RFP Water Bill Responses	Utilitec-Troy	Lasertec-Sterling Heights	Pinnacle-Alabama	Universal-Burton	DATAMATX-Virginia
			1999 over 19 years via		
Firm Established	1985 - 27 yrs (Ancor-parent)	1986 - 26 years	acquisition	1995 - 17 years	1976 - 36 years
Type of Organization	Corporation	Corporation	LLC	Corporation	Corporation
How many years providing	22 years Ancor since 1985,		19 years - Acquisitions in 2004,		
printing & distribution services	Utilitec acquired 2002	26 years	2006 and 2008	17 years	36 years
	45 utility contractThey only work	,		·	·
	with Muncipalities and Utilities.		400 clients Muc, fin, telecom,		
How many clients does vendor	Bus. revolves around technology.		cable, insurance - 40% revenue		200 clients currently
currently service (5)	Currently	Not provided		Not provided	servicing
, , ,	·	·		They provided Tyrone Twp. As	Ü
			Briston Virgnia Utilities,	a comparable (w/s) Did not	
	Lansing Board of Water (95,000			provide type of service:	
	accounts) & Light, Great Lakes	City of Southfield, Twp of		Lincoln Hts, Hiway MHC, Forum	Fairfax Cty Wtr,Newport
	Energy (120,000 accounts), Semco	Harrison, Twp Shelby, Canton		-	
Provide list of clients (5) type of	Energy (270,000 accounts), Alpena	Comm, Grand Blanc, City of	the type of service performed to	type of service performed to	Hanover Cty, VA, Loudoun
work performed	Power , City of Lorain	Romulus (tax bills)	each)	each)	Wtr.
# of Employees	160 FT and PT	40 FT4 PT	140 FT 20 PT	14 FT 4 PT	125 FT 4 PT
			Yes CASS/PAVEDPV/LACS USPS		
			frit class automation, Merlin		
Do your provide the Zip + 4	Yes (Utilitec is a preferred mailer		compliant USPS at PDS		
service.	to US Post Office)	Yes	immediate into mail-stream	Yes	Yes
Is there a separate cost for the					
Zip + 4 service	No additional cost	No	No	No	No
	Yes (Utilitec is a preferred mailer				
Do you kee certificate updated	to US Post Office	Yes	Yes	Yes	Yes
	Pontiac Business Mail Processing		Boggs Rd, Duluth Georigia		
	CenterMake deliveries several		certified by the postal clerk at		
What Post Office	time a day.	Pontiac Metroplex	PDS	Flint	Ashland, VA

RFP Water Bill Responses	Utilitec-Troy	Lasertec-Sterling Heights	Pinnacle-Alabama	Universal-Burton	DATAMATX-Virginia
				Van Steatte lettere	
				Yes-with stipulations-can	
Consultation of the CTD	Vacand have madefauth a made 4	Vac Mill be undertailed in control and	Vac Community and 24 hours	comply provided they know	
Can you comply - 24 hrs, FTP,	Yes and have met for the past 4	Yes-Will be printed, inserted and		when to expect and process	Voc
HOW	years	mailed within timeline	turnaround	during business hrs.	Yes
			Yes to internet transfer. They		Sounds like we have to
Do you accept internet	Yes to internet, Yes to our text		listed many formats but text file		provide our own FTP? And
transfers? Can you accept text	pref., can accept any format,		was not listed but they stated		unclear about the use of a
file (our pref)	currently doing	Yes-all formats	not limited to the list	Yes, prefer excel or CVS	text file?
Are you capable of creating &	l l l l l l l l l l l l l l l l l l l				
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		Tech.support for FTP - file trans,		They can collect pmts,	Datamatx, etrax, eview and
the City	Elec.Bill Pres. And PmtWebview	online job tracking	They offer full color	resubmit funds to city	eapprove
				-1 1:11 1:12	
				They bill multitude property	26
	Extensive exp. In utility bill		Listed equipment, 6 pages in	types, twps, apts, condos,	36 year exp. Proving custom
	processing includes water, gas and		#10, can identify unique coding	, ,	data processing printing,
	electric within the last year working		from a file, new business		mailing and elec. Document,
Firms experience with others in	with City of Grand Rapids, Alpena	yrs. Most accurate and up to	development, application,		recurring daily, weekly,
type of service being requested	Pwr, Magic Valley Elec	date tech, accuracy, reliable	project mgmt.	elec.	monthly
	Extensive quality verifications,	File to IT, program process,			
	•	1			
	audit checkpoints, ISO certified,	samples, info to print dept,	Evoluin adulmala es a statica		
	controlled documentation, mailing		Explained: Implementation	File decimbeded and are seened	Duovidod dotailad muacassis
Firms work programs to delive	standards, quality system to		process, testing, proj.mgmt,	File downloaded and processed	·
Firms work program to deliver	ensure 100% accuracy	Pontiac	team	to printer	supplemental section

DED Water Bill Despenses	Hallitan Trov	Locartos Ctorlina Heighte	Diamada Alabama	Universal Dunton	DATAMATY Virginia
RFP Water Bill Responses	Utilitec-Troy	Lasertec-Sterling Heights	Pinnacle-Alabama	Universal-Burton	DATAMATX-Virginia
How do you update the City			•	Provides internet billing	eTrax online job tracking for
throughout printing &	Notifications emailed to the city			program for real time status	clients, assigned contacts for
distribution process	throughout the process	Provides online job tracking	electronic bill product	and reports	problems
			Will customize for customer, will		
Do you provide reports on data,	Yes, reporting statitics many	Provide any reports city would	provide as much detail as	Occupant and usage data can	
list them	available	request	needed	be provided	Yes
	Current bills include: Copies of				
	postal reports, counts by cyccle,	Job desc, quantity bills, job total,		Service period, due date, amt	
	unit cost, total cost-Happ to	freight, sep. postage with beg	Yes ePresent access document	due, terms and description of	Line item pricing of exact
What detail on invoice	accommodate our needs	bal, amt added, presort	on line CITY controls	service	usage
		Yes (not sure based on their			
Can you provide emailing w/s		response-believe we would have			
bills	Yes	to email bills and host a website)	Yes - Believe out on our Website	YesIn future	Yes
	Hosted e-billing, they will notify	From the information provided I			
	customers that will is ready to	believe we they would set up the			
	view. Site will allow cust.s to view,	ebill (presnet us with the bills)			
	pay, receive updates, chg profile	but City City would have to host	Yes ePresent access document		
	(including email) and go paperless-	and maintain a website, as well	on line CITY controls. City would	Currently indevelopment-	
Explain:	Monthly cost	as email bills to customers	host website for bills	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