

**PURCHASING DEPARTMENT  
101 EAST 11<sup>th</sup> STREET, STE. G-13  
CHATTANOOGA, TENNESSEE 37402  
CITY HALL**

**Request for Proposals for the City of Chattanooga, TN**

*Proposals will be received at 101 East 11<sup>th</sup> Street, Ste. G-13, Chattanooga, TN, 37402, until 4:00 p.m., e.s.t., on Tuesday, August 29, 2017.*

Requisition No.: RFP – 158258

Ordering Dept.: Department of Finance & Administration / Treasury

Buyer: Deidre Keylon / Email: dmkeylon@chattanooga.gov

Phone No.: 423- 643-7231 / Fax No.: 423- 643-7244

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**Request for Proposals for Sewer Billing Services**

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**SEALED PROPOSALS MUST BE RECEIVED NO LATER THAN  
4:00 PM E.S.T. ON TUESDAY, AUGUST 29<sup>th</sup> , 2017**

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The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City.

The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin.

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The City of Chattanooga (COC) Terms and Conditions posted on the Website are applicable:

<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

**ALL PROPOSALS MUST BE SIGNED.**

**PLEASE PROVIDE THE FOLLOWING:**

Company Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City & Zip Code: \_\_\_\_\_

Phone/Toll-Free No.: \_\_\_\_\_

Fax No.: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**COMPLETED AND SIGNED PAGE TO BE RETURNED WITH PROPOSAL**

**REQUEST FOR PROPOSALS (RFP)**  
**FOR**  
**SEWER FEE BILLING SERVICES**

**CONTRACT NO. X-##-###-###**  
**DEPARTMENT OF FINANCE & ADMINISTRATION / TREASURY**

**THE CITY OF CHATTANOOGA**

**I. REQUEST SUMMARY**

The City of Chattanooga invites interested parties to submit proposals for sewer fee billing services for a one (1) year contract with two possible one (1) year renewals by mutual agreement.

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**II. INTRODUCTION**

**A. COMMUNITY PROFILE**

The City of Chattanooga has a population of 173,778. We serve approximately 70,000 residential and/or business units that are charged a sewer fee.

**B. BACKGROUND**

The City of Chattanooga Treasurer's office is responsible for billing and collection of Interceptor Sewer System fees for residential and commercial customers for its respective service territory. City customers receive a monthly sewer fee bill from the Treasurer's Office. That bill is based on water usage data the City receives from Tennessee American Water Company in accordance with City of Chattanooga Ordinances.

**III. SCOPE OF SERVICE**

The City of Chattanooga intends to obtain the services of a qualified firm which can provide a software solution and additional services for utility billing purposes. Such services shall include, but shall not be limited to, the following:

1. Utility billing system/services, specifically for sewer fees
2. Data backup
3. Implementation and ongoing maintenance of system
4. Reports
5. Support
6. Training
7. Interfaces (as identified in this RFP)
8. Bill printing, folding, stuffing, and mailing of sewer bills according to specifications in **Attachment A**; and electronic billing and bill print suppression for customers choosing an electronic option
9. Shut-off Notice hang tag printing according to specifications in **Attachment A**

**VENDOR MAY RESPOND TO ALL (1-9) OR PART (1-7). 10% OF THE SCORE IS ATTRIBUTED TO OTHER SERVICES (including 8-9).**

#### **IV. PROPOSAL CONTENTS**

In addition to other information requested in this RFP document, the Proposal shall provide the following general information about the organization:

- A. The name, address, telephone, and email address of the Proposer and principal contact person
- B. Identify the type of firm or organization (corporation, partnership, joint venture, etc.) and describe the entity that will serve as the contracting party.
- C. Submit a project organization chart.
- D. Proposer shall identify the portions of the work that will be undertaken directly by the Proposer and what portions of the work will be subcontracted. At a minimum,

Proposers must identify the lead parties that will undertake the various roles for the various phases.

- E. Describe the proposed contractual relationships between the Proposer and all major partners and subcontractors relative to the various phases of the project.
- F. Describe the history of the relationships among the Project Team members, including a description of past working relationships.
- G. Provide the history, ownership, organization, and background of the Proposer. If the Proposer is a joint venture, the required information must be submitted for each member of the joint venture firm. Include the following:
  - 1. Names of partners, and company officers who own 10 percent or more of the shares.
  - 2. If the Proposer or joint venture is a subsidiary of a parent company, state when the subsidiary was formed and its place in the corporate structure of the parent company. If a subsidiary is newly created for the purposes of responding to this RFP, the reasons for this action must be fully disclosed.
  - 3. Identify any lawsuits or litigation, permit violations, and/or contract disputes for other projects by the Proposer.
- H. Provide documentation that the firm is of sound financial standing and has the financial ability to work in the capacity of sewer fee billing services.

### **Requirements:**

The vendor will be expected to provide comprehensive services to address the work specifications outlined in this RFP. The requirements listed below may not be all inclusive of the work needed to accomplish the respective tasks. It is expected that the vendors will have sufficient qualifications and experience to provide complete services without having each individual task identified herein. The work involved under the terms of the contract with the successful bidder shall be full and complete execution of a utility billing system including the items noted below, and as described further throughout the RFP:

### **SYSTEM DESCRIPTION**

The City believes its needs can be met by an existing, off the shelf, software package with minimal, if any, modifications. The City prefers a cloud based software solution. The City has identified the following general features as mandatory:

- Ability to meet an April 1, 2018, implementation deadline successfully
- Ability to handle the needs of the City, including but not limited to access for 20 employees into the billing system, with various security levels.
- Provides easy navigation to information
- Meets system requirements and stays up to date with current technology
- File import capability for meter usage data

- Integration with Accounts Receivable, Accounts Payable, Purchasing, and General Ledger or other systems as required
- Flexible point and click query and report capabilities
- Conversion of existing data files from current billing software
- Online, IVR, and walk up location payment processing capabilities
- Flexible payment plan functionality
- Credit and collection services (i.e. automated collection file export, reminder notices, late notices, etc.)
- File export to a 3rd party collection agent
- Bill print/mail, collections, and bill processing functionalities, including e-bills
- Meets functional requirements that are identified as mandatory in Attachment A
- Capability of handling all rates and fees associated with utility sewer charges, including proration in the event bill cycle changes, rate changes, meter size changes, meter changes (new meters) or any other reasonable scenario
- Ability to evaluate the reliability of data provided by the Tennessee American Water Company (TAWC) for reasonableness based on the prior month ending reading, ending date, and other variables; and the ability to correct data based on independent analysis or verification with information from TAWC.
- Meets other requirements listed in this RFP

## **Technology Requirements**

The Chattanooga Department of Information Technology will partner with the Treasury Office in the effort to implement the chosen solution. Below is an outline of basic technology requirements. This list should not be considered all-inclusive.

### **1. Customer Support**

#### **a. Technical Support**

- i. Resolution of issues relating to network and client devices (desktops, laptops, tablets, etc.) shall be provided by City DIT when relevant.
- ii. The software vendor and/or a third-party vendor must provide other forms of technical support.

#### **b. Functional Support**

- i. Provide access to an online user community supported by and/or participated in by vendor representatives.
- ii. Provide an avenue for functional support, whether through vendor or an approved third-party.

### **2. Database Systems**

Proposed on-premise software must use an approved Database Management System (DBMS) from the following list, based upon what is currently in use at the City of Chattanooga and what is regarded as acceptable industry-wide for

enterprise use:

- a. Oracle DBMS
- b. Microsoft SQL Server
- c. Oracle MySQL/MariaDB
- d. PostgreSQL
- e. NoSQL
  - i. MongoDB
  - ii. Cassandra
- f. Provide an industry-standard method of accessing stored database information, including:
  - i. Documentation of methods
  - ii. Reasonable support for said methods
- g. Upgrades:
  - i. Database as provided must be the current production version of the DBMS or its -1 version.
  - ii. Vendor should agree to database upgrades as follows:
    - 1. A new DBMS release is deemed "current" when it has been in production release for 180 days.
    - 2. Upon designation of a new "current" version, the previous "current" version becomes Current -1.
    - 3. The previous Current -1 goes into a 270-day countdown period, by then end of which vendor should make available the current version.
- h. Address validation:
  - i. An approved geocoding interface must exist for the validation of entered and modified street addresses.
  - ii. Address formats should conform to industry standards and best practices.

### 3. Hosted Solution

If the vendor proposes a hosted solution, the software must be hosted by the proposer or an approved alternative. Following is a minimum list of requirements that should be included in the hosting agreement.

#### Support agreement

- a. SLA: Vendor should provide a service level agreement. The agreement should include the amount of guaranteed "uptime", the process and timeline for dealing with "downtime", and the consequence for any failures.
- b. Test instance(s)
  - i. One (1) or more instance available as deemed necessary.
  - ii. Regular clones from production instance to test instance(s) must be provided.
  - iii. A mechanism by which to request additional test instances.

c. Interfaces

- i. Vendor should provide accessible interface methods via tools such as APIs and/or web services.
- ii. Vendor should provide reasonable access for the City's Department of Information Technology personnel.

Data safeguards

a. Data Security

- i. Vendor must specify an actual and specific and independent security standard that will be provided. It must be updated and audited regularly (SAS70/Type II audits). City will be provided with the appropriate audit report as part of the RFP.
- ii. Vendor must provide notice of security/data breaches in advance of any user notification.
- iii. If cyber security insurance is carried by the vendor, the City should be listed as an additional insured.

b. Data Privacy

- i. Privacy policy should describe the different types of information collected; how it will be used, disclosed, and shared; and how will the provider protect the information.
- ii. Data Encryption: Provide encryption of data in both transmission and storage ("at rest"), privacy concerns, and any other contractual protections.

c. Data Redundancy

- i. Include provisions regarding the obligations of backing up the data and the frequency of that data backup.
- ii. Also include provisions regarding the ongoing access to the data or the delivery of such data to the City.

d. Electronic discovery

- i. Identify the format in which data will be produced in the event of a discovery request.
- ii. Identify the tools that are available to access customer data in the event of an e-discovery need.

4. Integration Oracle e-Business Suite General Ledger, Accounts Payable, Purchasing, and Accounts Receivable.

Any solution must be provide an integration for billings, customer receipts, account adjustments, etc. to the general ledger. Accounts receivable balances, aging and revenue reports must be included.

## PROJECT APPROACH

The Proposer shall provide the following:

A. General Experience

Provide a summary of the experience of the Proposer's Project Team.

B. Provide a list of three (3) to five (5) projects (additional proposal evaluation credit to be given for each above three (3) to a maximum of five (5)) of similar type that the Proposer's Project Team has worked on independently or together. Include the name, description, and location of each project; dates work was performed; and name, address, and phone number of owner and/or contact person.

E. Describe in detail the overall approach that will be used by the Project Team to perform the Scope of Work described herein for the project.

## **ATTACHMENT A - PRINTING SPECIFICATIONS**

### **FOR THE PRINTING, VENDOR MUST QUOTE BOTH BILL PRINTING AND HANG TAG PRINTING**

#### **Specifications for Sewer Bill Printing, Folding, Stuffing, and Mailing and Shut-Off Notice Hang Tags**

##### **Sewer bill printing specifications:**

- Quantity estimated at 65,000 per month in batches of as low as 8,000 per week and as high as 20,000 per week; please quote based on these variable amounts, covering costs from the low to high ends of the range (The City of Chattanooga does not guarantee any quantity.)
- File structure provided by City to print vendor is a tab delimited file.
- Vendor must NCOA and Cass data file with certain records being supplied back to City.
- Vendor must be able to pull certain records/notices for city that do not require mailing.
- Notice is printed in Blue with black variable data front only 60 lb white stock 1/3 micro perf @ 3.667 from bottom.
- All envelopes (mailing and return) - black ink
- #10 window outgoing envelope 24lb white wove with special window 1 3/8 x 4 1/2 - 7/8L - 1/2B
- #9 return inside tint window size 1 3/8 x 4 1/2 - 3/4L - 1/2B
- Vendor must be able to group multiple notices in same envelope. There is no code in the City's current data to allow for extraction of addresses that receive multiple notices, and vendor has to pull those with same address.
- Vendor must also be able to group multiple notices in a 9x12 envelope when it exceeds capacity of a #10.
- Vendor must have capability to produce a QR code for notices. City's current software does not produce data for a QR code, but software changes may result in this capability.
- Vendor must also have capabilities to produce barcodes for internal City use. The information for the barcode is in the file provided by the City. The barcode is used for scanner identification during bill payment.
- City must be able to approve proofs prior to vendor printing and mailing to bill-recipients
- Vendor must be able to proof and process and deliver notices to the USPS in a 24 hour turn-around time; this is a literal turn-around time; City must be able to review and approve digital proof of at least 250 bills at a time prior to vendor printing; e.g., data received by vendor at 9:00 am on Tuesday would need to be set, proofed, printed,

folded, inserted, and delivered to USPS by 9:00 am Wednesday; City approval time can be reduced by batch size of 250 plus (250 is the minimum)

- All data processed verified and quality controlled
- No subcontracting allowed. All processes to include envelope printing, data, art, digital production, and all mailing services performed in the same facility.
- Mail delivered to Chattanooga TN - BMEU with maximum postage discounts available.
- Vendor must be able to bypass items that are coded for electronic bills.

**Also:**

- Bulk mail rate is Presort First Class US postage rate
- Vendor to cover cost of bulk rate postage and excess postage not covered by bulk rate, and then invoice City for repayment
- Vendor must include any implementation charges (all set up costs) in bid price
- Vendor must mail from a local Chattanooga, TN, post office or utilize a City of Chattanooga USPS meter permit ID to be printed on envelopes so that no postmark other than City of Chattanooga or non-identifiable postmark will appear; the postmark can show "Chattanooga" OR it must not show a location; City requires Presort First Class US postage paid "Chattanooga TN" Permit No. (City permit)
- Vendor must notify City of the weekly balance on the USPS meter permit

**Specifications for Hang Tag Printing**

**Shut-off notice door hang tag specifications:**

- To be quoted in quantities of 1,000; 2,500; 5,000; and 7,500
- 67# bright green paper
- Black ink on front and back
- Punch out removed, i.e. tags must be die cut with knockout completely punched out (not just easy to remove)
- Vendor must include any implementation charges (all set up costs) in quoted price
- Finished door hangers must be delivered (inside delivery) to Tennessee American Water Company at 109 Wiehl Street, Chattanooga, TN 37403; all handling, packaging, shipping, delivery, and other costs related to this delivery must be included in the quoted price

## **SCORING OF PROPOSALS:**

### **EVALUATION CRITERIA**

**Proposals will be evaluated based on the following criteria in the specified weights:**

1. **ABILITY OF PROPOSER TO IMPLEMENT, MAINTAIN, AND SERVICE SEWER FEE BILLING SYSTEM (20%)** Described as ability to address the work specifications based on (1) experience doing the same with previous clients of similar size and projects of similar scope and (2) apparent system compatibility (10%) - Proposer to address under System Description and Previous Experience above

2. **SYSTEM USER FRIENDLINESS (10%)**

In the scoring of the initial proposal, the user friendliness of the system will be based upon the customer reviews submitted with the proposal.

After the scoring of the initial proposal, the City may select one or more proposers to give to the Evaluation Committee a one to two hour presentation to demonstrate the proposer's system so that the Evaluation Committee can evaluate user friendliness.

In this presentation phase, System User Friendliness will be evaluated in a measurement that will be made known prior to the presentation.

3. **COLLECTIONS (10%)**

Ability to interface with current cash management system and web-based payment center and receive all types of payments (credit card, debit card, e-check, check and cash). Reports such as AR aging's and payment histories must be able to be provided at a certain point in time and be able to be recreated as needed ( not a balance forward system only). Aging reports specifying 30, 60, 90 and 120 days are a requirement.

4. **ABILITY TO TRACK BY SYSTEM USERS (5%)**

Ability to track changes made by system users to customer accounts, service codes, readings, etc..

5. **NOTES (5%)**

Ability to add notes to customer's accounts viewable by other users.

6. **TRACKING FOR DELINQUENT AND SHUT-OFF ACCOUNTS (15%)**

Ability to track delinquent accounts and shut-off accounts.

7. RATE TABLE CONSOLIDATION AT CONVERSION (5%)
8. WEB-BASED ACCESSIBILITY FOR CUSTOMERS (10%) - ability for customers to view their account history including payment history online with accessibility including mobile devices
9. REPORTING TOOLS (10%)  
Ability to create custom reports in addition to the system's canned reports and download data to Google Sheets. Ability to produce daily, monthly, and annual reports that both summarize by service category and provide information such as top 10, 25, 50, and 100 users. Ability to create graphics displaying both current and historical consumption data by customer and customer account category.
11. OTHER SERVICES (10%) - Ability to print, stuff, and mail bills on a weekly and ad hoc basis as requested by the City. Other services offering convenience to the City.

#### **EVALUATION COMMITTEE MEMBERS**

A small group of Evaluation Committee Members will be given the task of evaluating the proposals in an objective manner based upon the criteria specified in this document.

#### **FINALIST FORMAL PRESENTATION**

One or more finalists may be selected for formal presentation to be given in-person, by webcast, or by teleconference (format to be pre-arranged prior to the event). The City may allow vendors to choose a preferred format due to cost. In the event that the City decides to select one or more proposers for formal presentation, the City will select the highest ranked proposer or proposers. Finalist formal presentations will be evaluated based on the same criteria in the same weights described above unless otherwise specified to involved parties prior to presentations.

#### **SELECTION OF A FINALIST OR FINALISTS**

After the review of the proposals and formal presentations (if any) by the Evaluation Committee, the City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City will select the highest ranked finalist or finalists to negotiate an agreement.

RFP TIMELINE:

August 15, 2017	Announcement of RFP
August 18 2017, 4:00 pm, est	Deadline for questions
<b>August 29, 2017, 4:00 pm, est</b>	<b>Deadline for receipt of proposals</b>
Weeks of Sept 4th and 11th	Evaluation Committee reviews proposals
Week of Sept 11th or 18th (tentative)	Finalist Presentations begin (if any)

**QUESTIONS:**

All questions must be directed to Deidre Keylon, Buyer, as specified here:

**DEADLINE FOR QUESTIONS:** Questions related to this RFP will be accepted until 4:00 p.m. on August 18, 2017.

All questions must be submitted in writing before the deadline for questions by mail or email.

Questions must be addressed as follows:

If sent by mail:

City of Chattanooga/Purchasing Dept. Suite G13  
101 East 11<sup>th</sup> Street  
Chattanooga, TN 37402

**IMPORTANT:** THE BOTTOM LEFT CORNER OF THE ENVELOPE **MUST** SHOW:  
(Attn: D.Keylon/Question re:RFP SEWER BILLING SERVICES)

If sent by e-mail: SUBJECT LINE **MUST** BE LABELED: **QUESTION RE: RFP SEWER BILLING SERVICES**, and the e-mail must be addressed to: **dmkeylon@chattanooga.gov**

*The City specifically requests that any contact concerning this RFP be made exclusively with the Deidre Keylon, or designee, until selection has been completed. Failure to honor this request will be negatively viewed in the selection process.*

## **PROPOSAL SUBMISSION REQUIREMENTS:**

One (1) bound copy, one (1) unbound copy, and one (1) electronic copy in searchable PDF format on a **flash drive** (NO DISCS! - BUYER HAS NO DISC READER) of the proposal shall be submitted. The proposal should be limited to the requested content.

All proposals shall be submitted in a **sealed** envelope or box clearly marked **RFP #158258 SEWER BILLING SERVICES**. The copies of the proposal shall be indexed with tabs for each section as applicable.

All proposals shall be **submitted no later than 4:00 p.m. EST, on August 29, 2017**, to the attention of:

City of Chattanooga  
Attn: Deidre Keylon  
Purchasing Department  
101 E. 11<sup>th</sup> Street, Suite G13  
Chattanooga, TN 37402  
Phone: (423) 643-7231  
FAX: (423) 643-7244

PROPOSALS MUST BE SUBMITTED BY MAIL, HAND-DELIVERY, OR OTHER METHOD THAT PRESERVES THE SECURITY OF THE PROPOSAL UNTIL THE PROPOSAL OPENING TIME. BECAUSE E-MAIL DOES NOT PRESERVE SECURITY, NO PROPOSALS CAN BE SUBMITTED BY E-MAIL. **ANY PROPOSAL SUBMITTED BY E-MAIL WILL BE AUTOMATICALLY ELIMINATED.**

### **IMPLIED REQUIREMENTS**

All products and services not specifically mentioned in this RFP but which are necessary to provide the functional capabilities described by the Proposer shall be included in the Proposal.

### **INCURRING COSTS**

The City shall not be liable for any cost incurred by the Proposer prior to the issuance of a contract purchase agreement and will not pay for information solicited or obtained.

## **PROPOSAL WITHDRAWAL PROCEDURE**

Proposals may be withdrawn at any time up until the date and time set above for opening of proposals. Any Proposal not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of 90 days to provide the services set forth in the proposal or until one of the Proposals has been accepted and a contract has been executed between the City and the successful Proposer.

## **RESERVATION OF CITY RIGHTS**

- A. The City reserves the right to request clarification of submitted information and to request additional information of one (1) or more Proposers.
- B. The City reserves the right to negotiate this Agreement/Contract for work covered by this RFP with the next most qualified finalist if the successful finalist does not execute a contract within seven (7) days after submission of an Agreement/Contract by the City. The City reserves the right to negotiate all elements of work that comprise the selected Proposal.
- C. The City reserves the right, after opening the Proposals or at any other point during the selection process, to reject any or all Proposals, modify or postpone the proposed project, evaluate any alternatives offered or accept the Proposal that, in the City's sole judgment, is in its best interest.
- D. The Proposer shall comply with the rules and conditions found in the City of Chattanooga Purchasing Department's "General Conditions and Instructions to Bidders" which are a part of this RFP.
- E. The City reserves the right to terminate the Agreement/Contract if the Proposer fails to commence the work described herein upon giving the Proposer a 30 day written Notice.

## **RIGHTS TO SUBMITTED MATERIAL**

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and other documents provided by proposers will become the property of the City when received. No submission or supporting documentation will be returned to proposers. The City is subject to the Tennessee Public Records Act and must comply with the disclosure requirements of such laws. Therefore, the confidentiality of such

material may be lost, and the City assumes no liability for the disclosure of any information required by law.

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**Terms and Conditions**

The terms and conditions shall be those addressed in the City's standard Services Agreement, unless otherwise listed, below:

<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

## Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
  - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."
  - b. Seek and maintain contracts with minority groups and human relations organizations as available.
  - c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities

- d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.
- 5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
- 6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

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(Signature of Contractor)

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(Title and Name of Company)

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(Date)

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.

Vendor Disclosure and Acknowledgement

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to § 12-12-106.

(SIGNED) \_\_\_\_\_

(PRINTED NAME) \_\_\_\_\_

(BUSINESS NAME) \_\_\_\_\_

(DATE) \_\_\_\_\_

For further information, please see website:

[http://tn.gov/assets/entities/generalservices/cpo/attachments/List\\_of\\_persons\\_pursuant\\_to Tenn\\_Code\\_Ann\\_12-12-106\\_Iran\\_Divestment\\_Act\\_updated\\_1.24.17.docx](http://tn.gov/assets/entities/generalservices/cpo/attachments/List_of_persons_pursuant_to_Tenn_Code_Ann_12-12-106_Iran_Divestment_Act_updated_1.24.17.docx)

SAMPLE

# City of Chattanooga Waste Resources Division

Payment Processing  
P.O. Box 591 • Chattanooga, TN 37401-0591



BILLING DATE	PREMISE #	CUSTOMER ID	ACCOUNT NAME
7/21/2017	92 [REDACTED] 1	9 [REDACTED] 1	[REDACTED]
FOR THE PERIOD			SERVICE ADDRESS
6/8/2017 - 7/11/2017			[REDACTED]



\*CG02\*



\*\*\*\*\*AUTO\*\*5-DIGIT 37406 5 279

[REDACTED]

CHATTANOOGA, TN 37408-1200

**IMPORTANT MESSAGES**  
If your payment is made through your bank's bill paying system, please change your account number to the customer ID below.  
Customer ID: 90 [REDACTED] 1

shaded in med. blue →

**UNPAID FEES MAY RESULT IN DISCONNECTION**

Meter Number	Meter Size	Previous Read	Present Read	Usage (100 Gallons)
090578085T		2221.56	2266.44	44.88

All bars + lines in bright royal blue ink; all data fields in black ink

ACCOUNT ACTIVITY RELATED TO PREVIOUS STATEMENT	
Previous Balance	\$267.20
Payments	\$0.00
Adjustments	\$0.00
PAST DUE AMOUNT	\$267.20
Days in Billing Cycle	33

CURRENT SUMMARY OF CHARGES	
Sewer Charge	\$37.89
TOTAL NEW CHARGES	\$37.89
AMOUNT DUE IF PAID BY 8/8/2017	\$305.09
AMOUNT DUE ON OR AFTER 8/9/2017	\$308.88

**RECURRING PAYMENTS:** Auto-Pay on your due date with no additional charge via e-check, automatic bank draft, credit card, or debit card.

**TOTAL USAGE** 44.88

**PAY IN PERSON:** Any area First Tennessee Bank, or at City Hall, 101 E. 11th St, 1st Floor  
**PAY BY PHONE:** 24/7 Dial (844) 755-0311, at no charge.  
**PAY ONLINE:** [www.chattanooga.gov/sewerfee](http://www.chattanooga.gov/sewerfee) (register for e-billing here)  
**BILLING QUESTIONS:** Dial (423) 643-6311 from 8 am to 6 pm, Monday-Friday  
**SERVICE ISSUES:** Call 3-1-1 from 8 am to 6 pm, Monday - Friday  
**ADDRESS CHANGE:** Contact TN American Water (866) 736-6420

**PAYMENT COUPON. PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. MAKE CHECKS PAYABLE TO CITY OF CHATTANOOGA.**

[REDACTED]

CHATTANOOGA, TN 37408-1200

Please make checks payable to  
CITY OF CHATTANOOGA

Premise Number	92 [REDACTED] 71
PAST DUE AMOUNT	\$267.20
Due Date For Current Charges	8/8/2017
Current Charges	\$37.89
AMOUNT DUE IF PAID BY 8/8/2017	\$305.09
AMOUNT DUE ON OR AFTER 8/9/2017	\$308.88



City of Chattanooga  
Waste Resources Division  
P.O. Box 591  
Chattanooga, TN 37401-0591



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**Notice of Disconnection of Water Service for Unpaid Sewer Service Charges**

A work order has been submitted with your water provider to disconnect water service at this location due to unpaid sewer service charges.

Date: \_\_\_\_\_

Name on Account: \_\_\_\_\_

Chattanooga Account #: \_\_\_\_\_

Sewer Service Address: \_\_\_\_\_

A reconnect work order will be submitted by the City of Chattanooga Waste Resources Division (WRD) to restore your water service as soon as this outstanding balance is paid in full.

To reinstate your water service, please call or visit us online:

Customer Service: Dial 311/423-425-6311

Office Hours: M-F 8:00 a.m. – 6:00 p.m.

24-Hour/Day Pay-via-Web: [www.chattanooga.gov](http://www.chattanooga.gov)

24-Hour/Day Pay-by-Phone: 1-888-673-9479

Payment may be made IN PERSON (cash or credit card only) at:

**Treasurer's Office – City Hall**

**101 East 11<sup>th</sup> Street, First Floor**

**Office Hours: M-F 8:00 a.m. – 4:30 p.m.**

**Payments for same day reconnection must be received by 3:00 p.m.**



**City of Chattanooga  
Waste Resources Division**

**Aviso de Suspensión del Servicio de Agua por falta de pago de la cuenta de servicios de alcantarillados**

Una orden de trabajo se ha presentado a su proveedor de agua para desconectar el servicio de agua en esta ubicación debido a la falta de pago por servicios de alcantarillados.

Fecha: \_\_\_\_\_

Nombre de usuario: \_\_\_\_\_

Número de cuenta - Chattanooga: \_\_\_\_\_

Dirección del servicio: \_\_\_\_\_

Una orden de reconexión será presentada por **La ciudad de Chattanooga Waste Resources Division (WRD)** a su proveedor de agua potable para restablecer el servicio de agua tan pronto el saldo pendiente sea pagado en su totalidad.

Para restablecer el servicio de agua, por favor llame o visítenos en línea.

Servicio al Cliente: Marque 311/423-425-6311

Horas laborales: L-V 8:00 a.m. – 6:00 p.m.

24 horas/al día pago vía Web: [www.chattanooga.gov](http://www.chattanooga.gov)

24 horas/al día pago por teléfono: 1-888-673-9479

Se puede hacer pagos en persona (solo en efectivo o tarjeta de crédito) en:

**La Oficina de Tesorería**

**101 Calle 11 E, Primer Piso**

**Horas laborales: L-V 8:00 – 4:30 pm**

**Para restablecer el servicio el mismo día el pago debe recibirse antes de las 3:00p.m.**



**City of Chattanooga  
Waste Resources Division**

Cut so easy  
access to hang on  
door

print two sided

4 1/4"

1 1/2"

1 1/2"

11 inches

**Notice of Disconnection of Water Service for Unpaid Sewer Service Charges**

A work order has been submitted with your water provider to disconnect water service at this location due to unpaid sewer service charges.

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Chattanooga Account #: \_\_\_\_\_

Sewer Service Address: \_\_\_\_\_

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**101 East 11<sup>th</sup> Street, First Floor**

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**Payments for same day reconnection must be received by 3:00 p.m.**



**City of Chattanooga  
Waste Resources Division**

# 9 envelope

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PLACE  
STAMP  
HERE



CSB



**City of Chattanooga**  
**Waste Resources Division**  
P.O. Box 591  
Chattanooga, TN 37401-0591

PRESORT FIRST CLASS  
US POSTAGE  
PAID  
CHATTANOOGA, TN  
PERMIT NO. 468

#10  
envelope

