

**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 XNo Performance Bond Required: \_\_\_Yes XNo  
*Cashier Check, Certified Check, Bid Bond (Personal checks and company checks will not be acceptable).*

|  |
|--|
| <b>Commodity/Service</b>   |
| <b>Print &amp; Mailing Services – Sewer, Landfill &amp; Water Quality Fees</b> |
| See specifications   |

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

Submitted by: United Mail LLC  
Firm  
4410 Bishop Lane  
Address  
Louisville Ky 40218  
City, State & Zip

**Bid must be signed:  
(original signature)**

Randy Runk  
Signature of Authorized Company Representative – Title  
RANDY RUNK, ACCOUNT EXEC.  
Representative's Name (Typed or printed)  
502.485.1400, ext 211 502.451.7574  
Area Code - Phone – Extension Fax #  
rrunk@united-mail.com  
E-Mail Address

**AFFIDAVIT**

Comes the Affiant, Randy Rank, United Mail, and after being first duly sworn under penalty of perjury as follows:

1. His/her name is Randy Rank and he/she is the individual submitting the bid or is the authorized representative of United Mail

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.

STATE OF Kentucky  
COUNTY OF Bullitt

The foregoing instrument was subscribed, sworn to and acknowledged before me by Randy Rank on this the 22nd day of May, 2012.

My Commission expires: 5/7/15

Jammy J. Clark #441917  
NOTARY PUBLIC, STATE AT LARGE

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



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.**

A handwritten signature in cursive script 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: UNITED MAIL LLC  
ADDRESS: 4410 BISHOP LANE LOUISVILLE KY 40218  
SIGNATURE OF BIDDER: [Handwritten Signature]

**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<br>(designate in Per Item Cost):          |   |          | Cost         |
|---|---|----------|--------------|
| 1   | Printing of invoices  | per item | \$ .0223     |
| 2   | Printing of past due notices  | per item | \$ .0223     |
| 3   | Printing of letters   | per item | \$ .0223     |
| 4   | Printing of window mailing envelope, including one 2-color logo<br>* 690,000 qty  | per item | \$ .01866    |
| 5   | Printing of invoice paper with two 2-color logos and a remittance stub perforation<br>* 284,000 qty   | per item | \$ .019536   |
| 6   | Printing of letterhead paper with one 2-color logo<br>* 50,000 qty  | per item | \$ .0306     |
| 7   | Printing of the window business return envelope (BRE), including one 2-color logo<br>* 690,000 qty  | per item | \$ .01764    |
| 8   | Folding and inserting single page documents   | per item | \$ .01825    |
| 9   | Folding and inserting multiple page documents<br>* See Clarifications Page  | per item | \$ .02425    |
| 10  | Inserting multiple pieces per envelope<br>* See Clarifications Page   | per item | \$ .02825    |
| 11  | Sealing, posting, sorting and shipping completed pieces, not including postage<br>* See Clarifications Page   | per item | \$ .01900    |
| 12  | Maintaining valid CASS certification  | per item | \$ 00.00     |
| 13  | Maintaining and/or increasing postal discounts  | per item | \$ 00.00     |
| 14  | Printing of bill envelope message on back of envelope   | per item | \$ .01900    |
| 15  | Expected Modification Costs (based on requirements answered as "Satisfied with Modification")   | total    | \$ N/A       |
| 16  | Training (provided details on hours and trainers in the your response)  | total *  | \$ 65.00 hrs |
| 17  | Any other "typical" line item, one time costs, or other costs anticipated for the proposed services.  | total    | \$ N/A       |
| <b>Investments for Project Management &amp; Implementation Services</b> |   |          |              |
| 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.) | total    | \$ N/A       |
| 19  | b) Estimated incidental costs (e.g., telephone, administrative, etc.).  | total    | \$ N/A       |
| 20  | c) All other costs  | total    | \$ N/A       |

|                                   |  |                 |                          |
|-----------------------------------|--|-----------------|--------------------------|
| 21                                | Applicable fees to incorporate document changes (i.e. a letterhead change).  | <i>total</i>    | \$ 25.00 ea.             |
| 22                                | Hourly rates for document design services (envisioned for inserts).  | <i>hourly</i>   | \$ 75.00                 |
| 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> | \$ 00.00                 |
| <b>Optional Add-Ons to Price:</b> |  |                 |                          |
| 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>   | \$ 75.00<br>15-20 hrs    |
| 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>    | \$ *<br>See cover letter |
| 26                                | 12 DIFFERENT ENVELOPE MESSAGES, message changes monthly  |                 | .01900                   |
| 27                                | 4 DIFFERENT ENVELOPE MESSAGES  |                 | .01900                   |

**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

Bid #: 07-2012 Print & Mailing Services, Sewer, Landfill

**TO BE CONSIDERED THIS FORM MUST BE SUBMITTED WITH BID/PROPOSAL  
REQUIRED AFFIDAVIT FOR BIDDERS, OFFERORS AND CONTRACTORS  
CLAIMING RESIDENT BIDDER STATUS**

Water  
Quality  
Fees

**FOR BIDS AND CONTRACTS IN GENERAL:**

The bidder or offeror hereby swears and affirms under penalty of perjury that, in accordance with KRS 45A.494(2), the entity bidding is an individual, partnership, association, corporation, or other business entity that, on the date the contract is first advertised or announced as available for bidding:

1. Is authorized to transact business in the Commonwealth;
2. Has for one year prior to and through the date of advertisement
  - a. Filed Kentucky corporate income taxes;
  - b. Made payments to the Kentucky unemployment insurance fund established in KRS 341.49; and
  - c. Maintained a Kentucky workers' compensation policy in effect.

The BIDDING AGENCY reserves the right to request documentation supporting a bidder's claim of resident bidder status. Failure to provide such documentation upon request shall result in disqualification of the bidder or contract termination.

|                                   |                                   |
|-----------------------------------|-----------------------------------|
| <u>Randy Runk</u><br>Signature    | <u>Randy Runk</u><br>Printed Name |
| <u>ACCOUNT EXECUTIVE</u><br>Title | <u>5/23/12</u><br>Date            |

Company Name UNITED MAIL LLC

Address 4410 Bishop Lane  
Louisville Ky 40218

Subscribed and sworn to before me by Randy Runk Account Executive  
(Affiant) (Title)

of United Mail this 22<sup>nd</sup> day of May, 2012  
(Company Name)

Sammy J. Clark  
Notary Public

[seal of notary]

My commission expires: 5/7/15  
# 441917

**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

# United Mail

## Bid Clarifications May 23, 2012

The pricing page COST cells did not allow enough room to provide complete cost information, therefore to ensure that you have accurate information; we respectfully submit these clarification pages as part of our official response.

**Line Item 4:**

Based on purchasing a 6 month supply of envelopes: 690,000 total.

We do not recommend purchasing more than a 6 month supply because the envelopes could warp and glue on the flaps goes bad.

**Line Item 5:**

Based on purchasing a one month supply of forms: 284,000 total.

We do not recommend purchasing more this due to the fact that this is a new project for LFUCG and changes may become necessary to the forms.

**Line Item 6:**

Based on purchasing: 50,000 total.

We do not recommend purchasing more this due to the fact that this is a new project for LFUCG and changes may become necessary to the forms.

**Line Item 7:**

Based on purchasing a 6 month supply of envelopes: 690,000 total.

We do not recommend purchasing more than a 6 month supply because the envelopes could warp and glue on the flaps goes bad.

**Line Item 9 on the Pricing Page:**

Folding, Inserting Multiple Page Documents – Pricing is: \$0.01825 for first sheet, plus \$0.006 per each additional sheet.

**Line Item 10 on the Pricing Page:**

Inserting Multiple Pieces – Pricing is: \$0.01825 for first sheet, plus \$0.006 for the second sheet and \$0.004 per each additional sheet thereafter.

**Line Item 11 on the Pricing Page:**

Printing and Mailing Services –includes FASTForward Services for meeting the USPS Move Update Mandate.

**Postage:**

Under our proposal, we would meter the mail at the current USPS 5-digit rate for first class presort mail which is currently \$0.35 each (1 or 2 oz.). United Mail anticipates that approximately 90% of the mail will qualify at the 5-digit rate and the remaining 10% will qualify at the 3-digit rate, currently \$0.374 each (1 or 2 oz.).



**Line Item 16 on the Pricing Page:**

Printing and Mailing Services – we anticipate that there will be no more hours necessary than under normal conversion processes for this project.

**Line Item 25 on the Optional Add-Ons to Price:**

We would need to further discussions and define more clearly of the entire scope of the web-based service's needs. We respectfully request the opportunity to meet with you and your team of professionals.



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.



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: UNITED MAIL LLC  
ADDRESS: 4410 BISHOP LANE, LOUISVILLE KY 40218  
SIGNATURE OF BIDDER: Randy R. Runk

## More Questions on Bid #167-2012

### General:

1. Please provide samples of your Invoices, Past Due Notices, Other Letters and envelopes.  
Not yet developed, we have no samples.

2. Is the same #10 mailing envelope used for all invoices, notices and letters? If not, please identify which documents require separate #10 envelopes.  
Yes.

3. For the Invoices, Past Due Notices and Letters that are specified as Duplex, is the back side static information or is variable printing required on the back side?  
Back is static.

4. Do the Past Due Notices share the same layout as the regular bills with additional text or color, or is the notice a completely different layout?  
Not yet designed.

5. Do the simplex and duplex letters use the same letterhead?  
Unknown at this time.

6. Please provide estimated monthly or annual quantities for:

- Past Due Notices
- Other Letters (duplex)
- Other Letters (simplex)
- Flats

Unknown at this time.

7. Are the flats mailed in 9 x 12 envelopes? If so, are they also pre-printed or double window with an address coversheet.  
We do not expect flats to mail in 9 x 12 envelopes.

8. Are 6 x 9 envelopes leveraged for multi-page bills with 6 - 13 pages?  
This is not anticipated.

9. Are all bidders required to use Green Seal certified papers?  
Yes, where available.

10. Who is your current vendor?  
Kentucky American Water has been sending out these bills for LFUCG, as part of the overall utility billing contract.

11. If possible, please provide the vendors current cost per bill to LFUCG.  
It was part of the overall contract with the utility.

### In the requirements table that begins on page 2 of the specifications:

12. Item 2 - will all files required to be included in the late afternoon mail be sent around 9:00 pm the previous night and no later than 8:00 am the day of mailing?  
Yes.

13. Item 9 - which documents require laser printed spot color (Black+1 color), as this affects the cost.  
Unknown until documents are designed.

14. Item 17 - does the 12 month bill archive need to be accessible online to business office staff, customers, or both, or is this just for backup and retention purposes? If online, who will need access?

As this will be a new service for LFUCG, please recommend and quote your suggested approach. LFUCG is interested in all ways to leverage bill archives, especially providing online access to this information to call center staff.

**Pricing:**

15. Item 7 - A 2 color logo is specified for the #9 business reply envelopes. These are usually generic as the customer fills in their own return address in the upper left corner and the address on the bill stub appears in the envelope window. Where would the logo be printed?

This is unknown since the bill and documents have not been designed yet. For bidding purposes, bid assuming no printing on the front, 1 color on the back; the logo could go on the back; and it could be a single color to keep costs down.

**For electronic billing and payment services:**

1. Will the customer enrollment process for online billing and payments be handled by the Ventyx system or will we need to provide the customer facing enrollment module?

LFUCG's new billing agent, GCWW, will develop, implement & maintain the customer facing enrollment process & integrate the backend with Customer Suite.

2. What electronic delivery methods are desired? (online presentment, e-mail delivery, fax, etc.)

LFUCG is open to many options. Please make your recommendation based on industry best practices.

3. For online payments, will the cost of the service and transaction fees be absorbed by LFUCG or paid for by a convenience fee charged to the end customer?

Paid by convenience fee charged to end user.

## **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](http://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](http://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

## II. Bid Conditions

- A. No bid may be withdrawn for a period of sixty (60) days after the date and time set for opening.
- B. No bid may be altered after the date and time set for opening. In the case of obvious errors, the Division of Central Purchasing may permit the withdrawal of a bid. The decision as to whether a bid may be withdrawn shall be that of the Division of Central Purchasing.
- C. Acceptance of this proposal shall be enactment of an Ordinance by the Urban County Council.
- D. The bidder agrees that the Urban County Government reserves the right to reject any and all bids for either fiscal or technical reasons, and to award each part of the bid separately or all parts to one vendor.
- E. Minor exceptions may not eliminate the bidder. The decision as to whether any exception is minor shall be entirely that of the head of the requisitioning Department or Division and the Director of the Division of Central Purchasing. The Urban County Government may waive technicalities and informalities where such waiver would best serve the interests of the Urban County Government.
- F. Manufacturer's catalogue numbers, trade names, etc., where shown herein are for descriptive purposes and are to guide the bidder in interpreting the standard of quality, design, and performance desired, and shall not be construed to exclude proposals based on furnishing other types of materials and/or services. However, any substitution or departure proposed by the bidder must be clearly noted and described; otherwise, it will be assumed that the bidder intends to supply items specifically mentioned in this Invitation for Bids.
- G. The Urban County Government may require demonstrations of the materials proposed herein prior to acceptance of this proposal.
- H. Bids must be submitted on this form and must be signed by the bidder or his authorized representative. Unsigned bids will not be considered.
- I. Bids must be submitted prior to the date and time indicated for opening. Bids submitted after this time will not be considered.
- J. All bids mailed must be marked on the face of the envelope:

**“Bid on #67-2012 Print & Mailing Services – Sewer, Landfill & Water Quality Fees”**

and addressed to:        Division of Central Purchasing  
   200 East Main Street, Room 338  
   Lexington, Kentucky 40507

**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.**

- K. Bidder is requested to show both unit prices and lot prices. In the event of error, the unit price shall prevail.
- L. A certified check or Bid Bond in the amount of XX percent of the bid price must be attached hereto. This check must be made payable to the Lexington-Fayette Urban County Government, and will be returned when the material and/or services specified herein have been delivered in accordance with specifications. In the event of failure to perform within the time period set forth

in this bid, it is agreed the certified check may be cashed and the funds retained by the Lexington-Fayette Urban County Government as liquidated damages. Checks of unsuccessful bidders will be returned when the bid has been awarded.

- M. The delivery dates specified by bidder may be a factor in the determination of the successful bidder.
- N. Tabulations of bids received may be mailed to bidders. Bidders requesting tabulations must enclose a stamped, self-addressed envelope with the bid.
- O. The Lexington-Fayette Urban County Government is exempt from Kentucky Sales Tax and Federal Excise Tax on materials purchased from this bid invitation. Materials purchased by the bidder for construction projects are not tax exempt and are the sole responsibility of the bidder.
- P. All material furnished hereunder must be in full compliance with OSHA regulations.
- Q. If more than one bid is offered by one party, or by any person or persons representing a party, all such bids shall be rejected.
- R. Signature on the face of this bid by the Bidder or his authorized representative shall be construed as acceptance of and compliance with all terms and conditions contained herein.
- S. The Entity (regardless of whether construction contractor, non-construction contractor or supplier) agrees to provide equal opportunity in employment for all qualified persons, to prohibit discrimination in employment because of race, color, creed, national origin, sex or age, and to promote equal employment through a positive, continuing program from itself and each of its sub-contracting agents. This program of equal employment opportunity shall apply to every aspect of its employment policies and practices.
- T. The Kentucky Equal Employment Opportunity Act of 1978 (KRS 45.560-45.640) requires that any county, city, town, school district, water district, hospital district, or other political subdivision of the state shall include in directly or indirectly publicly funded contracts for supplies, materials, services, or equipment hereinafter entered into the following provisions:

During the performance of this contract, the contractor agrees as follows:

- (1) *The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, age or national origin;*
- (2) *The contractor will state in all solicitations or advertisements for employees placed by or on behalf of the contractors that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age or national origin;*
- (3) *The contractor will post notices in conspicuous places, available to employees and applicants for employment, setting forth the provisions of the non-discrimination clauses required by this section; and*
- (4) *The contractor will send a notice to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding advising the labor union or workers' representative of the contractor's commitments under the nondiscrimination clauses.*

The Act further provides:

KRS 45.610. Hiring minorities - Information required

- (1) *For the length of the contract, each contractor shall hire minorities from other sources*

*within the drawing area, should the union with which he has collective bargaining agreements be unwilling to supply sufficient minorities to satisfy the agreed upon goals and timetable.*

- (2) *Each contractor shall, for the length of the contract, furnish such information as required by KRS 45.560 to KRS 45.640 and by such rules, regulations and orders issued pursuant thereto and will permit access to all books and records pertaining to his employment practices and work sites by the contracting agency and the department for purposes of investigation to ascertain compliance with KRS 45.560 to 45.640 and such rules, regulations and orders issued pursuant thereto.*

KRS 45.620. Action against contractor - Hiring of minority contractor or subcontractor

- (1) *If any contractor is found by the department to have engaged in an unlawful practice under this chapter during the course of performing under a contract or subcontract covered under KRS 45.560 to 45.640, the department shall so certify to the contracting agency and such certification shall be binding upon the contracting agency unless it is reversed in the course of judicial review.*
- (2) *If the contractor is found to have committed an unlawful practice under KRS 45.560 to 45.640, the contracting agency may cancel or terminate the contract, conditioned upon a program for future compliance approved by the contracting agency and the department. The contracting agency may declare such a contractor ineligible to bid on further contracts with that agency until such time as the contractor complies in full with the requirements of KRS 45.560 to 45.640.*
- (3) *The equal employment provisions of KRS 45.560 to 45.640 may be met in part by a contractor by subcontracting to a minority contractor or subcontractor. For the provisions of KRS 45.560 to 45.640, a minority contractor or subcontractor shall mean a business that is owned and controlled by one or more persons disadvantaged by racial or ethnic circumstances.*

KRS 45.630 Termination of existing employee not required, when

*Any provision of KRS 45.560 to 45.640 notwithstanding, no contractor shall be required to terminate an existing employee upon proof that that employee was employed prior to the date of the contract.*

KRS 45.640 Minimum skills

*Nothing in KRS 45.560 to 45.640 shall require a contractor to hire anyone who fails to demonstrate the minimum skills required to perform a particular job.*

It is recommended that all of the provisions above quoted to be included as special conditions in each contract. In the case of a contract exceeding \$250,000, the contractor is required to furnish evidence that his work-force in Kentucky is representative of the available work-force in the area from which he draws employees, or to supply an Affirmative Action plan which will achieve such representation during the life of the contract.

- U. Any party, firm or individual submitting a proposal pursuant to this invitation must be in compliance with the requirements of the Lexington-Fayette Urban County Government regarding taxes and fees before they can be considered for award of this invitation and must maintain a "current" status with regard to those taxes and fees throughout the term of the



contract. The contractor must be in compliance with Chapter 13 from the Code of Ordinances of the Lexington-Fayette Urban County Government. The contractor must be in compliance with Ordinance 35-2000 pursuant to contractor registration with the Division of Building Inspection. If applicable, said business must have a Fayette County business license.

Pursuant to KRS 45A.343 and KRS 45A.345, the contractor shall

- (1) *Reveal any final determination of a violation by the contractor within the previous five year period pursuant to KRS Chapters 136 (corporation and utility taxes), 139 (sales and use taxes), 141 (income taxes), 337 (wages and hours), 338 (occupational safety and health of employees), 341 (unemployment and compensation) and 342 (labor and human rights) that apply to the contractor; and*
- (2) *Be in continuous compliance with the above-mentioned KRS provisions that apply to the contractor for the duration of the contract.*

A contractor's failure to reveal the above or to comply with such provisions for the duration of the contract shall be grounds for cancellation of the contract and disqualification of the contractor from eligibility for future contracts for a period of two (2) years.

- V. Vendors who respond to this invitation have the right to file a notice of contention associated with the bid process or to file a notice of appeal of the recommendation made by the Director of Central Purchasing resulting from this invitation.

Notice of contention with the bid process must be filed within 3 business days of the bid/proposal opening by (1) sending a written notice, including sufficient documentation to support contention, to the Director of the Division of Central Purchasing or (2) submitting a written request for a meeting with the Director of Central Purchasing to explain his/her contention with the bid process. After consulting with the Commissioner of Finance the Chief Administrative Officer and reviewing the documentation and/or hearing the vendor, the Director of Central Purchasing shall promptly respond in writing findings as to the compliance with bid processes. If, based on this review, a bid process irregularity is deemed to have occurred the Director of Central Purchasing will consult with the Commissioner of Finance, the Chief Administrative Officer and the Department of Law as to the appropriate remedy.

Notice of appeal of a bid recommendation must be filed within 3 business days of the bid recommendation by (1) sending a written notice, including sufficient documentation to support appeal, to the Director, Division of Central Purchasing or (2) submitting a written request for a meeting with the Director of Central Purchasing to explain his appeal. After reviewing the documentation and/or hearing the vendor and consulting with the Commissioner of Finance and the Chief Administrative Officer, the Director of Central Purchasing shall in writing, affirm or withdraw the recommendation.

### III. Procurement Contract Bid Conditions

- A. The terms of this agreement shall be for 1 year from the date of acceptance of this contract by the Lexington-Fayette Urban County Government. This agreement may be extended for an additional (2) - 1 year renewal upon the written agreement of the bidder and the Lexington-Fayette Urban County Government. Said agreement must be in writing and must be executed prior to the expiration of the current agreement.
- B. Price Changes (**Space Checked Applies**)
- (XXX) 1. Prices quoted in response to the Invitation shall be firm prices for the first 90 days of the Procurement Contract. After 90 days, prices may be subject to revision and such changes shall be based on general industry changes. Revision may be either increases or decreases and may be requested by either party. There will be no more than one (1) price adjustment per quarter. Requests for price changes shall be received in writing at least twenty (20) days prior to the effective date and are subject to written acceptance before becoming effective. Proof of the validity of a request for revision shall be responsibility of the requesting party. The Lexington-Fayette Urban County Government shall receive the benefit of any decline that the seller shall offer his other accounts.
- () 2. No provision for price change is made herein. Prices are to be firm for the term of this contract.
- () 3. Procurement Level Contract
- C. If any contract item is not available from the vendor, the Lexington-Fayette Urban County Government, at its option, may permit the item to be back-ordered or may procure the item on the open market.
- D. All invoices must bear reference to the Lexington-Fayette Urban County Government Purchasing document numbers which are being billed.
- E. This contract may be canceled by either party thirty (30) days after delivery by canceling party of written notice of intent to cancel to the other contracting party.
- F. This contract may be canceled by the Lexington-Fayette Urban County Government if it is determined that the Bidder has failed to perform under the terms of this agreement, such cancellation to be effective upon receipt of written notice of cancellation by the Bidder.
- G. No substitutions for articles specified herein may be made without prior approval of the Division of Central Purchasing.

## EQUAL OPPORTUNITY AGREEMENT

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### 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.*

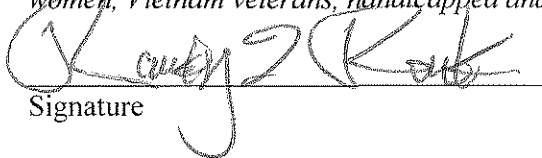
\*\*\*\*\*

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

UNITED MAIL LLC  
Name of Business

**RISK MANAGEMENT PROVISIONS  
INSURANCE AND INDEMNIFICATION**

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**INDEMNIFICATION AND HOLD HARMLESS PROVISION**

- (1) It is understood and agreed by the parties that Vendor hereby assumes the entire responsibility and liability for any and all damages to persons or property caused by or resulting from or arising out of any act or omission on the part of Vendor or its employees, agents, servants, owners, principals, licensees, assigns or subcontractors of any tier (hereinafter "Vendor") under or in connection with this agreement and/or the provision of goods or services and the performance or failure to perform any work required thereby.
- (2) Vendor shall indemnify, save, hold harmless and defend the Lexington-Fayette Urban County Government and its elected and appointed officials, employees, agents, volunteers, and successors in interest (hereinafter "LFUCG") from and against all liability, damages, and losses, including but not limited to, demands, claims, obligations, causes of action, judgments, penalties, fines, liens, costs, expenses, interest, defense costs and reasonable attorney's fees that are in any way incidental to or connected with, or that arise or are alleged to have arisen, directly or indirectly, from or by Vendor's performance or breach of the agreement and/or the provision of goods or services provided that: (a) it is attributable to personal injury, bodily injury, sickness, or death, or to injury to or destruction of property (including the loss of use resulting therefrom), or to or from the negligent acts, errors or omissions or willful misconduct of the Vendor; and (b) not caused solely by the active negligence or willful misconduct of LFUCG.
- (3) In the event LFUCG is alleged to be liable based upon the above, Vendor shall defend such allegations and shall bear all costs, fees and expenses of such defense, including but not limited to, all reasonable attorneys' fees and expenses, court costs, and expert witness fees and expenses, using attorneys approved in writing by LFUCG, which approval shall not be unreasonably withheld.
- (4) These provisions shall in no way be limited by any financial responsibility or insurance requirements, and shall survive the termination of this agreement.

**FINANCIAL RESPONSIBILITY**

Vendor understands and agrees that it shall, prior to final acceptance of its bid and the commencement of any work, demonstrate the ability to assure compliance with the above Indemnity provisions and these other risk management provisions.

**INSURANCE REQUIREMENTS**

YOUR ATTENTION IS DIRECTED TO THE INSURANCE REQUIREMENTS BELOW, AAND YOU MAY NEED TO CONFER WITH YOUR INSURANCE AGENTS, BROKERS, OR CARRIERS TO DETERMINE IN ADVANCE OF SUBMISSION OF A RESPONSE THE AVAILABILITY OF THE INSURANCE COVERAGES AND ENDORSEMENTS REQUIRED HEREIN. IF YOU FAIL TO COMPLY WITH THE INSURANCE REQUIREMENTS BELOW, YOU MAY BE DISQUALIFIED FROM AWARD OF THE CONTRACT.

**Required Insurance Coverage**

Vendor shall procure and maintain for the duration of this contract the following or equivalent insurance policies at no less than the limits shown below and cause its subcontractors to maintain similar insurance with limits acceptable to LFUCG in order to protect LFUCG against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by Vendor. The cost of such insurance shall be included in any bid:

| <u>Coverage</u>   | <u>Limits</u>  |
|---|--|
| General Liability<br>(Insurance Services Office Form CG 00 01)              | \$1 million per occurrence, \$2 million aggregate or \$2 million combined single limit |
| Commercial Automobile Liability<br>(Insurance Services Office Form CA 0001) | combined single, \$1 million per occurrence  |
| Worker's Compensation   | Statutory  |
| Employer's Liability  | \$500,000.00   |

The policies above shall contain the following conditions:

- a. All Certificates of Insurance forms used by the insurance carrier shall be properly filed and approved by the Department of Insurance for the Commonwealth of Kentucky. LFUCG shall be named as an additional insured in the General Liability Policy and Commercial Automobile Liability Policy using the Kentucky DOI approved forms.
- b. The General Liability Policy shall be primary to any insurance or self-insurance retained by LFUCG.
- c. The General Liability Policy shall include a Professional Liability Coverage or an endorsement for this coverage, at the same limits as the CGL. This coverage will be carried for up to three years after the completion of this project.
- d. LFUCG shall be provided at least 30 days advance written notice via certified mail, return receipt requested, in the event any of the required policies are canceled or non-renewed.
- e. Said coverage shall be written by insurers acceptable to LFUCG and shall be in a form acceptable to LFUCG. Insurance placed with insurers with a rating classification of no less than Excellent (A or A-) and a financial size category of no less than VIII, as defined by the most current Best's Key Rating Guide shall be deemed automatically acceptable.

#### Renewals

After insurance has been approved by LFUCG, evidence of renewal of an expiring policy must be submitted to LFUCG, and may be submitted on a manually signed renewal endorsement form. If the policy or carrier has changed, however, new evidence of coverage must be submitted in accordance with these Insurance Requirements.

#### Deductibles and Self-Insured Programs

**IF YOU INTEND TO SUBMIT A SELF-INSURANCE PLAN IT MUST BE FORWARDED TO LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT, DIVISION OF RISK MANAGEMENT, 200 EAST MAIN STREET, LEXINGTON, KENTUCKY 40507 NO LATER THAN A MINIMUM OF FIVE (5) WORKING DAYS PRIOR TO THE RESPONSE DATE.** Self-insurance programs, deductibles, and self-insured retentions in insurance policies are subject to separate approval by

Lexington-Fayette Urban County Government's Division of Risk Management, upon review of evidence of VENDOR's financial capacity to respond to claims. Any such programs or retentions must provide LFUCG with at least the same protection from liability and defense of suits as would be afforded by first-dollar insurance coverage. If VENDOR satisfies any portion of the insurance requirements through deductibles, self-insurance programs, or self-insured retentions, VENDOR agrees to provide Lexington-Fayette Urban County Government, Division of Risk Management, the following data prior to the final acceptance of bid and the commencement of any work:

- a. Latest audited financial statement, including auditor's notes.
- b. Any records of any self-insured trust fund plan or policy and related accounting statements.
- c. Actuarial funding reports or retained losses.
- d. Risk Management Manual or a description of the self-insurance and risk management program.
- e. A claim loss run summary for the previous five (5) years.
- f. Self-Insured Associations will be considered.

#### Verification of Coverage

Vendor agrees to furnish LFUCG with all applicable Certificates of Insurance signed by a person authorized by the insurer to bind coverage on its behalf prior to final award, and if requested, shall provide LFUCG copies of all insurance policies, including all endorsements.

#### Right to Review, Audit and Inspect

Vendor understands and agrees that LFUCG may review, audit and inspect any and all of its records and operations to insure compliance with these Insurance Requirements.

#### **DEFAULT**

Vendor understands and agrees that the failure to comply with any of these insurance, safety, or loss control provisions shall constitute default and that LFUCG may elect at its option any single remedy or penalty or any combination of remedies and penalties, as available, including but not limited to purchasing insurance and charging Vendor for any such insurance premiums purchased, or suspending or terminating the work.

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**Lexington-Fayette Urban County Government**  
**Division of Revenue**  
**Print and Mailing Services – Sewer, Landfill, & Water Quality Fees**

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The Lexington-Fayette Urban County Government is now accepting bids in order to establish a price contract for Print and Mailing Services as per the following specifications:

LFUCG is seeking a Vendor to whom print/mail services can be outsourced, off-site, at the selected Vendor's location, for LFUCG's sanitary sewer, water quality management, and landfill fee bills. It is preferred, but not mandatory, that the selected Vendor also offer robust electronic billing services that may possibly be leveraged by LFUCG in the future.

The proposed solution is required to accommodate billing these fees as of August 31, 2012. On an annual basis, LFUCG will bill the following; 108,000 sewer accounts totaling about \$48 million dollars, 79,000 landfill accounts totaling about \$4.5 million dollars, and 97,000 water quality management fee accounts totaling about \$11.5 million dollars for a total annual billing of approximately \$65.9 million dollars. Approximate number of bills issued to customers is 115,000 per month.

LFUCG outsources billing to Greater Cincinnati Water Works (GCWW), and GCWW will provide all billing files to the selected Vendor. GCWW uses the Ventyx Customer Suite billing system, and the selected Vendor will need to interface with GCWW's billing files.

The table below shows the types of documents that LFUCG envisions. It also indicates the stationary and inserts that may be needed for each type of document. It is expected that 90%+ of invoices will be 1 physical page.

| Document         | Duplex or Simplex? | 8.5x11 Paper with Remittance Stub | 8.5x11 Letterhead | Mailing Envelope | Windowed Business Reply Envelope | Inserts |
|------------------|--------------------|-----------------------------------|-------------------|------------------|----------------------------------|---------|
| Invoices         | D                  | X                                 |                   | X                | X                                | X       |
| Past Due Notices | D                  | X                                 |                   | X                | X                                | X       |
| Other Letters    | D                  | X                                 |                   | X                | X                                | X       |
| Other Letters    | S                  |                                   | X                 | X                |                                  | X       |
| Flats            | S                  |                                   | X                 | X                |                                  |         |

The selected solution shall provide for all printing, inserting/mailing activities, and monitoring of the process by LFUCG/GCWW in a seamless solution. This includes the development and provision of reports to allow LFUCG to monitor printing and mailing services activities, and related reports. Mailing will be accomplished in such a manner as to maximize postage discounts.

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             |
| 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             |

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.
- Provide document design services upon request for all materials, including, but not limited to, billing inserts.

**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.

|    | <b>Printing and mailing services<br/>(designate in Per Item Cost):</b>                               |                 | <b>Cost</b> |
|----|--|-----------------|-------------|
| 1  | Printing of invoices   | <i>per item</i> | \$          |
| 2  | Printing of past due notices   | <i>per item</i> | \$          |
| 3  | Printing of letters  | <i>per item</i> | \$          |
| 4  | Printing of window mailing envelope, including one 2-color logo                                      | <i>per item</i> | \$          |
| 5  | Printing of invoice paper with two 2-color logos and a remittance stub perforation                   | <i>per item</i> | \$          |
| 6  | Printing of letterhead paper with one 2-color logo   | <i>per item</i> | \$          |
| 7  | Printing of the window business return envelope (BRE), including one 2-color logo                    | <i>per item</i> | \$          |
| 8  | Folding and inserting single page documents  | <i>per item</i> | \$          |
| 9  | Folding and inserting multiple page documents  | <i>per item</i> | \$          |
| 10 | Inserting multiple pieces per envelope   | <i>per item</i> | \$          |
| 11 | Sealing, posting, sorting and shipping completed pieces, not including postage                       | <i>per item</i> | \$          |
| 12 | Maintaining valid CASS certification   | <i>per item</i> | \$          |
| 13 | Maintaining and/or increasing postal discounts   | <i>per item</i> | \$          |
| 14 | Printing of bill envelope message on back of envelope  | <i>per item</i> | \$          |
| 15 | Expected Modification Costs (based on requirements answered as "Satisfied with Modification")        | <i>total</i>    | \$          |
| 16 | Training (provided details on hours and trainers in the your response)                               | <i>total</i>    | \$          |
| 17 | Any other "typical" line item, one time costs, or other costs anticipated for the proposed services. | <i>total</i>    | \$          |

*REPLACED  
w/ Addendum  
# 1*

| <b>Investments for Project Management &amp; Implementation Services</b> |  |                 |    |
|---|--|-----------------|----|
| 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>    | \$ |
| 19  | b) Estimated incidental costs (e.g., telephone, administrative, etc.).   | <i>total</i>    | \$ |
| 20  | c) All other costs   | <i>total</i>    | \$ |
| 21  | Applicable fees to incorporate document changes (i.e. a letterhead change).  | <i>total</i>    | \$ |
| 22  | Hourly rates for document design services (envisioned for inserts).  | <i>hourly</i>   | \$ |
| 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> | \$ |
| <b>Optional Add-Ons to Price:</b>                                       |  |                 |    |
| 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>   | \$ |
| 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>    | \$ |

Replaced  
w/ Addendum  
# 1

APPENDIX A  
REGULAR BILL PRINT FILE LAYOUT

Bill Head Record

| Field No | Field Name                   | Offset | Length | Type | Format                      | Notes                                       |
|----------|------------------------------|--------|--------|------|-----------------------------|---|
| 1        | Record Type Label            | 1      | 8      | A/N  | "BillHead"                  |   |
| 2        | Bill Number                  | 9      | 6      | N    | billno                      | Unique identifier of a bill                 |
| 3        | Bill Type                    | 15     | 2      | A/N  | Calculated                  |   |
| 4        | Number Of Copies             | 17     | 2      | N    | ubrrecp_num_copies          | Number of Bills to Print                    |
| 5        | Bill Print Date              | 19     | 11     | A/N  | rpt_date<br>DD-MON-YYYY     | Date on which the bill was generated        |
| 6        | Bill Print Time              | 30     | 8      | A/N  | rpt_time                    | Time on which the bill was generated        |
| 7        | Billing Date                 | 38     | 11     | A/N  | printed_date<br>DD-MON-YYYY | Date entered in Print Date parameter        |
| 8        | Address Name                 | 49     | 60     | A/N  | ubrrecp_print_name          | UCBCUST – First, Middle and Last names      |
| 9        | Address DBA                  | 109    | 35     | A/N  | ubrrecp_dba                 | UCRACCT – Doing Business AS (Business Name) |
| 10       | Address Attention            | 144    | 30     | A/N  | ubrrecp_street_line1        | UCRADDR – Attention                         |
| 11       | Street Number                | 174    | 12     | A/N  | ubrrecp_street_number       | UCRADDR – Street Number                     |
| 12       | Street Pre Directional Code  | 186    | 2      | A/N  | ubrrecp_pdir_code_pre       | UCRADDR – Pre Directional Code              |
| 13       | Street Name                  | 188    | 30     | A/N  | ubrrecp_street_name         | UCRADDR – Street Name                       |
| 14       | Street Suffix Code           | 218    | 6      | A/N  | ubrrecp_ssfx_code           | UCRADDR – Street Suffix                     |
| 15       | Street Post Directional Code | 224    | 2      | A/N  | ubrrecp_pdir_code_post      | UCRADDR – Post Directional Code             |
| 16       | Unit Type                    | 226    | 6      | A/N  | ubrrecp_utyp_code           | UCRADDR – Unit Type                         |
| 17       | Unit Number                  | 232    | 6      | A/N  | ubrrecp_unit                | UCRADDR – Unit Number                       |
| 18       | Address Line2                | 238    | 30     | A/N  | ubrrecp_street_line2        | UCRADDR – Street Address 2                  |

| Field No | Field Name                      | Offset | Length | Type | Format   | Notes   |
|----------|---------------------------------|--------|--------|------|--|---|
| 19       | Address Line3                   | 268    | 30     | A/N  | ubrrecp_street_line3   | UCRADDR – Street Address 3  |
| 20       | City                            | 298    | 20     | A/N  | ubrrecp_city   | UCRADDR – City  |
| 21       | State                           | 318    | 3      | A/N  | ubrrecp_stat_code  | UCRADDR – State   |
| 22       | Zip Code                        | 321    | 11     | A/N  | ubrrecp_zip_1_5 + '.' + ubrrecp_zip_7_10                     | UCRADDR – Zip Code  |
| 23       | Delivery Point                  | 332    | 2      | A/N  | ucraddr_delivery_point                                       |   |
| 24       | Carrier Route                   | 334    | 4      | A/N  | ucraddr_car_rte  |   |
| 25       | Nation                          | 338    | 28     | A/N  | ubrrecp_nation   | UCRADDR – Nation  |
| 26       | Account Number                  | 366    | 17     | A/N  | ucracct_cust+'.'+ucracct_prem                                | UCRACCT – Customer Code + Premises Code                             |
| 27       | Owner ID                        | 383    | 9      | N    | ucbprem_cust_code_owner                                      |   |
| 28       | Owner Name                      | 392    | 40     | A/N  | ucbcust_first_name + ucbcust_last_name                       | UCBCUST – First and Last Names                                      |
| 29       | Bill Cycle Code                 | 432    | 5      | A/N  | ucracct_cycl_code  | UCRACCT – Account Cycle Code  |
| 30       | Coap Name 1                     | 437    | 60     | A/N  | ucrcoop_code is used to determine the coap name from ucrust. | UCRCOAP – Co-applicant Name   |
| 31       | Coap Name 2                     | 497    | 60     | A/N  | ucrcoop_code is used to determine the coap name from ucrust. | UCRCOAP – Co-applicant Name   |
| 32       | Coap Name 3                     | 557    | 60     | A/N  | ucrcoop_code is used to determine the coap name from ucrust. | UCRCOAP – Co-applicant Name   |
| 33       | Bill Routing Code               | 617    | 5      | A/N  | ucracct_bill_rout_code                                       |   |
| 34       | Account Status                  | 622    | 1      | A/N  | ucracct_status_ind   |   |
| 35       | Company Code                    | 623    | 10     | A/N  | ucracct_company_code   | Account Maintenance Table   |
| 36       | Large Print Ind                 | 633    | 1      | A/N  | ucbcust_new  |   |
| 37       | Language Ind                    | 634    | 5      | A/N  | ucbcust_new  |   |
| 38       | Alternate Bill Format           | 639    | 5      | A/N  | ucracct_new  |   |
| 39       | Bank Draft Cancelled Indicator  | 644    | 1      | A/N  | ucracct_draft_acct_status                                    | When the Status = C and occurred during the current billing period. |
| 40       | Bill History Transaction Number | 645    | 15     | N    |  | Value from Bill History Table                                       |
| 41       | Credit Rating                   | 660    | 1      | A/N  | Calculated   |   |

| Field No | Field Name                  | Offset | Length | Type | Format                   | Notes                       |
|----------|-----------------------------|--------|--------|------|--------------------------|-----------------------------|
| 42       | Master Bill Print Sequence  | 661    | 1      | A/N  | ucmbbil_sub_sort_ind     |                             |
| 43       | Bill Sort                   | 662    | 20     | A/N  | ucrbill_sort_sequence    |                             |
| 44       | Master Bill Number          | 682    | 9      | N    | ucracct_mbil_num         |                             |
| 45       | Master Bill Cycle           | 691    | 5      | A/N  | ucmbbil_cycl_code        |                             |
| 46       | Email Address               | 696    | 60     | A/N  |                          |                             |
| 47       | Pay By Check Ind            | 756    | 1      | A/N  | ucbcust_pay_by_check_ind |                             |
| 48       | User Exit Field             | 757    | 120    | A/N  |                          | Value from User Exit        |
| 48       | Due Date                    | 757    | 8      | D    | Uabopen_due_date         |                             |
| 49       | Consolidated Account Flag   | 765    | 1      | A/N  | Ucracct_parent_ind       |                             |
| 50       | Bunch Code                  | 766    | 4      | A/N  | Ucracct_bunch_code       |                             |
| 51       | Third Party                 | 770    | 9      | A/N  | Ucracct_cust_code_resp   |                             |
| 52       | Delinquency Code            | 779    | 4      | A/N  | Ucracct_dqnt_code        |                             |
| 53       | Send Mail                   | 783    | 1      | A/N  | Ucracct_mail_ind         |                             |
| 54       | Payment Plan Indicator      | 784    | 1      | A/N  | Ucracct_pmnt_arr         |                             |
| 55       | Account Message Code        | 785    | 4      | A/N  | Ucracct_bmsg-code        |                             |
| 56       | Bill Payer                  | 789    | 2      | A/N  | Uwbapms_vendor_code      |                             |
| 57       | Next Meter Read Date        | 791    | 8      | D    | Uwrmrsc_read_date        |                             |
| 58       | Original Loan Prem. Address | 799    | 30     | A/N  | Uabloan_loan_reference   |                             |
| 59       | Payment Plan Balance        | 829    | 12     | A/N  | Uarpyar_balance          |                             |
| 60       | Payment Plan Due Date       | 841    | 8      | D    | Uarpyar_date_due         |                             |
| 61       | Payment Plan Due Amount     | 849    | 12     | A/N  | Uarpyar_balance          |                             |
| 62       | Customer Message Code       | 861    | 4      | A/N  | Ubcust_bmsg_code         |                             |
| 63       | Pay By Check Flag           | 865    | 1      | A/N  | Ubcust_pay_by_check_ind  |                             |
| 64       | Municipality Code           | 866    | 2      | A/N  | Ucbprem_muni_code        |                             |
| 65       | Past Due Flag               | 868    | 1      | A/N  |                          | Past due with balance >= 20 |

| Field No | Field Name            | Offset | Length | Type | Format | Notes                      |
|----------|-----------------------|--------|--------|------|--------|----------------------------|
| 66       | VSI Bill Message Flag | 869    | 1      | A/N  |        | AUTO service order created |
| 67       | First Bill Flag       | 870    | 1      | A/N  |        |                            |
| 68       | High Usage Flag       | 871    | 1      | A/N  |        |                            |
| 69       | Billing Frequency     | 872    | 2      | A/N  |        |                            |

## Service Address Record

| Field No | Field Name                | Offset | Length | Type | Format                   | Notes  |
|----------|---------------------------|--------|--------|------|--------------------------|--|
| 1        | Record Type Label         | 1      | 8      | A/N  | "ServAddr"               |  |
| 2        | Bill Number               | 9      | 6      | N    | billno                   | Unique identifier of a bill  |
| 3        | Pre Directional           | 15     | 2      | A/N  | ucbprem_pdir_code_pre    |  |
| 4        | Street Number             | 17     | 12     | A/N  | ucbprem_street_number    | UCBPREM - Premises Address   |
| 5        | Street Name               | 29     | 30     | A/N  | ucbprem_street_name      |  |
| 6        | Suffix                    | 59     | 6      | A/N  | ucbprem_sffx_code        |  |
| 7        | Post Directional          | 65     | 2      | A/N  | ucbprem_pdir_code_post   |  |
| 8        | Unit Type                 | 67     | 6      | A/N  | ucbprem_utyp_code        |  |
| 9        | Unit                      | 73     | 6      | A/N  | ucbprem_unit             |  |
| 10       | City                      | 79     | 20     | A/N  | ucbprem_city             |  |
| 11       | State                     | 99     | 3      | A/N  | ucbprem_state_code_addr  |  |
| 12       | Zip Code                  | 102    | 10     | A/N  | ucbprem_zipc_code        | zipc 1-5 + '-' + zipc 7-10   |
| 13       | Delivery Point            | 112    | 2      | A/N  | ucbprem_delivery_point   |  |
| 14       | Nation                    | 114    | 5      | A/N  | ucbprem_natn_code        |  |
| 15       | Rate Jurisdiction Code    | 119    | 10     | A/N  |                          | Part of Rate and Tax going into 3.1                                    |
| 16       | Tax Jurisdiction Code     | 129    | 10     | A/N  |                          | Part of Rate and Tax going into 3.1                                    |
| 17       | Inside City Ind           | 139    | 1      | A/N  | ucbprem_i_o_city_ind     |  |
| 18       | Account Class             | 140    | 2      | A/N  | Calculated               |  |
| 19       | Account Class Description | 142    | 35     | A/N  | utvscls_desc             | Description of the service class code from the Service Address record. |
| 20       | Service Location          | 177    | 40     | A/N  | ucrserv_service_location |  |



Weather Information

| Field No | Field Name                        | Offset | Length | Type | Format            | Notes  |
|----------|-----------------------------------|--------|--------|------|-------------------|--|
| 1        | Record Type Label                 | 1      | 8      | A/N  | "WeatInfo"        |  |
| 2        | Bill Number                       | 9      | 6      | N    | billno            | Unique identifier of a bill                                  |
| 3        | Service Number                    | 15     | 4      | N    | ucrserv_num       | UCRSERV – Service No   |
| 4        | Service Type Code                 | 19     | 4      | A/N  | ucrserv_styp_code | UCRSERV – Service Type                                       |
| 5        | Service Category                  | 23     | 4      | A/N  | uabopen_scat_code | UCRSERV – Category   |
| 6        | Current Per Heating Days          | 27     | 8      | N    | nszCurrentPdHeat  | UORWEAT - No of heating days for the current billing period  |
| 7        | Prev Per Heating Days             | 35     | 8      | N    | nszPrevPdHeat     | UORWEAT – No of heating days for the previous billing period |
| 8        | Last Year Heating Days            | 43     | 16     | N    | nszLastYearHeat   | UORWEAT – No of heating days for the previous year           |
| 9        | Current Per Cooling Days          | 59     | 8      | N    | nszCurrentPdCool  | UORWEAT – No of cooling days for the current billing period  |
| 10       | Prev Per Cooling Days             | 67     | 8      | N    | nszPrevPdCool     | UORWEAT – No of cooling days for the previous billing period |
| 11       | Last Year Cooling Days            | 75     | 16     | N    | nszLastYearCool   | UORWEAT – No of cooling days for the previous year           |
| 12       | Average Temperature – This Period | 91     | 6      | N    | Calculated        |  |
| 13       | Average Temperature – 1 bill ago  | 97     | 6      | N    | Calculated        |  |
| 14       | Average Temperature – 2 bill ago  | 103    | 6      | N    | Calculated        |  |
| 15       | Average Temperature – 3 bill ago  | 109    | 6      | N    | Calculated        |  |
| 16       | Average Temperature – 4 bill ago  | 115    | 6      | N    | Calculated        |  |
| 17       | Average Temperature – 5 bill ago  | 121    | 6      | N    | Calculated        |  |
| 18       | Average Temperature – 6 bill ago  | 127    | 6      | N    | Calculated        |  |
| 19       | Average Temperature – 7 bill ago  | 133    | 6      | N    | Calculated        |  |
| 20       | Average Temperature – 8 bill ago  | 139    | 6      | N    | Calculated        |  |

| Field No | Field Name                        | Offset | Length | Type | Format     | Notes |
|----------|-----------------------------------|--------|--------|------|------------|-------|
| 21       | Average Temperature – 9 bill ago  | 145    | 6      | N    | Calculated |       |
| 22       | Average Temperature – 10 bill ago | 151    | 6      | N    | Calculated |       |
| 23       | Average Temperature – 11 bill ago | 157    | 6      | N    | Calculated |       |
| 24       | Average Temperature – 12 bill ago | 163    | 6      | N    | Calculated |       |
| 25       | Average Temperature – 13 bill ago | 169    | 6      | N    | Calculated |       |

*This record can be repeated up to 99 times depending on the System Rule*

Payments Record

| Field No | Field Name                                | Offset | Length | Type | Format            | Notes  |
|----------|---|--------|--------|------|-------------------|--|
| 1        | Record Type Label                         | 1      | 8      | A/N  | "Payments"        |  |
| 2        | Bill Number                               | 9      | 6      | N    | billno            | Unique identifier of a bill  |
| 3        | Previous Balance                          | 15     | 12     | N    | prev_bal          | Billing amount on Customer's last bill   |
| 4        | Previous Balance Messg                    | 27     | 30     | A/N  | EMPTY             |  |
| 5        | Amount Transferred to Payment Arrangement | 57     | 12     | N    | uabpyar_total_due | Sum of the Open Items less unapplied payments for the establishment of the Payment Arrangement. Only populated on the 1 <sup>st</sup> bill after the creation of a payment arrangement.  |
| 6        | Payments Received                         | 69     | 12     | N    |                   | Total of all payments received since the last bill. This field could be derived as currently being done and compared to the sum of fields 6 thru 10. They should be equal.<br><br>When an adjusted bill is rebilled, logic will sum the total payments received for the cancelled bill history row in the payments received field. |
| 7        | Total Net Adjustments                     | 81     | 12     | N    | adjustments       | The Bill Print Payment record will be updated to display the sum of the adjustments that do not have an origin of UBAMBA or UBACNCL for the cancelled bill, in the Total New Adjustment field.   |
| 8        | Balance Forward                           | 93     | 12     | N    | szBalanceForward  | Previous Balance-Posted Payments+ Adjustments +Misc. Adjustments - Amount transferred to Payment Arrangements-Restated Charges+ Amount to Payment Arrangement or transferred back (when arrangement is canceled.)  |

| Field No | Field Name                       | Offset | Length | Type | Format                          | Notes  |
|----------|----------------------------------|--------|--------|------|---------------------------------|--|
| 9        | Current Charges                  | 105    | 12     | N    |                                 | This the sum of charges in the BillDetl TT record unless the account is on Budget.<br><br>When an Adjusted Bill is rebilled, logic will sum the new charges/adjustments and any payments that were posted for the cancelled bill in the current charges field. |
| 10       | Payment Arrangement Down Payment | 117    | 12     | N    |                                 | Down Payment is only billed on the first bill following the establishment of the Payment Arrangement   |
| 11       | Payment Arrangement Installment  | 129    | 12     | N    | uarpyar_amt_due                 | Installment being billed this billing period.  |
| 12       | Total Charges                    | 141    | 12     | N    |                                 | Sum of Energy Charges + Payment Arrangement Down Payment + Payment Arrangement Installment Balance.  |
| 13       | Total Amount Due                 | 153    | 12     | N    | szGTotalAmountDue               | Balance Forward + Total Charges.   |
| 14       | Pay Total Amount By              | 165    | 11     | A/N  | account_due_date<br>DD-MON-YYYY | Date calculated during billing   |
| 15       | Due Now Amount                   | 176    | 12     | N    |                                 | Charges unpaid as of the Prior Due Date  |
| 16       | Due Now Message                  | 188    | 25     | A/N  | EMPTY                           |  |
| 17       | Previous Bill Due Date           | 213    | 11     | A/N  | DD-MON-YYYY                     | Pay Total Amount By Date from previous bill  |

| Field No | Field Name                               | Offset | Length | Type | Format      | Notes   |
|----------|--|--------|--------|------|-------------|---|
| 18       | Bk Draft Message                         | 224    | 60     | A/N  | CONDITIONAL | <p>One of three messages:</p> <p>If an account has ucracct_draft_start_date &lt; bill print due date, then a message is prepared.</p> <p>ucracct_draft_acct_statuses = 'P' - 'Automatic account drafting will begin next month'</p> <p>ucracct_draft_acct_statuses = 'A' and uobsysc_min_draft_amt &lt; draft amount &lt; ucracct_draft_max - 'DO NOT PAY: your account will be drafted on or after [Date]'</p> <p>all other cases - 'PLEASE PAY - amount is greater than the draft maximum amount'</p> |
| 19       | Deposit on Hand                          | 284    | 12     | N    |             | Total Deposit Amount Collected - Total Deposit Amount Applied - Total Deposit Refunded.   |
| 20       | Unpaid Deposit Amount                    | 296    | 12     | N    |             | Total Deposit Amount - Total Deposit Amount Collected - Total Deposit Refunded.   |
| 21       | Prior Year Contributions                 | 308    | 12     | N    |             | Amount of the Prior Year's Contributions, which is established in the first month of the Current Year.  |
| 22       | Misc Adjustments                         | 320    | 12     | N    |             | Offsetting entry for the total dollar amount of items being restated on the bill.   |
| 23       | Amount Canceled from Payment Arrangement | 332    | 12     | N    |             | Total of unbilled payment arrangement instalments. When a payment arrangement is cancelled/defaulted, the Bill Print process (UBPBILP) will populate this field with the amount transferred from payment arrangement.   |

Payment Detail Record

| Field No | Field Name                   | Offset | Length | Type | Format      | Notes                       |
|----------|------------------------------|--------|--------|------|-------------|-----------------------------|
| 1        | Record Type Label            | 1      | 8      | A/N  | "PymtDetl"  |                             |
| 2        | Bill Number                  | 9      | 6      | N    | billno      | Unique identifier of a bill |
| 3        | Payment Sequence Number      | 15     | 2      | N    |             |                             |
| 4        | EA Provider Code             | 17     | 4      | N    |             |                             |
| 5        | Payment Rate Code            | 21     | 4      | A/N  |             |                             |
| 6        | Payment Amount               | 25     | 12     | N    |             |                             |
| 7        | Payment Date                 | 37     | 11     | A/N  | DD-MON-YYYY |                             |
| 8        | Spontaneous Contribution Ind | 48     | 1      | A/N  |             |                             |
| 9        | Payment Reversal Reason      | 49     | 4      | A/N  |             |                             |

Budget Record

| Field No | Field Name          | Offset | Length | Type | Format                | Notes   |
|----------|---------------------|--------|--------|------|-----------------------|---|
| 1        | Record Type Label   | 1      | 8      | A/N  | "BudgInfo"            |   |
| 2        | Bill Number         | 9      | 6      | N    | billno                | Unique identifier of a bill   |
| 3        | Service Number      | 15     | 4      | N    | uabopen_serv_num      | Open Item Service No  |
| 4        | Service Type Code   | 19     | 4      | A/N  | ucrserv_styp_code     | Service Type  |
| 5        | Service Category    | 23     | 4      | A/N  | uabopen_scat_code     | Open Item Service Category  |
| 6        | Budget Charge       | 27     | 12     | N    | tmp_mtd_budget_charge | UABBUDG - Budgeted amount   |
| 7        | Actual Charge       | 39     | 12     | N    | tmp_mtd_actual_charge | Actual amount associated with the actual consumption                  |
| 8        | Variance            | 51     | 12     | N    | mtd_budget_variance   | The difference between the budget charge and the actual charge        |
| 9        | Cumulative Variance | 63     | 12     | N    | ytd_budget_variance   | Cumulative difference between the budget charge and the actual charge |

Payment Arrangement Record

| Field No | Field Name                              | Offset | Length | Type | Format            | Notes   |
|----------|---|--------|--------|------|-------------------|---|
| 1        | Record Type Label                       | 1      | 8      | A/N  | "PymtArrg"        |   |
| 2        | Bill Number                             | 9      | 6      | N    | billno            | Unique identifier of a bill   |
| 3        | Arrangement Number                      | 15     | 4      | N    | uarpyar_arrng_num |   |
| 4        | Payment Arrangement Type Code           | 19     | 4      | A/N  | uabpyar_pyar_code |   |
| 5        | Payment Arrangement Type Description    | 23     | 35     | A/N  | utrpyar_desc      |   |
| 6        | Amount To Payment Arrangement           | 58     | 12     | N    | uabpyar_total_due | Sum of the Open Items less unapplied payments for the establishment of the Payment Arrangement. Only populated on the 1 <sup>st</sup> bill after the creation of a payment arrangement. |
| 7        | Payment Arrangement Down Payment Charge | 70     | 12     | N    |                   |   |
| 8        | Payment Arrangement Installment Charge  | 82     | 12     | N    | uarpyar_balance   | This is the payment arrangement installment balance.  |
| 9        | Current Principal Outstanding           | 94     | 12     | N    |                   | Calculated as the sum of all unbilled Installments  |
| 10       | Number of Unpaid Installments           | 106    | 3      | N    |                   | Calculated  |
| 11       | Number of Installments                  | 109    | 3      | N    |                   | Calculated  |

Billing Detail Record

| Field No | Field Name             | Offset | Length | Type | Format                            | Notes   |
|----------|------------------------|--------|--------|------|-----------------------------------|---|
| 1        | Record Type Label      | 1      | 8      | A/N  | "BillDet"                         |   |
| 2        | Detail Type            | 9      | 2      | A/N  |                                   | Identifier assigned by Advantage to designate the type of charge  |
| 3        | Detail Sequence Number | 11     | 5      | N    |                                   | Sequential number assigned to each detail record within a bill  |
| 4        | Bill Number            | 16     | 6      | N    | billno                            | Unique identifier of a bill   |
| 5        | Service Number         | 22     | 4      | N    | uabopen_serv_num                  | Open Item Service No  |
| 6        | Service Type Code      | 26     | 4      | A/N  | ucrserv_styp_code                 | Service Type  |
| 7        | Service Description    | 30     | 35     | A/N  | utrstyp_desc                      | Description of the Service Type Code  |
| 8        | Service Category       | 65     | 4      | A/N  | uabopen_scat_code                 |   |
| 9        | From Date              | 69     | 11     | A/N  | urrshis_action_date<br>MM/DD/YYYY | Date of previous reading  |
| 10       | From Reading           | 80     | 12     | N    | urrshis_reading                   | Previous reading  |
| 11       | From Reading Type      | 92     | 4      | A/N  | urrshis_rtyp_code                 | Previous reading type ('A'ctual', 'E'stimated, 'R'e-calc of Estimation; BLANK = Re-billed multi-period adjustment SH record)  |
| 12       | To Date                | 96     | 11     | A/N  | urrshis_action_date<br>MM/DD/YYYY | Date of current reading   |
| 13       | To Reading             | 107    | 12     | N    | urrshis_reading                   | Current reading   |
| 14       | To Reading Type        | 119    | 4      | A/N  | urrshis_rtyp_code                 | Current reading type ('A'ctual', 'E'stimated)   |
| 15       | Days of Service        | 123    | 3      | N    | urrshis_dos                       | Number of days in this billing period for this service.<br><br>For metered services, from previous reading date to current reading date.<br><br>For non-metered services, from previous charge date to current charge date. |
| 16       | Total Consumption      | 126    | 15     | N    | urrshis_consumption               | Consumption for this billing period   |



| Field No | Field Name                     | Offset | Length | Type | Format                   | Notes   |
|----------|--------------------------------|--------|--------|------|--------------------------|---|
| 17       | Meter Number                   | 141    | 20     | A/N  | urrshis_invn_code        | Meter number entered on the Service Maintenance form (UCASERV)  |
| 18       | Multiplier                     | 161    | 9      | N    | uirdial_multiplier       | Meter multiplier as entered on the Meter Maintenance form (UIAMTIV)   |
| 19       | Rate Code                      | 170    | 4      | A/N  | uabopen_srat_code        | Deposit, rate, or adjustment code   |
| 20       | Rate Description               | 174    | 35     | A/N  | utvsrat_desc             | Tariff Description of the Rate  |
| 21       | Bill Print Description         | 209    | 35     | A/N  | szutrsratBillPrintDesc   | Bill Print Description as entered in UTRSRAT  |
| 22       | Step Consumption               | 244    | 15     | N    | dGConsumption            | Consumption for a step  |
| 23       | Rate Step                      | 259    | 10     | N    | dGPrimaryStep            | Per unit charge at this step<br><br>The BillDetailSH record will display the sum of the Service Charge Amount field, from the Rate Rules, for each rate used to generate the charges presented on the bill. |
| 24       | Charge Amount                  | 269    | 12     | N    | dGPrimaryAmt             | Step consumption by rate step   |
| 25       | Mid-Prd Rate Change Ind        | 281    | 1      | A/N  |                          | Indicates that the rate has undergone a mid-period change   |
| 26       | Recalc of Estimates Ind        | 282    | 1      | A/N  |                          | <b>Indicates charge reflects a recalculation of estimate</b>  |
| 27       | Budget Charge Indicator        | 283    | 1      | A/N  |                          | Indicates that the charge is covered under budget plan  |
| 28       | High / Low Indicator           | 284    | 1      | A/N  |                          | "H" or "L" -- Indicates reading was flagged as high or low  |
| 29       | Number of Units                | 285    | 8      | N    |                          | As entered in UCRSERV   |
| 30       | UOM on Rate                    | 293    | 4      | A/N  | utrsrat_utoms_code       | From UTRSRAT  |
| 31       | <b>UOM used in Calculation</b> | 297    | 4      | A/N  | uirdial_uoms_code        |   |
| 32       | HBC Indicator                  | 301    | 1      | A/N  | ubbhibc_hbc_value_source |   |
| 33       | Actual Service Type            | 302    | 4      | A/N  | utrscat_asvc_code        | Use the uabopen_scat_code to look up the utrscat_asvc_code.   |

| Field No | Field Name                 | Offset | Length | Type | Format                  | Notes   |
|----------|----------------------------|--------|--------|------|-------------------------|---|
| 34       | Balance Remaining on Loans | 306    | 12     | N    | Calculated              | The Principal Balance for the loan as displayed via UAALOFF.  |
| 35       | BTU Factor                 | 318    | 12     | N    | urrshis_quality_factor  |   |
| 36       | Pressure Zone Factor       | 330    | 12     | N    | urrshis_pressure_factor |   |
| 37       | Bill Print Sequence Number | 342    | 3      | N    | utrsrat_seq_num         |   |
| 38       | Service Type               | 345    | 4      | A/N  | ucrserv_styp_code       |   |
| 39       | Average Cost of Service    | 349    | 12     | N    | Calculated              |   |
| 40       | Service Component Number   | 361    | 4      | N    | ucrscomp_num            | Only present for Service Component Bill detail records. Service component numbers are unique for each service |
| 41       | Service Provider Code      | 365    | 10     | A/N  | ucrscomp_spro_code      | For Service Component bill Detail records only – the component provider code.                                 |
| 42       | Provider Description       | 375    | 60     | A/N  | utrspro_company_desc    | For Service Component bill Detail records only – the component provider description.                          |
| 43       | Tax Exempt Percentage      | 435    | 8      | N    | uartxex_exempt_percent  |   |
| 44       | Connection Size            | 443    | 4      | N    | uirdial_cnsz_code       |   |
| 45       | Meter Serial Number        | 447    | 20     | A/N  | uibminv_serial_num      |   |
| 46       | Manufacturer Code          | 467    | 2      | A/N  |                         |   |
| 47       | Read Route                 | 469    | 5      | N    | ucrserv_route           |   |
| 48       | Consumption Difference     | 474    | 12     | N    | Calculated              | Actual Consumption - Billed Consumption on UBICHST  |
| 49       | BillGen ID                 | 486    | 10     | N    |                         |   |
| 50       | Service Class              | 496    | 2      | A/N  | Calculated              |   |
| 51       | Channel Number             | 498    | 2      | A/N  |                         |   |
| 52       | Service Class Description  | 500    | 35     | A/N  | utvscls_desc            | Description of the service class code from the Bill Detail record. Populated in the SH Bill Detail record.    |
| 53       | Meter Address              | 535    | 64     | A/N  | ucrserv_location_id     | The location id of the meter captured. Populated in SH the Bill Detail record.                                |

| Field No | Field Name            | Offset | Length | Type | Format                     | Notes                                   |
|----------|-----------------------|--------|--------|------|----------------------------|---|
| 54       | Billed Consumption    | 599    | 15     | N    | ubbchst_billed_consumption | Populated in SH the Bill Detail record. |
| 55       | User Exit Field       | 614    | 120    | A/N  |                            | Value from User Exit                    |
| 55       | First User Exit Field | 614    | 38     | A/N  |                            | Premises address                        |
| 56       | Suffix                | 652    | 6      | A/N  | Ucbprem_ssf_x_code         |   |
| 57       | Premise Number        | 658    | 7      | A/N  | Ucracct_prem_code          |   |
| 58       | Meter Number          | 665    | 10     | A/N  | Ucradin_invn_code          |   |
| 59       | Estimate Reason Code  | 675    | 4      | A/N  | Urrshis_reas_code          |   |
| 60       | Original Service Type | 679    | 4      | A/N  | Ucrserv_styp_code          |   |
| 61       | UOM of Meter          | 683    | 4      | A/N  | Uirdial_uoms_code          |   |

## ED1 810C Transaction Pass Through Charges Record

| Field No | Field Name                      | Offset | Length | Type | Format                                  | Notes |
|----------|---------------------------------|--------|--------|------|---|-------|
| 1        | Record Type Label               | 1      | 8      | A/N  | "Detl810C"                              |       |
| 2        | Detail Type                     | 9      | 3      | A/N  | "810"                                   |       |
| 3        | Detail Sequence Number          | 12     | 5      | N    |   |       |
| 4        | Bill Number                     | 17     | 6      | N    |   |       |
| 5        | Service Number                  | 23     | 4      | N    | uabopen_serv_num                        |       |
| 6        | Service Type Code               | 27     | 4      | A/N  | ucrserv_styp_code                       |       |
| 7        | Service Description             | 31     | 30     | A/N  | utrstyp_desc                            |       |
| 8        | Service Category                | 61     | 4      | A/N  | uabopen_scat_code                       |       |
| 9        | Pass Through Charge             | 65     | 12     | N    | 999999999.99<br>uabopen_charge          |       |
| 10       | Pass Through External Rate Code | 77     | 10     | A/N  | uardetc_extn_rate_code                  |       |
| 11       | Pass Through Detail             | 87     | 12     | N    | 999999999.99<br>uardetc_detail_charge   |       |
| 12       | Pass Through Charge Description | 99     | 100    | A/N  | uardetc_charge_desc                     |       |
| 13       | Pass Through Charging Entity    | 199    | 4      | A/N  | uabopen_spro_code                       |       |
| 14       | Pass Through Bill Message       | 203    | 80     | A/N  | uardetc_bill_message                    |       |
| 15       | Service Period Start Date       | 283    | 11     | A/N  | uardetc_ser_period_start<br>DD-MON-YYYY |       |
| 16       | Service Period End Date         | 294    | 11     | A/N  | uardetc_ser_period_end<br>DD-MON-YYYY   |       |
| 17       | Service Number                  | 305    | 4      | N    | uardetc_serv_num                        |       |
| 18       | Charge Indicator                | 309    | 1      | A/N  | uardetc_charge_ind                      |       |
| 19       | Service Code                    | 310    | 50     | A/N  | uardetc_service_code                    |       |
| 20       | Charge Classification           | 360    | 50     | A/N  | uardetc_chrg_classification             |       |
| 21       | Tax Percent                     | 410    | 8      | N    | uardetc_tax_percent                     |       |
| 22       | Tax Exempt Code                 | 418    | 1      | A/N  | uardetc_tax_exempt_code                 |       |
| 23       | Relationship Indicator          | 419    | 1      | A/N  | uardetc_relationship_ind                |       |
| 24       | External Account Number         | 420    | 30     | A/N  | uardetc_extn_acct_number                |       |

| Field No | Field Name                  | Offset | Length | Type | Format                       | Notes |
|----------|-----------------------------|--------|--------|------|------------------------------|-------|
| 25       | Amount Basis                | 450    | 10     | N    | uardetc_amount_basis         |       |
| 26       | External Old Account Number | 460    | 30     | A/N  | uardetc_extn_old_acct_number |       |
| 27       | Service Delivery Point Code | 490    | 30     | A/N  | uardetc_sdp_code             |       |
| 28       | Unit of Measure Code        | 520    | 4      | A/N  | uardetc_uom_code             |       |
| 29       | Consumption                 | 524    | 13     | N    | uardetc_consump              |       |
| 30       | Meter Identifier            | 537    | 30     | A/N  | uardetc_meter_identifier     |       |
| 31       | Bill Print Sequence Number  | 567    | 3      | N    | uardetc_billprt_seq_num      |       |

EDI 810A Transaction Pass Through Adjustments Record

| Field No | Field Name                          | Offset | Length | Type | Format                                  | Notes |
|----------|-------------------------------------|--------|--------|------|---|-------|
| 1        | Record Type Label                   | 1      | 8      | A/N  | "Detl810A"                              |       |
| 2        | Detail Type                         | 9      | 3      | A/N  | "810"                                   |       |
| 3        | Detail Sequence Number              | 12     | 5      | N    |   |       |
| 4        | Bill Number                         | 17     | 6      | N    |   |       |
| 5        | Service Number                      | 23     | 4      | N    | uabopen_serv_num                        |       |
| 6        | Service Type Code                   | 27     | 4      | A/N  | ucrserv_styp_code                       |       |
| 7        | Service Description                 | 31     | 30     | A/N  | utrstyp_desc                            |       |
| 8        | Service Category                    | 61     | 4      | A/N  | uabopen_scat_code                       |       |
| 9        | Pass Through Adjustment             | 65     | 12     | N    | 999999999.99<br>uabadje_adjustment      |       |
| 10       | Pass Through External Rate Code     | 77     | 10     | A/N  | uardetc_extn_rate_code                  |       |
| 11       | Pass Through Adjustment Amount      | 87     | 12     | N    | 999999999.99<br>uardeta_detail_charge   |       |
| 12       | Pass Through Adjustment Description | 99     | 100    | A/N  | uardeta_charge_desc                     |       |
| 13       | Pass Through Charging Entity        | 199    | 4      | A/N  | uabopen_spro_code                       |       |
| 14       | Pass Through Bill Message           | 203    | 80     | A/N  | uardeta_bill_message                    |       |
| 15       | Service Period Start Date           | 283    | 11     | A/N  | uardeta_ser_period_start<br>DD-MON-YYYY |       |
| 16       | Service Period End Date             | 294    | 11     | A/N  | uardeta_ser_period_end<br>DD-MON-YYYY   |       |
| 17       | Service Number                      | 305    | 4      | N    | uardeta_serv_num                        |       |
| 18       | Charge Indicator                    | 309    | 1      | A/N  | uardeta_charge_ind                      |       |
| 19       | Service Code                        | 310    | 50     | A/N  | uardeta_service_code                    |       |
| 20       | Charge Classification               | 360    | 50     | A/N  | uardeta_chrg_classification             |       |
| 21       | Tax Percent                         | 410    | 8      | N    | uardeta_tax_percent                     |       |
| 22       | Tax Exempt Code                     | 418    | 1      | A/N  | uardeta_tax_exempt_code                 |       |
| 23       | Relationship Indicator              | 419    | 1      | A/N  | uardeta_relationship_ind                |       |
| 24       | External Account Number             | 420    | 30     | A/N  | uardeta_extn_acct_number                |       |

| Field No | Field Name                  | Offset | Length | Type | Format                       | Notes |
|----------|-----------------------------|--------|--------|------|------------------------------|-------|
| 25       | Amount Basis                | 450    | 10     | N    | uardeta_amount_basis         |       |
| 26       | External Old Account Number | 460    | 30     | A/N  | uardeta_extn_old_acct_number |       |
| 27       | Service Delivery Point Code | 490    | 30     | A/N  | uardeta_sdp_code             |       |
| 28       | Unit of Measure Code        | 520    | 4      | A/N  | uardeta_uom_code             |       |
| 29       | Consumption                 | 524    | 13     | N    | uardeta_consump              |       |
| 30       | Meter Identifier            | 537    | 30     | A/N  | uardeta_meter_identifier     |       |
| 31       | Bill Print Sequence Number  | 567    | 3      | N    | uardeta_billprt_seq_num      |       |

History Information Record

| Field No | Field Name               | Offset | Length | Type | Format  | Notes                       |
|----------|--------------------------|--------|--------|------|---|-----------------------------|
| 1        | Record Type Label        | 1      | 8      | A/N  | "HistInfo"  |                             |
| 2        | Bill Number              | 9      | 6      | N    | billno  | Unique identifier of a bill |
| 3        | Service Number           | 15     | 4      | N    | uabopen_serv_num  | Open Item Service No        |
| 4        | Service Type Code        | 19     | 4      | A/N  | ucrserv_styp_code   | Open Item Service Type      |
| 5        | Service Category         | 23     | 4      | A/N  | uabopen_scat_code   |                             |
| 6        | Reading Date This Period | 27     | 11     | A/N  | urrshis_action_date<br>DD-MON-YYYY                            |                             |
| 7        | Consumption This Perd    | 38     | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 8        | Cost This Perd           | 53     | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 9        | Days of Svc This Perd    | 65     | 3      | N    | urrshis_dos   |                             |
| 10       | Ave Cons This Perd       | 68     | 12     | N    | Calculation   | Consumption/Days of Service |
| 11       | Reading Date 1 Bill Ago  | 80     | 11     | A/N  | urrshis_action_date<br>DD-MON-YYYY                            |                             |
| 12       | Consmpn 1 Bill Ago       | 91     | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 13       | Cost 1 Bill Ago          | 106    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 14       | Days of Svc 1 Bill Ago   | 118    | 3      | N    | urrshis_dos   |                             |
| 15       | Ave Cons 1 Bill Ago      | 121    | 12     | N    | Calculation   | Consumption/Days of Service |
| 16       | Reading Date 2 Bill Ago  | 133    | 11     | A/N  | urrshis_action_date<br>DD-MON-YYYY                            |                             |
| 17       | Consmpn 2 Bills Ago      | 144    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 18       | Cost 2 Bills Ago         | 159    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 19       | Days of Svc 2 Bills Ago  | 171    | 3      | N    | urrshis_dos   |                             |
| 20       | Ave Cons 2 Bills Ago     | 174    | 12     | N    | Calculation   | Consumption/Days of Service |
| 21       | Reading Date 3 Bill Ago  | 186    | 11     | A/N  | urrshis_action_date<br>DD-MON-YYYY                            |                             |



| Field No | Field Name              | Offset | Length | Type | Format  | Notes                       |
|----------|-------------------------|--------|--------|------|---|-----------------------------|
| 22       | Consumptn 3 Bills Ago   | 197    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 23       | Cost 3 Bills Ago        | 212    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 24       | Days of Svc 3 Bills Ago | 224    | 3      | N    | urrshis_dos   |                             |
| 25       | Ave Cons 3 Bills Ago    | 227    | 12     | N    | Calculation   | Consumption/Days of Service |
| 26       | Reading Date 4 Bill Ago | 239    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |
| 27       | Consumptn 4 Bills Ago   | 250    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 28       | Cost 4 Bills Ago        | 265    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 29       | Days of Svc 4 Bills Ago | 277    | 3      | N    | urrshis_dos   |                             |
| 30       | Ave Cons 4 Bills Ago    | 280    | 12     | N    | Calculation   | Consumption/Days of Service |
| 31       | Reading Date 5 Bill Ago | 292    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |
| 32       | Consumptn 5 Bills Ago   | 303    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 33       | Cost 5 Bills Ago        | 318    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 34       | Days of Svc 5 Bills Ago | 330    | 3      | N    | urrshis_dos   |                             |
| 35       | Ave Cons 5 Bills Ago    | 333    | 12     | N    | Calculation   | Consumption/Days of Service |
| 36       | Reading Date 6 Bill Ago | 345    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |
| 37       | Consumptn 6 Bills Ago   | 356    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 38       | Cost 6 Bills Ago        | 371    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 39       | Days of Svc 6 Bills Ago | 383    | 3      | N    | urrshis_dos   |                             |
| 40       | Ave Cons 6 Bills Ago    | 386    | 12     | N    | Calculation   | Consumption/Days of Service |
| 41       | Reading Date 7 Bill Ago | 398    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |

| Field No | Field Name               | Offset | Length | Type | Format  | Notes                       |
|----------|--------------------------|--------|--------|------|---|-----------------------------|
| 42       | Consumptn 7 Bills Ago    | 409    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 43       | Cost 7 Bills Ago         | 424    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 44       | Days of Svc 7 Bills Ago  | 436    | 3      | N    | urrshis_dos   |                             |
| 45       | Ave Cons 7 Bills Ago     | 439    | 12     | N    | Calculation   | Consumption/Days of Service |
| 46       | Reading Date 8 Bill Ago  | 451    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |
| 47       | Consumptn 8 Bills Ago    | 462    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 48       | Cost 8 Bills Ago         | 477    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 49       | Days of Svc 8 Bills Ago  | 489    | 3      | N    | urrshis_dos   |                             |
| 50       | Ave Cons 8 Bills Ago     | 492    | 12     | N    | Calculation   | Consumption/Days of Service |
| 51       | Reading Date 9 Bill Ago  | 504    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |
| 52       | Consumptn 9 Bills Ago    | 515    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 53       | Cost 9 Bills Ago         | 530    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 54       | Days of Svc 9 Bills Ago  | 542    | 3      | N    | urrshis_dos   |                             |
| 55       | Ave Cons 9 Bills Ago     | 545    | 12     | N    | Calculation   | Consumption/Days of Service |
| 56       | Reading Date 10 Bill Ago | 557    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |
| 57       | Consumptn 10 Bills Ago   | 568    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 58       | Cost 10 Bills Ago        | 583    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 59       | Days of Svc 10 Bills Ago | 595    | 3      | N    | urrshis_dos   |                             |
| 60       | Ave Cons 10 Bills Ago    | 598    | 12     | N    | Calculation   | Consumption/Days of Service |
| 61       | Reading Date 11 Bill Ago | 610    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |

| Field No | Field Name               | Offset | Length | Type | Format  | Notes                       |
|----------|--------------------------|--------|--------|------|---|-----------------------------|
| 62       | Consumptn 11 Bills Ago   | 621    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 63       | Cost 11 Bills Ago        | 636    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 64       | Days of Svc 11 Bills Ago | 648    | 3      | N    | urrshis_dos   |                             |
| 65       | Ave Cons 11 Bills Ago    | 651    | 12     | N    | Calculation   | Consumption/Days of Service |
| 66       | Reading Date 12 Bill Ago | 663    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |
| 67       | Consumptn 12 Bills Ago   | 674    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 68       | Cost 12 Bills Ago        | 689    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 69       | Days of Svc 12 Bills Ago | 701    | 3      | N    | urrshis_dos   |                             |
| 70       | Ave Cons 12 Bills Ago    | 704    | 12     | N    | Calculation   | Consumption/Days of Service |
| 71       | Reading Date 13 Bill Ago | 716    | 11     | A/N  | urrshis_action_date<br><br>DD-MON-YYYY                        |                             |
| 72       | Consumptn 13 Bills Ago   | 727    | 15     | N    | ubbchst_billed_consump<br>+<br>ubbchst_billed_consump<br>_adj | 9999999999.999              |
| 73       | Cost 13 Bills Ago        | 742    | 12     | N    | uabopen_billed_chg  | 99999999.99                 |
| 74       | Days of Svc 13 Bills Ago | 754    | 3      | N    | urrshis_dos   |                             |
| 75       | Ave Cons 13 Bills Ago    | 757    | 12     | N    | Calculation   | Consumption/Days of Service |

*This record can be repeated up to 99 times depending on System Rules.*

**Message Record**

| Field No | Field Name        | Offset | Length | Type | Format     | Notes                       |
|----------|-------------------|--------|--------|------|------------|-----------------------------|
| 1        | Record Type Label | 1      | 8      | A/N  | "MssgLine" |                             |
| 2        | Bill Number       | 9      | 6      | N    | billno     | Unique identifier of a bill |

| Field No | Field Name     | Offset | Length | Type | Format                                    | Notes  |
|----------|----------------|--------|--------|------|---|--|
| 3        | Message Text   | 15     | 255    | A/N  | ucbcust_bmsg_code OR<br>ucracct_bmsg_code | Both of these codes are used to retrieve the appropriate message from the UTVBMSG table. |
| 4        | Message Origin | 270    | 10     | A/N  |   | Only present when printing message lines created from UCRBMSG.                           |
| 5        | Service Number | 280    | 4      | N    |   | Only present when printing message lines created from UCRBMSG.                           |

## Postal Information Record

| Field No | Field Name                      | Offset | Length | Type | Format             | Notes                       |
|----------|---------------------------------|--------|--------|------|--------------------|-----------------------------|
| 1        | Record Type Label               | 1      | 8      | A/N  | "PstlInfo"         |                             |
| 2        | Bill Number                     | 9      | 6      | N    | billno             | Unique identifier of a bill |
| 3        | Bunch Code                      | 15     | 10     | A/N  | ucracct_bunch_code |                             |
| 4        | Special Handling Code           | 25     | 1      | A/N  |                    | Not currently used          |
| 5        | Postnet Bar Code – Mail Address | 26     | 80     | A/N  |                    | Not currently used          |
| 6        | Scan Line                       | 106    | 120    | A/N  |                    | Value from User Exit        |
| 7        | Stuffer Indicators              | 226    | 12     | A/N  |                    | Value from User Exit        |

## Third Party Record

| Field No | Field Name                               | Offset | Length | Type | Format   | Notes  |
|----------|--|--------|--------|------|--|--|
| 1        | Record Type Label                        | 1      | 8      | A/N  | ThrdPrty   |  |
| 2        | Bill Number                              | 9      | 6      | N    | billno   | Unique identifier of a bill  |
| 3        | Third party Customer Code                | 15     | 9      | N    | ucracct_cust_code_resp   |  |
| 4        | Third Party Cust Name                    | 24     | 60     | A/N  | ucbcust_first_name +<br>ubccust_middle_name +<br>ucbcust_last_name | The Customer Name in this field is based on the UCRACCT_CUST_CODE_RESP field in the UCBCUST record the account being processed |
| 5        | Third Party DBA                          | 84     | 35     | A/N  | ucracct_dba  | UCRACCT – DBA  |
| 6        | Third Party Attention                    | 119    | 30     | A/N  | ucraddr_street_line1   | UCRADDR – Attention  |
| 7        | Third Party Street Number                | 149    | 12     | A/N  | ucraddr_street_number  | UCRADDR – Street Number  |
| 8        | Third Party Street Pre Directional Code  | 161    | 2      | A/N  | ucraddr_pdir_code_pre  | UCRADDR – Pre Directional Code   |
| 9        | Third Party Street Name                  | 163    | 30     | A/N  | ucraddr_street_name  | UCRADDR – Street Name  |
| 10       | Third Party Street Suffix Code           | 193    | 6      | A/N  | ucraddr_ssfx_code  | UCRADDR – Street Suffix  |
| 11       | Third Party Street Post Directional Code | 199    | 2      | A/N  | ucraddr_pdir_code_post   | UCRADDR – Post Directional Code  |
| 12       | Third Party Unit Type                    | 201    | 6      | A/N  | ucraddr_utyp_code  | UCRADDR – Unit Type  |
| 13       | Third Party Unit Number                  | 207    | 6      | A/N  | ucraddr_unit   | UCRADDR – Unit Number  |

| Field No | Field Name                 | Offset | Length | Type | Format                                   | Notes                      |
|----------|----------------------------|--------|--------|------|--|----------------------------|
| 14       | Third Party Address Line2  | 213    | 30     | A/N  | ucraddr_street_line2                     | UCRADDR – Street Address 2 |
| 15       | Third Party Address Line3  | 243    | 30     | A/N  | ucraddr_street_line3                     | UCRADDR – Street Address 3 |
| 16       | Third Party City           | 273    | 20     | A/N  | ucraddr_city                             | UCRADDR – City             |
| 17       | Third Party State          | 293    | 3      | A/N  | ucraddr_stat_code                        | UCRADDR – State            |
| 18       | Third Party Zip Code       | 296    | 10     | A/N  | ucraddr_zip_1_5 + '-' + ucraddr_zip_7_10 | UCRADDR – Zip Code         |
| 19       | Third Party Delivery Point | 306    | 2      | A/N  | ucraddr_delivery_point                   |                            |
| 20       | Third Party Carrier Route  | 308    | 4      | A/N  | ucraddr_car_rte                          |                            |
| 21       | Third Party Nation Code    | 312    | 5      | A/N  | ucraddr_natn_code                        | UCRADDR – Nation Code      |

## Provider Address Record

| Field No | Field Name                      | Offset | Length | Type | Format                                    | Notes                              |
|----------|---------------------------------|--------|--------|------|---|------------------------------------|
| 1        | Record Type Label               | 1      | 8      | A/N  | "ProvAddr"                                |                                    |
| 2        | Bill Number                     | 9      | 6      | N    | billno                                    | Unique identifier of a bill        |
| 3        | Service Number                  | 15     | 4      | N    | uabopen_serv_num                          |                                    |
| 4        | Service Provider Code           | 19     | 10     | A/N  | ucrcmp_spro_code                          | Service Component Provider Code    |
| 5        | Provider Name                   | 29     | 60     | A/N  | ucbcust_last_name +<br>ucbcust_first_name | Service Component Provider Name    |
| 6        | Component Type Code             | 89     | 10     | A/N  | ucrcmp_scty_code                          | Service Component Type             |
| 7        | Component Type Code Description | 99     | 60     | A/N  | utvvals_desc                              | Service Component Type Description |
| 8        | Pre Directional                 | 159    | 2      | A/N  | ucraddr_pdir_code_pre                     | Pre Directional                    |
| 9        | Street Number                   | 161    | 12     | A/N  | ucraddr_street_number                     | Street Number                      |
| 10       | Street Name                     | 173    | 30     | A/N  | ucraddr_street_name                       | Street Name                        |
| 11       | Suffix                          | 203    | 6      | A/N  | ucraddr_ssfy_code                         | Street Suffix                      |
| 12       | Post Directional                | 209    | 2      | A/N  | ucraddr_pdir_code_post                    | Post Directional                   |
| 13       | Unit Type                       | 211    | 6      | A/N  | ucraddr_unit_type                         | Unit Type                          |
| 14       | Unit                            | 217    | 6      | A/N  | ucraddr_unit                              | Unit Number                        |
| 15       | City                            | 223    | 20     | A/N  | ucraddr_city                              | City                               |
| 16       | State                           | 243    | 3      | A/N  | ucraddr_stat_code_addr                    | State Code                         |
| 17       | Zip Code                        | 246    | 10     | A/N  | ucraddr_zipc_code                         | Zip Code                           |
| 18       | Delivery Point                  | 256    | 2      | A/N  | ucraddr_delivery_point                    | Delivery Point                     |
| 19       | Carrier Route                   | 258    | 4      | A/N  | ucraddr_car_rt                            | Carrier Route                      |
| 20       | Nation                          | 262    | 5      | A/N  | ucraddr_natn_code                         | Nation Code                        |
| 21       | International Access            | 267    | 16     | A/N  | ucrtele_intl_access                       | International Access               |
| 22       | Phone Area Code                 | 283    | 3      | A/N  | ucrtele_phone_area                        | Area Code                          |
| 23       | Phone Number                    | 286    | 7      | A/N  | ucrtele_phone_number                      | Phone Number                       |
| 24       | Phone Extension                 | 293    | 4      | A/N  | ucrtele_phone_ext                         | Extension                          |

Associated Services Information Record

| Field No | Field Name                | Offset | Length | Type | Format                                      | Notes  |
|----------|---------------------------|--------|--------|------|---|--|
| 1        | Record Label              | 1      | 8      |      | "BillAssl"                                  |  |
| 2        | Sequence Number           | 9      | 5      |      |   |  |
| 3        | Bill Number               | 14     | 6      |      |   |  |
| 4        | Association Type          | 20     | 1      | A/N  |   | Associated Type from UCRASRV.  |
| 5        | Associated Company Code   | 21     | 10     | A/N  |   | Associated Company Code from UCRACCT.  |
| 6        | Associated Account        | 31     | 17     | A/N  | ucrasrv_cust_code + '-' + ucrasrv_prem_code | Associated Customer Code from UCRASRV + Associated Premises Code from UCRASRV. |
| 7        | Associated Service Number | 48     | 4      | N    | 9999  | Associated Service Number from UCRASRV.  |
| 8        | Associated STYP           | 52     | 4      | A/N  |   | Associated Service Type from UCRSERV/UTRSTYP.                                  |
| 9        | Associated SCAT           | 56     | 4      | A/N  |   | Associated Service Category from UCRASRV.                                      |
| 10       | Associated Basis          | 60     | 1      | A/N  |   | Associated Consumption or Dollars indicator from UCRASRV.                      |
| 11       | Associated Percent        | 61     | 8      | N    | -999.999                                    | Associated Percent from UCRASRV.   |
| 12       | Associated Status         | 69     | 1      | A/N  |   | Associated Status from UCRASRV.  |
| 13       | Associated Start Date     | 70     | 11     | A/N  | DD-MON-YYYY                                 | Associated Start Date from UCRASRV.  |
| 14       | Associated End Date       | 81     | 11     | A/N  | DD-MON-YYYY                                 | Associated End Date from UCRASRV.  |
| 15       | Associated A/D Indicator  | 92     | 1      | A/N  |   | Associated Aggregate/Dependent indicator from UCRASRV.                         |
| 16       | Associated Customer Name  | 93     | 60     | A/N  |   | Associated Customers First, Middle Initial, Last Name from UCBCUST.            |
| 17       | Associated Street Number  | 153    | 12     | A/N  |   | Associated Street Number from UCBPREM.   |



| Field No | Field Name                              | Offset | Length | Type | Format     | Notes  |
|----------|---|--------|--------|------|------------|--|
| 18       | Associated Street Pre-Directional       | 165    | 2      | A/N  |            | Associated Pre-Directional code from UCBPREM.  |
| 19       | Associated Street Name                  | 167    | 30     | A/N  |            | Associated Street Name from UCBPREM.           |
| 20       | Associated Street Suffix Code           | 197    | 6      | A/N  |            | Associated Street Suffix from UCBPREM.         |
| 21       | Associated Street Post-Directional Code | 203    | 2      | A/N  |            | Associated Post-Directional code from UCBPREM. |
| 22       | Associated Unit Type                    | 205    | 6      | A/N  |            | Associated Unit Type from UCBPREM.             |
| 23       | Associated Unit Number                  | 211    | 6      | A/N  |            | Associated Unit Number from UCBPREM.           |
| 24       | Associated City                         | 217    | 20     | A/N  |            | Associated City from UCBPREM.                  |
| 25       | Associated State                        | 237    | 3      | A/N  |            | Associated State from UCBPREM.                 |
| 26       | Associated Zip Code                     | 240    | 10     | A/N  | 99999-9999 | Associated Zip Code from UCBPREM.              |
| 27       | Associated Nation                       | 250    | 5      | A/N  |            | Associated Nation from UCBPREM.                |

Associated Services Consumption Information Record

| Field No | Field Name                           | Offset | Length | Type | Format   | Notes  |
|----------|--------------------------------------|--------|--------|------|--|--|
| 1        | Record Label                         | 1      | 8      |      | "BillAssc"                                     |  |
| 2        | Sequence Number                      | 9      | 5      |      |  |  |
| 3        | Bill Number                          | 14     | 6      |      |  |  |
| 4        | Association Type                     | 20     | 1      | A/N  |  | Associated Type from UCRASRV.  |
| 5        | Associated Percent                   | 21     | 8      | N    | -999.999                                       | Associated Percent from UCRASRV.   |
| 6        | Associated Company Code              | 29     | 10     | A/N  |  | Associated Company Code from UCRACCT.  |
| 7        | Associated Account                   | 39     | 17     | A/N  | ucrasrv_cust_code + '-' +<br>ucrasrv_prem_code | Associated Customer Code from UCRASRV + Associated Premises Code from UCRASRV. |
| 8        | Associated Service Number            | 56     | 4      | N    | 9999   | Associated Service Number from UCRASRV.  |
| 9        | Associated Summed Register Indicator | 60     | 1      | A/N  |  | Associated Summed Register Indicator from UCRSERV/UTRSTYP.                     |
| 10       | Associated Meter Number              | 61     | 20     | A/N  |  | Associated Meter Number from URRSHIS.  |
| 11       | Associated Meter Serial Number       | 81     | 20     | A/N  |  | Associated Meter Serial Number from UIBMINV.                                   |
| 12       | Associated Reading Type              | 101    | 4      | A/N  |  | Associated Reading Type Code from URRSHIS.                                     |
| 13       | Associated Read Date From            | 105    | 11     | A/N  | MM/DD/YYYY                                     | Associated Previous Read Date from URRSHIS. Action Code = READ.                |
| 14       | Associated Read Date To              | 116    | 11     | A/N  | MM/DD/YYYY                                     | Associated Current Read Date To from URRSHIS. Action Code = READ.              |
| 15       | Associated Previous Reading          | 127    | 12     | N    |  | Associated Previous reading from URRSHIS.                                      |
| 16       | Associated Current Reading           | 139    | 12     | N    |  | Associated Current reading from URRSHIS.                                       |

| Field No | Field Name                                    | Offset | Length | Type | Format            | Notes   |
|----------|---|--------|--------|------|-------------------|---|
| 17       | Associated Consumption                        | 151    | 15     | N    | 99999999999.999   | Associated Current consumption from URRSHIS (adjusted by the meter multiplier). |
| 18       | Associated Meter Multiplier                   | 166    | 8      | N    | 9999.999          | Associated Meter Multiplier from URRSHIS.                                       |
| 19       | Associated Days of Service                    | 174    | 3      | N    | 999               | Associated DOS value from URRSHIS.  |
| 20       | Associated Charge Date From                   | 177    | 11     | A/N  | DD-MON-YYYY       | Associated Previous Charge Date from URRSHIS. Action Code = READ.               |
| 21       | Associated Charge Date To                     | 188    | 11     | A/N  | DD-MON-YYYY       | Associated Current Charge Date To from URRSHIS. Action Code = READ.             |
| 22       | Associated Actual Consumption                 | 199    | 15     | N    | 99999999999.999   | Associated Actual Consumption from UBBCHST.                                     |
| 23       | Associated Adjusted Actual Consumption        | 214    | 15     | N    | 99999999999.999   | Associated Adjusted Actual Consumption from UBBCHST.                            |
| 24       | Associated Billed Consumption                 | 229    | 15     | N    | 99999999999.999   | Associated Billed Consumption from UBBCHST.                                     |
| 25       | Associated Adjusted Billed Consumption        | 244    | 15     | N    | 99999999999.999   | Associated Adjusted Billed Consumption from UBBCHST.                            |
| 26       | Associated Consumption w/ Applied Adjustments | 259    | 15     | N    | 99999999999.999   | Associated Calculated Consumption from UBBCHST.                                 |
| 27       | Meter UOM                                     | 274    | 4      | A/N  |                   | Meter Unit of Measure from UBBCHST.   |
| 28       | Billed UOM                                    | 278    | 4      | A/N  |                   | Billed Unit of Measure from UBBCHST.  |
| 29       | User Exit Field                               | 282    | 120    | A/N  |                   | Value from User Exit  |
| 29       | First User Exit Field                         | 282    | 38     | A/N  |                   | Premises address  |
| 30       | Suffix  | 320    | 6      | A/N  | Ucbprem_ssfx_code |   |
| 31       | Premise Number                                | 326    | 7      | A/N  | Ucracct_prem_code |   |
| 32       | Meter Number                                  | 333    | 10     | A/N  | Ucradin_invn_code |   |
| 33       | Estimate Reason Code                          | 343    | 4      | A/N  | Urrshis_reas_code |   |
| 34       | Original Service Type                         | 347    | 4      | A/N  | Ucrserv_styp_code |   |

| Field No | Field Name   | Offset | Length | Type | Format            | Notes |
|----------|--------------|--------|--------|------|-------------------|-------|
| 35       | UOM of Meter | 351    | 4      | A/N  | Uirdial_uoms_code |       |

**Bill End Record**

| Field No | Field Name             | Offset | Length | Type | Format     | Notes                       |
|----------|------------------------|--------|--------|------|------------|-----------------------------|
| 1        | Record Type Label      | 1      | 8      | A/N  | "Bill_End" |                             |
| 2        | Bill Number            | 9      | 6      | N    | billno     | Unique identifier of a bill |
| 3        | Bill End Marker Record | 15     | 8      | A/N  | "UBPBILP1" |                             |

*This record is last record for an account.*

**Trailer Record**

| Field No | Field Name         | Offset | Length | Type | Format       | Notes   |
|----------|--------------------|--------|--------|------|--------------|---|
| 1        | Record Type Label  | 1      | 8      | A/N  | "Trailer"    |   |
| 2        | Number of Extracts | 9      | 6      | N    | 999999       | Sum of the # of BillHead records.             |
| 3        | Total Amount Due   | 15     | 12     | N    | 999999999.99 | Sum of the Total Amount Due for all accounts. |

The logo for United Mail, featuring the words "UnitedMail" in a white, sans-serif font against a dark, textured background.

4410 Bishop Lane, Louisville, KY 40218  
502-485-1400 PH 502-451-7574 FX  
www.united-mail.com

May 23, 2012

**REF: Invitation to Bid # 67-2012**

Division of Central Purchasing  
Lexington Fayette Urban County Government  
200 E. Main Street, RM 338  
Lexington, KY 40507

Dear Sir or Madam:

United Mail is pleased to provide a print and mailing services bid for the Lexington Fayette Urban County Government. Submitted herewith is our bid for **Print & Mailing Services for Sewer, Landfill and Water Quality Fees.**

United Mail understands that this current bid for the print and mail services is just the first step in working with the LFUCG in the development of a fully integrated, robust billing program that includes printing, mailing and electronic bill presentment and payment solutions. United Mail embraces the challenges ahead and we look forward to working with the LFUCG as you move forward into a platform that includes electronic options for your customers.

United Mail is recognized in the industry as a premier provider of billing statement programs that incorporates all aspects of the process under one roof. Our expertise includes every element from forms design and data management controls, to quality print imaging and seamless mail processing to postal logistics, to online bill presentment and payment options.

Our single source capabilities, which are all in-house, provides our clients with a supplier that is fully accountable for quality control in all phases of a billing program. Quality control is the cornerstone of our company as we are an ISO 9001:2008 Certified company and our procedures are tested and in place. Here are a few, other reasons why many clients partner with United Mail for their billing programs.

#### **Information Technology**

Our Information Technology departments (in Louisville and Cincinnati) are staffed by seasoned, experienced professionals operating state-of-the-art mail software programs

with additional graphic capabilities including Extreme, Adobe Illustrator, In-Design, etc. Our mail software programs include modules for class certification, address verification and zip verification, merge-purge, duplicate elimination, Intelligent Mail Barcodes (IMB), NCOA, DSF and more. Data may be transferred through our secure fiber optics network connections. We are experienced with the data formats as currently maintained by your billing agent, Greater Cincinnati Water Works.

### **Advanced Document Imaging Capabilities**

United Mail operates a complete line of document imaging equipment that includes full color, spot color and black print laser equipment. Our document imaging print equipment offers flexible print options for simplex or duplex designs as well as multiple trays for multi-page or large paper sizes and we can handle coated and uncoated paper stocks. We currently operate Xerox, Nuvera, Konica and Ricoh printers. Samples may be provided per request.

### **Mail Processing Expertise**

Our facilities operate multiple inserters and sophisticated inkjet printers plus a myriad of peripheral and support machines including folders, cutters, shrink-wrappers, tipping and gluing, tabbing, etc. Our inserting equipment includes intelligent technology for variable inserts as well 100% match inserting, guaranteed through the use of 2D and OMR readability for the highest accuracy rates.

### **Guaranteed Lowest Postage Rates**

As Kentucky's largest mailer we are able to presort and commingle your bills to the lowest rates available. United Mail's presort departments operate 24/7 to insure our client's mail is processed and entered into the U.S. Postal System seamlessly, quickly and at the lowest rates available. Our MLOCR (Multi Line Optical Character Readers) are USPS Certified for Intelligent Mail Barcodes and FastForward processing which allows for quicker mail stream entry and deeper discounts.

Additionally, United Mail is authorized by the U.S. Postal Service as a Detached Mail Unit (DMU). What this means is that we have post office entry facilities on site. This will keep your mail secure and intact, from our building to USPS trucks.

### **On-Line Bill Presentment and Payment Electronic Services. Realize the Benefits – United Mail Makes it Easy.**

When you partner with United Mail to offer convenient, electronic services to your customers, the power of information is at your fingertips 24/7. Our E-Services platform requires zero capital

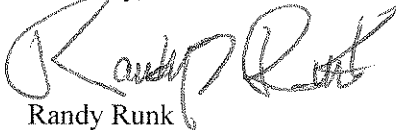
investment on your part – no additional hardware or software is required. Many aspects of our E-Services can be operational in a short time period. We offer robust E-Services modules that can be used alone, or in combination — all accessible via a customized web-based interface through any internet-ready location. All of our on-line bill presentment and payment programs are developed, custom to your needs. They are flexible and offer secure, easy, click-to-pay options with dynamic reporting features. We look forward to the opportunity to meet with LFUCG representatives to determine the best solutions to manage the bill presentment and payment program for your needs. Please see the accompanying Web-Based Electronic Services brochure enclosed in our response documents for additional information.

**Here's a few other reasons to partner with United Mail...**

- Convenience of a Kentucky owned and operated provider.
- Savings! As Kentucky's largest presorter, our first-class presort volume and state-of-the-art mailing software and equipment allows us to minimize your postage costs.
- United Mail's quality system is ISO 9001:2008 certified with a strong commitment to quality.
- Communication! Each account is assigned to a dedicated Service Team to service your customized needs.
- Seasoned team of IT professionals offers a full array of services designed to allow you maximum flexibility when customizing reports, designing forms or creating electronic sites.
- Multiple facilities within 100 miles of each other provide complete system redundancy and allow for immediate disaster recovery. Best imaging and mailing equipment in the industry.
- United Mail has over 120,000 square feet of processing space.
- On site DMU (detached mail unit). Your mail is accepted by the U.S. Postal Service in our plant!

We are confident that United Mail is Lexington Fayette Urban County Government's best choice to provide these services and are looking forward to the opportunity to create our partnership. Please feel free to contact me or our Chief Executive Officer, Thomas Clines, with questions regarding United Mail or the information contained in this proposal. Also, please see our bid clarifications page attached to this letter. We can be reached at (502) 485-1400 or (800) 335-6777.

Sincerely,



Randy Runk  
Account Executive

P.S. We would be honored to have representatives for LFUCG visit our facilities at any time and see first hand how we would manage the Sewer, Landfill and Water Quality billing programs.

# Lexington Fayette Urban County Government

## Response to Invitation to Bid # 67-2012

### Print & Mailing Services – Sewer, Landfill & Water Quality Fees

#### United Mail, LLC

#### COMPANY OVERVIEW

##### **Years Established and Company Background**

Established in 1979, United Mail is a full service print, mail and document solutions company with processing facilities in Louisville, Kentucky and Cincinnati, Ohio.

With information technology departments (in both Louisville and Cincinnati) staffed by seasoned, experienced professionals operating state-of-the-art mail software programs on top-of-the-line laser and inkjet machines, our production capabilities are unparalleled in the region. We offer electronic delivery options with remote access capabilities.

Our staff in Louisville and Cincinnati operates nineteen (19) inserters, several of which are intelligent, seventeen (17) inkjet and fourteen (14) laser printers plus a myriad of peripheral or support machines. Coupled with presort capacity, represented in six (6) multi-line optical character reader machines, including remote capabilities, our daily sorting ability exceeds one and one-half million (1,500,000) pieces.

Our disaster recovery and drop ship processes and procedures are in place, tested and operational. Transportation and mail movement issues, as well as all courier functions, are resolved by the incorporation of well-equipped, well-staffed and well-trained United Mail support operations. Schedules relative to the movement of mail from one facility to the other are tested routinely.

##### **Private Organization**

United Mail is a private woman-owned company.



##### **Quality Assurance**

**Our quality systems are ISO 9001-2008 certified.**

The ISO certificate for our quality systems is on file and can be presented upon request. All Q.C. procedures are documented. We can share them with you, upon request.



## **SERVICES PROVIDED**

United Mail has a full array of mail communications services that have made us the premier mail processing facility in the state. As you are aware, we offer a complete database management and mailing solutions to meet your needs. Our goal is to exceed all your mailing expectations.

We consistently strive to find solutions to the changing needs of our customers. No request or need will go unresolved without a complete and thorough review of the customer's challenges.

We welcome the opportunity to be a member of your team and display our capabilities in the quest for finding a solution to your continued print, mail and electronic delivery needs.

United Mail can enhance services provided to the Lexington Fayette County Urban Government by maximizing postal discounts, cleaning and maintaining your address files and improving the deliverability of each mail piece with the IMB (Intelligent Mail Barcode).

### **Services Include:**

#### **Complete Lettershop Operations**

- ✓ High-Speed Laser Printing
- ✓ MLOCR Presorting and Barcoding
- ✓ On-Demand Variable Data Black and White & Four Color Imaging
- ✓ Inkjet Printing w/inline Tabbing and Stamping
- ✓ Intelligent and Select-Feed Inserting
- ✓ Letter Size and Flat Size Inserting
- ✓ Bursting/Trimming
- ✓ Collating/Matching
- ✓ Metering/Stamping
- ✓ Tabbing (single or multiple)
- ✓ Forms Processing
- ✓ Statement Processing
- ✓ Labeling (cheshire, pressure sensitive, laser)
- ✓ Folding
- ✓ Polybagging/Shrink-wrapping
- ✓ Weighing (automated, manual)
- ✓ Tying/Bundling/Strapping
- ✓ Stapling/Stitching
- ✓ Parcel Shipping

## **Data Processing**

- ✓ Customer Data Base Development and Management
- ✓ NCOA (National Change of Address) Services
- ✓ Duplicate Elimination
- ✓ Data Modeling to find Demographic Behaviors
- ✓ Data Appending for Predictive Modeling
- ✓ Media Conversion
- ✓ Radius Mapping
- ✓ Back End Response Rate Analysis
- ✓ Data Mining
- ✓ Address Standardization/Zip+4 Coding
- ✓ Enhanced Carrier Route Sequencing/Coding
- ✓ Data Entry
- ✓ Graphics Importing/Scanning
- ✓ Label Formatting
- ✓ Digitized Signatures/Logo Scanning

### **NOTE:**

*United Mail does business with a variety of clients subject to an array of data security regulations (HIPAA, Sarbanes-Oxley, etc), and we pride ourselves on our flexibility in providing data transfer solutions as needed for each individual customer. We provide and have experience with a variety of encryption schemes and secure data transfer solutions, such as PGP, SFTP, encrypted e-mail, etc.*

### **Web-Based Electronic Solutions**

- ✓ E-Services
- ✓ E-Statement
- ✓ E-Payment
- ✓ E-Forms
- ✓ Secure Data Storage/File Management

### **E-Marketing Solutions**

- ✓ Personalized URLs (PURLs) -- *We have a dedicated staff assigned to this technology.*
- ✓ E-mail Communications

### **Fulfillment Services**

- ✓ Camera and Key Card Secured Facility
- ✓ Customized Fulfillment Campaigns with Custom Reporting Options
- ✓ Computerized Inventory Management
- ✓ Dedicated Staffing
- ✓ Dedicated Management

## Why Partner with United Mail?

---

- ❖ We're LOCAL and available with 24/7 service.
- ❖ We're RESPONSIVE and often do meet with Project Managers within 1 hour.
- ❖ We are the largest volume mailer in region.
- ❖ We employ approximately 250 people in the region.
- ❖ We understand Lexington Fayette Urban County Government's needs and critical strategies and goals.
- ❖ We are strategically positioned to offer quick solutions.
- ❖ We create cost savings and efficiencies.
- ❖ We offer finishing and mailing in the Lexington Fayette Urban County Government's own backyard at competitive rates.
- ❖ We have depth, stability and talent.
- ❖ We have good relationships with local and national USPS representatives.

## What is important for the Lexington Fayette Urban County Government to know?

---

- ❖ United Mail has two locations within 100 miles offering redundant resources, equipment and disaster recovery capabilities.
- ❖ Our quality systems are ISO 9001-2008 certified.
- ❖ United Mail are members in good standing with many industry organizations, including the National Association of Presort Mailers, Mailing and Fulfillment Services Association (MFSA), Ad Federation of Louisville and the Postal Customer Councils in both Louisville, Lexington and Cincinnati. Several of our employees sit on the various boards of these organizations.
- ❖ We are technology driven and can offer qualified unique electronic communication solutions in the ever-changing technology arenas:

*Just to name a few:*

- Electronic document delivery, retention and storage
- Intelligent Mail Barcoding
- PURLS (used by many for creative marketing solutions)

## What else does United Mail do for the Lexington Fayette Urban County Government?

---

- ❖ We regularly serve as postal experts for customers who call us (instead of USPS contacts) when they need advice or clarification on USPS regulations or design, At No Charge.

## We expedite the mail....

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- ❖ We continue to make significant investments in equipment, people and technologies that allow us to move mail faster than any others.

### *For First Class Mail:*

- We presort and commingle mail 24 hours a day/7 days per week.
- We can present your mail up to 11:00 p.m. Monday through Friday (both First Class & Standard Mail). We also present mail on Saturdays.
- Because we are IMB Full Service certified for barcoding and sorting with fully automated tray management systems, we have USPS support for seamless acceptance.
- This allows us to deposit mail directly into USPS truck where it is then directed immediately onto planes and trucks, without additional Post Office handling.
- This saves time and helps you achieve the maximum discounts available while expediting the in-home delivery dates, helping to meet critical in-home dates mandated by law or for other needs.

***Win/Win/Win/Win for all; the Lexington Fayette Urban County Government, Your Customers, United Mail, the local Louisville USPS & at the National levels.***

# UnitedMail

## Awards, Recognition and Achievements Company and/or Employees

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- ISO Re-Certification 9001:2008 – March, 2012
- ISO Re-Certification 9001:2008 – April, 2011
- MFSA's Award for Excellence – 1<sup>st</sup> Place – Chairman's Website Award – June 2011
- Five Star Award, Advertising Federation of Louisville, Beth Brown – June 2011
- Advertising Federation of Louisville, President, Doug Prater – June 2011
- 2010 Louisville Postal Customer Council "Industry Co-Chair", Anita Corder, VP Procurement;  
Past President, Vice President and Education Chair
- Cincinnati Business Courier - 4th Largest Tri-State Women-Owned Business - October 2010
- 2010 Deloitte Cincinnati USA 100 "Rising Star" United Mail
- 2010 "Vendor of the Year", Louisville Advertising Federation
- 2010 Cincinnati Postal Customer Council Board Members, "Treasurer", Anna Knue, VP Sales,  
United Mail; "Public Relations Chair", Connie Burns, United Mail, VP Research & Development
- 2008 ISO 9001:2008 Quality System Certifications Achieved
- 2006 "Top Diversity Owned Business" - Diversitybusiness.com
- 2006, 2007, 2008 Business First "Fast Fifty Award"
- 2004, 2005, 2006 Cincinnati Ranked 7th Largest Tri-State Women-Owned Business by Business  
Courier
- 2002 USPS Vendor / Service Bureau Coding Accuracy Support System (CASS) Quality  
Certification
- 2002 National Association of Presort Mailers Member

- 2002 Mailing & Fulfillment Service Association Member
- 2002 - 2005 Cincinnati Postal Customer Council Board Member
- 2000 Elected President Cincinnati Direct Marketing Association (DMA)
- 2000 Finalist Better Business Bureau (BBB) "Torch Award"
- 2000 Finalist "Entrepreneur of the Year" awarded by Ernst & Young
- 2000 Finalist Business First "Fastest Fifty"
- 2000 USPS Certified Mail Quality Control Analyst



# UnitedMail

YOUR BUSINESS. YOUR CUSTOMERS.  
UNITED THROUGH MAIL.

## EQUIPMENT LIST 02/2012

### LOUISVILLE OFFICE

| Description  | Louisville Quantity |
|--|---------------------|
| FOLDER MBO Z2 Knife Folder                               | 2                   |
| INKJET MCS Array   | 2                   |
| INKJET MCS Eagle   | 1                   |
| INKJET Net Jet   | 4                   |
| INKJET Wave Jet  | 1                   |
| INSERTER (Intelligent) Bowe, B&H Pinnacle w/ folder JetV | 1                   |
| INSERTER (Intelligent) Pitney Flowmaster w/ Folder       | 1                   |
| INSERTER Bowe, B&H Pinnacle Read & Read & Write System   | 2                   |
| INSERTER Mail Crafter 1200X (10 X 13)                    | 1                   |
| INSERTER Mail Crafter 9800 (6 POCKET)                    | 1                   |
| INSERTER Mail Crafter 9800 (6 POCKET) Read & Write sytm  | 1                   |
| INSERTER Pitney Series 7                                 | 1                   |
| LASER HP9050   | 1                   |
| LASER Konica C8000 (4 color variable)                    | 1                   |
| LASER RICOH C-900 (4 color variable)                     | 1                   |
| LASER Xerox Nuvera                                       | 2                   |
| METER MACHINE Data-Pac                                   | 8                   |
| METER MACHINE/SCALE Hassler WJ 220                       | 2                   |
| NYGREN DAHLY DRILL                                       | 1                   |
| SHRINK TUNNEL CLAIMCO 120 PT A                           | 1                   |
| SHRINK WRAP LANTECH                                      | 2                   |
| SORTER OPEX / PTI (FIRST CLASS PRESORT)                  | 4                   |
| STACKING MACHINE Kirk Rudy 630                           | 2                   |
| STRAPPING Machine-Automatic Mosca                        | 7                   |
| TABBER/STAMPER/LABELER Kirk Rudy 537                     | 7                   |
| GBC UNIVERSAL SPEED PUNCH                                | 1                   |
| SPIEL PUNCH MASTER                                       | 1                   |
| JAMES BURNS WIRE O BINDER                                | 1                   |
| PLASTIC SPIEL COILMASTER                                 | 1                   |