



REQUEST FOR PROPOSALS

CITY OF KINGMAN

UTILITY BILL PRINTING AND MAILING SERVICES

ISSUE DATE: January 11, 2021

PROPOSAL DUE DATE: February 11, 2021, by 3:00 p.m. (Arizona Time)

CONTACT PERSON:

Wendy Sherer, Assistant Financial Services Director
(928) 753-8582
wsherer@cityofkingman.gov

Please Note: If RFP documents were downloaded from the City of Kingman's website, Proposer is responsible for obtaining any addenda either through updates on the website, or by contacting the person listed above.

CITY OF KINGMAN

Request for Proposal – Utility Bill Printing and Mailing Services

REQUEST FOR PROPOSALS	2
I. INTRODUCTION	3
II. PROPOSAL INSTRUCTIONS AND REQUIREMENTS	6
III. PROJECT SCOPE	13
IV. EVALUATION PROCEDURES.....	16
EXHIBIT I - PROPOSER SIGNATURE PAGE.....	20
EXHIBIT II - PROPOSER GUARANTEES AND WARRANTIES	21
EXHIBIT III - REFERENCES	22
EXHIBIT IV - TECHNICAL REQUIREMENTS.....	23
EXHIBIT V - COST PROPOSAL SUMMARY	25
APPENDIX A – UTILITY BILL IMAGE SAMPLE.....	27
APPENDIX B – LOGO	29
APPENDIX C – VENDOR FORMS	30



REQUEST FOR PROPOSALS
Utility Bill Printing and Mailing Services
Due: February 11, 2021

The City of Kingman is soliciting proposals from qualified companies capable of satisfying the City's needs for Utility Bill Printing and Mailing Services for a contract term of five years. The proposer must have the ability to work with electronically delivered bills in PDF format. The proposer should also be familiar with **Tyler Technologies, Munis Utility Billing** bill specifications.

Criteria for selection will be cost, experience, qualifications, ability to meet the technical requirements, ease of use, and the ability to deliver the scope of work requested. The selection process will be led by an Evaluation Committee comprised of at least three City team members.

The request for proposals may be obtained by visiting the City of Kingman's website: <https://www.cityofkingman.gov/government/advanced-components/list-detail-pages/rfp-posts-list> or by contacting Wendy Sherer at (928) 753 – 8582 during normal business hours, Monday through Thursday 7:00 am – 6:00 pm (Arizona time).

Proposers wishing to submit questions must do so in writing by 6:00 pm Arizona time, on February 4, 2021. Questions should be submitted by email to: wsherer@cityofkingman.gov.

Written proposals are due by 3:00 pm Arizona time, on February 11, 2021. Responses must be sealed, following the specifications contained herein. The City may reject any proposal not in compliance with all of the prescribed solicitation procedures and requirements contained herein. The City also reserves the right to reject any proposal when cancellation is in the best interest of the City.

Responses must be sent to the following address:

City of Kingman
Attention: Annie Meredith, City Clerk
310 N. 4th Street
Kingman, AZ 86401

Thank you for your interest in working with the City of Kingman.

Wendy Sherer
Assistant Financial Services Director

I. INTRODUCTION

A. General Information

The City of Kingman, Arizona is requesting proposals from qualified proposers who can provide utility bill printing and mailing services for approximately 21,500 customer accounts. The City is also seeking to consolidate its business and animal license bill printing services with a single Proposer providing both utility billing and business/animal license printing and mailing services; however, this is not a requirement for proposer selection under this request for proposal, rather it's an additional optional service that can be included in the proposer's response. The City utilizes Tyler Technologies, Munis software for its utility bill processing and bill image PDF generation. The City utilizes Trak-It for business and animal license billing services. The City is currently engaged in the RFP process for soliciting software for business and animal license billing services.

The City of Kingman is a municipal governmental entity providing a full range of utility services, including sewer, water, and sanitation. The City of Kingman also provides police and fire protection services, planning and zoning, building and life safety, tourism, economic development, municipal court, airport, recreation and golf, street maintenance, and various administrative support services.

The City of Kingman has a population of 31,013, with an additional population residing outside of the city limits, receiving City water and sewer services. The City of Kingman is the county seat of Mohave County, Arizona. The city is located about 105 miles southeast of Las Vegas, Nevada and approximately 195 miles northwest of Phoenix, the state capital.

The City of Kingman operates under a Council-Manager form of government, led by an elected seven-member Council. The Council consists of the Mayor, Vice Mayor, and five Councilors. The Mayor and Council are elected by a city-wide election. The Council appoints the City Manager, who is the Chief Administrative Officer of the City. The Council meets on the 1st and 3rd Tuesdays of each month. The City Council holds the authority to award contracts for formal purchases of \$50,000 or greater.

The City of Kingman currently employs 381.5 full-time employees. The City is organized into thirty-one (31) divisions. More detailed information on the City and its finances can be found in the City's CAFR for the fiscal year ending June 30, 2020 on the City's website at www.cityofkingman.gov.

B. Computer Systems

<u>Application</u>	<u>Software</u>	<u>Document Storage</u>
Financials/Budget/Purchasing	Munis	Electronic
Utility Billing	Munis	Electronic
Payroll/HR	Munis	Electronic
Licensing	Trak-It	Paper/Electronic

C. Submittal Location and Details

Sealed Proposals will be received at the City of Kingman, City Clerk, 310 North Fourth Street, Kingman, Arizona 86401, until 3:00 P.M. (Arizona time) on February 11, 2021. Any proposal received after 3:00 P.M. on the above stated date will be returned unopened. The outside of the proposal envelope shall indicate the name and address of the Proposer shall be addressed to: City of Kingman, Attention: City Clerk at the above address and shall be marked:

“FIN21-001 SEALED RFP – UTILITY BILL PRINTING AND MAILING SERVICES”

The envelope shall contain one (1) original and four (4) copies of the proposal.

Delays due to mail and/or delivery services will not be considered excusable to the time requirements contained within this RFP.

The City anticipates selecting a proposer and awarding a contract by April 20, 2021. There is not an expressed or implied obligation for the City of Kingman to reimburse responding proposers for any expenses incurred in preparing proposals in response to this request.

During the evaluation process, the City of Kingman reserves the right, where it may serve in the City’s best interest, to request additional information or clarification from proposers. At the discretion of the City of Kingman, each proposer submitting a proposal may be requested to attend interviews as part of the evaluation process.

The City of Kingman reserves the right to retain all proposals submitted and to use any ideas in a proposal, regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this request for proposal.

D. Project Description

The City of Kingman currently contracts with a proposer to provide utility bill printing and mailing services and wishes to seek out the best value for the highest quality of service for continued operations. The City of Kingman is seeking to contract with a proposer as the sole provider of all utility bill printing and mailing services. The City bills approximately 21,500 customers through an eighteen (18) billing cycle schedule; bills are generated for one cycle per day. The City also bills for each delinquency date and provides notice of each subsequent service shutoff dates.

The City of Kingman utilizes Munis, a Tyler Technologies product, for all of its utility billing processes including billing, payment processing, delinquency processing, customer account maintenance, online payment and bill delivery, electronic document storage, bill print imaging, etc.

The City also wishes to outsource its business and animal license bill printing and mailing services, which is currently completed in-house by City staff, using Trak-It and manual printing processes. The business and animal license bill printing and mailing portion of this request is optional and is not a requirement for submitting a response under this proposal.

The objective of requesting proposals is for the City to contract with a proposer that offers the highest quality of service at the best value possible for its customers.

E. RFP Schedule

The City anticipates the following general timeline of key events during the proposal evaluations and contract award period:

Milestone	Date
Issue RFP	January 11
Addenda Due	February 3
Questions from Proposers Due	February 4, 6:00 pm
Proposal Due Date	February 11, 3:00 pm
Evaluate Proposals	February 22 - 26
Conduct Interviews (Optional)	February 22 - 26
Protest Period	March 4 -11
Notice of Intent to Award	March 15
Contract Negotiations	March 15 - 31
Council Contract Award	April 20
Utility Bill Go-Live Date	October 1

F. Terms of Engagement

The term of this contract will be five (5) years from the contract execution date with monthly contract terms thereafter and no requirement to renew for additional annual terms. Implementation shall begin at the earliest date required to begin utilizing the services on October 1, 2021, as determined by the contracted proposer through the project plan. Costs for implementation services will be paid no sooner than July 5, 2021 for fiscal budgetary requirements.

G. Pre-proposal Conference

None.

II. PROPOSAL INSTRUCTIONS AND REQUIREMENTS

A. Proposal Format

RFP must be typewritten with a font size no less than 11 points, or prepared in ink, and must be submitted on the form(s) included in the RFP (if required). Proposer shall return all information and forms as required in this solicitation. Failure to complete all required forms, as requested, will result in the RFP being rejected as non-responsive. Proposer must submit one (1) original and four (4) copies of the proposal document.

1. Unsigned proposals will be considered non-responsive and will be rejected.
2. Erasures, interlineations or other modifications in the proposal must be initialed by a duly authorized proposer representative and must be the same person that signs the proposal.
3. In the case of error in the extension of prices in the proposal, the unit price will govern. No proposal shall be altered, amended or withdrawn after the specified RFP closing date and time.
4. It is the responsibility of the Proposer to examine the entire request for proposal package and seek clarification for any item, service or requirement that may not be clear.
5. It is the responsibility of the Proposer to check the Proposer responses for accuracy before submitting a proposal.
6. All proposals shall be submitted in a sealed package and must be clearly marked "**FIN21-001 Sealed RFP – Utility Bill Printing and Mailing Services**" with the **Proposer's Name, Address, and the Closing Date**. RFP packages with insufficient postage will not be accepted by the City of Kingman.

B. Proposal Requirements

Documents pertinent to this RFP, and all papers bound with or attached to this RFP, are necessary parts of the RFP and must not be detached or altered. Proposer must submit their Proposals in accordance with these instructions, and use the format and forms provided (when required).

1. All proposals shall be typed and single-spaced, with font size no smaller than No. 11 font size, on 8.5" x 11" paper. Proposal pages shall be numbered consecutively and shall not exceed forty (40) pages. RFP responses should be prepared simply and economically, providing a straightforward, concise description of Proposers qualifications to satisfy the requirements in the Request for Proposal. Special bindings, colored displays, promotional and similar materials are not required. Emphasis should be on completeness and clarity of content.
2. The title page, contents page, tabs (with no information written on them) and any supplemental attachments required by the City, will not be numbered or counted against the maximum number of pages.

3. Each proposer may submit more than one response. If more than one response is submitted, each response must be complete unto itself, sealed in a separate envelope, and marked as “Primary Response”, or “Alternate Response #1, 2, 3, etc.”, on the envelope and on the cover of each copy.
4. The proposal shall be valid for one hundred twenty (120) days from the date it is signed.
5. To be considered responsive, all responses must follow the format provided and include all of the required documentation. **Proposers must describe in detail how the proposed solution will satisfy each specific requirement**, noting if the item is available in the proposed solution, can be added for a fee, or is not available. **Any requirement not having a detailed response shall be considered non-responsive.** All questions shall be answered and items addressed unless marked as “Optional”. Responses must be specific and complete unto themselves. If the proposal is considered responsive, the proposal will then be scored using the criteria included below.

C. Proposal Required Documentation

The following documents and or forms must be completed, signed and submitted with the proposer’s offer to be considered responsive:

- Introductory Letter
- Proposer Signature Page (*Exhibit I*)
- Qualifications and Experience
- Work Plan, Project Schedule, and Project Understanding
- Cost Proposal Summary (*Exhibit V*)
- Technical Requirements (*Exhibit IV*)
- Proposer Guarantees and Warranties (*Exhibit II*)
- Proposer’s Contract with Terms & Conditions
- References (*Exhibit III*)

Proposals must be signed by a duly authorized representative of the Proposer. If a Proposal is signed by an agent of the Proposer, a Power of Attorney showing the authority of the agent to sign must be submitted with the proposal or the proposal will be rejected. **FAILURE TO SIGN AND SUBMIT THE PROPOSER SIGNATURE PAGE SHALL RESULT IN REJECTION OF THE PROPOSAL.**

In addition to the required documents for submittal, each proposer must demonstrate a clear understanding of the work to be performed and must provide detailed specific qualifications and prior working experience.

D. Cost Proposal Summary

A complete Cost Proposal must be submitted using a format similar to the **Cost Proposal Summary** included in *Exhibit V*. Failure to provide a detailed Cost Proposal Summary will result in the rejection of the proposal. Responding proposers must include all anticipated one-

time and ongoing costs, including those that may not be detailed out in the Cost Proposal Summary contained in *Exhibit V*. of this RFP.

E. References

Proposer must provide four (4) references from customers whom the proposer is currently providing services to. Services must be similar in nature to the services requested herein. References should include government agencies, when possible. Proposer shall provide reference information using the reference form included in *Exhibit III - References*.

References may be contacted during the evaluation process to confirm the Proposer's experience, qualifications, customer satisfaction, project management/deliverable approach, and customer service levels provided during and after service implementation.

F. Proposals Must Conform to the Requirements and or Specifications

The Proposer shall adhere to the requirements and or specifications stated herein. Any exception taken to these requirements and or specifications shall be so stated on the returned Proposal. Deviations from any of the requirements in the specifications or drawings **MAY RESULT IN PROPOSAL REJECTION**. The City of Kingman shall hold the Proposer to all specification requirements. There is no time limit on this requirement; deviations discovered after the unit(s) is accepted shall be corrected at no cost to the City. Any **VERBAL** communication from the City shall not be construed as approval of the acceptability of any deviation to any requirement, or as authorization for any change or additional charges on any contract. **WRITTEN APPROVAL** is required. Any deviation from the specification, or where submitted literature does not fully support the meeting of the specification, must be clearly cited in writing by the Proposer, but no deviation below minimum specifications will be accepted.

G. Periods of Time

Periods of time, stated as a number of days, shall be calendar days unless otherwise specified.

H. Proposal Withdrawal

Any Proposal may be withdrawn at any time prior to the specified date and time for RFP closing by delivering a written request to the City Clerk, or designee, at the location specified herein for proposal delivery. Written requests to withdraw must be signed by a duly authorized representative of the Proposer. The City will not accept late proposals, late requests for modifications, or late withdrawals. All Proposals shall be irrevocable for one hundred twenty (120) calendar days from the day of RFP closing.

Delays due to mail and/or delivery services will not be considered excusable to the time requirements contained within this RFP.

I. Addenda

All addenda shall be issued no later than five (5) calendar days prior to the RFP closing date.

J. Addenda Acknowledgement

Receipt of addenda must be acknowledged by signing and returning the appropriate procurement document and acknowledging receipt on the proposal form.

K. Documents are Public Records

All documents, reports, proposals, submittals, or other materials submitted to the City by Proposers shall become the sole and exclusive property of the City and become a public record.

L. Copies

Proposer may request copies of current or past procurement documents. The charge per copy is payable in advance. Please contact the City Clerk's Office for a current per copy cost.

M. Late Delivery of Proposal

Late Proposals will not be opened or considered under any circumstances. Late Proposal Notification will be sent to the proposer. Delays due to mail and/or delivery services will not be considered excusable to the time requirements contained within this request for proposal.

N. Rejection of Proposals

The City reserves the right to waive technical defects, discrepancies and minor irregularities in a Proposal. The City reserves the right to re-seal any Proposal that was opened prematurely; the City has determined this event as a minor irregularity. The Financial Services Director shall be notified and shall log the event and place it in the procurement file.

The City reserves the right to award any alternatives set forth in the RFP documents at its sole discretion. Proposals may be rejected if there are any alterations to the required forms, additions not called for, conditional proposals, incomplete proposals, or irregularities of any kind. The City reserves the right to reject any Proposal not in compliance with the RFP documents, or prescribed public proposal procedures and requirements. Written notice of rejection of all proposals shall be sent to all Proposers. **ALL UNSIGNED PROPOSALS SHALL BE REJECTED.**

O. Collusion

Upon evidence that collusion exists among Proposers, none of the Proposals of participants in such collusion will be considered. All involved Proposals shall be rejected. Proposals in which prices are unbalanced may be rejected. The Proposer will be required to complete, notarize and submit a "No-Collusion Affidavit" upon request by the City. **Failure of the Proposer to submit a properly executed affidavit upon request by the City shall be grounds for rejection of the Proposal.**

P. Selection Process

The City intends to select the Proposer who can provide the best value and highest quality product and service at a reasonable price. Proposers must meet the requirements under this proposal and demonstrate the necessary experience and quality to deliver the product on time and within budget.

If it is determined to be in the best interest of the City, an interview will be scheduled with any or all Proposers. The Evaluation Committee may ask additional questions related to the proposal and the nature of the services requested. The City will schedule the time with the Proposer and the interview will be conducted via teleconferencing.

Each evaluator shall independently assign a score to each evaluation criterion based on the written proposals and additional details obtained during the interview. Criteria scores will be summed and the award will then be given to the highest scoring proposal.

Q. Contract Negotiation and Award

Contract negotiations will proceed immediately after a recommendation for award is made to the highest ranked responsive, responsible Proposer. The Proposer must include a proposed contract with their Proposal. The City reserves the right to negotiate a final contract that is in the best interest of the City. The City may negotiate: (a) any material changes to the statement of work, (b) any pricing that might be affected by changes to the statement of work, (c) any modifications being offered by the Proposer for this project, and, (d) any other terms and conditions reasonably related to and authorized for negotiation in the RFP or addenda. Should contract negotiations be unsuccessful with the highest ranking Proposer, negotiations will be terminated with that Proposer and initiated with the second-ranked Proposer, and so forth. When negotiations become successful with a Proposer, an award recommendation shall be forwarded to the City Council for their consideration.

The City reserves the right to award the proposal to a primary and an alternate Proposer for the same RFP item or service. The alternate Proposer will be used when the primary Proposer is unable to provide the materials and/or service when required, or when such action will provide the lowest final cost to the City.

An RFP response is an offer by a Proposer to contract with the City based upon the terms, conditions and specifications, statement of work contained in the RFP. RFPs do not become contracts unless, and until, they are accepted and an award is made by the City of Kingman.

Awards will be made with reasonable promptness by the City Council to the Proposer(s) whose proposal(s) is determined to be responsive and responsible that best conforms to the RFP and will be the most advantageous to the City.

A contract is formed when the City of Kingman gives written Notice of Award(s) to the successful Proposer(s) and executes a contract with the Proposer. The delivery or furnishing of any of the RFP items or services cannot commence until a contract is duly and properly executed and certificate of insurance provided with the required limits of coverage. The Proposer hereby agrees to accept the contract terms unless exceptions to the contract are

submitted by the Proposer with their Proposer Response. If the Proposer does not provide written exceptions and the Proposer indicates exceptions during or after contract evaluations, the City reserves the right to reject the Proposal and negotiate a contract with the next ranked Proposer.

R. Rejection of All Proposals and Cancellation of Award

The City reserves the right to reject all proposals or to cancel award of the contract at any time before execution of the contract by both parties if rejection of all proposals or cancellation of the award is deemed to be in the City's best interest. In no event shall the City have any liability for the cancellation of award. The Proposer assumes the sole risk and responsibility for all expenses connected with the preparation of its Proposal and Contract negotiations.

S. Reissuance of RFP

The City reserves the right to re-issue a subsequent procurement for this service at any time if deemed to be in the best interest of the City.

T. Protest of Award

A protest of award must be physically delivered to the Purchasing Officer within seven (7) business days of the notice of award date. Packages containing protests shall be marked as follows:

RFP Award Protest, RFP – Utility Bill Printing and Mailing Services
City of Kingman
Attn: Tina Moline, Financial Services Director
310 N. Fourth Street
Kingman, AZ 86401

U. Notice of Award

Official Notice of Award, if any, shall be sent in the form of an “Award Letter” and shall be signed by the duly authorized City of Kingman Official.

V. Vendor Registration and IRS Form

Prior to the execution of a Contract, the successful Proposer must properly fill out and complete a City Vendor Application and IRS W-9 Form, and file the documents with the City's Finance Department. See *Appendix C-Vendor Forms* for the required Vendor Application, optional EFT Enrollment Form, and IRS W-9 sample form.

W. Disputes

In the event any doubt or differences of opinions exists as to the items or service to be furnished hereunder, or from evaluation and/or testing of substitutes, or the interpretation of the provisions of this procurement, the decision of the City of Kingman shall be final and binding upon all parties.

X. Solicitation Document Conflicts

In the event any discrepancies exist between the Proposer(s) submitted response and the original solicitation document, the Proposal on file with the City shall govern.

Y. Response Preparation Costs

Costs incurred by any Proposer in preparation of a response to this RFP shall be the sole responsibility of the Proposer and will not be reimbursed by the City.

Z. Confidentiality

The City of Kingman is subject to the Arizona Revised Statutes, Title 39, Chapter 1, relating to public records. The RFP herein states that the following RFP materials shall be submitted in confidence, shall remain confidential, and are exempt from disclosure to the extent allowed by law and pursuant to ARS § 41-2534, D., “Proposals shall be opened publicly at the time and place designated in the Request For Proposals. The name of each offeror and such other relevant information as is specified by rule shall be publicly read and recorded in accordance with rules adopted by the director. All other information contained in the proposals shall be confidential so as to avoid disclosure of contents prejudicial to competing offerors during the process of negotiation. The proposals shall be open for public inspection after contract award. To the extent the offeror designates and the state concurs, trade secrets or other proprietary data contained in the offer documents shall remain confidential in accordance with rules adopted by the director.”

III. PROJECT SCOPE

A. General

The City of Kingman is soliciting the services of qualified proposers to provide utility bill printing and mailing services in accordance with the Scope of Work. The City is also seeking bill printing and mailing services for its business and animal license billings, though not required under this proposal.

B. Scope of Work

The City of Kingman desires a proposer that can implement utility bill printing and mailing services from a PDF billing file generated by *Munis (Tyler Technologies) Utility Billing* software. The Proposer shall be able to provide the REQUIRED SERVICES listed below. The Proposer shall also respond to the OPTIONAL SERVICES provided below, indicating whether these services can be provided and how the proposer will deliver the service.

REQUIRED SERVICES

A. Bill Printing and Imaging

- Provide all services required to print and mail approximately 24,500 utility bills and delinquency notices per month. The City also offers its customers the option to elect to receive electronic bills, which are generated through Munis and do not require printing services.
- Bills must be printed double-sided on 8.5 X 11 paper with perforation integrated into bill design to allow for a customer tear-off remittance stub.
- Bills must be printed in color and must match the City's logo color specifications (see *Appendix B-Logo* for a sample of the new City logo to be applied to bills).
- Bill prints must include the Munis Utility Billing system-generated numerical scan line and must meet the software specifications required for successful system payment scanning of the printed bill. Printed bill must match the actual PDF image size to avoid scanline errors.
- Printed bills must include a return envelope; identifiable marking on return envelope is desirable. Ideally, return envelopes shall only be included for customers with a balance due.

B. Special Services

- Proposer shall have the ability to combine multiple bills with the same address into a single mailed envelope to maximize cost-effective distribution.

- Ability to accommodate billing inserts, as requested by the City, is required. Insert requests should be accommodated with a 20-day lead time request. Insert format requirements and data delivery methods must be included in the Proposal.

C. Bill Delivery

- Proposer will mail customer bills one business day following receipt of the customer bill image PDF file.
- Utilization of address verification services to ensure cost-effective mailings is preferred. Ability to provide a report to the City team from address verification services.

D. Electronic Specifications and Data Security

- Proposer must be able to provide a secure method for file transmission between the City and the proposer.
- Proposer must have the technical means to process the Munis Utility Billing PDF file as generated by Munis. Alterations and mapping requirements must be included in the Proposal.
- Proposer must be able to agree to only utilize City transmitted data for the sole purpose of printing and mailing utility bills.
- Proposer must be able to ensure the City's data is stored in a secure and restricted manner. Proposer must demonstrate they have the appropriate measures in place to protect the confidentiality and security of customer data, protect against hazards or threats, and prevent unauthorized access and use of the City's customer data. Proposer must agree to notify the City of any security breach or unauthorized access of City data within four (4) hours after the Proposer is made aware of such occurrence. Proposer is responsible for all costs associated with any and all breaches.
- Proposer shall include the security team and key personnel titles in their Proposal.
- Proposer shall agree to be responsible for all costs associated with regenerating, reprinting, or remailing the City's utility bills as a result of programming or production errors or failures on the Proposer's part.

E. Support Services

- Proposer must be able to provide live technical support available by phone and/or email during normal business operating hours. Response time is expected to be less than one (1) business day for critical issues. Critical issues can be defined as those that may result in the City not meeting the scheduled bill delivery timeframe.

- Proposer must include details regarding the support team, approach to resolving technical issues, and experience with prior issues encountered specifically with Munis Utility billing clients, if possible.

F. Other

- Proposer shall include any and all anticipated issues with the implementation and ongoing use of services. Proposer should be specific in their identification of anticipated process issues and how they will resolve such issues during and after implementation.

OPTIONAL SERVICES

- Provide all services required to print and mail approximately 1,675 business license renewals on an annual basis and 205 animal license renewals monthly.
- Identify how the Proposer will approach the potential migration of new billing software by the City. Proposer must include any and all additional costs anticipated.
- Provide all technical, system protection, data security, product specifications, and support services included in the “REQUIRED SERVICES” section of this Scope of Work.

C. Project Schedule and Plan Timeline

The City expects to have the services of the selected proposer implemented by October 1, 2021. The specific dates and deliverable timelines will be determined after the selection of the Proposer and shall be included in the Project Plan provided by the Proposer. The Proposer must include a proposed detailed Project Schedule, Work Plan, and Cost Proposal with an explanation of how the plan will be accomplished on time and within budget.

D. Project Management

The Proposer must provide details as to how they will ensure the project is successful. The Proposer must be specific in describing how they will implement the services, what will be required of the City, and must list the key Proposer Project Team Members with a summary of each members prior experience.

The Work Plan must include the Proposer’s overall approach to this project as well as how the Proposer intends to assume the project management duties. The proposer must communicate the project status throughout the duration of the project with key City project team members.

A proposed detailed Project Schedule must be included with the Proposer’s response. The schedule should include anticipated key deliverable dates throughout the project.

IV. EVALUATION PROCEDURES

A. Evaluation Committee

The Evaluation Committee will include at least three (3) City staff members. The role of the Committee will be to evaluate the Proposals and make a recommendation for award. Scoring will be completed based on all areas listed in the Evaluation Criteria below. The City is seeking the best value for the services requested and as such, if additional information is needed as part of the evaluation process, information will be solicited to allow the Committee to complete the evaluation process.

B. Review of Proposals

The Evaluation Committee will review each proposal in detail. Each member of the Evaluation Committee will first evaluate the Proposal for “RFP, as well as the requirements listed in the **Evaluation Criteria Responsiveness Table 1** below. The Evaluation Committee will then review the Proposals considered to be responsive and score them based on the criterion listed in the **Evaluation Criteria Scoring Table 2** contained below. The maximum score possible is 100. The highest scoring Proposal will be selected for award.

C. Evaluation Approach

The Evaluation Committee may consider the key points listed below while evaluating the Proposals when determining the selection of the Proposal for contract.

1. Response Format

- Did the Proposer meet the response format requirements indicated in *Section II. Proposal Instructions*?
- Did the Proposer include all of the required documents as listed in *Section II. Proposal Instructions*?
- Does the Proposer demonstrate an understanding of how the Proposal should be delivered and prepared?
- Did the Proposer include an Introductory letter expressing interest in the project along with the capability to provide the services requested herein?

2. Project Cost

- Did the Proposer include a detailed Cost Proposal Summary that is clear, concise, and follows the format requested? Although cost is a significant factor, it will not be the dominant factor. The general approach is to identify all qualified, responsive proposers and then award the contract to the lowest priced proposer in that group. The City is seeking the highest quality of service at the most reasonable price.

3. Specific Requirements

- Did the Proposer portray an understanding of the Technical Requirements contained throughout this RFP and specified in *Exhibit IV – Technical Requirements*?
- Is the Proposer able to meet the specifications and Technical Requirements contained herein?
- Does the Proposer’s processes, system, and functionality demonstrate an ease of use for the City?
- Does the Proposer demonstrate adequate experience to successfully provide services to the City?
- Does the Proposer have government experience?
- Has the Proposer provided services to other Tyler Munis Utility Billing clients?
- Did the Proposer include a contract along with contract terms with their Proposal?

4. References

- Did the Proposer include at least four (4) relevant, current references?
- Did the Proposer include a governmental agency as a reference?
- Were any of the references Tyler Munis Utility Billing system users?
- If contacted, did the references substantiate the Proposer’s ability to provide the quality of service requested?

5. Proposer Signature Page

- Did the Proposer include the required Proposer Signature Page with the appropriate authorized signature?

6. Proposer Guarantees and Warranties

- Did the Proposer include a completed Proposer Guarantees and Warranties page?
- Was this completed accurately, including all information and required signatures?

7. Project Timeline/Project Understanding and Approach

- Did the Proposer provide a proposed Project Schedule for completing key tasks and achieving milestones for this project?
- Is the timeline viable and relevant to the project?
- Did the Proposer describe their approach to the project and provide a Work Plan? Did they provide clear insight to how the Proposer’s project team will communicate with the City’s project team?
- Did the Proposer describe any significant anticipated issues or concerns that might arise throughout this project?
- Did the Proposer demonstrate a general understanding of the project?

D. Evaluation Criteria Scoring

The Evaluation Committee will conduct an initial evaluation to determine whether the Proposal can be considered “responsive”. The initial evaluation will consider whether the Proposal has fully met the requirements contained within this Request for Proposal. If the proposal receives a failing review for any of the required criteria, it will not be evaluated further and will not be eligible for award.

Evaluation Criteria Responsiveness Table 1.

Criteria	Description
Response Format	Response was provided in the correct format and includes the necessary documents
Project Cost	A Cost Proposal Summary that is clear, easy to evaluate, and determined to be viable was submitted
Specific Requirements	Detailed description of how the services will meet the specifications/technical requirements was provided
References	A list of four (4) relevant references was included
Proposer Signature Page	Proposer Signature Page was included and meets the signature requirements
Proposer Guarantees and Warranties	Proposer Guarantees and Warranties were completed and included
Project Timeline	A Project Timeline was included
Project Understanding and Approach	Proposer portrays a clear understanding of the work to be performed

The Evaluation Committee will evaluate proposals considered to be “responsive” using the award points according to the criteria below in table 2.

Evaluation Criteria Scoring Table 2.

Criteria	Description	Points
Cost	5-year Total Cost for All Services	30
Technical Abilities	Satisfies Technical Requirements	25
Ease of Use	Functionality, customization, and processes	15
Implementation	Project Plan and Timeline/Project Management	10
References	Vendor References	10
Vendor	<ul style="list-style-type: none"> • Experience • Qualifications • Service level commitment 	10
	Total Points Available	100

E. Interviews

During the evaluation process, the City may, at its discretion, request any one or all proposers to attend teleconference interviews. The purpose of the interview will be to obtain further details regarding the information contained within the Proposal. The Evaluation Committee may need more information in order to make an informed decision and reserves the right to request any and all additional details.

EXHIBIT I - PROPOSER SIGNATURE PAGE

- A. By signature below, the Proposer certifies the specifications and general provisions have been carefully examined. If the Proposal is accepted, Proposer agrees to contract with the City of Kingman to furnish the item(s) and/or services in the manner and time herein prescribed and according to all the requirements set forth.
- B. The Proposer hereby certifies that Proposer:
1. Has not discriminated against disadvantaged, minority or women small business enterprises in obtaining any required subcontracts in accordance with ARS.
 2. Completes, signs and returns the attached documentation in the following order:

Introductory Letter
Proposer Response
Proposer Contract with Terms & Conditions
Exhibit I - Proposer Signature Page
Exhibit II - Proposer Guarantees and Warranties
Exhibit III - References
Exhibit IV – Technical Requirements
Exhibit V – Cost Proposal Summary
 3. May withdraw a Proposal at any time prior to the RFP opening by providing written request to the City Clerk. However, all RFP's shall be irrevocable for one hundred twenty (120) calendar days from the day of the RFP opening.
- C. The Proposer agrees that pursuant to ARS § 34-253, the undersigned certifies that neither he/she nor anyone associated with Proposer's company listed below has directly, or indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive submission in connection with this procurement. Further, Proposer agrees to provide a notarized "NO COLLUSION AFFIDAVIT" if so required by the City, at a future date.

PROPOSAL SUBMITTED BY:

NAME/TITLE: _____

SIGNATURE: _____

ARIZONA TAX ID: _____

FEDERAL TAX ID: _____

NAME OF PROPOSER: _____

ADDRESS: _____

PHONE: _____ FAX: _____

EXHIBIT II - PROPOSER GUARANTEES AND WARRANTIES

- A. The proposer certifies it can and will provide and make available, at a minimum, all services set forth in Section III. Project Scope.
- B. Proposer warrants that it is willing and able to comply with State of Arizona laws with respect to foreign (non-State of Arizona) corporations.
- C. Proposer warrants that all information provided in connection with this proposal is true and accurate.
- D. Proposer warrants the following by indicating yes or no to the following questions:

Yes	No	#	
<input type="checkbox"/>	<input type="checkbox"/>	1.	Has the City of Kingman or other governmental entity incurred costs as a result of contested change order(s) from the Proposer?
<input type="checkbox"/>	<input type="checkbox"/>	2.	Has the City of Kingman or other governmental entity been involved in litigation relative to contract performance with the Proposer?
<input type="checkbox"/>	<input type="checkbox"/>	3.	Has the Proposer failed to perform or performed unsatisfactory in two or more contracts within a thirty-six month period?
<input type="checkbox"/>	<input type="checkbox"/>	4.	Has the Proposer been convicted of a criminal offense within a ten-year period of embezzlement, theft, bribery, falsification or destruction of records, receiving stolen property, or any other offense indicating a lack of business integrity or business honesty which might affect responsibility as a municipal contractor?
<input type="checkbox"/>	<input type="checkbox"/>	5.	Does the Proposer have adequate equipment, personnel and expertise to complete the proposed contract?

If you answered “yes” to Items 1-4 or answered “no” to Item 5, please attach a full explanation to this questionnaire.

Signature of Official: _____

Name (Typed): _____

Title: _____

Proposer: _____

Proposer FEI Number: _____

Date: _____

EXHIBIT III - REFERENCES

1. Agency/Company: _____
City/State: _____ Telephone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

2. Agency/Company: _____
City/State: _____ Telephone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

3. Agency/Company: _____
City/State: _____ Telephone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

4. Agency/Company: _____
City/State: _____ Telephone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

PROPOSER'S NAME: _____

EXHIBIT IV - TECHNICAL REQUIREMENTS

TECHNICAL REQUIREMENT	DETAILED PROPOSER RESPONSE
Provide programming and bill design compatible with Munis	
Provide secure method for export data load	
Print bills using desired size, meeting paper and printing specifications	
Match Munis numerical scanline printing for successful Munis scan	
Print bills with all required fields, as shown on bill sample	
Ability to preview bills prior to bill print and mailing	
Ability to omit return envelopes for bills with a zero balance bills	
Ability to combine bills into a single envelope	
Address verification services with report of any and all address changes made	
Access and print historical bills	
Presorting services to minimize mailing costs	

Accommodate City customization of PDF bills	
Bill print job tracking for timing confirmation	
Ability to mail customer bills within one (1) business day following receipt of the customer billing file	
Ability to add insertions	
Data protection	
Disaster recovery services	
Technical and customer support features	

EXHIBIT V - COST PROPOSAL SUMMARY

SUBMITTED BY: _____
 COMPANY NAME

Cost Proposal				
Estimated Monthly Quantity	Unit of Measure	Description	Unit Price	Extended Price
<i>Design and Implementation</i>				
1	Total Project Cost	Initial Set-Up Fees	\$	\$
1	Total Project Cost	Design	\$	\$
1	Total Project Cost	Programming Charges	\$	\$
1	Total Project Cost	Testing/Training/Travel	\$	\$
Subtotal Design and Implementation Fees				\$
<i>Production Run Fees</i>				
24,500	Piece	Print, fold, insert, and mail services for regular and delinquency utility billings	\$	\$
24,500	Piece	Envelope with fully glued flap, City logo and return address; Additional language "UTILITY BILL ENCLOSED". Use of proper barcode Post Office standards.	\$	\$
24,500	Piece	Customer return mailing envelope	\$	\$
24,500	Piece	Postage costs	\$	\$
1	Piece	Output file for City's use/Import fees	\$	\$
		Other Production Run Fees	\$	\$
Subtotal Production Run Fees				\$
<i>Recurring Fees</i>				
1	Flat/Variable Fees	Maintenance Fees	\$	\$
1	Flat/Variable Fees	Web Management Interface Fees	\$	\$

-	-	Other Initial Ongoing Fees or Charges	\$	\$
Subtotal Other Recurring Fees			\$	\$
<i>Additional Insertions</i>				
Per	Piece	Vendor provided – Additional insert 8-1/2 x 11 double-sided paper stock printed by vendor	\$	\$
<i>Additional Service Costs or Deposits (if necessary)</i>				
			\$	\$
			\$	\$
			\$	\$
<i>Adjustment or Increases During Contract</i>				
		Year 2		
		Year 3		
		Year 4		
		Year 5		


SIGNATURE OF AUTHORIZED REPRESENTATIVE

DATE

APPENDIX A – UTILITY BILL IMAGE SAMPLE

NOTE: Bill sample image is not actual production image size. Actual bill sample can be provided, upon request.

FRONT PAGE OF BILL (1 of 2 Pages)



City of Kingman
310 N. Fourth Street
Kingman, AZ 86401
(928) 753-5561 opt 1 - opt 1

UTILITY BILL - REMIT PORTION

Please write your Customer # - Account # on your check.

Customer # - Account #	Due Date	Amount Due
12345 - 6789	12/23/2020	\$263.74
Service Address		Bill Number
1234 SAMPLE AVE		123456


Neighbor to Neighbor
Amount Enclosed _____

SAMPLE CUSTOMER
PO BOX 1234
KINGMAN, AZ 86401

CITY OF KINGMAN
310 NORTH 4TH STREET
KINGMAN, AZ 86401

00006042021400574766200000263749

✂ Detach and return the portion above with your payment ✂



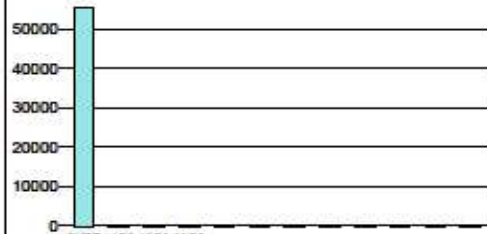
City of Kingman
310 N. Fourth Street
Kingman, AZ 86401

UTILITY BILL - CUSTOMER COPY

Keep this copy for your records.

Customer Name					Service Address				
SAMPLE CUSTOMER					1234 SAMPLE AVE, KINGMAN, AZ 86401				
Bill Number	Bill Date	Customer # - Account #			Current Billing Due Date				
123456	12/03/2020	12345 - 6789			12/23/2020				
Charge Description	Meter Number	Usage Days	Previous Read Date	Current Read Date	Previous Reading	Current Reading	Read Code	Usage (gallons)	Charge Amount
Irrigation Base Commercial County									5.78
Irrigation Capital Renewal									2.25
Irrigation Usage Commercial County	12345678	18	11/15/2020	12/03/2020	30553	86225	FIN	55672	182.60
Arizona/Mohave County Sales Tax									10.68
City Sales Tax									4.77
Water Quality Tax									0.36
Total Actual Charges									206.44
Total Current Billing									206.44
Previous Balance									57.30
Adjustments									0.00
Payments									0.00
Total Amount Due									\$263.74

Monthly Usage



CURR1120 1020 0920

New Bill Info visit <https://www.cityofkingman.gov/government/inserts>
For Self Service visit <https://selfservice.cityofkingman.gov>

THIS IS YOUR FINAL BILL-THANK YOU FOR BEING OUR CUSTOMER

BACK PAGE OF BILL (2 of 2 Pages)

Payment Options

Pay by Phone (928) 753-8585
Office 310 N. 4th St. Kingman, Az 86401
Office Hours Mon-Thurs, 7:00am-8:00pm
Pay Online <https://selfservice.cityofkingman.gov>
Drop Boxes 2498 Airway Ave. or 310 N. 4th St.
Mail 310 N. 4th St. Kingman, AZ 86401
Bank Draft Forms available at www.cityofkingman.gov

Delinquent Charges

The due date on this bill is for current charges only. Your bill becomes delinquent the day after the billing due date. A delinquent notice will be mailed, and a \$3.00 delinquent fee will be added to your account. Balance forward amounts may be subject to nonpayment disconnect and a fee being added to your account. Please be advised, a security deposit may also be required.

Payment by Check

Please make your check payable to the City of Kingman, and enclose the top remit portion of your bill. A \$15.00 charge will be added for handling returned payments. Postdated checks will not be accepted.

Neighbor to Neighbor Program

This is a voluntary, tax-deductible program to help local human service agencies assist Kingman families. If you wish to contribute, please include your donation and record it on the space provided on the payment coupon.

Meter Services

Safe access to the meter helps us provide you with accurate billing. Please remove any obstructions.

Meter Read Code Legend

ACT=Actual EST=Estimate FIN=Final

Budget Billing Balance Note

This section is only for customers signed up for Budget Billing.

If your Cumulative Budget Balance listed is :	Then your actual charges to date have been:
A positive dollar amount	Less than budget amount billed to date.
A negative dollar amount	More than budget amount billed to date.

Your Cumulative Budget Balance amount may change each month based on actual charges, this is the purpose of the program. Call the office if you have concerns about this amount.

APPENDIX B – LOGO

NOTE: New City logo to be applied to Munis generated PDF bill image prior to going live with a new bill printing service provider.



APPENDIX C – VENDOR FORMS



Vendor Application

City of Kingman		Date:	
New Vendor Application		Company Website:	
Please provide all information requested on this application form. Please insert N/A for items not applicable:			
Company Name			Contact Person/Title
Address	City	State	Zip Code
Payment Remittance Address	City	State	Zip Code
Billing Contact	Phone	Email	
IF YOU ARE A CONTRACTOR LICENSED UNDER THE ARIZONA REGISTRAR OF CONTRACTORS, YOU MUST PROVIDE THE FOLLOWING.			
Valid Arizona Contractor License			
DUNS number (register at www.sam.gov)			
Individual(s) authorized to contractually bind the company or firm (Please indicate if agent):			
Name	Title	Phone	Email
Name	Title	Phone	Email
TYPE OF BUSINESS: 1099 Required? YES NO			
Attorney	Individual/Sole Proprietor	Health Care Provider	
Rent/Royalties	LLC	Other: _____	

Additional Notes/Comments:

<p>For purposes of determining any possible conflict of interest, all Vendors must disclose if any current City of Kingman employee is also an owner, corporate officer, or employee of your business. Indicate either Yes (a City of Kingman employee is associated with your business), Or No. If yes, provide the name(s) of the City of Kingman employee and the position they hold within your business.</p>		
YES	NO	Employee Name/Position
<p>I hereby certify that the above information is true and correct to the best of my knowledge. I understand that the submission of false or inaccurate information may result in rejection or deletion of my application.</p>		

Authorized Individual's Signature		Print Name	
Title		Date	
Office Use Only	Vendor Number:	Date Processed:	Initials:
	City of Kingman Finance Signature:		Date:

Please return completed application and W-9 to
vendors@cityofkingman.gov



CITY OF KINGMAN

310 N. 4TH STREET KINGMAN ARIZONA 86401 928.753.5561

WWW.CITYOFKINGMAN.GOV

EFT Enrollment Form for Vendors

Read instructions prior to completing.

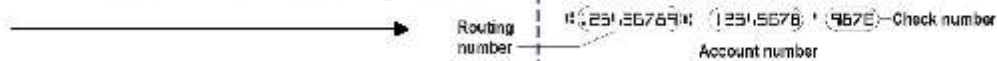
Section A - Vendor's information

Vendor name:		Vendor Tax Identification Number <i>(Required)</i> :	
Vendor address			
Street:	City:	State/province:	ZIP code/postal code:
Telephone number: <i>(Required)</i>	Email address <i>(Required)</i> :		

Section B- Financial institution information

Financial institution name:			
Financial institution address			
Street:	City:	State/province:	ZIP code/postal code:
Financial institution routing number:	Type of account at financial institution		
	<input type="checkbox"/> Checking* OR <input type="checkbox"/> Savings OR <input type="checkbox"/> Personal* OR <input type="checkbox"/> Business*		
*Copy of preprinted voided check or bank verification letter required.			
Vendor's account number with financial Institution:			

Location of account numbers are on bottom of your check:



Section C - Submission information

Reason for submission:		
<input type="checkbox"/> New enrollment <i>(Start)</i>	<input type="checkbox"/> Change enrollment	<input type="checkbox"/> Cancel enrollment <i>(STOP)</i>
Important! Please read and sign before submitting.		
This form is used to authorize Electronic Funds Transfer to a checking or savings account.		
I certify that I have read and understand the information contained in this form. I acknowledge that the origination of transactions to the authorized account must comply with provisions of Arizona and US law. I certify that I am authorized to enter into this agreement as the account holder.		
Printed name of authorize signer: _____		
Authorized written signature of person submitting enrollment: _____		
Date: _____		
<ul style="list-style-type: none"> Recovery of funds deposited in error – In the event an erroneous deposit occurs creating an overpayment, City of Kingman will reserve the right to debit your account accordingly. 		
Once completed and signed please send this form to: City of Kingman, Finance Department, 310 N. 4th St., Kingman, Arizona 86401 or email to vendors@cityofkingman.gov		

Office use only	Vendor Number:	Date processed:	Initial:
	City of Kingman Finance signature:		Date:

**Request for Taxpayer
Identification Number and Certification**

**Give Form to the
requester. Do not
send to the IRS.**

Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 5.	<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.</p> <p>2 Business name/disregarded entity name, if different from above</p> <p>3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate</p> <p><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____</p> <p><small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small></p> <p><input type="checkbox"/> Other (see instructions) ▶ _____</p>	<p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from FATCA reporting code (if any) _____</p> <p><small>(Applies to accounts established outside the U.S.)</small></p>
	<p>5 Address (number, street, and apt. or suite no.) See instructions.</p> <p>6 City, state, and ZIP code</p> <p>7 List account number(s) here (optional)</p>	<p>Requestor's name and address (optional)</p>

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number							
<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="width:15%; height: 20px;"></td><td style="width:15%;"></td><td style="width:15%; text-align: center;">-</td><td style="width:15%;"></td><td style="width:15%; text-align: center;">-</td><td style="width:15%;"></td></tr> </table>			-		-		
		-		-			
or							
Employer identification number							
<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="width:15%; height: 20px;"></td><td style="width:15%;"></td><td style="width:15%; text-align: center;">-</td><td style="width:15%;"></td><td style="width:15%;"></td><td style="width:15%;"></td></tr> </table>			-				
		-					

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification Instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶
------------------	----------------------------	--------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.