

RFP Water Bill Responses	Utilitec-Troy	Lasertec-Sterling Heights	Pinnacle-Alabama	Universal-Burton	DATAMATX-Virginia
Firm Established	1985 - 27 yrs (Ancor-parent)	1986 - 26 years	1999 over 19 years via acquisition	1995 - 17 years	1976 - 36 years
Type of Organization	Corporation	Corporation	LLC	Corporation	Corporation
How many years providing printing & distribution services	22 years Ancor since 1985, Utilitec acquired 2002	26 years	19 years - Acquisitions in 2004, 2006 and 2008	17 years	36 years
How many clients does vendor currently service (5)	45 utility contract--They only work with Muncipalities and Utilities. Bus. revolves around technology. Currently	Not provided	400 clients Muc, fin, telecom, cable, insurance - 40% revenue from utilities	Not provided	200 clients currently servicing
Provide list of clients (5) type of work performed	Lansing Board of Water (95,000 accounts) & Light, Great Lakes Energy (120,000 accounts), Semco Energy (270,000 accounts), Alpena Power , City of Lorain	City of Southfield, Twp of Harrison, Twp Shelby, Canton Comm, Grand Blanc, City of Romulus (tax bills)	Briston Virginia Utilities, W.Kentucky Elec., Clark Cty REMC, Cities of Charlottesville, Romulus, Traverse City (not sure the type of service performed to each)	They provided Tyrone Twp. As a comparable (w/s) Did not provide type of service: Lincoln Hts, Hiway MHC, Forum MHC, Parkhurst (not sure what type of service performed to each)	Fairfax Cty Wtr,Newport New Waterworks, NOVEC, Hanover Cty, VA, Loudoun Wtr.
# of Employees	160 FT and PT	40 FT--4 PT	140 FT 20 PT	14 FT 4 PT	125 FT 4 PT
Do you provide the Zip + 4 service.	Yes (Utilitec is a preferred mailer to US Post Office)	Yes	Yes CASS/PAVEDPV/LACS USPS frit class automation, Merlin compliant USPS at PDS immediate into mail-stream	Yes	Yes
Is there a separate cost for the Zip + 4 service	No additional cost	No	No	No	No
Do you kee certificate updated	Yes (Utilitec is a preferred mailer to US Post Office)	Yes	Yes	Yes	Yes
What Post Office	Pontiac Business Mail Processing Center--Make deliveries several time a day.	Pontiac Metroplex	Boggs Rd, Duluth Georgia certified by the postal clerk at PDS	Flint	Ashland, VA

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Can you comply - 24 hrs, FTP, HOW	Yes and have met for the past 4 years	Yes-Will be printed, inserted and mailed within timeline	Yes-Guaranteed 24 hour turnaround	Yes-with stipulations-can comply provided they know when to expect and process during business hrs.	Yes
Do you accept internet transfers? Can you accept text file (our pref)	Yes to internet, Yes to our text pref., can accept any format, currently doing	Yes-all formats	Yes to internet transfer. They listed many formats but text file was not listed but they stated not limited to the list	Yes, prefer excel or CVS	Sounds like we have to provide our own FTP? And unclear about the use of a text file?
Are you capable of creating & printing barcode and OCR scan line	Yes-currently doing	Yes	Yes	Yes	Yes
Will firm comply with bank lockbox specs.	Yes	Yes	Yes	Yes	Yes
Will you subcontract any of the service	No	No	No	Yes-TGI Direct	No
Any options that would benefit the City	Elec.Bill Pres. And Pmt. -Webview	Tech.support for FTP - file trans, online job tracking	They offer full color	They can collect pmts, resubmit funds to city....	Datamatx, etrax, eview and eapprove
Firms experience with others in type of service being requested	Extensive exp. In utility bill processing includes water, gas and electricwithin the last year working with City of Grand Rapids, Alpena Pwr, Magic Valley Elec	Printing, inserting, mailing for 26 yrs. Most accurate and up to date tech, accuracy, reliable	Listed equipment, 6 pages in #10, can identify unique coding from a file, new business development, application, project mgmt.	They bill multitude property types, twps, apts, condos, single family, housing comm. Program versatile and flexible-wtr,swr,refuse, school tax, elec.	36 year exp. Proving custom data processing printing, mailing and elec. Document, recurring daily, weekly, monthly
Firms work program to deliver	Extensive quality verifications, audit checkpoints, ISO certified, controlled documentation, mailing standards, quality system to ensure 100% accuracy	File to IT, program process, samples, info to print dept, printing, bills envelope, insert envelope, postal code, deliver to Pontiac	Explained: Implementation process, testing, proj.mgmt, team	File downloaded and processed to printer	Provided detailed process in supplemental section

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How do you update the City throughout printing & distribution process	Notifications emailed to the city throughout the process	Provides online job tracking	Email notification or ability to track process through the electronic bill product	Provides internet billing program for real time status and reports	eTrax online job tracking for clients, assigned contacts for problems
Do you provide reports on data, list them	Yes, reporting statistics many available	Provide any reports city would request	Will customize for customer, will provide as much detail as needed	Occupant and usage data can be provided	Yes
What detail on invoice	Current bills include: Copies of postal reports, counts by cycle, unit cost, total cost-Happ to accommodate our needs	Job desc, quantity bills, job total, freight, sep. postage with bal, amt added, presort	Yes ePresent access document on line CITY controls	Service period, due date, amt due, terms and description of service	Line item pricing of exact usage
Can you provide emailing w/s bills	Yes	Yes (not sure based on their response-believe we would have to email bills and host a website)	Yes - Believe out on our Website	Yes--In future	Yes
Explain:	Hosted e-billing, they will notify customers that will is ready to view. Site will allow cust.s to view, pay, receive updates, chg profile (including email) and go paperless-Monthly cost	From the information provided I believe we they would set up the ebill (presnet us with the bills) but City City would have to host and maintain a website, as well as email bills to customers	Yes ePresent access document on line CITY controls. City would host website for bills	Currently indevelopment-anticipated ready date 2/1/13	Hosted website
Can you meet insurance requirements	Yes	Yes	Yes	Yes	Yes
Is contract required-if yes did they provide	No	No	Yes	No response	Yes