



City of Kirkland

Request for Proposal

Printing, Mailing, & Payment Services for Utility Billing and False Alarm Reduction Program

Job # 36-19-FA

Issue Date: July 5, 2019

Due Date: July 26, 2019 – 3:00 p.m. (Pacific Time)

REQUEST FOR PROPOSALS

Notice is hereby given that proposals will be received by the City of Kirkland, Washington (City), for:

Printing, Mailing, & Payment Services for Utility Billing and False Alarm Reduction Program

File with Purchasing Agent, Finance Department, 123 - 5th Ave, Kirkland WA, 98033

Proposals received later than **3:00 p.m. PDT July 26, 2019 will not be considered.**

A copy of this Request for Proposal (RFP) may be obtained from City's web site at <http://www.kirklandwa.gov/>. Click on the Business tab at the top of the page and then click on the Request for Proposals link found under "Doing Business with the City".

The City reserves the right to reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by proposers in the preparation and submission of a proposal. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

A response that indicates that any of the requested information in this RFP will only be provided if and when the proposer is selected as the apparently successful Service Provider is not acceptable, and, at the City's sole discretion, may disqualify the proposal from consideration.

The City requires that no person shall, on the grounds of race, religion, color, national origin, sex, age, marital status, political affiliation, sexual orientation, or the presence of any sensory, mental, or physical disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City further assures that every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs are federally funded or not.

In addition to nondiscrimination compliance requirements, a Service Provider ultimately awarded a contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; disabilities; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

Dated this 5th Day of July 2019.

Greg Piland
Financial Operations Manager

City Profile

The City is located in the Seattle metropolitan area, on the eastern shore of Lake Washington and approximately 10 miles east of downtown Seattle. It has a population of approximately 89,000 and is the thirteenth largest city in the State of Washington and the sixth largest city in King County, Washington. The City manages approximately 24,750 utility accounts for residential, multi-family, and commercial customers for water, sewer, and garbage/recycling services.

Since its incorporation in 1905, Kirkland has grown in geographic size and now occupies 18 square miles.

Current Process

The City operates its billing system software from Accela titled Springbrook Version 7.16 and contracts with AFTS for statement printing and mailing. The City's contractor mails approximately 18,000 regular utility bills and 890 delinquent notices per odd month and 6,850 regular utility bills and 1,950 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 electronic files which will be sent to the selected vendor who will then render billing statements from the electronic files provided. Delinquent notices require a similar effort. The City's contractor also creates a zip file containing individual utility bills in a PDF format for the City to upload for its online bill payment website contractor (Paymentus). 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 (AFTS) processes approximately 2,700 payments per month, deposits funds daily into the City's bank account, and submits a file to the City each day of the payments recorded that the City imports into its billing software system.

Scope of Work

The City is soliciting requests for proposals from qualified vendors ("Contractors") to provide utility bill and delinquent notice printing and pdf generation, along with mailing services for the City's Utility Billing division in the Finance and Administration Department. The vendor would also assist the City in launching a new paperless billing program. The City is also in need of payment processing services commonly referred to as Lockbox services for its Utility Billing Division.

The City may be interested in utilizing Lockbox services for the annual billing for our False Alarm Reduction program registrations consisting of 4,000 customers. The City is possibly interested in solutions provided by vendors for an online platform or Interactive Voice Response (IVR) system for payments relating to the City's alarm program including annual renewals and false alarm penalties.

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

The ideal Vendor(s) shall have experience in successfully implementing the proposed solutions at local government or utility agencies of similar size to the City and/or in larger agencies. The successful Vendor shall be responsible for the final City approved implementation including development of system integration and connectivity to existing resources.

This RFP process seeks to find the best overall solution for the City for this investment. The award shall be made to the qualified Vendor whose proposal is most advantageous to the City with price and other factors considered. Other factors that may contribute to the selection process include but are not limited to the following:

- Project approach and understanding of the City's objectives and requirements
- Supplier's implementation methodology and implementation success
- Vendor's experience providing bill printing and/or lockbox services for customers of similar size to Kirkland
- Feedback from customer references
- Compliance with the City's terms and conditions
- Ability to integrate with other City systems and adhere to City's technological requirements
- Cost and quality of ongoing maintenance and support

The Vendor should have staff available to discuss any customer service concerns during the hours City Hall is open (Monday – Friday 8 A.M. to 5 P.M.).

The Vendor should be able to have the printed bills typically arrive at homes of Kirkland residents and businesses within 3 business days of receiving the billing file from the City. It should take no more than typically 3 businesses days to receive and deposit check payments mailed to the Vendor's lockbox facility from Kirkland residents and businesses.

General Technical Requirements

The Vendor will be required to adhere to the technological requirements described below, and should describe their technical methodology in their proposal:

- The proposed system meets regulatory requirements such as PCI and other applicable State/Federal laws
- Vendor will provide prompt notice to the City of any confirmed or suspected security breaches. Notice will be provided by e-mail and telephone to the City's primary IT and business contacts.
- The City requires that our data remains our property and must be managed in accordance with the records laws of the State of Washington. Vendor's policy for securely managing personal data and sharing of data with any 3rd party sources.
- Describe the process we would follow to get the daily file for import into our utility billing software (Accela – Springbrook), and also the process of delivering our billing file to you.

- Vendor must be able to provide a zip file containing individual utility bills in a PDF format within one business day of receiving our billing file.
- Vendor must assist with City's plan to initiate paperless billing. A pdf of specific customers' bills would be generated, but not printed and mailed.

Terms and Conditions

The City reserves the right to award a single contract or multiple contracts for the following services:

- 1) Utility bill printing and mailing
- 2) Lockbox/payment processes.
- 3) Online/IVR payment platform for alarm program

The City will evaluate and score each of these services separately. The City will consider proposals from single Vendors or from multiple Vendors working as a team.

In the event multiple Vendors submit a proposal together, the City expects that there will be one prime contact that will be responsible for the whole project and for coordinating the work of the other Vendors. The City will require these services to fully integrate with its existing systems and processes, including utility billing Accela - Springbrook Software.

For online/IVR payment options for the False Alarm Reduction Program, integration with Tyler Cashiering and Tyler New World would be preferred.

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.

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.

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 a particular proposal. Failure of a Proposer to respond to such a request for additional information or clarification could result in rejection of their proposal.

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.

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.

Term of Contract

This agreement will be for a period of three (3) years, with a City option to renew for one additional two-year period. The Director of Finance and Administration shall make the determination of contract renewal.

The City reserves the right to cancel the contract upon 60 days written notice to the Contractor.

Contract

The contract shall consist of the following documents: The Request for Proposals (RFP), the accepted proposal, a Professional Services Agreement (see Attachment A), and 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.

Cooperative Purchasing

Chapter 39.34 RCW allows cooperative purchasing between public agencies in the State of Washington. Public agencies which have filed an Intergovernmental Cooperative Purchasing Agreement with the City may purchase from City contracts, provided that the consultant agrees to participate. The City does not accept any responsibility for contracts issued by other public agencies, however.

Process Schedule

The City will attempt to follow this timetable, which should result in the full implementation of an agreement by November 1, 2019.

Issue RFP	July 5, 2019
Deadline for questions	July 12, 2019
Responses to questions	July 17, 2019
Deadline for submittal of proposals	July 26, 2019
Interviews (if needed) Week of	August 5, 2019
Selection of successful proposal	August 9, 2019
Agreement for services signed	August 30, 2019
Implementation of services	November 1, 2019

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

Requirements of the Proposal

Please include the following in presenting your proposal:

- **Experience** - Summarize experience relevant to the services requested.
- **Method of Service Provision** - Describe method of service delivery, approach, and what makes you unique with respect to providing the identified needs of the City.
- **Proposed Fee Structure** - Identify your proposal regarding compensation. Also, describe what expenses would be charged to the City. Please include all items and services that could be utilized by the City on an as-needed basis.
- **Statement of Contract Compliance** - Discuss how your insurance meets the City's requirements as Identified in Attachment A. Also identify any suggested changes in the attached contract.
- **References** - Identify four references who can attest to your experience and capabilities as they relate to services requested. The references must include contact name, address, and telephone number.
- **Acceptance of Terms and Conditions**
- **Non-collusion certificate**
- **Non-disclosure agreement**

Evaluation Procedures

A committee of City Staff will evaluate the submitted proposals. The evaluators will consider how well the proposer's proposed methodology and deliverables meet the needs of the City as described in the proposer's response to each requirement of the proposal. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal. The evaluation process is not designed to simply award the contract to the lowest cost proposer. Rather, it is intended to help the City select the proposer with the best combination of attributes, including price, based on the evaluation factors.

The City will evaluate all proposals received under this solicitation using the following points system:

Completeness of proposal submitted	0-10
References	0-10
Demonstrated ability to provide requested services	0-20
Experience	0-20
Proposed compensation and contract terms	0-40

Selection Process

The City may choose to select a short list of respondents for interview by a committee during the week of August 5, 2019. The selected Service Provider must be prepared to provide services November 1, 2019. Selection of a Service will be based on the review committee's judgment as to the best match between the city's needs.

Questions

Questions regarding the City's RFP process should be addressed to:

Greg Piland
Financial Operations Manager – Finance and Administration Department
Email: gpiland@kirklandwa.gov

Questions regarding the scope of work, evaluation process, or technical aspects of this RFP should be submitted no later than 3:00 p.m. PDT on July 12, 2019 to:

Jay Gewin
Customer Accounts Supervisor – Finance and Administration Department
Email: jgewin@kirklandwa.gov

Proposal Submittal Instructions

Proposals must be received by no later than **3:00 pm PDT on July 26, 2019**.

We prefer that proposals be submitted by email. Emailed proposals should include "Proposal-Job #36-19-FA" in the subject line and be addressed to: purchasing@kirklandwa.gov. (Emailed proposals must be in MS Word or PDF format and cannot exceed 20MB).

As an alternate to email, proposals can be mailed or delivered to:

City of Kirkland
Attn: Greg Piland – Job #36-19-FA
123 5th Avenue
Kirkland, WA 98033

If submitting a proposal, please include the original plus four (4) copies of all proposals in printed form, and one electronic copy on a flash drive, submitted in a sealed envelope or box with the following words clearly marked on the outside of the envelope, Printing, Mailing, & Payment Services for Utility Billing RFP. The proposer's name and address must be clearly indicated on the envelope.

ACCEPTANCE OF TERMS AND CONDITIONS

It is the intent of the City to contract with a private supplier. All supplier representations, whether verbal, graphical or written, will be relied on by the City in the evaluation of the responses to this Request for Proposal. This reliance on the Supplier's represented expertise is to be considered as incorporated into any, and all, formal Agreements between the parties.

PRINT THE WORDS "NO EXCEPTIONS" HERE _____ IF THERE ARE NO EXCEPTIONS TAKEN TO ANY OF THE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS.

IF THERE ARE EXCEPTIONS TAKEN TO ANY OF THESE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS, THEY MUST BE CLEARLY STATED IN THE TABLE BELOW ("RFP EXCEPTIONS") AND RETURNED WITH YOUR PROPOSAL IN THE APPROPRIATE SECTION.

IF YOU PROVIDED A SAMPLE COPY OF YOUR CONTRACT(S) YOU STILL NEED TO IDENTIFY IN THIS DOCUMENT ("RFP EXCEPTIONS") ANY AND ALL EXCEPTIONS YOU HAVE TO THE TERMS AND CONDITIONS.

Firm or Individual	
Title	
Telephone	
Email	
Address	

PRINT NAME AND TITLE

AUTHORIZED SIGNATURE

DATE _____

OTHER NOTES:

RFP EXCEPTIONS

Add any additional line items for exceptions as necessary and reference any explanatory attachments within the line item to which it refers.

	RFP Section # or Form, Page #	Exception Describe the nature of the Exception	Explanation of Why This is an Issue for You	Your Proposed Alternative to Meet the Needs of the City
1				
2				
3				
4				
5				

NON-COLLUSION CERTIFICATE

STATE OF _____)
)
) ss.
COUNTY OF _____)

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to the City of Kirkland for consideration in the award of a contract on the improvement described as follows:

**Printing, Mailing, & Payment Services for Utility Billing and
False Alarm Reduction Program**

(Name of Firm)

By: _____
(Authorized Signature)

Title _____

Sworn to before me this _____ day of _____, _____ .

Notary Public

CORPORATE SEAL:

Non-Disclosure Agreement



NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement ("the Agreement") is made this _____ day of _____, 2019, by and between the City of Kirkland, a municipal corporation of the State of Washington (the "City"), and _____, a ___ corporation ("the Contractor").

Whereas, the Vendor <is the successful candidate/wishes to submit a proposal>for the Printing, Mailing, and Payment Services for Utility Billing; and

Whereas, the Vendor will need to review confidential information ("the Confidential Information") belonging to the City in order to be able to <prepare its proposal/complete this project>, which the City does not want disclosed; and

Whereas, in consideration for being allowed to see the Confidential Information so that it can prepare a proposal, the sufficiency of such consideration being hereby acknowledged, Vendor is willing to enter into this Non-Disclosure Agreement,

Now therefore, as evidenced by their signatures below, the parties hereby agree as follows:

1. The Vendor shall maintain and protect the confidentiality of the Confidential Information, the Vendor shall not disclose the Confidential Information to any person or entity and shall not challenge, infringe or permit or assist any other person or entity to disclose the Confidential Information or challenge or infringe any of the City's license rights, trade secrets, copyrights, trademarks or other rights respecting the Confidential Information.
2. Except pursuant to a written agreement between the parties, the Vendor shall not directly or indirectly, i) provide, make, use or sell, or permit or assist any other person or entity to provide, make, use or sell any services, devices or products incorporating any protected feature embodied in any of the Confidential Information; ii) apply for or seek to register, or otherwise attempt to create, establish or protect any patents, copyrights or trademarks with respect to any of the Confidential Information; or iii) use any name used by the other party, whether or not subject to trademark protection, or any confusingly similar name.
3. The Vendor shall not disclose the Confidential Information except to those persons employed by the Vendor, or its affiliates or subsidiaries, who have reasonable need to review the Confidential Information under the terms of this Agreement.
4. Vendor shall not make any copies, drawings, diagrams, facsimiles, photographs or other representations of any of the Confidential Information.

5. Upon request by the City, Vendor shall immediately return any Confidential Information in its possession, including all copies thereof.
6. Notwithstanding other provisions of this Agreement, the Agreement does not restrict the Vendor with respect to the use of information that is already legally in its possession, that is available to the Vendor from other sources without violating this Agreement or the intellectual property rights of the City or that is in the public domain. Notwithstanding other provisions of this Agreement, this Agreement also shall not restrict the Vendor from providing, making, using or selling services, devices or other products so long as the Vendor does not breach this Agreement, violate the City's intellectual property rights or utilize any of the Confidential Information.
7. The covenants in this Agreement may be enforced a) by temporary, preliminary or permanent injunction without the necessity of a bond or b) by specific performance of this Agreement. Such relief shall be in addition to and not in place of any other remedies, including but not limited to damages.
8. In the event of a suit or other action to enforce this Agreement, the substantially prevailing party shall be entitled to reasonable attorneys' fees and the expenses of litigation, including attorneys' fees, and expenses incurred to enforce this Agreement on any appeal.
9. The Agreement shall be governed by and construed in accordance with Washington law. The King County Superior Court or the United States District Court for the Western District of Washington at Seattle (if federal law is applicable) shall have the exclusive subject-matter jurisdiction of matters arising under this Agreement, shall have personal jurisdiction over the parties and shall constitute proper venue for any litigation relating to this Agreement.
10. For purposes of this Agreement, all covenants of the Vendor shall likewise bind the officers, directors, employees, agents, and independent contractors of the Vendor, as well as any direct or indirect parent corporation of the Vendor, direct or indirect subsidiary corporations of the Vendor and any other person or entity affiliated with or related to the Vendor or to any of the foregoing persons or entities. The Vendor shall be liable to the City for conduct of any of the foregoing persons or entities in violation of this Agreement to the same extent as if said conduct were by the Vendor.
11. The Vendor shall not directly or indirectly permit or assist any person or entity to take any action which the Vendor would be barred by this Agreement from taking directly.
12. This Agreement shall bind and inure to the benefit of the heirs, successors and assigns of the parties.

IN WITNESS WHEREOF, the parties have duly executed this Agreement on the day and year first written above.

CITY OF KIRKLAND

<Company Name>

By: _____

By: _____

Its: _____

Its: _____



PROFESSIONAL SERVICES AGREEMENT

Attachment A

Printing, Mailing, & Payment Services for Utility Billing and False Alarm Reduction Program

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 services 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 services not completed in a satisfactory manner until such time as Consultant modifies such services 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 services 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 Agreement 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 services. 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 Agreement 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 _____ 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 estimated completion date for the Consultant's performance of the services specified in Section I is _____.

Consultant will diligently proceed with the services 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

To the greatest extent allowed by law the 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 as least as broad as 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 as least as broad as ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, stop-gap 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 using an additional insured endorsement at least as broad as ISO CG 20 26.
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 self-insured 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 services 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 services.

F. Failure to Maintain Insurance

Failure on the part of the Consultant to maintain the insurance as required shall constitute a material breach of contract, upon which the City may, after giving five business days' notice to the Consultant to correct the breach, immediately terminate the contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the City on demand, or at the sole discretion of the City, offset against funds due the Consultant from the City.

G. City Full Availability of Consultant Limits

If the Consultant maintains higher insurance limits than the minimums shown above, the City shall be insured for the full available limits of Commercial General and Excess or Umbrella liability maintained by the Consultant, irrespective of whether such limits maintained by the Consultant are greater than those required by this contract or whether any certificate of insurance furnished to the City evidences limits of liability lower than those maintained by the Consultant.

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 Agreement. Any such work or services shall be considered as additional work, supplemental to this Agreement. This Agreement may be amended only by written instrument properly signed by both parties.

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

CONSULTANT:

CITY OF KIRKLAND:

By: _____

By: _____
Tracey Dunlap, Deputy City Manager

Date: _____

Date: _____

V7.16 Billing Export Layout Instructions

Springbrook Format

There are 6 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.

6. **UB_Statement_TIER** – This file includes the consumption history on the current bill for both water and sewer charges. It also differentiates the no-fee base charges and billable consumption totals for each account.

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

UB_Statement_MST to UB_Statement_TIER

1. UB_Statement_MST.UB_Statement_MST_ID -> UB_Statement_TIER.UB_Statement_MST_ID

V7.16 Billing Export File Layout

Springbrook File Layouts

There are 6 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 Miscellaneous 10	Decimal (9,999,999,999.99)	Extra decimal field for 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

F. UB_Statement_TIER

Field Name	Data Type	Description
1. UB Statement TIER ID	Character	Unique Identifier for each TIER Row
2. Code	Character	Indicates the type of line or charge (Flat, Consumption, Meter, or Budget)
3. Consumption Base Fee Identifier	Integer	Identifies Consumption Base Fee and Consumption Billed
4. Consumption	Decimal (9,999,999,999.99)	Consumption for the current line's month
5. Consumption Charges	Decimal (9,999,999,999.99)	Amount of Consumption Billed this Pay Period
6. Character Miscellaneous 1	Character	Extra character field for Miscellaneous use
7. Character Miscellaneous 2	Character	Extra character field for Miscellaneous use
10. Last Date	Date	Internal Use
11. Last Time	Integer	Internal Use
12. Last User	Character	Internal Use
13. 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 Consumption 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. OCR line
- i. Box for Shut-Off Date
- j. Perforated at top for easy tear off
- k. Payment stub at the top of the page for ease in automatic processing.
- l. 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 inoperable.
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 provided 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. The creation a zip file containing individual utility bills in a PDF format for the City to upload for its online bill payment website contractor (Paymentus)
7. Any delivery charges
8. Any processing charges over and above the per item pricing
9. “Undeliverable” processing
10. Postage
11. Any other line items not included above
12. 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
13. Lockbox Services
14. 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

BILL SAMPLES

1) PDF For Customer Online Payment Website



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



"KIRKLAND CARES" DONATION, 041786-000
 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)

The mailing address is intentionally
 left blank for privacy on
 electronic presentment.

Account Number	Bill Date: Due Upon Receipt	Late Fee Applied After
000881-000	05/08/2019	06/07/2019
Service Address		Bill Period
123 5TH AVE		03/01-04/30
KIRKLAND CARES DONATION		TOTAL DUE
ENTER AMOUNT PAID BELOW		\$1,640.11

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://kirklandwa.gov/utilitypayments>
 • SEE REVERSE SIDE FOR ADDITIONAL INFORMATION •

ACCOUNT NO.	BILL DATE: DUE UPON RECEIPT	LATE FEE APPLIED AFTER	SERVICE ADDRESS	BILLING PERIOD	AMOUNT DUE
000881-000	05/08/2019	06/07/2019	123 5TH AVE	03/01-04/30	\$1,640.11

EXPLANATION OF CURRENT CHARGES

Previous Balance: **\$1,890.02**
 Payments: **-\$1,890.02**

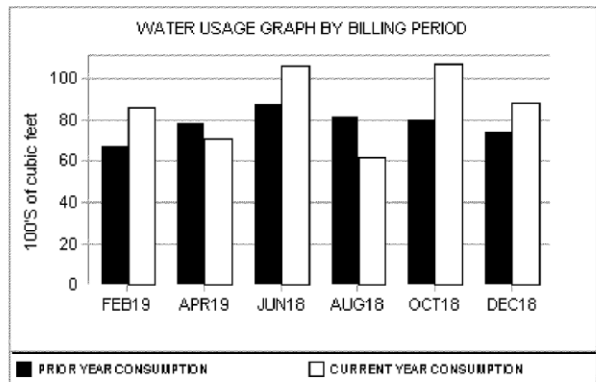
BALANCE FORWARD: \$0.00

Current Charges	Billing Period: 03/01/2019-04/30/2019	
Water Base	3 Mtr COM Water Svc	\$403.72
Water Consumption	3 Mtr COM Water Svc	\$347.90
King County Sewer	Comm Sewer Service	\$120.10
Kirkland Sewer	Comm Sewer Service	\$592.95
Effect of Utility Tax		\$175.44

TOTAL CURRENT CHARGES: \$1,640.11

TOTAL DUE: \$1,640.11

Meter #:	C3945609	Usage:	45
Prior Read:	15059	Current Read:	15104
Read Dates:	02/15/2019 TO	04/05/2019	
Meter #:	94345200C	Usage:	26
Prior Read:	6396	Current Read:	6422
Read Dates:	02/15/2019 TO	04/05/2019	



MONTH	PRIOR YEAR	CURRENT YEAR
FEB19	67	86
APR19	78	71
JUN18	87	106
AUG18	81	62
OCT18	80	107
DEC18	74	88

1 UNIT = 100 CUBIC FEET = 748 GALLONS

In observance of Memorial Day, City Hall will be closed on Monday, May 27th.
 For payment options visit kirklandwa.gov/utilitypayments or to pay by phone please call 1-855-498-9970.

Refer to other side for Billing and Delinquency Policies

2) Bill to be Mailed



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



"KIRKLAND CARES" DONATION, 041786-000
 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)

3 1 AV 0.383
 CITY OF KIRKLAND
 C/O DAYLEEN KRUEGER
 123 5TH AVE
 KIRKLAND WA 98033-6189
 1482 / 1249 1-1-3
 1249

Account Number	Bill Date: Due Upon Receipt	Late Fee Applied After
056543-000	05/15/2019	06/14/2019
Service Address		Bill Period
12006 120TH PL NE		03/01-04/30
KIRKLAND CARES DONATION	ENTER AMOUNT PAID BELOW	TOTAL DUE
		\$1,239.94

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://kirklandwa.gov/utilitypayments>
 • SEE REVERSE SIDE FOR ADDITIONAL INFORMATION •

ACCOUNT NO.	BILL DATE: DUE UPON RECEIPT	LATE FEE APPLIED AFTER	SERVICE ADDRESS	BILLING PERIOD	AMOUNT DUE
056543-000	05/15/2019	06/14/2019	12006 120TH PL NE	03/01-04/30	\$1,239.94

EXPLANATION OF CURRENT CHARGES

Previous Balance: \$1,228.83
Payments: \$-1,228.83

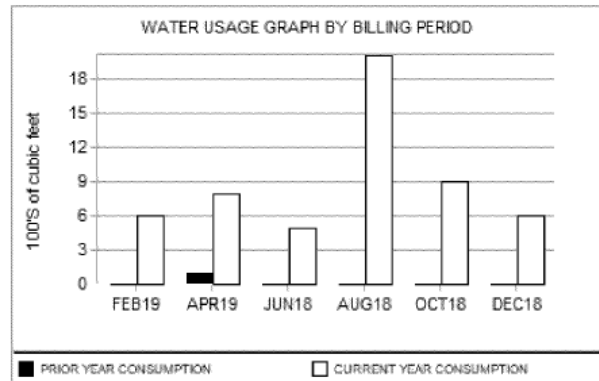
Meter #: 37548 Usage: 8
 Prior Read: 1390 Current Read: 1398
 Read Dates: 02/26/2019 TO 04/16/2019

BALANCE FORWARD: \$0.00

Current Charges	Billing Period: 03/01/2019-04/30/2019	
Water Base	2 Mtr COM Water Svc	\$142.14
Water Consumption	2 Mtr COM Water Svc	\$39.20
Garbage	Com Garb Collection	\$22.40
5124-02950, April, 0013032, FEL GATE SERVICE 1X WK		
Garbage	5124-02950, April, 0013032, COUNT	\$12.66
Garbage	Com Garb Collection	\$482.11
5124-02950, April, 0013032, 1-8 YD 1X PER WEEK		
Garbage	Com Garb Collection	\$482.11
5124-02950, March, 0013032, 1-8 YD 1X PER WEEK		
Garbage	Com Garb Collection	\$22.40
5124-02950, March, 0013032, FEL GATE SERVICE 1X WK		
Garbage	5124-02950, March, 0013032, COU	\$12.66
Effect of Utility Tax on Water & Sewer		\$24.26

TOTAL CURRENT CHARGES: \$1,239.94

TOTAL DUE: \$1,239.94



MONTH	PRIOR YEAR	CURRENT YEAR
FEB19	0	6
APR19	1	8
JUN18	0	5
AUG18	0	20
OCT18	0	9
DEC18	0	6

1 UNIT = 100 CUBIC FEET = 748 GALLONS

City Hall will be closed for Memorial Day on Monday, May 27th.
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