Character Miscellaneous 1	Character	Extra character field for Miscellaneous use
33. Character Miscellaneous 2	Character	Extra character field for Miscellaneous use
34. Character Miscellaneous 3	Character	Extra character field for Miscellaneous use
35. Character Miscellaneous 4	Character	Extra character field for Miscellaneous use
36. Date Miscellaneous 1	Date	Extra date field for Miscellaneous use
37. Date Miscellaneous 2	Date	Extra date field for Miscellaneous use
38. Date Miscellaneous 3	Date	Extra date field for Miscellaneous use
39. Date Miscellaneous 4	Date	Extra date field for Miscellaneous use
40. Logical Miscellaneous 1	Logical (Boolean)	Extra Logical field for Miscellaneous use
41. Logical Miscellaneous 2	Logical (Boolean)	Extra Logical field for Miscellaneous use
42. Last Date	Date	Internal Use
43. Last Time	Integer	Internal Use
44. Last User	Character	Internal Use
45. Last Function	Character	Internal Use

D. UB_Statement_AMT

Field Name	Data Type	Description
1. UB Statement AMT ID	Character	Unique Identifier for each AMT Row
2. Service Number	Integer	Service Number
3. Beginning Balance	Decimal (9,999,999,999.99)	Balance after previous billing
4. Payments This Period	Decimal (9,999,999,999.99)	Payments applied to account since last billing
5. Adjustments This Period	Decimal (9,999,999,999.99)	Adjustments applied to account since last billing
6. Additional Billings This Period	Decimal (9,999,999,999.99)	Any additional (or manual) Billing charges incurred since last billing.
7. Current Charges	Decimal (9,999,999,999.99)	Charges incurred for the current billing batch.
8. End Balance	Decimal (9,999,999,999.99)	Total Amount Due – calculated as Beginning Balance –

		Payments + Adjustments + Additional Billings + Current Charges
9. UB Statement MST ID	Character	Unique identifier to tie each DTL line to the respective MST line.
10. Last Date	Date	Internal Use
11. Last Time	Integer	Internal Use
12. Last User	Character	Internal Use
13. Last Function	Character	Internal Use

E. UB_Statement_CNS

Field Name	Data Type	Description
1. UB Statement CNS ID	Character	Unique Identifier for each CNS row
2. Period	Integer (99)	Period (usually the Month) that the consumption was recorded
3. Month	Integer (99)	Month that the consumption was recorded
4. Consumption	Decimal (9,999,999,999.99999)	Consumption for the current line's month
5. Prior Year Consumption	Decimal (9,999,999,999.99999)	Previous Year's consumption for the respective month
6. Bill Type	Character	Type of Billed Charge (Usually tied to a service number)
7. Index	Character	Miscellaneous Index Field (sometimes used for sorting)
8. UB Statement MST ID	Character	Unique identifier to tie each DTL line to the respective MST line.
9. Last Date	Date	Internal Use
10. Last Time	Integer	Internal Use
11. Last User	Character	Internal Use
12. Last Function	Character	Internal Use

Attachment C

City of Kirkland Specifications

Statements/Delinquent Notice Requirements:

1. Must fit a number #10 envelope with mailing address showing clearly.
2. Must include a #9 envelope for mailing payment. Kirkland does not want mail forwarded to a different address. We would like it returned to us with an address correction.
3. Insertion and folding of statements and return envelopes included in pricing.
4. Special inserts may be required and selective insertions should be an option.
5. Statement will be printed on pre-printed, pre-perforated forms- only the first page of the statement will be pre-printed- front and back.
6. Residential statements will contain a bar graph showing comparative usage.
7. Statements will be easily read with the fewest amount of pages for favorable postage rates.
8. The stub must have an available space to indicate that the amount due will be drawn from the customer's bank and no payment is necessary.
9. Statements should easily be reproduced singly- upon request by Kirkland.
10. A file layout is provided as Attachment "B", indicating the structure of the bill print file. The vendor will be expected to render a statement acceptable to City of Kirkland from the information on this file.
11. The specific details of the statements are listed below:

Billing Statement Specifics:

- a. Services are shown separately- not all customers have the same services
- b. There should be room for some narrative regarding each service
- c. Previous read and current read
- d. Multi metered accounts need to show all meters and what type they are
- e. Average Winter Water average usage printed
- f. Garbage detail printed for imported garbage charges
- g. Usage graph- last year vs. current year
- h. Metro charge is separate
- i. Previous balance
- j. Payments
- k. Adjustments shown separate.
- l. Bill date
- m. Due date
- n. Billing Period
- o. Account Number
- p. Service Address
- q. Amount Due
- r. Box for Kirkland Cares Donation
- s. Box for Total Paid
- t. OCR line
- u. There is a space for bill messages that can be changed as required.
- v. Payment stub will indicate if the customer has a credit balance or if the customer is on a "Bank Pay" program and the money will be taken out of their account

- w. Perforated at top for easy tear off
- x. Payment stub will preferably be at the top of the page for ease in automatic processing.

Delinquent Notice Specifics:

- a. Date of Notice
- b. Account Number
- c. Service Address
- d. Bill Date
- e. Amount Billed
- f. Late Fee
- g. Total Due
- h. Two color – red/black-
- i. OCR line
- j. Box for Shut-Off Date
- k. Perforated at top for easy tear off
- l. Payment stub at the top of the page for ease in automatic processing.
- m. Language regarding the delinquency fee.

Other Requirements:

- 12. The Vendor must have experience working with Springbrook, including real-time data exchange between the Springbrook database and the Vendor's billing and payment service.
- 13. Vendor will be responsible for climate-controlled storage and warehousing of forms and envelopes until needed or used. Any costs for fees must be clearly stated in the vendor's response.
- 14. Un-deliverable statements will be returned to the City weekly.
- 15. Kirkland will have the ability to have statement "pulled" from the run if necessary.
- 16. Kirkland mailing addresses are not "clean". A "zip plus 4" for CASS certification is required for the best rate on postage. Additionally, postal bar coding visible through the envelope window will be the responsibility of the selected vendor.
- 17. The Kirkland schedule for mailing bills (2nd, 3rd, 4th Wednesdays each month and 2nd, 3rd Tuesdays every other month – total of 8 mailings in a 2-month period) and delinquents (3 Tuesdays each month and 2 Mondays every other month – total of 8 mailings in a 2-month period) must be strictly adhered to. Turnaround should be within 24 hrs of receiving electronic file.
- 18. The City expects to be able to pay postage to the selected vendor and to receive timely and appropriate accounting for the actual postage expense.
- 19. Cost increases, or price changes, will require at least sixty (60) calendar days prior notice and shall not exceed 3% per year, or the US Department of Labor Consumer Price Index for All Urban Consumers (CPI-U), whichever is lower. Also, cost increases (postage excluded), if necessary, shall be in conjunction with the City's 2 year budget cycle.
- 20. At the point the City receives the vendor's designed billing template, the City will conduct multiple, iterative, test runs. These tests must be deemed successful in order for the City to accept the billing statement design and programming.

21. If the Vendor's equipment is capable of accepting and processing recycled paper, the City prefers, though does not require, the paper be made of a minimum of 30% post recycled material. Vendor may suggest and provide samples of recycled paper.
22. The City of Kirkland has enclosed scanned samples of currently used utility statements and delinquent notices.
23. Form creation, printing detail and placement of print is extremely important. Format for each statement must have the City of Kirkland's final approval.
24. The Vendor will seal, bundle, meter and place utility bills in mailing trays that are in presort order, enabling us to get the lowest qualifying first class postal discounts rates possible.
25. Vendor will provide a breakdown of additional form printing, to include minimum quantities taking into consideration a maximum of six months total stock specified by the City.
26. The Vendor will provide programming for set up of each form creation and modifications.
27. Any additional or special programming may be requested by the City of Kirkland and will be billed at a per hour rate with prior approval of quotes.
28. Vendor will have capability to allow City to view a searchable PDF file of each identical record and after mailing.
29. Vendor must be a "Full Service" Vendor capable of providing all services requested without subcontracting any portion of our project, including presorting, artwork, and programming.
30. Vendor will have multiple locations for disaster recovery and must detail operations specific for processing statements should the Vendor's primary facility become in-operable.
31. All work shall be processed at a location that provides security and supervision including a well-defined quality control assurance program.
32. The Vendor must provide an implementation plan that includes key tasks, milestones, and designated City and Vendor responsibilities. Describe all hardware, software, or virtual components that Kirkland's staff will be required to support. Outline all training that will occur during the course of this project, including training location, cost, and topics. Include support options and costs with descriptions.

Attachment D
Scope of Services Responses
Utility Billing Printing

Responses Requested (in the same numerical format)

1. Provide the address of where work will be performed and of head office.
2. If a data file is provide by 4:00 PM., provide a time when the completed project would be delivered to the designated post-office for processing.
3. Are you able to mail printed statements/notices within 24 hours of receiving file from the City?
4. Detail the lead time and other requirements for special inserts or selective insertions to the statements.
5. Provide a detailed description of vendor disaster recovery plan. The City will need to know what to expect and when in the event of a run failure on the part of the vendor.
6. Provide samples of reporting capabilities.
7. Provide total years experience using Springbrook Software and the number of customers currently using this software.
8. Provide information on internet services capabilities.
9. Will there be a dedicated staff member assigned to Kirkland's account?
10. Would that staff be available at no additional charge to meet and discuss set up and management of our account?
11. Specify what would be a standard set-up time for implementation.
12. Provide samples of an implementation process.
13. Is there an additional charge for pickup/or receipt of printed stuffers?

Attachment E

Lockbox Services Questions/Statements

Responses Requested (in the same numerical format)

1. Provide the names of individuals, with phone numbers and e-mail addresses, who will be working on the proposed services and their areas of responsibility including their specific experience relative to the request for proposal requirements.
2. Submit at least five (5) references (preferably from current local government customers) who can attest to the lockbox provider's experience as it relates to providing lockbox services. The references must include contact name, title, address, e-mail address, telephone number and services used.
3. Provide a description of the following key items:
 - A. Time and frequency of pickups
 - B. Turn-around processing time
 - C. Deposit deadlines
 - D. Ability to provide images of remittance documents and checks via web and/or CD ROM.
 - E. Acceptance criteria for payments
 - F. Rejection criteria for payments
 - G. Method and time of data transmissions
 - H. Location of post office box
 - I. Location of lockbox office
 - J. Ability to return original documents of all business license and false alarm submissions
 - K. Method and time of delivery for returning original documents to the City
 - L. Ability for the City to determine appropriate batch size and batch numbering system
 - M. Treatment of exceptions (non-standard) items
 - N. Ability to handle payments containing multiple remittance advices
 - O. Technical specifications of transmission of data to the City
 - P. Error tolerance of lockbox personnel and subcontractors
 - Q. Bonding requirements of lockbox personnel and subcontractors
4. Describe how inquiries requiring research and adjustments are handled by the institution. Are there established turn-around times for research and adjustment items? If yes, specify.
5. Security/Protection Measures: What security features are in place to minimize the risk of unauthorized transactions?
6. Service Enhancements: Describe any enhancements, technological or otherwise, that we should consider to improve operational or cash management efficiencies.
7. Discuss your use of the internet in providing services to your municipal/business customers.

8. Provide information on how your institution plans to keep your product line competitive. Describe what approach you are taking in the development of new services.
9. Disaster Recovery:
 - a. Describe your institution's formal disaster recovery plan.
 - b. How quickly will back-up facilities be activated?
 - c. Describe your institution's operating capabilities to assist the City in the event of a disaster or declared emergency.
10. Implementation Plan: Describe the implementation plan you would coordinate with the City, including timetable.
11. List the address and hours of operation at your lockbox office.
12. Discuss any special conditions, other fees, other services, or deviations from the requested scope.

Attachment F VENDOR PRICE PROPOSAL

Cost Structure Requirements:

1. Postage should be considered as a separate category and price quoted per item.
2. The statement "creation" process must be sized and quoted separately from ongoing statement processing services as these fees will be a one-time effort.
3. The statement "creation" quote should be the "best possible" price- the City can reject the proposal if the quote is not acceptable.
4. Any other charges not covered in the items above should be detailed and categorized as one-time or ongoing (recurring).

Proposals should indicate separate pricing for:

1. Initial deployment
2. Processing/printing regular utility bills
3. Processing/printing for delinquent notices
4. Per item for bill inserts and/or selective insertions
5. Breakdown of insert charges based on printing and/or just inserting, black & white, colors, one or two sided.
6. Any delivery charges
7. Any processing charges over and above the per item pricing
8. "Undeliverable" processing
9. Postage
10. Any other line items not included above
11. Other Services (The City may choose not to contract for these services)
 - a. Payment Systems
 - i. Online payments
 - ii. Interactive voice response (IVR)
 - iii. Phone payments
 - iv. Mobile payments
12. Lockbox Services
13. Other services recommended by vendor not addressed in the RFP should also have quotes.

Proposal Form #1

To : City of Kirkland

From: _____ Vendor Name
_____ Vendor Address
_____ City, State, Postal Code
_____ Telephone Number
_____ Email Address

2. Exceptions:

Except as noted below, the undersigned hereby agrees to comply with all the terms and conditions put forth in the City's Request for Proposal.

Signed: _____

Dated: _____

Title: _____

Company Information Form #2

Company Name: _____

Home Office Address: _____

Washington Business Address: _____

Website Address: _____

Name, Title, Address, Telephone Number, FAX Number and Email Address of the person to be contacted concerning the proposal:

If Applicable, Name of the Parent Company:

Home Office Address, Telephone Number and Website Address of the Parent Company:

Describe the parent company's relationship with the vendor:

If applicable, does the person signing the proposal have the authority to sign on behalf of the vendor?

_____Yes _____No

Names of companies that will share significant and substantive responsibilities with the vendor in performing the scope of services under the Contract:

Attach to this form, and label appropriately, documentation showing that the vendor is duly organized and validly existing as a corporation or partnership in good standing, and licensed to do business in the City. If the vendor is not licensed to do business in the City, then the vendor must provide a sworn statement that it will take all necessary actions to become so licensed if selected as the selected Vendor.

Client References Form #3

Client References #1

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the City's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Client References #2

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the City's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Client References #3

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the City's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Client References #4

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the City's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Client References #5

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the City's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No



Mailing address for correspondence only:
 CITY OF KIRKLAND UTILITY BILLING
 PHONE: (425) 587-3150
 MAILING ADDRESS:
 123 5TH AVE, KIRKLAND, WA 98033-6121

Account Number	Bill Date: Due Upon Receipt	Late Fee Applied After
000429-000	05/22/2013	06/21/2013
Service Address		Bill Period
1917 3RD ST		03/01-04/30
KIRKLAND CARES DONATION	ENTER AMOUNT PAID BELOW	TOTAL DUE
		\$272.89

"KIRKLAND CARES" DONATION
 I enclosed _____ with my utility payment as a donation to "Kirkland Cares". This donation will be used by Hopelink to assist our neighbors in need. (Tax Deductible)

**MAKE CHECKS PAYABLE TO CITY OF KIRKLAND
 PLEASE WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK
 CITY OF KIRKLAND PAYMENT ADDRESS:**

CITY OF KIRKLAND - UTILITY BILLING
 P.O. BOX 3865
 SEATTLE WA 98124-3865

SAMPLE

1



RETURN THIS PORTION WITH YOUR PAYMENT



Pay online at <http://kirkland.merchantransact.com>
 • SEE REVERSE SIDE FOR ADDITIONAL INFORMATION •

ACCOUNT NO.	BILL DATE: DUE UPON RECEIPT	LATE FEE APPLIED AFTER	SERVICE ADDRESS	BILLING PERIOD	AMOUNT DUE
000429-000	05/22/2013	06/21/2013	1917 3RD ST	03/01-04/30	\$272.89

EXPLANATION OF CURRENT CHARGES

Previous Balance: \$296.48
Payments: \$-296.48

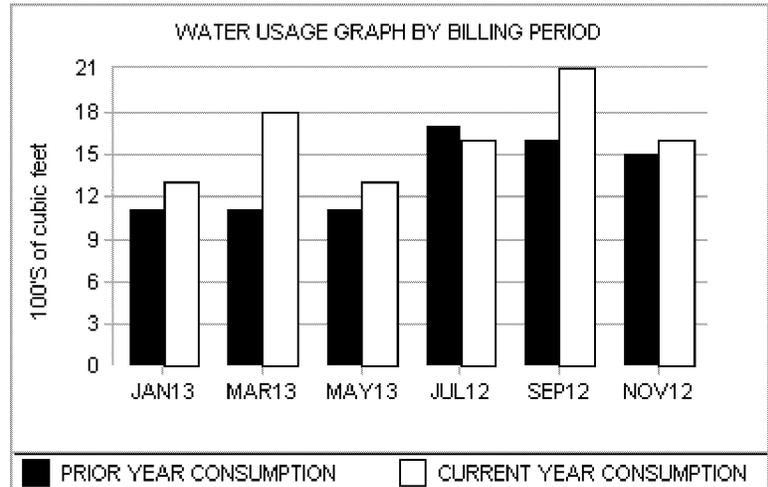
Meter #: 57367692 Usage: 13
 Prior Read: 1144 Current Read: 1157
 Read Dates: 2/14/2013 TO 4/15/2013

BALANCE FORWARD: \$0.00

Current Charges	Billing Period: 03/01/2013-04/30/2013	
Water Base	Residential Water Svc	\$34.64
Water Consumption	Residential Water Svc	\$37.44
King County Sewer	Resid Sewer Service	\$79.58
Kirkland Sewer	Residential Sewer	\$46.97
Garbage	1-35 Gal Cart Svc	\$44.50
King Cty Res Haz	King Cty Res Haz	\$2.16
Effect of Utility Tax		\$27.60

TOTAL CURRENT CHARGES: \$272.89

TOTAL DUE: \$272.89



MONTH	PRIOR YEAR	CURRENT YEAR
JAN13	11	13
MAR13	11	18
MAY13	11	13
JUL12	17	16
SEP12	16	21
NOV12	15	16

1 UNIT = 100 CUBIC FEET = 748 GALLONS

Please register to view your account, receive email notices & pay your bill online at <https://kirkland.merchantransact.com>.



Mailing address for correspondence only:

CITY OF KIRKLAND UTILITY BILLING
PHONE: (425) 587-3150
MAILING ADDRESS:
123 5TH AVE, KIRKLAND, WA 98033-6121

Table with 3 columns: Account Number, Bill Date, Late Fee Applied After. Includes a summary row for Service Address and Bill Period, and a row for KIRKLAND CARES DONATION with amount \$721.76.

"KIRKLAND CARES" DONATION
I enclosed _____ with my utility payment as a donation to "Kirkland Cares". This donation will be used by Hopelink to assist our neighbors in need. (Tax Deductible)



SAMPLE

3/36-7.47
3



MAKE CHECKS PAYABLE TO CITY OF KIRKLAND
PLEASE WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK
CITY OF KIRKLAND PAYMENT ADDRESS:

CITY OF KIRKLAND - UTILITY BILLING
P.O. BOX 3865
SEATTLE WA 98124-3865



RETURN THIS PORTION WITH YOUR PAYMENT



Pay online at http://kirkland.merchantransact.com
SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Table with 6 columns: ACCOUNT NO., BILL DATE, LATE FEE APPLIED AFTER, SERVICE ADDRESS, BILLING PERIOD, AMOUNT DUE.

EXPLANATION OF CURRENT CHARGES

Previous Balance: \$904.76
Payments: \$-904.76

Meter #: 66490212 Usage: 29
Prior Read: 654 Current Read: 683
Read Dates: 2/14/2013 TO 4/12/2013

BALANCE FORWARD: \$0.00

Table of Current Charges including Water Base, Water Consumption, King County Sewer, Kirkland Sewer, King Cty MTF Haz, MTF Collection, and Effect of Utility Tax on Water & Sewer. Total Current Charges: \$721.76

TOTAL DUE: \$721.76

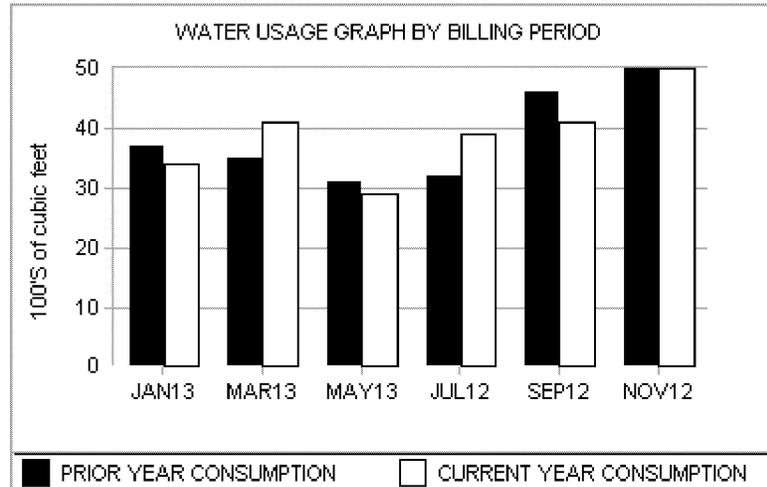


Table comparing Prior Year and Current Year consumption by month: JAN13, MAR13, MAY13, JUL12, SEP12, NOV12.

1 UNIT = 100 CUBIC FEET = 748 GALLONS

Please register to view your account, receive email notices & pay your bill online at https://kirkland.merchantransact.com.



Mailing address for correspondence only:

CITY OF KIRKLAND UTILITY BILLING

PHONE: (425) 587-3150

MAILING ADDRESS:

123 5TH AVE, KIRKLAND, WA 98033-6121

Account Number	Bill Date: Due Upon Receipt	Late Fee Applied After
037641-000	05/14/2013	06/13/2013
Service Address		Bill Period
10051 NE 142ND PL		03/01-04/30
KIRKLAND CARES DONATION	ENTER AMOUNT PAID BELOW	TOTAL DUE
		\$92.02

"KIRKLAND CARES" DONATION

I enclosed _____ with my utility payment as a donation to "Kirkland Cares". This donation will be used by Hopelink to assist our neighbors in need. (Tax Deductible)



SAMPLE

1623 / 1574 3-3-221
1574



**MAKE CHECKS PAYABLE TO CITY OF KIRKLAND
PLEASE WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK
CITY OF KIRKLAND PAYMENT ADDRESS:**

CITY OF KIRKLAND - UTILITY BILLING
P.O. BOX 3865
SEATTLE WA 98124-3865



RETURN THIS PORTION WITH YOUR PAYMENT



Pay online at <http://kirkland.merchantransact.com>
• SEE REVERSE SIDE FOR ADDITIONAL INFORMATION •

ACCOUNT NO.	BILL DATE: DUE UPON RECEIPT	LATE FEE APPLIED AFTER	SERVICE ADDRESS	BILLING PERIOD	AMOUNT DUE
037641-000	05/14/2013	06/13/2013	10051 NE 142ND PL	03/01-04/30	\$92.02

E X P L A N A T I O N O F C U R R E N T C H A R G E S

Previous Balance: \$161.96
Payments: \$-161.96

BALANCE FORWARD: \$0.00

Current Charges	<u>Billing Period: 03/01/2013-04/30/2013</u>	
Garbage	1-64 Gal Cart Svc	\$81.32
King Cty Res Haz	King Cty Res Haz	\$2.16
Effect of Utility Tax		\$8.54

TOTAL CURRENT CHARGES: \$92.02

TOTAL DUE: \$92.02

Please register to view your account, receive email notices or pay your bill online at: <https://kirkland.merchantransact.com>



Mailing address for correspondence only:

CITY OF KIRKLAND UTILITY BILLING

PHONE: (425) 587-3150

MAILING ADDRESS:

123 5TH AVE, KIRKLAND, WA 98033-6121

Account Number	Bill Date: Due Upon Receipt	Late Fee Applied After
006473-000	05/14/2013	06/13/2013
Service Address		Bill Period
12910 TOTEM LAKE BLVD		03/01-04/30
KIRKLAND CARES DONATION	ENTER AMOUNT PAID BELOW	TOTAL DUE
		\$1,771.24

"KIRKLAND CARES" DONATION
 I enclosed _____ with my utility payment as a donation to "Kirkland Cares". This donation will be used by Hopelink to assist our neighbors in need. (Tax Deductible)



SAMPLE

1 / 1 15-19-58
1



**MAKE CHECKS PAYABLE TO CITY OF KIRKLAND
PLEASE WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK
CITY OF KIRKLAND PAYMENT ADDRESS:**

CITY OF KIRKLAND - UTILITY BILLING
P.O. BOX 3865
SEATTLE WA 98124-3865



RETURN THIS PORTION WITH YOUR PAYMENT



Pay online at <http://kirkland.merchantransact.com>
• SEE REVERSE SIDE FOR ADDITIONAL INFORMATION •

ACCOUNT NO.	BILL DATE: DUE UPON RECEIPT	LATE FEE APPLIED AFTER	SERVICE ADDRESS	BILLING PERIOD	AMOUNT DUE
006473-000	05/14/2013	06/13/2013	12910 TOTEM LAKE BLVD	03/01-04/30	\$1,771.24

EXPLANATION OF CURRENT CHARGES

Previous Balance: \$1,771.24
Payments: \$-1,771.24

BALANCE FORWARD: \$0.00

Current Charges Billing Period: 03/01/2013-04/30/2013
 King Cty COM Haz King Cty COM Haz \$22.48 **\$22.48**
 Com Garb Collection \$791.29
 7005-00900, April, 0012749, 1-8 YD 2X PER WEEK \$83.09
 Com Garb Collection \$791.29
 7005-00900, March, 0012749, 1-8 YD 2X PER WEEK \$83.09

TOTAL CURRENT CHARGES: \$1,771.24

TOTAL DUE: \$1,771.24

Please register to view your account, receive email notices or pay your bill online at: <https://kirkland.merchantransact.com>



Mailing address for correspondence only:
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 MAILING ADDRESS:
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ACCOUNT NO.	DATE OF NOTICE	BILL DATE	AMOUNT BILLED
004153-000	05/14/2013	04/10/2013	\$655.79
SERVICE ADDRESS			LATE FEE
4410 LK WA BLVD NE			\$26.43
SHUT OFF DATE	ENTER AMOUNT PAID BELOW		TOTAL DUE
06/05/2013			\$321.22

CITY OF KIRKLAND PAYMENT ADDRESS:

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 P.O. BOX 3865
 SEATTLE WA 98124-3865



SAMPLE

4/1-1-156



RETURN THIS PORTION WITH YOUR PAYMENT



DELINQUENT INVOICE

Account No.
004153-000

Service Address
4410 LK WA BLVD NE

Total Due: \$321.22

You can pay online at: <https://kirkland.merchanttransact.com>
 If payment has been made since this notice was mailed, please disregard this notice.

Payment must be received before 5 PM on May 23, 2013 or a \$20.00 fee will be charged and a courtesy shut-off tag will be hung.

SHUT OFF DATE: Wednesday, June 5, 2013

To avoid shut off of service, pay past due balance
 by 5:00 PM on Tuesday, June 4, 2013

BILLING QUESTIONS: 425 587 3150 OR UTILITYBILLING@KIRKLANDWA.GOV
 OFFICE HOURS 8:00AM TO 5:00PM
 MONDAY- FRIDAY
 123 5TH AVE
 KIRKLAND WA 98033

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<https://kirkland.merchanttransact.com>.



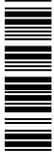
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ACCOUNT NO.	DATE OF NOTICE	BILL DATE	AMOUNT BILLED
006729-000	04/29/2013	03/19/2013	\$719.24
SERVICE ADDRESS			LATE FEE
12412 116TH AVE NE			\$63.06
SHUT OFF DATE	ENTER AMOUNT PAID BELOW		TOTAL DUE
			\$782.30

CITY OF KIRKLAND PAYMENT ADDRESS:

CITY OF KIRKLAND - UTILITY BILLING
 P.O. BOX 3865
 SEATTLE WA 98124-3865



SAMPLE

1 / 2-2-333



RETURN THIS PORTION WITH YOUR PAYMENT



DELINQUENT INVOICE

Account No.
 006729-000

Service Address
 12412 116TH AVE NE

Total Due: \$782.30

You can pay online at: <https://kirkland.merchanttransact.com>
 If payment has been made since this notice was mailed, please disregard this notice.

Gentle Reminder: We have not received payment for your
 garbage bill. Please remit the above amount as soon as possible.

All bills outstanding from the billed date receive a 10% penalty.

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 MONDAY- FRIDAY
 123 5TH AVE
 KIRKLAND WA 98033

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Please register to view your account, receive email notices or pay your bill online at: <https://kirkland.merchanttransact.com/>.
 If this account is already with our collection agency, the amount due on this notice does not include those amounts.