



Lexington Fayette Urban County Government

Division of Central Purchasing

Invitation To Bid #67-2012

Print and Mailing Services-Sewer, Landfill & Water Quality Fees

Due

05/23/2012 by 2:00 PM EST

May 23, 2012

Theresa Maynard
Division of Central Purchasing
200 East Main Street, Rm 338
Lexington, KY 40507

Ms. Maynard:

Cash Cycle Solutions, Inc. (CCS) is pleased to respond to your Invitation to Bid #67-2012, Print and Mailing Services – Sewer, Landfill & Water Quality Fees. The information contained in this Bid Response or any part thereof, including exhibits, schedules and other documents and instruments delivered or to be delivered to the Lexington Fayette Urban County Government LFUCG are true, accurate and complete.

Your points of contact at CCS regarding this proposal are:

Primary Contact:
Charles R. Bowers
Sales Manager
Cash Cycle Solutions, Inc
201 S. Tryon Street, Suite 800
Charlotte, NC 28202
919.672.5546
cbowers@totalccs.com

Secondary Contact:
Kim Ford
Sales Manager
Cash Cycle Solutions, Inc
201 S. Tryon St., Suite 800
Charlotte, NC 28202
Direct Phone: 770-841-9968
kford@totalccs.com

CCS, based in Charlotte, NC, is a leading national provider of business-critical and time-sensitive document communications. By combining our proprietary technology, with a state-of-the-art production facility in Charlotte, NC, we deliver a complete suite of solutions from printing, mailing, postal optimization, selective inserting, electronic bill presentment and payment including IVR and lockbox remittance. Through the utilization of these services, we can support your entire document communication process – from billing, to collections and tracking, to payment processing.

At CCS, we understand that our relationship with our clients exceeds that of merely being a service provider. We realize successful outsourcing arrangements are based on demonstrated capabilities, trust, commitment and an understanding that we are a long-term outsourcing *partner* with our clients, and that is the business relationship we offer to you and the LFUCG through this proposal.

Based on the County's stated requirements, our diverse experience working with nearly 400 clients across the nation, including local and regional governments, uniquely positions us to be

an exceptional partner for the County. With over 30 years of experience, we have successfully designed, programmed, and implemented thousands of billing and notice applications. Our vast experience and proven methodology with implementations has greatly reduced the complexity and timeframe for implementation projects. Our industry-unique document services, along with our convenient location in Charlotte, NC positions us as an ideal partner for the LFUCG:

- CCS is one of the most experienced outsource billing firms in the nation. We specialize in successfully implementing "first-time" outsourcers as well as those seeking to combine multiple billing applications from multiple agencies within one outsourcing partner.
- Our clients benefit from consistently low postage rates and compliance with all USPS postal bar coding and delivery standards.
- We are a national company serving diverse clients across the United States.
- We offer paper and Internet-based billing solutions and have unmatched experience working with diverse software companies and data files.
- We provide disaster recovery and continuity of services that meet and exceed industry standards.
- We are the exclusive provider of **CCS MailManager™**, a Web-based document production/process management application that fully automates the outsourcing process.

We are very excited about the unique solutions we can provide the LFUCG, and would be grateful for the opportunity to personally demonstrate our company's abilities and expertise. Our unmatched experience, unique solutions and exceptional IT capabilities will prove to be a great benefit to the LFUCG with its outsourcing initiative.

Thank you for allowing us to participate in this process.

Regards,



Kelly Choate, President
Cash Cycle Solutions, Inc.
704.926.3276

CCS Response to requirements in document ITB Bid #67-2012 Print & Mailing Services, page I

CCS currently partners with many sanitary sewer companies, along with water and sewer companies for print/mail services. We also have a complete suite of digital solutions to compliment our core print and mail services for LFUCG's future needs.(please see attached document detailing the functionality of each of these solutions).

If selected as your vendor, we can easily make a start date of August 31, 2012.

CCS has a full staff of experienced programmers capable of meeting LFUCG's document design, data processing, and document format requirements. Our programming team works has worked with nearly 400 different clients in several different industries. Each client operates in a different billing environment with different software systems, legacy systems, and different types of output formats and files. CCS can accommodate almost any data format, including but not limited to fixed length ASCII, comma quote delimited, spool files, PDF, and XML.

Our staff is versed in the latest industry data composition and design tools to produce the most technical document designs. Using HP's Exstream Dialogue document composition, data management, and processing logic software, we meet any technical requirements of document designs, including but not limited to graphs, pie charts, bar codes, lockbox scan lines, variable inserting, onserts, and multi page documents.

We can seamlessly work with GCWW's Ventyx Customer Suite billing system.

The documents and envelopes listed in the table shown are similar to the bills we currently produce for many of our clients.

CCS does 100% of our printing, inserting and mailing processes. We do not use subcontractors. Our print and mail pricing includes 24/7 access to our exclusive on-line collaboration solution **CCS Mail Manager™**. Using this tool you will be able to upload your files to us and track your jobs on-line throughout the entire production process from job initiation through delivery to the USPS. **CCS Mail Manager™** also offers you many standard reports with the ability for us to supply you with custom reporting based on your specific needs. Please see below a more detailed description of the functionality of **CCS Mail Manager™**.

CCS Mail Manager™ is our exclusive, web-based production/process control and visibility solution. CCS uses this patented software to process, manage and control all document production. **CCS Mail Manager™** is a secure, real-time and collaborative platform that allows clients to initiate and track jobs from any personal computer. With it, your staff can request jobs, upload files, update jobs, schedule future jobs, view postal receipts and CASS reports, and view job status in real time. It provides a real-time window into the entire production process from initiation through data processing to sample approval, printing, folding, inserting and delivery of documents to the USPS by CCS.

- **Postal Automation Setup:** CCS has been working with the USPS for over 30 years. We provide all necessary services to attain the best possible postage discounts and adhere to all postal regulations. In order to consistently maximize postal savings, we implement the following tasks:
 - **Mail Piece Design Validation** – All of your designs are tested and approved by a certified mail piece designer employed by the USPS.
 - **Mail Piece Approval from USPS** – After the automation and presort are setup and the envelope is chosen, the entire sub-assembly of goods are validated by postal officials.
 - **Ongoing Presort and CASS Certification Documentation** – Each mailing is accompanied with USPS documentation and made available to you in a digital format via our CCS Mail Manager™ software. The paperwork is an exact replica of what is submitted with the physical mail.
 - **Mail Barcoding** – CCS complies with all USPS Intelligent Mail Barcode (IMB) requirements and our clients receive maximum postage discounts.

CCS Response to requirements in document ITB Bid #67-2012 Print & Mailing Services, page 2

- We completely implement and manage our proposed solution.
- There is no solution software or hardware to install. All of our solutions are web-based, password protected. All we need to process your work is for LFUCG/GCWW to upload the files to us.
- CCS will handle all design, modifications, and testing necessary.
- Our professional services team will provide either on-site training or Web meeting training to all members LFUCG's team who need training. We will establish benchmarks and deadlines that have to be met for form design and data file set-up. We will also train LFUCG's personnel on using our flagship solution **CCS Mail Manager™**. This is our proprietary client portal and job management solution. **CCS Mail Manager™** provides job initiation, processing control, production control, job management and status tracking tools right from your desktop or PC. Each time you upload a file to us with a new job request, we send back to you a time stamped confirmation number, along with the number of records received.
- CCS will provide LFUCG with a user friendly process for updating document content and adding new documents in an environment that may require CCS to reformat files into a print ready format.

Printing and Mailing Services-Functional Requirements, pages 2 and 3

I will enter the required Response on the forms provided, but I will enter my comments for each Requirement here.

Req#1 CCS can receive files via FTP as stated or you can upload files through our **CCS Mail Manager™** solution. The fixed length text file is one many of our clients currently use. We can receive files at anytime throughout the day because the initial processing is fully automated.

Built inside **CCS Mail Manager™** is our Data Processing Automation System (DPA) software. By integrating this automation application, we created an easy to use Web-based system that eliminates the need to manually transfer files. **CCS Mail Manager™** initiates job requests, evokes application business rules, performs all USPS certifications, generates paperwork and drives the process to compile all appropriate print files. **CCS Mail Manager™** also allows for automation of routine jobs to ensure they are processed quickly with a minimum amount of human intervention. In other words, **CCS Mail Manager™** allows LFUCG to outsource document production while maintaining complete visibility and control of the entire process. Screen shot below.

Welcome To CCS MailManager™

User: demoutil
Client: MCEC

Active Jobs

Client: MCEC
Location: All
Job Name: _____ Status: All
Queue Date (MM/DD/YYYY) From: 3/31/2012 To: _____ Search

Client	Job Name	Job #	Queue	On Time	Loc	Status
MCEC	05/01/12 F...	293551	05/00/12	Yes	CHAR	Job Delivered to ...
MCEC	04/30/12 F...	293551	05/01/12	No	CHAR	Job Delivered to ...
MCEC	04/28/12 F...	293454	05/01/12	No	CHAR	Job Delivered to ...
MCEC	04/27/12 F...	293378	04/30/12	Yes	CHAR	Job Delivered to ...
MCEC	S Cycle	293158	04/27/12	No	CHAR	Job Delivered to ...

Req#2 CCS can process and mail for LFUCG same day. We are also a USPS Detached Mail Unit (DMU). This means a USPS employee comes to our facility daily to approve our mail on site and then the USPS immediately enters to approved mail in into the USPS postal stream through the computer on site. The mail travels directly to ground or air transportation for the final destination completely bypassing the Charlotte Bulk Mail Facility. This eliminates approximately 12 hours of delivery time from initiation of a new job to delivery of the bill to your customer. Mail can be delivered to the transportation hubs up to midnight each day.

Req#3 LFUCG/GCWW can review documents on-line and cancel jobs prior to the print and mail process through our **CCS Mail Manager™** solution. There are no software tools needed at your end. It is completely web-based password protected.

Req#4 CCS has state of the art inserting equipment that can read barcodes and/or OMR marks to intelligently insert the appropriate materials for each mail piece.

Req#5 Our intelligent inserters are each equipped with 6 trays capable of handling dynamic insertion based on barcode or OMR logic.

Req#6 To review Postal Automation Setup above, CCS processes every file received through CASS and PAVE presorting to achieve maximum postal discounts. We also utilize the IMB (Intelligent Mail Barcode) technology. CCS has been using the IMB since it was first introduced in 2007.

CCS performs address standardization, CASS certification and is current with the IMB. We sort the file to the lowest possible rate offered by the USPS.

CCS understands that postage is an extraordinary expense for all of our clients. Therefore, CCS continually works directly with the USPS to achieve the lowest possible first class rate and passes that savings on directly to our clients. Through our efforts, we are able to offer up to two ounce first class letter size postage for only \$0.35 and Post Card size for \$.229, all as qualifies through USPS Postal Automation. (See Chart Below)

Weight Not Over (ounces)	5-Digit	3-Digit	AADC	Mixed AADC	Presorted
1	0.35	0.374	0.374	0.404	0.424
2	0.35	0.374	0.374	0.404	0.424
3	0.6	0.624	0.624	0.654	0.674
3.5	0.725	0.749	0.749	0.779	0.799
Postcard	0.229	0.243	0.244	0.255	0.28

Req#7 CCS provides a job detail description inside the **CCS Mail Manager™** for each application. Also, materials for each job are listed on the Job Production Control sheet that is utilized for in production for each job. Typically our clients have multiple applications with different types of materials.

Req#8 CCS can ensure your logos will be on all stationery materials in appropriate size(s), location(s), and color(s). During implementation, the project managers will document the final

material chooses and will be ensuring that all materials are ordered and in place for the go live date. Based on your needs through the contract CCS will make sure that LFUCG has the best pricing for your materials. CCS is familiar with PMS color needs for logos and our team will continue to make recommendations to keep costs down on materials throughout the contract. CCS has the volume to dictate a great price on materials.

Req#9 CCS also has the ability to print variable data in 2 colors (black plus a highlight color, red, blue, or green).

Req#10 CCS can easily incorporate document revisions within 72 hours after receipt of revisions in the agreed upon format.

Req#11 CCS can provide CASS and NCOA certification to meet United States Postal Service minimum standards for maximum postage discounts.

Req#12 As stated before, CCS processes all mail according to the United States Postal Service rules, regulations, and requirements to ensure the lowest possible postage rates. Not only does CCS have these capabilities, we are a DMU (Detached Mail Unit) of the USPS.

Req#13 CCS provides daily, monthly, and annual reports on quantities for each of the materials used through our **CCS Mail Manager™** solution.

Req#14 CCS provides daily, monthly, and annual reports on pieces processed and postage used through our **CCS Mail Manager™** solution. The USPS pre-sort paperwork is available on-line for each job processed. It is an exact replica of the paperwork that goes with each job.

Req#15 Prior to beginning our partnership with LFUCG, CCS asks that you send us funds for an estimated 5 weeks worth of postage. We set up an imprest fund account with this money. When we process your first month's jobs, we pull money from this account to pay the postage and then we bill you for that month's postage to replenish the account. We then repeat this process each month. The reason we require a little more than a month's worth of postage is to ensure that there is enough to cover the postage for the first month. The USPS will not deliver a job if the postage funds are short. Please note that this is your money and can be audited at anytime.

Req#16 CCS will provide LFUCG the ability to make bill content and message changes. Minor changes will be made in real time and for more detailed changes, CCS will provide LFUCG with a statement of work for your approval giving you exactly what is needed from you along with the estimated time to complete the work.

Req#17 CCS will archive bills and letters for up to one year (a rolling 12 months) for LFUCG. After the one year period, CCS can zip up these files and transmit them to an FTP site to be

moved to a document storage location at LFUCG. Also during the one year period (a rolling 12 months), LFUCG personnel will have 24/7 access to view any or all of these bills on-line with full search capabilities (account number, name, job #, etc.).

The cost to archive all your bills on-line is \$0.005 per bill per month.

Req#18 CCS will provide the ability for bill payments to be scanned by the LFUCG lockbox solution using the scanline on the invoice. CCS has been approved by all the major banks for lockbox setup and processing. Many of our clients use a lockbox solution.

Overview of capabilities of possible future deliverables:

The Vendor shall provide an overview of capabilities of possible future deliverables:

- Provide capabilities to introduce ebilling. This implementation timeframe for ebilling should not exceed 90 days.

CCS has designed and created our own online solution called **CCS Present™** and we do not offer this solution through a 3rd party. Therefore, Our Research and Development department can customize solutions for our clients based on their individual needs. Understanding that LFUCG has requested a “robust” on line solution we will provide some details in this ITB document. Implementation time for ebilling will not exceed 90 days.

CCS Present™ is a solution that we completely design and maintain for LFUCG. CCS will provide a link on your website where your customers can enroll for ebilling. Once enrolled, CCS sends a monthly notification email or text message to that customer that their bill is ready to be viewed. A customer can log in and view their current statement or they can see a history of bills. The customer can consolidate bills to see all of their LFUCG bills in one view. Customers can make a one-time payment and/or set reoccurring payments. They can add multiple billing accounts such as multiple checking and credit card accounts to make payments. The customer can opt in or opt out at anytime. Because we store the data for you, each time you transmit your file to us, we know which customers get a paper bill and which customers get an ebill.

MIDDLE TENNESSEE NATURAL GAS UTILITY DISTRICT

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Account Summary

Account: Residential bill

Account Number	238245-128987	Last Payment Date	11/23/2011
Name On Account	JASON INGLE	Payment Amount	\$7.00
Account Description	Residential bill	Payment Account	*****6788
Last Bill Date	03/03/2012	Payment Status	Canceled
Current Bill Amount	\$20.00		
Due Date	03/23/2012		
Account Balance	\$20.00 As Of 08/30/2011		

[Make One Time Payment](#) [Set Up Recurring Payments](#) [View Latest Bill](#)

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CCS Present™/Mobile provides document presentment and payment remittance through a customer's smart phone. This biller-direct application is designed to offer everything **CCS Present™** offers in a location convenient to customers-the palms of their hands. From a smart phone or tablet, the application allows payments, bill viewing and account management while continuously syncing data with the online version of **CCS Present™**. Providing an additional method of payment remittance to customers expedites remittances.

Verizon 3G 2:57 PM

Back My home gas Edit

DUE DATE: 12/4/11 BILLER: MTNG

\$100.00 Make Single Payment

Biller accepts e-checks, Visa, MasterCard. Set Recurring Payments

View Current Statement

LAST PAYMENT: No last payment information.

History Payments

Bill Date 10/4/11 DUE 11-4-11 \$12.58

CCS Present™ also allows CSR's to log in to help customers with their account if needed. The CSR's can help end users with passwords by resetting a password, help them make a payment if the internet is down or help them with any questions or concerns about their online solution.

CCS offers a convenience fee model. This fee is determined by average amount of the ticket and what types of payments are being accepted by LFUCG. Or we can provide a gateway directly to a merchant processor.

Set up Fee	No Charge
Monthly Fee	\$250.00
Statement processing	\$0.08 per enrolled client which includes E Bill delivery
Bill Image Storage	\$0.005 per image (stored for 13 months)

Payments are charged BY:

Payment Fee	\$0.25 per payment-client does not want convenience fee
OR	
Convenience Fee	TBD

- Provide document design services upon request for all materials, including, but not limited to, billing inserts.
- Document Design Services – CCS will provide LFUCG a company with 30+ years of experience that has successfully designed, programmed and implemented over 2000 billing and notice applications for several hundred clients. Through experience, we have developed a core set of planning techniques, and have developed particular expertise in adapting business rules into programming logic to facilitate client requests, while adhering to postal regulations. Our Director of Implementation Services and a designated team will work on location at your site and ours during the early stages of the transition to expedite a seamless conversion process. Our experienced staff is versed in the latest industry data composition and design tools to produce any type of bill design, from the simplest to the highly complex. We provide all the necessary document design and programming services, and in conjunction with your staff, will establish service level standards for ongoing document production and mailing.
- Inserts-CCS has 3 full time employees in our Marketing Department who are dedicated to the creation and inserting of all the marketing and other special mailing needs of our clients. We can print any type of insert from the simplest (one color ink on plain paper) to the most complex (four color process ink on glossy paper). There are 2 options for the production and delivery of your inserts or special mailings. You can have them printed and shipped to our climate controlled facility. We will store them for you and insert them into the appropriate job(s) or CCS can handle the entire process for you, from design, printing and storage to insertion into the appropriate job.

At a minimum, the Vendor shall provide the following professional services:

- Manage and implement the proposed solution.
- Install and configure any proposed solution software and hardware components.
- Design, construct and test any modifications necessary for the proposed solution.
- Design, construct and test any conversion and interface components necessary to support the proposed solution.
- Train the LFUCG functional users and technical resources that will operate, support and maintain the proposed solution.
- Provide LFUCG with a quick and user-friendly process for updating document content and adding new documents in an environment that may require the Vendor to reformat files into a print ready format.

PRINTING AND MAILING SERVICES – FUNCTIONAL REQUIREMENTS:

Functional requirements being taken under consideration are included in the following matrix.

Each of the components listed below contains requirements classified as either mandatory or desired as well as informational requests. The Vendor will use the following criteria to respond to each requirement and information request:

1. Satisfied - This response indicates that the Vendor can satisfy the requirement in their proposed solution and no modifications are necessary. Vendor shall demonstrate any requirements with a "Satisfied" response.
2. Satisfied with Modification – This response indicates that the proposed solution requires changes to current setup to satisfy the described requirement. The number of hours and cost required to design, code, and test a modification should be noted. Vendor shall also provide an explanation of how a feature will be added or modified.
3. Not Satisfied – This response indicates that the Vendor cannot satisfy the requirement in their proposed solution and that the Vendor is not willing to make a modification.

Req. #	Requirement	Type	Response and Comments
1	Receive files via FTP. These files will come directly from the Ventyx Customer Suite billing system. Format shown in Appendix A. (The file type will be a fixed length text file and files will be processed for the selected bill print/mail Vendor on all business days at about 9:00 pm.)	Mandatory	Satisfied
2	Print, process and mail or otherwise deliver up to x pieces daily. Vendor should expect to receive one or more files for each type of document specified in section x. These files should be processed for inclusion in the late afternoon mail run following receipt of the files.	Mandatory	Satisfied

Req. #	Requirement	Type	Response and Comments
3	To provide for electronic document review and cancellation by GCWW and LFUCG between the printing and mailing processes. Please specify any software tools and requirements for electronic document review and cancellation.	Mandatory	Satisfied – CCS clients log into hosted site. No additional software needed.
4	Read barcodes and/or OMR marks to intelligently insert the appropriate materials (i.e. inserts and envelopes) for each mail piece.	Mandatory	Satisfied
5	Insertion equipment for invoices with at least 6 trays capable of handling dynamic insertion based on barcode or OMR logic.	Mandatory	Satisfied
6	Mail all pieces according to agreed upon postal specifications (i.e. first class, pre-sort, bulk mail, etc.), including achieving all available postal discounts.	Mandatory	Satisfied
7	For items to be mailed, print all invoices, past due notices, letters and inserts on paper size and weights as determined by LFUCG. Includes use of correct stationary type for a given file. For example, invoice stationary will require perforations for the remittance stub, while most letters will require standard letterhead.	Mandatory	Satisfied
8	Source print logo(s) on all stationary materials (paper, envelopes and inserts) in appropriate size(s), location(s) and color(s).	Mandatory	Satisfied
9	Print documents using spot color printing (black and one additional color at minimum)	Mandatory	Satisfied
10	Incorporate document revisions within 72 hours of receipt of revisions in the agreed upon format(s).	Mandatory	Satisfied
11	Provide CASS and NCOA certification to meet United States Postal Service minimum standards for maximum postage discounts.	Mandatory	Satisfied
12	Process all mail according to United States Postal Service rules, regulations and requirements to ensure the lowest possible postage rates.	Mandatory	Satisfied
13	Provide daily, monthly and annual reports on quantities for each of the materials as used.	Mandatory	Satisfied
14	Provide daily, monthly and annual reports on pieces processed and postage used.	Mandatory	Satisfied
15	Provide a minimum of 14 days advance notice of need to add money to postage accounts.	Mandatory	Satisfied
16	Provide the ability to allow LFUCG to make bill content and message changes. Include any requirements needed for this.	Mandatory	Satisfied
17	Provide the ability to archive bills and letters for up to one year. After that one year period, bills will be moved to a document storage location at LFUCG. The ability to deliver or release these archive bills and letters for storage at LFUCG will also be required.	Desired	Satisfied
18	Provide the ability for bill payments to be scanned by our lockbox solution using the scanline on the invoice	Mandatory	Satisfied

PRICING:

Please detail the following items in the price quotation, to cover all cost components of your proposal. Please provide per piece price for each type of document separately as requested, i.e. invoices, past due notices, and letters. All rates are assumed to be for the term of the proposed agreement unless specifically noted otherwise. Pricing should include the cost of paper stock and envelope conversion if applicable.

	Printing and mailing services <i>(designate in Per Item Cost):</i>		Cost
1	Printing of invoices	<i>per item</i>	\$0.040
2	Printing of past due notices	<i>per item</i>	\$0.040
3	Printing of letters	<i>per item</i>	\$0.040
4	Printing of window mailing envelope, including one 2-color logo	<i>per item</i>	\$0.018
5	Printing of invoice paper with two 2-color logos and a remittance stub perforation	<i>per item</i>	\$0.012
6	Printing of letterhead paper with one 2-color logo	<i>per item</i>	\$0.012
7	Printing of the window business return envelope (BRE), including one 2-color logo	<i>per item</i>	\$0.010
8	Folding and inserting single page documents	<i>per item</i>	\$Included
9	Folding and inserting multiple page documents	<i>per item</i>	\$Included
10	Inserting multiple pieces per envelope	<i>per item</i>	\$Included
11	Sealing, posting, sorting and shipping completed pieces, not including postage	<i>per item</i>	\$Included
12	Maintaining valid CASS certification	<i>per item</i>	\$Included
13	Maintaining and/or increasing postal discounts	<i>per item</i>	\$Included
14	Printing of bill envelope message on back of envelope	<i>per item</i>	\$No Charge*
15	Expected Modification Costs (based on requirements answered as "Satisfied with Modification")	<i>total</i>	\$NA
16	Training (provided details on hours and trainers in the your response)	<i>total</i>	\$No Charge
17	Any other "typical" line item, one time costs, or other costs anticipated for the proposed services.	<i>total</i>	\$See Attached Sheet
	Investments for Project Management & Implementation Services		
18	a) Total of Vendor and Sub-Vendor expenses. (In your response, identify each project team member with hourly rate, estimated hours, and expenses if applicable. Note that travel hours are not billable.)	<i>total</i>	\$None
19	b) Estimated incidental costs (e.g., telephone, administrative, etc.).	<i>total</i>	\$None
20	c) All other costs	<i>total</i>	\$None

21	Applicable fees to incorporate document changes (i.e. a letterhead change).	<i>total</i>	\$125/hr
22	Hourly rates for document design services (envisioned for inserts).	<i>hourly</i>	\$35/hr
23	Ongoing annual support and maintenance costs, if any. In your response, include various options (i.e. 24x7, 5x9, others) if applicable.	<i>annually</i>	\$None
Optional Add-Ons to Price:			
24	Hourly rates for document design services upon request for all materials, including, but not limited to, billing inserts. This should also include estimations for time and cost related to the initial bill design portion of the implementation project.	<i>hourly</i>	\$125/hr programming \$35/hr
25	Proposed pricing structure, including one-time implementation costs, annual fees and per transaction fees for both LFUCG and LFUCG's customers for electronic billing and payment services. (Provide details in your response.)	<i>total</i>	\$See Attached Sheet
26	12 DIFFERENT ENVELOPE MESSAGES, message changes monthly		No additional charge with ordering 3 months at a time. See line #4.
27	4 DIFFERENT ENVELOPE MESSAGES		No additional charge with ordering 3 months at a time. See line #4.

Questions on Bid #67-2012:

Are you able to provide color samples of your current documents and envelopes?

There are no current documents, this is all new billing processes, and so we have no samples.

And as it is a new process there are no former vendors or bidders or bid tabulations.

I see that the Invoices, Past Due Notices and Other Letters are noted as duplex items. Is there variable information on the back of these documents, or does the back contain static information that could be pre-printed? If so, does the pre-printed information vary by document type (Invoice, Past Due Notice, Other Letter)?

Vendors should base their bids on the following, but understand that these parameters may change since these documents have not been designed yet: The back is static and the information can change according to the type of document. Yes, it could be preprinted. No variable information on the back.

In the Functional Requirements section, item #2 references the number of mail pieces we should expect to process each day, but the number of pieces is noted as "x" – could you please indicate how many pieces will be submitted for mailing on a daily basis?

Given the quoted monthly estimate, a rough estimated daily average would be around 5200. But bidders should understand that this daily estimated average may vary greatly up or down, depending on billing cycles which have not yet been finalized.

Will you consider bids from out-of-state vendors?

Yes

Volumes? Page 1 states an annual volume of 284,000 & then states a monthly volume of 115,000??

LFUCG bills approximately 108,000 sewer accounts, 79,000 landfill accounts and 97,000 water quality management fee accounts annually. Some customers receive one or a mix of all services on one bill, which translates into LFUCG issuing approximately 115,000 bills per month.

Spot color

a. 2-Color Logo - can it be a PrePrinted shell?

Yes

b. Is the spot color in the document a box color or is it in the variable information ?

The spot color is not in the variable information. It will be a box border or a screened fill color.

c. Is the color in the logo the same color that is printed in the document?

If they are asking about the logo in the bid document, no

How often does the message change on the back of the envelope?

LFUCG may choose to use, or not use, this option. Please itemize the costs for this separately as an optional "add on" and break out that optional Add-on price as follows:

26) 12 SEPARATE ENVELOPE MESSAGES

27) 4 DIFFERENT MESSAGES

What are the 'other' inserts

"Other Inserts" could include messages containing information on LFUCG programs, events, environmental tips, etc., and directing people to a Web site.

Envelopes # 10 and #9

How many are ordered at one time? 6 mos or one year?

One year

We would like to know the specifications for all of the preprinted forms, envelopes and inserts you are requesting. These specs should include paper type, size, # colors on front and back, and whether there is variable information to be printed on one side or two. If you have any questions, please call or email me at your convenience.

THIS IS TOTALLY DEPENDENT UPON BILL AND INSERT DESIGN, WHICH ARE NOT FINALIZED AS OF YET:

2 color and 4 color; if information warrants, inserts will be 2 sided.

RECOMMENDATIONS ARE AS FOLLOWS:

#10 MAILING ENVELOPE COLOR 1/1: LFUCG RETURN ADDRESS ON FRONT, BILL MESSAGE ON BACK. 20# WHITE WOVE SINGLE WINDOW

#9 BRE COLOR 0/1: STANDARD NON-VARIABLE MESSAGE ON BACK OF BRE. 20# WHITE WOVE SINGLE WINDOW.

BILL INSERT: 4.25 X 7.5 FINAL SIZE WITH BLEED. NO VARIABLE INFORMATION. 2/2

OTHER INSERT: 4.25 X 3.75 FINAL SIZE WITH BLEED. NO VARIABLE INFORMATION. 2/2

LETTERHEAD: 8.5 X 11 FINAL SIZE. NO VARIABLE INFORMATION. 2/2

Optional Add-Ons to Price: Re: #25

CCS completely designs and maintains its electronic and billing payment solution. We do not use a third party vendor.

CCS Present™ is a biller direct solution for electronic presentment and payment (EBPP) platform that provides consumer enrollment service for electronic payment channels, including online and eBill presentment. The product eliminates the need to send a paper bill or document to customers, cutting both print and postage costs from the billing cycle equation. The potential savings in this channel are significant and will only continue to grow as aspects of the legacy paper billing cycle transition to electronic substitutes and your customers grow more comfortable with digital presentment and payment. **CCS Present™** also provides customer service representatives with the ability to collect a payment via a customer's merchant or bank account while on the phone to help with first-call resolution eliminating the need for additional POS (Point Of Sale) stations/solutions in walk in payment centers.

CCS Present™/Mobile provides document presentment and payment remittance through a customer's smart phone. This biller-direct application is designed to offer everything **CCS Present™** offers in a location convenient to customers-the palms of their hands. From a smart phone or tablet, the application allows payments, bill viewing and account management while continuously syncing data with the online version of **CCS Present™**. Providing an additional method of payment remittance to customers expedites remittances.

CCS Present™/Mobile Pricing

Set-up fee – **No Set Up Fee**

Monthly Hosting and Technical Support Fee - **\$250.00**

Monthly Image Archival - **\$0.005 each image stored for 12 months**

Online present fee: **\$0.08 per enrolled account per month**

Online payment fee: **\$0.10 per credit card or e-check payment**

Convenience Fee Model: To Be Determined based on average ticket and types of payments made

Additional monthly hosting and support fee with CCS Mobile - **\$365.00****

**The Mobile Solution is optional, not mandatory.



Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

Jane C. Driskell
Commissioner

ADDENDUM #1

Bid Number: **#67-2012**

Date: May 15, 2012

Subject: Print & Mailing Services --
Sewer, Landfill, & Water Quality Fees

Address inquiries to:
Theresa Maynard
(859) 258-3320

TO ALL PROSPECTIVE BIDDERS:

Please be advised of the following three clarifications to the above referenced bid, including a new pricing sheet, starting on page two of this document. The new pricing sheet, which includes two new lines, must be included with the bid.

Handwritten signature of Todd Slatin in black ink.

Todd Slatin, Acting Director
Division of Central Purchasing

All other terms and conditions of the Bid and specifications are unchanged.
This letter should be signed, attached to and become a part of your Bid.

BID OF: Cash Cycle Solutions, Inc.

ADDRESS: 201 S. Tryon Street, Suite 800, Charlotte, NC 28202

SIGNATURE OF BIDDER: [Handwritten Signature]



Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

Jane C. Driskell
Commissioner

ADDENDUM #2

Bid Number: **#67-2012**

Date: May 17, 2012

Subject: Print & Mailing Services --
Sewer, Landfill, & Water Quality Fees

Address inquiries to:
Theresa Maynard
(859) 258-3320

TO ALL PROSPECTIVE BIDDERS:

Please be advised of the following clarifications to the above referenced bid.

A handwritten signature in black ink that reads "Todd Slatin".

Todd Slatin, Acting Director

Division of Central Purchasing

All other terms and conditions of the Bid and specifications are unchanged.
This letter should be signed, attached to and become a part of your Bid.

BID OF: Cash Cycle Solutions, Inc.

ADDRESS: 201 S. Tryon Street, Suite 800, Charlotte, NC 28202

SIGNATURE OF BIDDER: [Handwritten Signature]

INVITATION TO BID

Bid Invitation Number: #67-2012

Date of Issue: 05/09/2012

Sealed bids will be received in the office of the Division of Central Purchasing, 200 East Main Street, Lexington, Kentucky, until **2:00 PM**, prevailing local time on **05/23/2012**. Bids must be received by the above-mentioned date and time. Mailed bids should be sent to:

**Division of Central Purchasing
200 East Main Street, Rm 338
Lexington, KY 40507, (859) 258-3320**

The Lexington-Fayette Urban County Government assumes no responsibility for bids that are not addressed and delivered as indicated above. Bids that are not delivered to the Division of Central Purchasing by the stated time and date will be rejected.

All bids must have the company name and address, bid invitation number, and the commodity/service on the outside of the envelope.

Bids are to include all shipping costs to the point of delivery located at: NONE

Bid Security Required: Yes No Performance Bond Required: Yes No
Cashier Check, Certified Check, Bid Bond (Personal checks and company checks will not be acceptable).

Commodity/Service
Print & Mailing Services – Sewer, Landfill & Water Quality Fees
See specifications

<p style="text-align: center;"><u>Check One:</u></p> <p><input checked="" type="checkbox"/> Bid Specifications Met</p> <p><input type="checkbox"/> Exceptions to Bid Specifications. <i>Exceptions shall be itemized and attached to bid proposal submitted.</i></p>	<p style="text-align: center;"><u>Proposed Delivery:</u></p> <p><u>30-45</u> days after acceptance of bid.</p>
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<u>Procurement Card Usage</u>
<p><input checked="" type="checkbox"/> Yes The Lexington-Fayette Urban County Government will be using Procurement Cards to purchase goods and services and also to make payments. Will you accept Procurement Cards?</p> <p><input type="checkbox"/> No</p>

Submitted by: Cash Cycle Solutions, Inc.
Firm

201 S. Tryon Street, Suite 800
Address

Charlotte, NC 28202
City, State & Zip

Kelly Choate
Signature of Authorized Company Representative – Title

Kelly Choate
Representative's Name (Typed or printed)

704 926 6272 704 697 9798
Area Code - Phone – Extension Fax #

kchoate@totalccs.com
E-Mail Address

The Affidavit in this bid must be completed before your firm can be considered for award of this contract.

AFFIDAVIT

Comes the Affiant, Kelly Choate, and after being first duly sworn under penalty of perjury as follows:

1. His/her name is Kelly Choate and he/she is the individual submitting the bid or is the authorized representative of

Cash Cycle Solutions, Inc.

the entity submitting the bid (hereinafter referred to as "Bidder").

2. Bidder will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the bid is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.

3. Bidder will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.

4. Bidder has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.

5. Bidder has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Bidder will not violate any provision of the campaign finance laws of the Commonwealth.

6. Bidder has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

7. Bidder acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

Further, Affiant sayeth naught.

Kelly Choate

STATE OF Georgia

COUNTY OF Gwinnett

The foregoing instrument was subscribed, sworn to and acknowledged before me by Kelly Choate on this the _____ day of May, 2012.

My Commission expires: 7/27/2012

[Signature]
NOTARY PUBLIC, STATE AT LARGE



Please refer to Section II. Bid Conditions, Item "U" prior to completing

I. GREEN PROCUREMENT

A. ENERGY

The Lexington-Fayette Urban County Government is committed to protecting our environment and being fiscally responsible to our citizens.

The Lexington-Fayette Urban County Government mandates the use of Energy Star compliant products if they are available in the marketplace (go to www.Energystar.gov). If these products are available, but not submitted in your pricing, your bid will be rejected as non-compliant.

ENERGY STAR is a government program that offers businesses and consumers energy-efficient solutions, making it easy to save money while protecting the environment for future generations.

Key Benefits

These products use 25 to 50% less energy
Reduced energy costs without compromising quality or performance
Reduced air pollution because fewer fossil fuels are burned
Significant return on investment
Extended product life and decreased maintenance

B. GREEN SEAL CERTIFIED PRODUCTS

The Lexington-Fayette Urban County Government is also committed to using other environmentally friendly products that do not negatively impact our environment. Green Seal is a non-profit organization devoted to environmental standard setting, product certification, and public education.

Go to www.Greenseal.org to find available certified products. These products will have a reduced impact on the environment and on human health. The products to be used must be pre-approved by the LFUCG prior to commencement of any work in any LFUCG facility. If a Green Seal product is not available, the LFUCG must provide a signed waiver to use an alternate product. Please provide information on the Green Seal products being used with your bid response.

C. GREEN COMMUNITY

The Lexington-Fayette Urban County Government (LFUCG) serves as a principal, along with the University of Kentucky and Fayette County Public Schools, in the Bluegrass Partnership for a Green Community. The Purchasing Team component of the Partnership collaborates on economy of scale purchasing that promotes and enhances environmental initiatives. Specifically, when applicable, each principal is interested in obtaining best value products and/or services which promote environment initiatives via solicitations and awards from the other principals.

If your company is the successful bidder on this Invitation For Bid, do you agree to extend the same product/service pricing to the other principals of the Bluegrass Partnership for a Green Community (i.e. University of Kentucky and Fayette County Schools) if requested?

Yes No

EQUAL OPPORTUNITY AGREEMENT

The Law

Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.

Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.

Section 503 of the Rehabilitation Act of 1973 states:

The Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap.

Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.

Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:


The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

Bidders

I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.


Signature

Cash Cycle Solutions, Inc.
Name of Business