



MONTGOMERY COUNTY

Purchasing Department

451 W. Third St., P.O. Box 972, Dayton, Ohio 45422-1375

ITEM: Formal Request For PROPOSAL
TITLE: SO 500030 Environmental Services Billing & Mailing RFP
DEPARTMENT: Environmental Services
DELIVERY: 1850 Spaulding Road, Kettering, OH 45432
BID SUBMISSION: Montgomery County Purchasing Department
PO Box 972
451 W. Third Street, 9th Floor
Dayton, OH 45422-1375

DUE DATE: Wednesday, December 16, 2015
DUE TIME: **1:30 p.m., LOCAL TIME**
CONTACT: Melissa Wilson, Senior Buyer - 937-781-2673
PRE BID: A MANDATORY Prebid meeting will be held on Tuesday, December 1, 2015 at 10:00 am at 1850 Spaulding Road, Kettering 45432.

BOND REQUIREMENTS: ☐ Bid Amount: \$500.00 (Five Hundred)
☒ Performance* Amount: \$3,000.00

*Bond, Certified or Cashier's Check ONLY, **NO COMPANY CHECKS** Accepted.*

Performance Bond is required **AFTER contract award.*

FORM REQUIREMENTS: ☒ Form 3 Disclosure Policy
☒ Form 4 Personal Property Taxes
☐ Affidavit Drug Free Policy (Construction Only)

SUBMISSION REQUIREMENTS:

1. Four (4) complete packets (unless otherwise noted) of all documents submitted are required for the complete evaluation of the product or services being offered. Please submit one electronic copy on either a CD or Flash drive, of all documents and three hard copies of all documents.
2. ONE (1) of the complete packets (hard copy) **MUST BE THE ORIGINAL** and **SIGNED IN BLUE INK**. ONE (1) electronic copy must be provided on a CD or jump drive in addition to the 3 hard copies.
3. All items noted by CHECK MARK ☒ above, **MUST BE SUBMITTED** with bid. **Failure to submit the REQUIRED Bond, Forms or Number of Copies MAY BE CAUSE for REJECTION of your bid.**
4. All bids **MUST BE** submitted by the TIME and DATE above. NO BIDS will be accepted after the listed time.
5. Bids shall be in a **SEALED** envelope or package with the BID Information on the **OUTSIDE** of the package.
6. ALL Spaces of the Bid Document shall be filled in clearly.
7. It is the **BIDDER'S Responsibility** to check for Addendum's **PRIOR** to submitting bids. This can be done by going www.mcoho.org and reviewing the Bid List.
8. It is the **BIDDER'S Responsibility** to read all General Terms & Conditions.
9. A copy of the Bid Tabulation will be provided upon request. Please allow a couple of weeks after bid due date before request is made.

GENERAL CONDITIONS

●●●●THESE GENERAL CONDITIONS MAY NOT BE ALTERED OR TAKEN EXCEPTION TO BY BIDDERS.●●●●

●●●●●INSTRUCTIONS TO BIDDERS. Please be certain that you have seen and understand all pages of these general conditions, as you will be responsible for doing so. To insure the acceptance of your Bid, please read and follow these directions:

1. **Special Conditions:** All of the conditions applicable to the Bid shall be read so as to give meaning to all of such provisions. However, when there is a conflict in the interpretation between a special condition in the Bid Document and a general condition, the special condition in the Bid Document shall take precedence.

2. **Applicable Laws:** The Revised Code of the State of Ohio, and the applicable resolutions of the Board of County Commissioners for Montgomery County, Ohio (the "Board") insofar as they apply to the laws of competitive bidding, contracts, and purchases are made a part hereof as if fully restated herein. All laws of the United States of America, the State of Ohio, and Montgomery County, Ohio applicable to the products or services discussed herein or to be provided hereby, are also made a part hereof.

3. **Pre-bid Conference:** There will be a mandatory pre-bid conference unless otherwise provided in the Bid Document. The pre-bid conference will be held at a time and place provided for in the Bid Document to answer any questions the prospective Bidders may have concerning this document, the bidding/selection/contracting process, and the usage of particular services/materials being procured through this specification. The Board, and any officers, employees, successors, administrators or agents of same, will not be responsible for mistakes made by Bidders due to their failure to attend the pre-bid conference. Failure to attend the pre-bid conference may be cause to reject your Bid.

Questions and inquiries concerning this Bid shall be directed to the person designated in the Bid Documents for receipt of such questions or, if no such person is designated, to Director, Montgomery County Purchasing Department, 451 West Third Street, Eleventh Floor, Dayton, Ohio 45422. Questions should be submitted in writing ten days prior to the pre-bid conference. All questions and answers covered at the pre-bid conference will be mailed to those in attendance at that conference. While every effort will be made to answer all questions at the pre-bid conference, the written response to any such questions shall be controlling in the event of a conflict with an oral response given at the pre-bid conference.

4. **Conflict of Interest:** Prospective Bidders shall not contact any public employee by any means or method, including by telephone, regarding this specification and the procurement it represents except in the manner indicated above. Failure to comply with this requirement shall result in the disqualification of the Bidder.

5. **Workers Compensation:** When required by the Bid Document, the successful Bidder agrees to take out and maintain Workers Compensation Insurance upon its employees throughout the term of the contract. The Bidder also agrees to furnish an official certification from the Industrial Commission of Ohio, showing that the successful Bidder has paid the necessary premiums for Workers Compensation insurance, whenever the Bid Document requires Workers Compensation. If such certification is required in the Bid Document, no contract between the Board and the Bidder shall be created until a fully executed copy of such certification has been served upon the Board.

6. **Infringements and Indemnifications:** To the fullest extent permitted by law, the successful Bidder shall protect, defend, indemnify and hold free and harmless the Board, and any officers, employees, successors, administrators or agents of same, from and against any and all claims, damages, losses, claims of loss, causes of action, penalties, settlements, costs, liabilities and expenses of any kind, including but not limited to attorney fees, arising out of or resulting from any acts or omissions of the successful Bidder, its officers, employees, consultants, agents, subcontractors, sub-subcontractors, successors or administrators, negligent or otherwise, and regardless of whether such claims, damages, losses, claims of loss, causes of action, penalties, settlements, costs, liabilities or expense is caused in part by any party indemnified hereunder. The successful Bidder also agrees to be responsible for the payment of all damages, settlements, costs and expenses of any kind, including attorney fees, incurred by the Board while the Board defends or pursues any action, cause of action, or claim which arises out of the aforementioned acts or omissions. Such obligations include any claims arising out of the use of any patented material, process, article, or device that may enter into the manufacture, construction, or form a part of the work covered by either the order or contract. Such obligations shall not be construed to negate, abridge, or reduce any other rights or obligations of indemnity which would otherwise exist as to a party or person described herein.

7. **Default Provisions:** In case of default by the successful Bidder, the Board may procure the articles or services provided for herein from any other source or sources and hold the successful Bidder responsible for any excess costs occasioned thereby.

8. **Termination of Contract:** The contract stemming from this Bid shall contain a provision that it may be terminated by either party upon written notice provided to the other party within such time period as the Board may determine therein.

9. **Pricing:** Prices should be stated in the units of quantity specified in the Bid Document. If the unit quantities requested are not available, include both the prices for the units that are available and a breakdown of those prices for the quantities requested. In case of a discrepancy in computing the amount of the Bid, quoted unit prices for requested quantities will govern.

10. **Delivery:** Quotations should include all charges for delivery, packing, crating, containers, etc. Unless otherwise stated by the Bidder, prices quoted will be considered as being based on delivery to the destination designated in the Bid Document and to include all delivery and packing charges.

11. **Makes:** References to a particular trade name, manufacturer's catalog, or model number, are made for descriptive purposes to guide the Bidder in interpreting the Bid requirements. They should not be construed as excluding proposals on other types of materials, equipment and supplies. However, the successful Bidder will be required to furnish the particular item referred to in the Bid specifications unless a departure or substitution is clearly noted and described in the proposal shown to be compatible with the specifications and accepted by the Board.

12. **Samples:** Samples, when requested, must be furnished free of expense to the Board, and if not destroyed, will upon request be returned at the Bidder's expense.

13. **Cash Discounts:** Time in connection with any cash discount offered would be computed from the date of delivery and acceptance at the final destination or from the date at which a properly executed claim voucher is received if the latter date is later than the date of delivery and acceptance at the final destination.

14. **Taxes:** The Board is generally exempt from Federal Excise Tax and Ohio State Sales Tax. The County's Federal Tax Exemption Registry number is A284670. The Bidder shall be responsible for payment of any and all taxes, which might otherwise apply.

15. **Bid Informalities, Rejection and Award:** The Board reserves the right to reject any or all Bids. The Board further reserves the right to waive any irregularities or clerical error in a Bid and to accept that Bid where, in the judgment of the Board or its agents, it is in the best interest of the Board to do so. The Board also reserves the right to accept a part or parts of a Bid unless otherwise restricted in the Bid Document.

16. **Payments:** Partial payments may be made upon presentation of a properly executed claim voucher to the Montgomery County, Ohio Purchasing Department, unless otherwise stated in the Bid Document. The final payment will be made when the materials, supplies, services, or equipment has been fully delivered and accepted or the work completed to the full satisfaction of the Board. All invoices must show the properly assigned Montgomery County, Ohio Purchase Order Number.

17. **Bidder's Signature:** Each Bid proposal form must be signed by the person or entity who is making the Bid or by the Bidder's duly authorized agent, using the full and usual signature of the person or entity wherever the Bidder's name is requested in the Bid Document. The following signature forms must be followed:

Individuals: Wherever signatures are requested, the individual bidding shall sign in his or her full legal name.

Example: John James Smith.

Sole Proprietors: Wherever signatures are requested, the sole proprietor bidding shall sign in his or her full legal name and any applicable fictitious business name (a "doing business as" name or a "dba" name) should appear after that name.

Example: John James Smith dba Goop Co.

Partnerships: Wherever signatures are requested, a partnership bidding shall include the full legal names of the partners composing the partnership, any applicable fictitious business name of the partnership (a "doing business as" name or a "dba" name), and the name of one or more of the general partners signing the Bid.

Example: John James Smith and Kevin Klondike Jones, dba Goop Co., by John James Smith, partner.

Corporations: Every corporate Bidder must be licensed to do business in the State of Ohio and must be in good standing with the Ohio Secretary of State at the time for opening Bids. Wherever signatures are requested, corporations bidding shall include the full name of the corporation as registered with the Ohio Secretary of State, any applicable fictitious business name of the corporation (a "doing business as" name or a "dba" name), and the name of the authorized corporate officer signing the Bid.

Example: Smith-Jones, Inc. dba Goop Co. by John James Smith, president.

18. **Submission and Receipt of Bids:**

- a) Bidders must use the Bid Document proposal form furnished by the Board or a copy thereof.
- b) Bidders must use the Bid Envelope furnished by the Board or other similarly identified envelope to assure proper handling. If the Bid proposal does not fit into the Bid Envelope furnished by the Board or into another similarly identified envelope, such envelope or similarly identified envelope shall be firmly and prominently attached to the Bid upon submission. All bids must be sealed in an envelope, box or other container.
- c) Separate proposals must be submitted on each reference number.
- d) Proposals having any erasures or corrections thereon may be rejected unless explained or noted over the signature of the Bidder.
- e) Fill in all spaces on the Bid Document. Leaving blank spaces may make your Bid unresponsive. If a particular space in the Bid Document is not applicable to your Bid, indicate "Not applicable," "n/a" or some other similar designation.
- f) All documents requiring signatures must have original signatures. No facsimiles will be accepted.

19. **Correction of Errors:** Corrections of errors in a Bid after the Bid opening shall not be allowed except for extension and/or addition errors which are clearly evident in the Board's sole discretion. Correction of such errors shall only be allowed if accomplished by 4:00 p.m. on the second working day after the Bid opening not counting the day of the Bid opening.

20. **Official Clock:** The official clock to determine whether Bids are submitted before the time at which all Bids are due shall be the clock located in the Purchasing Department Office where the Bids are received.

21. **Bid Evaluation:** All Bids received shall be evaluated using the following three (3) procedures:

- a) **Bid Document Evaluation** - the submitted Bid is compared to the requirements found herein and in the Bid Document for Bid form and content. Failure to meet any of the requirements specified in the Bid Document may result in disqualification of the Bid.
- b) **Bid Specification Evaluation** - the submitted Bid is compared to the specification in the Bid Document. Failure to meet any of the requirements specified in the Bid Document may result in disqualification of the Bid.
- c) **Price Evaluation** - The price proposals in a submitted Bid shall be evaluated on the basis of the lowest and best bid pursuant to Ohio Revised Code §307.86. Bids, which are not lowest and best pursuant to Ohio Revised Code §307.86 will be disqualified.

The Bid award shall be made to the Bidder(s) whose Bid(s):

- i) Has not been disqualified through the Bid Document Evaluation.
- ii) Has not been disqualified through the Bid Specification Evaluation.
- iii) Has not been disqualified through the Bid Price Evaluation.

22. **Responsible Bidders:** The Board reserves the right to consider all elements entering into the question of determining the responsibility of a Bidder.

23. **Intent:** The intent of the Bid Document and the agreement stemming there from is to include all items necessary for the proper execution and completion of the Work by the successful Bidder. The entire Bid Document and the agreement stemming there from are complementary, and what is required by one shall be as binding as if required by all. Performance by the successful Bidder shall be required only to the extent consistent with the Bid Document and the agreement stemming there from and reasonably inferable from them all as being necessary to produce the intended results.

24. **Equal Employment Opportunity:** The successful Bidder will be required to certify that they comply with the Board's anti-discrimination policy and the contract evidencing such successful Bid will contain a term requiring continued compliance with such policy.

25. **Disclosure:** In addition any requirement in the Bid Document, the contract evidencing the successful Bid will contain a covenant to be agreed to by the successful Bidder that it has complied with the Board's disclosure policy adopted pursuant to Resolution No. 83-112, dated January 18, 1983, which requires anyone contracting with the Board to disclose to the Board any business relationship or financial interest that it has with a Montgomery County, Ohio employee or employee's business, or any business relationship or financial interest that a Montgomery County, Ohio employee has with the contracting party or in the contracting party's business. That contract will also create a continuing obligation to disclose such information to the Board.

26. **Offer to Contract:** The contract document to be executed by the successful Bidder shall constitute an offer by the successful Bidder to contract with the Board to supply the Work subject to the Bid Documents. Such contract document shall be neither accepted nor binding until (1) returned to the Montgomery County, Ohio Purchasing Department within ten (10) days of receipt for signature (unless such time is otherwise extended in writing by the Board or its duly authorized agent), (2) certificated by the Auditor of Montgomery County, Ohio, (3) approved by a resolution of the Board, and (4) signed by the Board or the Montgomery County, Ohio Administrator. Such offer to contract shall not be revocable by the Bidder, except as provided by law. In the event no contract document is to be executed by the successful Bidder, the Bid proposal shall constitute an irrevocable offer to enter into a contract and the receipt of the purchase order from the Board pursuant to such contract shall signify the Board's acceptance of the Bidder's offer to contract pursuant to the terms of the Bid Document.

27. **Bid Proposal Embellishment:** Each Bidder may describe its proposed service by responding, point-by-point, to the functional requirements of the Bid Document and shall so respond to the information requirements of the Bid Document. Such responses shall be tailored to specifically answer or clarify those portions of the Bid Document necessitating an answer or clarification. Regardless of the nature of the Bid Proposal as an "Offer," the addition of or reference to "boiler-plate" language, material or conditions shall not be used in the body of such a response and will be discarded and treated as if not part of the Bid Proposal and inclusion thereof may be grounds for rejecting the Bid. Additionally, regardless of the nature of the Bid Proposal as an "Offer," any language in the Bid Proposal altering any portion of these General Conditions, particularly, but not limited to, the sections of these General Conditions titled "Infringements and Indemnifications," "Termination of Contract," "Equal Employment Opportunity," and "Disclosure," will be discarded and treated as if not part of the Bid Proposal and inclusion thereof may be grounds for rejecting the Bid.

28. **Insurance:** Unless otherwise provided in the Bid Document, the contract stemming from this Bid solicitation shall require that the successful Bidder purchase and maintain a policy of insurance to protect the successful Bidder and the Board from claims which may arise out of the contract stemming from this Bid solicitation. Unless otherwise provided in the Bid Document, such insurance policy shall be written for not less than one million dollars (\$1,000,000.00) for any person injured in any accident and with a total liability of two million dollars (\$2,000,000.00) for all persons injured in any one accident and in the amount of one million dollars (\$1,000,000.00) for each accident or occurrence as compensation for damage caused to property of others.

29. **Performance or Payment Bond:** The successful Bidder shall furnish a bond to the Board covering faithful performance of the contract arising out of that Bid and payment of obligations arising there under in an amount equal to one hundred percent (100%) of the full sum provided for under the contract and that bond shall be conditioned upon the faithful performance of that contract and shall remain in effect for the duration of the contract term. This requirement may be satisfied by the successful Bidder posting a bond, or by providing a letter of credit or a cashier's check in the amount specified. If a bond satisfies the requirement, the surety for such bond shall be a surety company authorized to do business in the State of Ohio.

30. Liability for Bid Preparation: The Board, and any officers, employees, successors, administrators or agents of same, assume no responsibility nor liability for costs incurred in the preparation and/or submission of any Bid.

31. Bid Proposal Duration: No Bid shall be withdrawn after it has been deposited with the Board. By submitting your Bid you agree to leave your Bid proposal firm for sixty (60) days after the Bid opening date unless some other duration is specified in the Bid Document.

32. Sample Contract: The Bid Document may contain a sample contract document. If so, such contract document is an example of the contract document that the successful Bidder will be required to sign to evidence the Agreement between that successful Bidder and the Board stemming from this Bid solicitation. Alternative contract documents submitted by the bidder will not be accepted. The Board shall fill in all blanks contained in the sample before such document is presented to the successful Bidder for signature. Additionally, only one version of any multiple version paragraphs appearing in the sample shall be in the contract document presented to the successful Bidder for signature. In the rare case of an error in the Bid Document, the actual contract document presented to the successful Bidder may differ from the sample.

--- End Instructions to Bidders ---

REQUIRED INFORMATION FOR BIDDERS

Bidders are required to enter prices in the following pricing pages and complete the attached checklist. Prices are to be FOB Delivered, all freight and delivery charges paid by the contractor. All charges are to be included in the prices entered and Montgomery County is not liable for any additional charges including sales or use taxes. Prices are firm for the initial contract period. By signing the proposal documents the bidder agrees to all the included terms and conditions unless written exceptions are take. Any exceptions may deem your proposal as unresponsive and may be disqualified unless accepted by Montgomery County.

Bidders shall complete and sign enclosed Forms #3, #4 and all other requested information. Failure to provide requested information may cause your proposal to be disqualified.

Four (4) complete copies of the proposal documents, one electronic and three hard copies (One in blue ink), that contain information on the items that you are proposing on and all submittals, including technical, illustrative, descriptive literature and/or brochures must be supplied. If the proposal and submittals are large, place the proposal package in a larger envelope or box and CLEARLY Identify the OUTERMOST Package with the PROPOSAL NUMBER & Information. Also provide all documents in an electronic format. Failure to provide the required number of copies may cause to reject your proposal.

A copy of the Supply or Service Agreement can be provided upon request. The Supply or Service Agreement will be signed and executed by the successful bidder as part of the award process. You may also download a sample agreement at www.mcoho.org.

Provide an acceptable email address to receive documents electronically on the final proposal page. Email addresses will be used solely for the purposes of providing documentation related to proposals, contracts or other purchasing requirements. Proposals can be viewed electronically at <http://www.mcoho.org/services/purchasing/bids/>

Information to Vendor

Montgomery County Environmental Services (MCES) is requesting proposals from qualified firms to provide utility bill printing, inserting and mailing per the Scope of Work which should include, online bill preview services, custom bill design and electronic bill presentment, as well as customer letter generation and mailing. The county is seeking proposals including, but not limited to programming, training and all other necessary services to meet the requirements listed herein.

- TERM:** This is one year initial contract term with three two-year extension options for a total of 7 years. These option terms will be exercised upon the discretion of the services and the agreement of both parties.
- AWARD:** Only one primary service provider will be selected. All secondary suppliers' or subcontractors must be pre-approved. The primary contractor will be responsible for ensuring that all of their subcontractors are pre-approved before they are allowed access to County information and the associated software systems.
- VALUE:** The estimated project value is \$300,000.00 a year. This estimate includes the equipment installation, set-up, materials, training, interfacing, support, maintenance and some preliminary upgrades. The estimated amount provides an amount that Montgomery County will use as a basis for negotiation. Any remaining monies may be used to purchase additional items that could enhance the system at Montgomery County's discretion.

Required specifications

Contact Person for **proposal requirements**: Melissa Wilson, CPPB, (937)-781-2673
wilsonme@mcchio.org

The following specifications shall be met in order to enter into an agreement:

1. Product Quality must meet required standards as established by their respective industry specifications, regulations, laws and recommendations for all products used to create, run and maintain the system.
 - a. Montgomery County's standard specifications are attached for your reference as an indication of basic quality of materials and services in conjunction with the terms of contract.
2. Billing – Montgomery County will **require** the awarded vendor to establish an account for this project.
 - a. The account should reference the RFP (SO500030) numbers and be sent to:
 - i. Cathi Clements, Customer Services Manager
Environmental Services
1850 Spaulding Road
Kettering, OH 45432

- a. There will be a MANDATORY Pre-Proposal conference on **Tuesday, December 1, 2015 at 10:00 am**. All vendors are required to pre-register for the conference. Please use the attached form. The conference will take place at the Environmental Services Administration Building, large conference room located at 1850 Spaulding Road, Kettering, OH 45432.
 - i. **If you do not attend the Pre-Proposal conference, you will not be allowed to submit a proposal on the project.**
 - ii. You can attend this conference via conference call. Once you register, the information will be provided.
3. **Payments-** This contract will be paid on monthly invoicing. All submitted invoices will be paid **Net 45**. All non-negotiated charges and/or fees will not be paid, and the County will not be held accountable for these charges.
4. **Cooperative Purchasing Agreement** - The awarded vendor **may agree** to offer the prices, terms and conditions offered in this price agreement to other governmental agencies that are members of the Southwest Ohio Purchasing for Government (SWOP4G) and Central Ohio Organization for Public Purchasing (CO-OPP), who wish to participate in a cooperative purchasing program with Montgomery County.
 - a. These agencies will be responsible for entering into separate agreements with the vendor and all the receiving, inspections, payments and other contract administration duties there under. **If indicated as an agreement** all information concerning this bid, including price sheets and award information will be mailed to all interested members of the SWOP4G and CO-OPP. The list of SWOP4G members can be found at www.swop4g.org. The list of CO-OPP members can be found at www.coopp.org.
 - b. **Quantities shown in documentation and on spreadsheet do not include the quantities for any of the COOPP members.**
5. **Rejection & Negotiations-** The County reserves the right to reject any and all proposals and to negotiate the terms of the agreement, including the award amount, with selected vendor pricing prior to entering into an agreement based on the evaluation criteria listed herein.
 - a. The County may conduct negotiations with vendors who submit proposals for the sole purpose of clarifications or corrections regarding their proposal to ensure the responsiveness to the requirements during the evaluation process.
 - b. Contract negotiations will be conducted with the highest scoring vendor. If contract negotiations cannot be concluded successfully with the highest scoring vendor, the County may negotiate a contract with the next highest scoring vendor, and the highest scoring vendor will be eliminated from consideration.
 - c. Pursuant to Ohio Revised Code 307.862, Montgomery County reserves the right to reject any proposal in which the provider takes exception to the terms and

conditions of the request for proposals; fails to meet the terms and conditions of the request for proposal, including but not limited to, the standards, specifications, and requirements specified in the request for proposals; or submits prices that the contracting authority considers to be excessive, compared to existing market conditions, or determines exceed the available funds of the contracting authority. Montgomery County reserves the right to reject, in whole or in part, any proposal that the County has determined, using the factors and criteria developed, would not be in the best interest of the County. Montgomery County may conduct discussions with providers who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure full understanding of, and responsiveness to, the requirements specified in the request for proposal.

6. Outlined Sections- Please address each of the following sections in your proposal response as indicated. It is important that you follow the guidelines as indicated in the required submittals sections, as it is **critical** to the evaluation of your proposal.

Section 1: Introduction

A. Project Overview

- a. Montgomery County Environmental Services is requesting from qualified firms to provide utility bill printing, inserting and mailing per the Scope of Work which should include, online bill preview services, custom bill design and electronic bill presentment, as well as customer letter generation and mailing. The county is seeking proposals including, but not limited to programming, training and all other necessary services to meet the requirements listed herein.
- b. There is currently a billing system with the functions required in place. The successful vendor will be required to work with the current system to ensure that there is no lost time or information. Montgomery County would like to run a new system parallel to the current system for an agreed amount period of time to be established with the success and current vendors. All submittals must be coherent with the County's basic software programs and will be requested to work with the County firewall.

B. Background

- a. The Environmental Services Department provides services to approximately 84,000 customers in Montgomery County for water and sewer services. Most of these services are billed on a quarterly basis which is based on MCES staff's readings of meters. The customer service department bills accounts, collects payments and responds to customer inquiries. Special readings occur when the MCES staff feels an investigation is warranted and justified. Special readings also occur if there is a need to interact with other government entities involving master meters where two parties will be billed from one meter.
- b. Montgomery County Environmental Services (MCES) provides water services, potable and reclaimed, to approximately 85,000 accounts within its system. Nearly

36,000 statements are billed each month. There are a small number of “special services”, such as lab and septage billing, included in these estimates.

- c. The County uses SunGard, vendor-owned and supported billing software. Most bills require a one-page, duplexed billing statement (attached- Exhibit A). However, it is the desire of the County to work towards a paperless billing system.
- d. The exception is the months in which rate changes occur and sometimes result in 2 page bills for some customers. Bills should be mailed daily. Most customers are billed 4 times a year (Quarterly); however, here are some customers that need to be billed on a monthly basis.
- e. Customers can currently make payments via telephone, counter, IVR, web and drop-box. . Payments are taken with cash, credit card, check or money order. Normal business hours are Monday thru Friday, 8:00 am to 5:00 pm. However, payment and account information should be available 24 hours a day via web or existing IVR.

C. Vendor Details

a. Vendor Information

- i. Describe your company’s vision for future products, services and support.
- ii. Describe how your company is different from your competitors.
- iii. Describe your projected enhancement of services and support capabilities over the next year.

b. Company Information

- i. Provide corporate details, including name, mailing address, phone number, years in business, location of business and all technical service facilities, products and services offered.
- ii. Provide contact information for primary contact and other appropriate personnel.
- iii. Document your experience in working with local government.

c. Financial Information

- i. Please include your financial reports, including profit and loss, balance sheet, cash flow statements, etc. If you are a public company, include the annual reports for the last 3 years.

D. References

a. Company References

- i. Please submit a minimum of five (5) non-Vendor owned customer references presently using the same or similar services being requested. You shall include the following information:
 - 1. Customer Name
 - 2. Business Address
 - 3. Name of Contact

4. Telephone Number and Email of Contact

Section 2: Scope of Work

A. General Requirements

- a. The county is seeking proposals from qualified firms to provide a turnkey operation for utility bill printing, inserting, mailing, online services, customer bill design programming, electronic bill presentment and customer letter generation and mailing. The service can be fully functional and ready for operational use in accordance with the requirements stated in the RFP. The successful Vendors omission of any services, software, hardware, training, materials or labor necessary to deliver a complete solution shall not relieve the successful Vendor of the obligation to furnish such for the agreed upon price.
 - i. The County prefers Vendors that are on the preferred partner list with SunGard due to the current use of the system and projected future use.
 - ii. The current system works well and is to be used as an example of the fluidity and set up of the future systems to be judged against.
- b. Bill and Letter Design
 - i. The Contractor shall work with the County staff to keep the current billing statement format with little to no modifications. Example of bill is provided as [Exhibit A](#).
 - ii. The County will provide a listing of customer account information that must appear on each billing statement.
 - iii. The statement format will include the option for County staff to add or change message on statements within defined fields.
 - iv. The contractor shall be responsible for the continuing of the program for extraction of billing data (the bill print file) and letter data from the County's billing system for the creation of bill statements and letters.
 - v. The vendor shall provide an option to change bill setup without interruptions and with ease to Montgomery County.
 - vi. Some customers receive multiple bills. The bills with the same name and address shall be sent in one envelope.
- c. Statement Bill Print Files
 - i. The County will provide bill print files to the Contractor each day at a time and method agreed to by the Contractor and the County.
 - ii. The vendor shall take files provided, make PAVE certified and meet current USPS standards.
 - iii. Adjust bills to use USPS standards at the lowest rates.
 - iv. Bills should be scrubbed for zip code/mail forwarding of post office notifications and provide changes.
 - v. Daily volume will vary depending on accounts to be billed.

vi. Ability to print E-Bills or suppress bills as needed.

d. Information Processing/Bill Review

- i. The vendor shall process the information provided for the generation of customer bills.
- ii. The vendor shall have the capability to pull bills, edit bills, and adjust bills as directed by Montgomery County.
- iii. The vendor shall be able to do "Inserts" as directed by Montgomery County to send out with a designated cycle billing.
- iv. The vendor shall check each cycle for duplicate runs for both billing and notices.
- v. The vendor shall conduct quality assurance protocols reconciling billing information received from the county with bill print output upon completion of data processing and generation of customer bill images.
- vi. *Montgomery County shall have the opportunity to review, approve and pull statements electronically prior to printing.*
 1. This will be done on a daily basis.

e. Online Statement Viewing

- i. The vendor shall provide an effective solution to allow Montgomery County customers the ability to view an exact duplicate of the statements mailed via USPS. The solution shall be integratable with Montgomery County's current online bill payment software (Click2Gov) in order to provide seamless statement viewing and payment by the end customer.
- ii. Additionally, Montgomery County shall have the ability to view the exact statement viewed by the customer to answer specific customer inquiries.
- iii. The vendor shall provide same day statement viewing functionality.
 1. The website should provide 24 months of viewing history or a minimum of 8 statements and letters online.
 2. To access the website, Montgomery County Personnel or the customer will log in on the site and click the billing date of the statement they wish to view. Statements will be opened in a new window.
- iv. The vendor shall archive a minimum of 36 months of data and provide a copy of the archived data to the County on an agreed upon acceptable media.
- v. The online statements and letters displayed online shall be an exact duplicate of the statements and letters mailed via USPS or electronic mail to customers.
- vi. Customers shall have the option to choose whether or not they wish to receive a paper statement. The vendor shall have the ability to recognize and suppress printing and mailing statement for customers that do not wish to receive a paper statement.

f. Disaster Recovery

- i. The vendor shall provide backup facilities in the event that the primary operational site experiences a disaster to ensure that services are provided with minimal interruption.
- ii. In the event of a disaster, the Vendor shall notify the Montgomery County Environmental Services Customer Services Manager within 12 hours of the event.
- iii. Information shall be on file about the alternative location and contacts for that location that will be aware and familiar with the MCES contract.

g. Statement Mail Services

- i. The vendor shall provide billing stock, mailing envelopes and return envelopes for all mailings.
- ii. The bills and envelopes provided shall be designated to be consistent with billing system requirements and shall meet USPS regulations. All return envelopes shall meet processing standards of US Bank.
- iii. The vendor shall prepare all statements for insertion. A reply envelope and a newsletter shall be inserted. Additional inserts are possible.
- iv. All mail shall meet First Class automation rate requirements to obtain the lowest possible postage rates.
- v. The vendor shall process mail through a presort routine which will attach and interface the CASS certified barcode for all qualified pieces and satisfy all documentation requirements of the USPS. All work will then be qualified for appropriate postal discounts and the vendor shall produce the required postage reports.
- vi. The County will deliver newsletters and inserts to the Vendor on a quarterly basis for insertion in customer bill envelopes.
- vii. The vendor shall complete form 3600P for all mailings.
- viii. The vendor shall pay for all mailings through the USPS.
- ix. The vendor shall provide a report detailing the number of envelopes mailed and the amount of postage to the County daily.
- x. The vendor shall guarantee that the completed work will reach the USPS each day.

h. Letter Mail Services

- i. The County currently generates bills, delinquent notices and other letters each morning. Currently, approximately 15,000 letters are sent each month and vary as to content and form.
- ii. The vendor shall process mail through a presort routine and requirements as discussed in section (g) above.
- iii. This option is reserved to be implemented at a later date.

B. Quality of Work Measures

a. Quality of Work

- i. The quality of the vendor's work shall be consistent with USPS requirements and the County's remittance processing and image expectations.
- ii. Data formatting on the customer statement will be in accordance with the requirements established herein. The vendor's workmanship standards and responsibility for maintaining the integrity of the County's statement processing without disruption will be a key area addressed prior to work beginning under the contract.
- iii. Data receipt problems, print or other errors shall be reported to the MCES Customer Services Manager immediately upon recognition of the issue or error.
- iv. The vendor shall establish and maintain quality control procedures to facilitate logging, tracking and checking all items from the time they enter the vendor's system through the time they are transferred for inserting and mailing.
- v. The vendor shall correct print errors and omissions at the vendor's expense including, but not limited to labor, supervision, supplies, postage and all other expense associated with correction the error.
- vi. Vendors shall describe these standards within the proposal. This will be a key area addressed prior to work beginning under the contract;
- vii. Data receipt, print problems, or other concerns shall be reported to the Montgomery County Customer Service Supervisor or Billing Specialist immediately upon recognition.
- viii. The Vendor shall establish and maintain quality control procedures to facilitate logging, tracking and checking of all items from the time they enter the Vendor's system through the time they are fully processed satisfactory to Montgomery County. Vendor shall provide the recommended quality control procedures within the proposal.
- ix. Should mailings not be delivered to the USPS for mailing on a regular and timely manner, penalties shall be assessed in accordance with the terms and conditions of the Contract. Additionally, contract termination may result for unsatisfactory services as determined by Montgomery County.

b. Project Management

- i. The vendor shall provide project management services of the coordination of staff and project team members during the course of the project.
- ii. The County shall perform overall project management and the Vendor shall provide a project manager who will support project objectives and work with the County staff.
- iii. Vendors must provide a proven methodology and implementation approach that minimizes potential for disruptions to Montgomery County's operations, and minimizes risk to business processes and systems. The transition to a new Bill Print and Mail Service must be transparent to Montgomery County's customers.
- iv. The Vendor's methodology and implementation approach must address all services deemed necessary to achieve a successful implementation. Vendors should include all services required for the evaluation,

delivery, installation, testing, training, configuration, and interface development for the proposed solution, including acceptance tests. The proposed methodology and implementation approach must include at a minimum, the following project activities:

- ✚ Business Analysis and To-Be Process Development
- ✚ Design
- ✚ Configuration
- ✚ Interface Design and Development
- ✚ Reporting
- ✚ Application/System Testing
- ✚ Performance Testing
- ✚ Production Environment Installation / Configuration
- ✚ Project Team Training
- ✚ Bill Print and Mail Service Documentation
- ✚ End User Training (e.g. Billing Team)
- ✚ Training Manuals
- ✚ Acceptance Testing/Sign-off
- ✚ Deployment/Montgomery County Rollout
- ✚ Post Implementation Support
- ✚ Design and Development

c. Project Completion and Acceptance Testing

- i. Installation or switch over shall be coordinated with the current vendor and systems shall run parallel for 30 days to ensure that there is no interruption in services.
- ii. Upon completion of the installation and training, the County and the Vendor shall agree in writing on the acceptance test procedure and timeline for the system.
- iii. The test plan shall contain a process for the correction of errors, defects and deficiencies including data migrations and reporting.

d. Support and Services

- i. The Vendor shall provide the following:
 - 1. A single point of contact, include email, office and cell phone.
 - 2. Reference documentation for billing services provided.
 - 3. Training of County staff required for the implementation of the billing services provided.
 - 4. Comprehensive operation and maintenance manuals will be provided that provide a system overview of all components and programming.
 - 5. Usage documentation (User Manuals) is also required for the County personnel review. If this documentation does not explain the equipment, usage procedures and troubleshooting clearly; further documentation will be requested. If it is not obtained in a timely manner, it may serve as an indication that the product is not manageable or efficient. *Please submit an example electronic copy of a user manual with your proposal.*

C. Schedule

- a. The time frame for which this project shall take place will be provided at the mandatory Pre-proposal Conference. It is important to take into account this information during the development of your proposal and to note if there shall be the possibility for the request for changes (i.e. equipment lead time, etc.)

D. Information Technology and Third-Party Project Oversight

- a. The selected Vendor will be required to adhere to Montgomery County's Information Technology-related requirements - The Vendor must also work with SunGard Public Sector Solutions and its Modules (Customer Information systems, Click 2 Gov.).
- b. Vendors should describe their experience working in joint implementation teams. Vendors should describe their policy regarding access to their systems by either Montgomery County or a third-party developer working on behalf of Montgomery County.

E. Training/Support

- a. Training will be provided by the vendor to the County users to allow for equipment and system maintenance to be carried out to the manufacturers' specifications. Clearly described user training shall include materials and procedure manuals/information. During the warranty period, vendor shall provide training as needed at the County's site and determined by the County.
- b. The minimum of 4 (four), 8 hour training days shall be included in the prescribed training plan.
 - i. Vendor shall include in their proposal an outline of their training programs and associated implementation recommendations.
 - ii. Vendor should also make these trainings or possible future trainings available in media format for Montgomery County's use to train any new employees.
- c. The vendor must provide details of ongoing system maintenance and support, covering all hardware elements and software compatibility elements.

F. Information Disclosure

- a. The Vendor and its employees shall not disclose any information regarding customers of Montgomery County in the course of providing services or access or make use of such information except in the course of it for the purpose of providing services as described in the Scope of Work without the prior written consent of the County.

Section 3: Warranty Requirements

A. Time

- a. Include the individual product warranty and the system equipment warranty.
- b. Vendor shall provide a product warranty schedule and description. Any exclusion must be listed. This will be a part of the evaluation data.

B. Materials Encumbered

- a. Please list all materials, including brand names, part numbers and quantities for all parts and systems requirements.
- b. Vendor shall ensure that all materials and equipment furnished under the contract are in good working order, free from defects and in conformance with system specifications. All installed equipment must conform to the manufacturer's official published specifications.

C. Upgrades

- a. Upgrades shall be made available for the system as new software when it becomes available.

D. Preventative Maintenance Warranty

- a. Vendor shall provide a recommended preventative maintenance warranty if available and all associated cost as outlined below.
 - i. Preventative Maintenance-
 1. The program of standard maintenance routines are determined by manufacturer's recommendation, equipment application and location. Provide a list of covered equipment and the frequency of the maintenance with the proposal.
 - ii. Repair & Replacement Services-
 1. The vendor will provide labor and materials to repair or replace failed or worn components in the system functionality within 24 hours of notifications to maintain the integrity of the system.
 2. Components that are suspected of being faulty will be repaired or replaced in advance to minimize the occurrence of system malfunction.

E. Test & System Change Out

- a. Montgomery County and the Vendor shall agree in writing on the acceptance test procedures for the system.
 - i. The test plan shall contain a process for the correction of errors, defects and deficiencies including but not limited to data migrations and reporting.
 - ii. The Vendor shall develop an acceptance test plan by providing Montgomery County examples of test plans or templates and providing expertise regarding the scenarios to be tested.
- b. Systems Development and Change Control
 - i. The Vendor shall perform all development, integration, upgrades, maintenance and other services relating to the improvement and advancement of printing systems and functionality on a regular and structured basis. Vendors should describe this process and frequency within their response.

- ii. The Vendor shall provide adequate advanced notice to Montgomery County when services are scheduled to occur and provide quality tests to assure no adverse consequences associated with the changes.
- iii. The Vendor shall work with Montgomery County to develop an acceptance test plan to mitigate any adverse consequences associated with any changes.

F. Transition Services

- a. Should the contract between the Vendor and Montgomery County be terminated for cause or for convenience, the Vendor shall provide to Montgomery County all historic image data and the software necessary for Montgomery County to continue to present archived bill images to customers through either an in-house or alternative out-sourced solution. Vendor shall describe how it could fulfill this expectation.
 - i. Vendor shall diligently work with Montgomery County to assure all services relating to the transition are met in a timely, proficient and organized manner.

Section 4: Schedule and Contact Information

The following schedule is an outline of events that will serve as the basis for this project. A detailed project timeline will be available at the mandatory pre-proposal conference.

TENTATIVE TIMELINE:

- ◆ Project Advertisement.....November 13, 2015
- ◆ Pre-Proposal ConferenceDecember 1, 2015
- ◆ Questions Due.....December 4, 2015
- ◆ Answers AvailableDecember 9, 2015
- ◆ Proposals DueDecember 16, 2015
- ◆ Notification of InterviewsDecember 19, 2015
- ◆ Interviews.....January 4-8, 2016
- ◆ Negotiation with Selected Vendor(s).....January 2016
- ◆ Award.....January 2016

Contact Information:

Purchasing-

1.) Melissa Wilson, CPPB, Senior Buyer

937-781-2673OFFICE

Section 5: Proposal Format and Submittals

***Any proposal that does NOT adhere to this format may be eliminated from the selection process at the discretion of Montgomery County.**

A. Table of Contents

- a. A table of contents providing a listing for each section of the proposal is required, including the appendices and any additional material submitted.

B. Executive Summary

- a. This section should provide a concise summarization of the products and services being proposed to meet the County's needs and why it is the solution the County should decide to implement.

C. Company Overview

- a. This section should provide information about the Proposer's company, services, and corporate structure, including an organization review, key contracts, and customer relations. This section must include the following information:
 - i. A brief description of the company
 - ii. Company history
 - iii. Current size of the company
 - iv. Company location
 - v. Length of time in business
 - vi. Length of time providing services as outlined in this proposal
 - vii. Qualifications of the company to respond to this RFP
 - viii. Description of the company's involvements, if any, with setting of standards in areas relevant to this proposal
 - ix. Research and development budget as well as a narrative on the future focus for the modeling tool
 - x. Names, address, telephone numbers, resumes, and email address of principal company contacts (any additional provided to the enclosed vendor form).

D. Experience and References

- a. Discuss the firm's experience in developing and supporting billing and printing tools.
- b. Provide at least 3 current references (last 5 years) where similarly proposed equipment, systems, and software are in current operation.
- c. References must include:
 - i. Contact Name
 - ii. Contact Address
 - iii. Contact Telephone and Fax Number
 - iv. Contact Email Address
 - v. Brief Description of Product Implementation and Services Provided

E. Proposed System Overview/Project Approach

- a. A project approach/overview of the proposed system must be provided, so when evaluated, a good understanding of the standard capabilities of the system/project can be established. System strength and weaknesses shall be clearly noted.

F. Response to Detail Requirements

- a. This section shall include the response to the information provided at the mandatory pre-proposal conference. The response shall include any exceptions, conditions, qualifications, or alternatives for meeting the given requirements.

- b. Vendors shall provide a written response to each group of detailed requirements.

G. Ongoing Support/Training

- a. The vendor must provide details of ongoing system maintenance and support, covering all hardware elements and software compatibility elements. Please provide at minimum the following in detail:
 - i. Support/desk facilities including hours (include guaranteed response times and escalation procedures).
 - ii. All annual maintenance and support costs.
 - iii. The system warranty, its coverage and limitations.
 - iv. The web support strategy, if applicable.

H. Additional Information

- a. Any additional pricing or non requested material that the vendor thinks is pertinent to the proposal.

I. Pricing

- a. Prices must be firm for a minimum of one (1) year from the date of the contract award. A percent increase shall be clearly indicated for the following years included in the agreement.
 - i. Purchases by Montgomery County are Tax Exempt.
 - ii. Prices shall be quoted as a yearly cost.
 - iii. Renewal rates shall be based upon the CPI index as described below.
- b. CPI costs for any extension term years shall be subject to an adjustment based on the latest yearly percentage increase in the Consumer Price Index for All Urban Consumers (CPI-U) as published by the Bureau of Labor Statistics, U.S. Dept. of Labor.
 - i. The yearly increase, or decrease in the CPI shall be that latest index published and available ninety (90) days prior to the end of the contract year currently in effect compared to the index for the same month one year prior.
 - ii. Any requested cost increase shall be fully documented and submitted to the County at least ninety (90) days prior to the contract anniversary date.
 - iii. Any approved cost adjustments shall become effective upon the anniversary date of the contract. In the event the CPI or industry costs decline, the County shall have the right to receive, from the Contractor, a reasonable reduction in costs that reflect such cost changes in the industry.
 - iv. The County may, after examination, refuse to accept the adjusted costs if they are not properly documented, increases are considered to be excessive, or decreases are considered to be insufficient.
 - v. In the event the County does not wish to accept the adjusted costs and the matter cannot be resolved to the satisfaction of the County, the contract can be cancelled by the County upon giving thirty (30) days written notice to the Contractor.

- c. The vendor must provide detailed descriptions of connectivity, hardware, software, software upgrade and support services to be delivered as part of this contract.
 - d. All costs to the County must be specified in its own section.
 - e. The schedule shall include all solution costs, baseline software costs, software maintenance costs, and installation, training and modifications services, as applicable. Indicate whether software is part of the package.
 - f. The County will not pay any costs associated with the preparation, transmittal, or presentation of any proposals or material submitted in response to the RFP.
- J. Literature
- a. Vendor must provide all literature pertaining to this project and applicable to all materials included.

Section 6: Evaluation

A. Evaluation Team

- a. The evaluation team shall consist of people from Purchasing, Customer Services, and IT.

B. Evaluation Process & Criteria

- a. Proposal evaluation will be completed and scored by each member of the evaluation committee to ensure that all the criteria have been covered and the format as described in Section 6 (*Evaluation form attached*).
 - i. Proposers will be evaluated on the following:
 - 1. Implementation Plan
 - a. Compatibility
 - b. Design & Functionality
 - c. Upgradeability
 - d. Use of current systems
 - 2. Project Approach
 - a. Proposed System Overview
 - b. Hardware and Software,
 - c. Operation Manual
 - d. Literature
 - e. Back Up Ability
 - 3. General Requirements
 - a. Company Overview
 - b. Experiences and References
 - c. Overall Response to Proposal
 - 4. Ongoing Training and Support

5. Pricing- Initial suggested price.
6. Miscellaneous Requirements
 - a. Response to the RFP
 - b. Additional Information
7. Other
 - a. Flexibility
 - b. Streamlined implementation plan

C. Interviews

- a. Top scoring proposals will be asked to give a live presentation of their proposal.
- b. Top combined RFP score and demonstration score will be invited to begin negotiation process.

D. Negotiations Process

- a. Pursuant to Ohio Revised Code 307.862, Montgomery County reserves the right to reject any proposal in which the provider takes exception to the terms and conditions of the request for proposals; fails to meet the terms and conditions of the request for proposal, including but not limited to, the standards, specifications, and requirements specified in the request for proposals; or submits prices that the contracting authority considers to be excessive, compared to existing market conditions, or determines exceed the available funds of the contracting authority. Montgomery County reserves the right to reject, in whole or in part, any proposal that the County has determined, using the factors and criteria developed, would not be in the best interest of the County. Montgomery County may conduct discussions with providers who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure full understanding of, and responsiveness to, the requirements specified in the request for proposal.
- b. Selected vendor(s) shall have given a price in their proposals; which should be broken down by principal areas of work. Montgomery County will negotiate with the vendor to ensure the focus of the work agrees with our vision of the project.
- c. Montgomery County will negotiate with the vendor who submits the most advantageous proposal based on the rankings of the evaluation team.
 - i. Negotiations will be conducted with one vendor at a time and only if an agreeable contract cannot be conceded, the next scored vendor will be contacted.
 - ii. There will be no bid shopping allowed under this RFP.

E. Notification

- a. All proposers will be notified via email and formal letter of the decided outcome of the project before project is approved by the BCC.

Complete the following questions and check off (☒) the appropriate response. Failure to answer all questions on the following page(s) may be cause to reject your proposal as non-responsive. It is the responsibility of the proposer to identify and explain all exceptions to these specifications. Montgomery County will not accept any deviation from the specifications, which is not identified and explained in the bidder's proposal.

1. Exceptions to specifications?

☐ Yes ☐ No (If yes, a complete list of any and all exceptions **MUST** be attached to your proposal to receive consideration)

2. Warranty Information for all systems and products enclosed?

☐ Yes ☐ No

3. Vendor has completed and is submitting forms #3 and #4?

☐ Yes ☐ No

4. Vendor has read, understands and accepts the attached GENERAL CONDITIONS (pages 2 thru 5)?

☐ Yes ☐ No

5. Prices include any and all delivery/freight charges?

☐ Yes ☐ No

6. All proposal items requested in format Section 5 included?

☐ Yes ☐ No

7. Proposal will remain open for acceptance for 120 days after opening unless otherwise stated.

☐ Yes ☐ No

8. Vendor understands that only the top 3-4 vendors will be asked to do a presentation, which will be at no cost to Montgomery County?

☐ Yes ☐ No

Bidding Company _____
This page MUST BE Returned as part of Bid Packet

QUESTIONS CONTINUED:

9. Vendor is open to negotiating pricing options in regards to best value?
☐ Yes ☐ No
10. All required information has been included and is in the correct format?
☐ Yes ☐ No
11. Vendor understands that the pricing given in this proposal is subject to negotiation?
☐ Yes ☐ No
12. Vendor has provided all the necessary acquisition/transitions data?
☐ Yes ☐ No
13. Vendor is interested in participating with both SWOP4G and COOPP?
☐ Yes ☐ No

SIGNATURE SECTION:

The undersigned hereby certifies that any services, materials and/or equipment furnished as a result of this, it will be in full accordance with Montgomery County Specifications applying thereto, unless exceptions are stated above.

Bidding Company_____

Address_____

City_____State_____Zip Code_____

Phone_____

Email_____

Amount of Bid Bond \$__N/A_____(All bid bond checks will be returned AFTER award of contract)

Print or Type Name _____

Title _____

Signature _____ (Blue Ink)

With this signature I hereby certify that I am authorized as an agent for the above named company and offer this Proposal with intention to enter into a contract with Montgomery County if awarded.

Bidding Company_____
This page MUST BE Returned as part of Bid Packet

SO 500030 Pricing Sheet

Initial Setup		
Bill Design & Development	\$ _____	One Time
Bill Design Use of Current Setup	\$ _____	One Time
Letter Design & Development	\$ _____	One Time
Letter Design of Current Setup	\$ _____	One Time
Unit Prices		
<i>*A return envelope shall be included with all bills*</i>	\$ _____	
Mail Bill* or Letter Only	\$ _____	Each
Mail Bill* & Insert	\$ _____	Each
Mail Bill*, Insert & Additional	\$ _____	Each
Quick Change Message	\$ _____	Each
Postage Fees	\$ _____	Each
Electronic Bill Presentment	\$ _____	Each
Electronic Letter / Form Presentment	\$ _____	Each
County staff web log-ins	\$ _____	Each
Utility staff web log-ins	\$ _____	Each
Hourly Services		
Programming - set for mail services	\$ _____	Hour
Programming - set for electronic services	\$ _____	Hour
Changes to bill design	\$ _____	Hour
Training to county staff	\$ _____	Hour
Printing Services		
Bill Printing (2 color)	\$ _____	Each
Bill Printing (4 color)	\$ _____	Each
Envelope Stock (Printed COLOR Logo)	\$ _____	Each
Envelope Stock (Printed BLACK/WHITE Logo)	\$ _____	Each
Print Insert (2 sided, 4 color)	\$ _____	Each
Print Letter (2 color)	\$ _____	Each
Miscellaneous Costs (if applicable)		
Web site maintenance	\$ _____	Month
Image processing, storage & management	\$ _____	Month
Warranty	\$ _____	Yearly
Disaster Recovery	\$ _____	Occurrence
Other (specify)	\$ _____	
Estimated first year total cost:	\$ _____	
Vendor agrees to CPI for each extension option:	_____	YES/NO

DISCLOSURE POLICY

The Board of County Commissioners of Montgomery County, Ohio, has adopted a disclosure policy which requires persons or business contracting with the Board of County Commissioners of Montgomery County, Ohio, to disclose to the Board any business and/or family relationship which the contracting party has with any public official, or person employed by any public official in Montgomery County, Ohio. Immediate family relationships, for disclosure purposes, are defined as spouse; children; parents (natural and by-law); and siblings (natural and by-law). Disclosure of this information will not necessarily preclude the award of a contract to the undersigned. The undersigned party, in accordance with intent of resolution No. 88-1276 agrees to disclose, to the best of its knowledge and ability, the following information.

CORPORATION

The identity of any county Official, County employee, or member of a county official or county employee's immediate family, who hold(s) a position of responsibility being defined as a position having decision making capacities including but not limited to a member of the board of directors, officer of the corporation, or trustee;

PARTNERSHIP

The identification of person(s) employed by the partnership and or the name(s) of any of the immediate family who is, or who are, also simultaneously employed by any public official of Montgomery County, Ohio, or public office or agency of Montgomery County, Ohio;

CONSULTANT

The identification of person(s) employed by the consultant and or the name(s) of the consultant's immediate family who is, or who are, also simultaneously employed by any official of Montgomery County, Ohio, or public office or agency of Montgomery County, Ohio;

Should the undersigned party have knowledge or information concerning the above categories, the undersigned party is to submit this acknowledgement form with a detailed explanation of the names of the parties involved and the particular relationship. Please check the appropriate box.

☐ DOES NOT APPLY

☐ DOES APPLY WITH EXPLANATION
ATTACHED

SIGNATURE _____

TITLE _____

NOTE: This form only pertains to companies or businesses having property within Montgomery County, and possible delinquent personal property taxes owed by them to Montgomery County. Bidders who do not have property within Montgomery County are to mark this form as **N/A (Not Applicable), sign it, have it notarized, and return it** with the bid documents. **This form must be completed and returned.**

STATE OF OHIO:

FORM NO. 4

COUNTY OF _____:

To the Auditor of Montgomery County:

The affiant, _____
(name of person, organization, or company)

located at _____
(address)

After being duly sworn, states the following: The affiant, at the time the bid for

_____ was submitted (check one):

☐ Was not charged with any delinquent personal property taxes on the general tax list of Montgomery County, Ohio

☐ Was charged with delinquent personal property taxes on the general tax list of Montgomery County, Ohio in the principal amount of \$_____ with the sum of \$_____ added for due and unpaid penalties and interest.

Further the affiant sayeth naught,

Sworn to and subscribed by _____
(name of person, organization, or company)

on this _____ day of _____ 20_____.

Signature of person or authorized representative of affiant

STATE OF OHIO:

COUNTY OF _____:

Before me, a notary public, on this _____ day of _____ 20_____.

Personally appeared _____

the affiant in the foregoing affidavit, who acknowledged the signing thereof to be _____ voluntary act and deed.

In testimony whereof, I have hereto subscribed by name and affixed my seal on this day and year aforesaid.

Notary Public

NONCOLLUSION AFFIDAVIT

STATE OF _____

:SS

COUNTY OF _____

The undersigned bidder or agent, being duly sworn, on oath says that he has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him, entered into any combination, collusion or agreement with any person relative to the price to be bid by anyone at such letting, nor to prevent any person from bidding nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding in any way or manner whatever.

Bidder or Agent

For _____
Firm or Corporation

Subscribed and sworn to before me this _____ day of _____, _____.

My Commission Expires

“Exhibit A”

Sample Bills

**Montgomery County Environmental Services**1850 Spaulding Road
Kettering, OH 45432

www.mcoho.org/water

Customer Service: 937-781-2688

ACCOUNT INFORMATION**ACCOUNT:**

CUSTOMER NAME:

SERVICE ADDRESS:

CYCLE-ROUTE:

BILLING DATE:

DUE DATE:

10-25

03/03/2015

03/24/2015

CORRECTED BILL**Last Bill**

**Payments
(Credits)**

**Late Fees
Adjustments**

**Previous
Balance**

\$3,231.75

**Current
Charges**

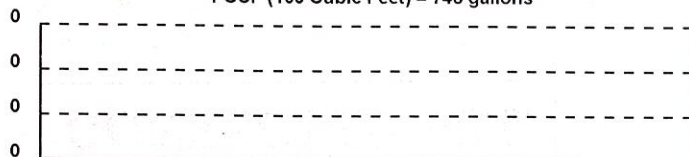
\$90.56

**Account
Balance**

\$3,322.31

METER INFORMATION

Service Period	Service	Current Read	Previous Read	Usage
----------------	---------	--------------	---------------	-------

QUARTERLY USAGE IN 100 CUBIC FEET (CCF)
1 CCF (100 Cubic Feet) = 748 gallons

Prior quarters are to the left; Current quarter is on the right.

ACCOUNT ACTIVITY

PREVIOUS BALANCE - DUE NOW

\$3,231.75

CURRENT CHARGES

SEWER ONLY

USAGE

21

AMOUNT

\$90.56

CURRENT CHARGES

\$90.56

ACCOUNT BALANCE

\$3,322.31

IMPORTANT MESSAGE

Montgomery County is proud to say that your drinking water has once again met or exceeded all state and federal water quality standards. Read all about it in our Drinking Water Quality Report which is available online at: www.mcoho.org/Monthomery/2014_Montgomery_County_Water_Quality_Report.pdf Drink up!

1/1

PLEASE FOLD ON PERFORATION BEFORE TEARING - RETURN BOTTOM PORTION WITH YOUR PAYMENT

**MONTGOMERY COUNTY
ENVIRONMENTAL SERVICES**
PO BOX 742598
CINCINNATI OH 45274-2598

Account Number:

10-25

Service Address:

DUE DATE:

(Does not apply to Past Due)

03/24/2015

AMOUNT DUE:

\$3,322.31

AMOUNT ENCLOSED:MAKE CHECK PAYABLE TO: MONTGOMERY COUNTY ENVIRONMENTAL SERVICES
Please do not staple or tape your payment to the remittance☐ Check here for Address Change. See Reverse SideMCOS10198
MC.1GRP-999-T.5
000979**MONTGOMERY COUNTY
ENVIRONMENTAL SERVICES**
PO BOX 742598
CINCINNATI OH 45274-2598

000209719000543382000003322313

Payment Options

Automate your payment at:

www.DirectPaymentPlan.com and follow the instructions. If you prefer, we will enroll you by phone. A checking or savings account is required.

Pay by phone:

Call us at 937-781-2688 and follow the prompts. We accept payment by **Visa or MasterCard**

Pay in person:

Monday-Friday
8:00am – 5:00 pm
Excluding holidays

Montgomery County Environmental Services
1850 Spaulding Road
Kettering, Ohio 45432
We accept cash, checks, money orders, Visa or MasterCard
or
Montgomery County Administration Building
451 West Third Street
Dayton, Ohio 45422
We accept cash, checks and money orders.

Pay online at:

www.mcoho.org/water and click on "Pay your water bill".
We accept Visa, MasterCard and e-checks.

Pay by mail:

Mail Payments to:
Montgomery County Environmental Services
PO Box 742598
Cincinnati OH 45274-2598
Allow 7 days for processing
We accept checks and money orders.

Use a deposit box:

Allow at least 3 business days for processing
We accept checks and money orders. Do not deposit cash.

Montgomery County Environmental Services
1850 Spaulding Road
Kettering (Research Park)
- In area near flag poles

Montgomery County Administration Building
451 West Third Street
Downtown Dayton
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Harrison Township Government Center
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Abbreviations

WA	Water	DD	Deduct meter	SP	Sprinkler meter	AW	Additional water meter
SE	Sewer	FS	Fixed sprinkler	AS	Additional sewer meter	MM	Monitor meter

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Water and sewer charges are calculated in units of one hundred cubic feet (approximately 748 gallons). The service charge is for customer related costs such as cost of the meter and maintenance, meter reading, and billing and collections. It is based on the number of days in your billing cycle (typically 91 days) and your meter size. This charge is assessed as long as there is a water meter at the property. The Source Water Protection Fee (formerly called Wellfield Protection Fee) is collected on behalf of the City of Dayton and is designed to fund zoning efforts, groundwater cleanup, education, chemical control, and emergency planning and response to protect our source water. More information regarding the Source Water Protection Program can be found at <http://water.cityofdayton.org/Water/wellfield.asp>.

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Questions and Inquiries

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Has Your Mailing Address Changed?

Name _____

Street Address _____

City and State _____

Zip Code _____

() _____

Phone Number (Including Area Code) _____



www.DeweyandSplash.org

**Montgomery County Environmental Services**

1850 Spaulding Road
Kettering, OH 45432
www.mcoho.org/water

Customer Service: 937-781-2688

DUPLICATE BILL**ACCOUNT INFORMATION****ACCOUNT:**

CUSTOMER NAME:
SERVICE ADDRESS:
CYCLE-ROUTE:
BILLING DATE:
DUE DATE:

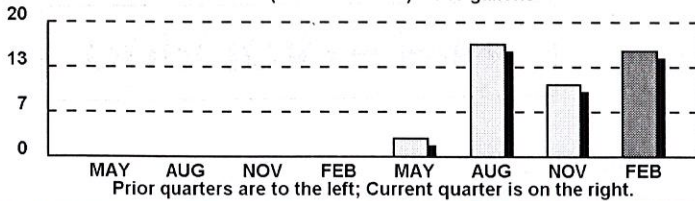
12-46
02/24/2015
03/17/2015

Last Bill	Payments (Credits)	Late Fees Adjustments	Previous Balance	Current Charges	Account Balance
\$111.58	-\$111.58	\$0.00	\$0.00	\$146.22	\$146.22

METER INFORMATION

Service Period	Service	Current Read	Previous Read	Usage
11/12/14-02/06/15	WA	19	3	16

QUARTERLY USAGE IN 100 CUBIC FEET (CCF)
1 CCF (100 Cubic Feet) = 748 gallons

**ACCOUNT ACTIVITY**

LAST BILL	\$111.58
TOTAL PAID SINCE LAST BILL	-111.58
LATE FEES/ADJUSTMENTS	0.00

PREVIOUS BALANCE - DUE NOW \$0.00

CURRENT CHARGES	USAGE	AMOUNT
SEWER	16	\$83.01
WATER	16	\$62.25
SOURCE WATER PROTECTION	16	\$0.96

CURRENT CHARGES \$146.22

ACCOUNT BALANCE \$146.22

IMPORTANT MESSAGE

Montgomery County is proud to say that your drinking water has once again met or exceeded all state and federal water quality standards. Read all about it in our Drinking Water Quality Report which is available online at: www.mcoho.org/Monthomery/2014_Montgomery_County_Water_Quality_Report.pdf Drink up!

1/1

PLEASE FOLD ON PERFORATION BEFORE TEARING - RETURN BOTTOM PORTION WITH YOUR PAYMENT



**MONTGOMERY COUNTY
ENVIRONMENTAL SERVICES**
PO BOX 742598
CINCINNATI OH 45274-2598

MAKE CHECK PAYABLE TO: MONTGOMERY COUNTY ENVIRONMENTAL SERVICES
Please do not staple or tape your payment to the remittance

Account Number: 12-46

Service Address:

DUE DATE: (Does not apply to Past Due)	03/17/2015
AMOUNT DUE:	\$146.22
AMOUNT ENCLOSED:	

☐ Check here for Address Change. See Reverse Side



MCOS97936
MC 1GRP-3559-T:14
003500



**MONTGOMERY COUNTY
ENVIRONMENTAL SERVICES**
PO BOX 742598
CINCINNATI OH 45274-2598

000415675000507392000000146222

Payment Options

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Cincinnati OH 45274-2598
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Has Your Mailing Address Changed?

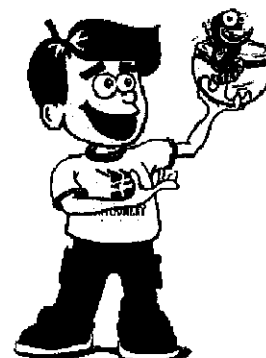
Name _____

Street Address _____

City and State _____

Zip Code _____

() _____
Phone Number (Including Area Code)



www.DeweyandSplash.org

**Montgomery County Environmental Services**

1850 Spaulding Road

Kettering, OH 45432

www.mcoho.org/water

Customer Service: 937-781-2688

FINAL BILL**ACCOUNT INFORMATION****ACCOUNT:**

CUSTOMER NAME:

SERVICE ADDRESS:

CYCLE-ROUTE:

BILLING DATE:

DUE DATE:

07-10

04/02/2015

04/13/2015

Last Bill

\$0.00

**Payments
(Credits)**

\$0.00

**Late Fees
Adjustments**

\$0.00

**Previous
Balance**

\$0.00

**Current
Charges**

\$2.36

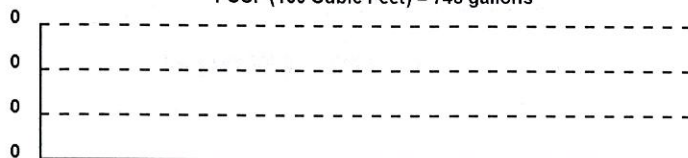
**Account
Balance**

\$2.36

METER INFORMATION

Service Period	Service	Current Read	Previous Read	Usage
----------------	---------	--------------	---------------	-------

03/26/15-03/31/15	WA	571	571	0
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QUARTERLY USAGE IN 100 CUBIC FEET (CCF)
1 CCF (100 Cubic Feet) = 748 gallonsJUN SEP DEC MAR JUN SEP DEC MAR
Prior quarters are to the left; Current quarter is on the right.**ACCOUNT ACTIVITY**

LAST BILL	\$0.00
TOTAL PAID SINCE LAST BILL	0.00
LATE FEES/ADJUSTMENTS	0.00

PREVIOUS BALANCE - DUE NOW	\$0.00
----------------------------	--------

CURRENT CHARGES	USAGE	AMOUNT
SEWER	-	\$1.58
WATER	0	\$0.78

CURRENT CHARGES	\$2.36
-----------------	--------

ACCOUNT BALANCE	\$2.36
-----------------	--------

IMPORTANT MESSAGE

IMPORTANT NOTICE: All or part of your water services has been billed for zero usage. If you have been using water during this billing period please contact us immediately at 937-781-2688 for an appointment with one of our Field Technicians to inspect your water meter. If you have not been using water and aware the billing should be for zero usage, please disregard this message.

1/1

PLEASE FOLD ON PERFORATION BEFORE TEARING - RETURN BOTTOM PORTION WITH YOUR PAYMENT

**MONTGOMERY COUNTY
ENVIRONMENTAL SERVICES**
PO BOX 742598
CINCINNATI OH 45274-2598

Account Number:

07-10

Service Address:

DUE DATE: (Does not apply to Past Due)	04/13/2015
AMOUNT DUE:	\$2.36
AMOUNT ENCLOSED:	

☐ Check here for Address Change. See Reverse Side

MAKE CHECK PAYABLE TO: MONTGOMERY COUNTY ENVIRONMENTAL SERVICES
Please do not staple or tape your payment to the remittance

MCOS11686
MC.1GRP-1164-T:4
001154**MONTGOMERY COUNTY
ENVIRONMENTAL SERVICES**
PO BOX 742598
CINCINNATI OH 45274-2598

000427601000587674000000002367

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City and State _____

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www.DeweyandSplash.org

**Montgomery County Environmental Services**

1850 Spaulding Road
Kettering, OH 45432
www.mcoho.org/water
Customer Service: 937-781-2688

ACCOUNT INFORMATION

ACCOUNT #:
SERVICE ADDRESS:
CYCLE #:
ROUTE #:

09
25

SHUT OFF DATE

03/23/2015

SERVICE ADDRESS**SHUT OFF AMOUNT**

\$68.85

DISCONNECT NOTICE

The above referenced amount is past due and should be paid immediately to avoid disruption of service. This amount includes late charges.

If you have questions or feel that this notice is in error, please contact Customer Service at 937-781-2688 Monday through Friday from 8am to 5pm.

Payments may be made free of charge by phone, online at www.mcoho.org, by mail or in person at 1850 Spaulding Road in Kettering or 451 West Third Street in Downtown Dayton. You may also use one of our drop boxes.

Full payment **must be received before** the disconnect date to ensure continued service.

If service is disconnected, additional charges must be paid to restore service.

PLEASE FOLD ON PERFORATION BEFORE TEARING – RETURN BOTTOM PORTION WITH YOUR PAYMENT



**MONTGOMERY COUNTY
ENVIRONMENTAL SERVICES
PO BOX 742598**

CINCINNATI OH 45274-2598

MAKE CHECK PAYABLE TO: MONTGOMERY COUNTY ENVIRONMENTAL SERVICES
Please do not staple or tape your payment to the remittance

Account Number:

Service Address:

DISCONNECT DATE: (Does not apply to Past Due)	03/23/2015
AMOUNT DUE:	\$68.85
AMOUNT ENCLOSED:	

☐ Check here for Address Change. See Reverse Side



MCON10213
MN1GRP-566-T-3
000566



**MONTGOMERY COUNTY
ENVIRONMENTAL SERVICES
PO BOX 742598
CINCINNATI OH 45274-2598**

000100253000563678000000068851

10000000

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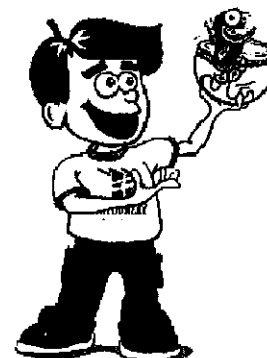
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Zip Code _____

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www.DeweyandSplash.org