

## CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 12/16/2020

Contract/Lease Control #: C14-2188-WS

Procurement#: N/A

Contract/Lease Type: CONTRACT

Award To/Lessee: PINNACLE DATA SERVICES, LLC.

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 09/30/2017

Expiration Date: Month to Month Renewals – Expires 30 day notice by County

Description of Contract/Lease: UTILITY BILLING SERVICES

Department: WS

Department Monitor: LITTRELL

Monitor's Telephone #: 850-651-7172

Monitor's FAX # or E-mail: JLITTRELL@MYOKALOOSA.COM

Closed:

Cc: Finance Department Contracts & Grants Office



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

05/11/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Mark Edward Partners LLC 505 Park Ave.  New York NY 10022		<b>CONTACT NAME:</b> Robert Haas <b>PHONE (A/C, No, Ext):</b> (212) 355-5005 <b>FAX (A/C, No):</b> (212) 813-8085 <b>E-MAIL ADDRESS:</b> rjh@markedwardpartners.com	
		<b>INSURER(S) AFFORDING COVERAGE</b>	
		<b>INSURER A:</b> Federal Insurance Company	<b>NAIC #</b> 20281
<b>INSURED</b>  Pinnacle Data Systems, L.L.C. 25 Crestridge Dr.  Suwanee GA 30024		<b>INSURER B:</b> Accident Fund General Insurance Company	<b>12304</b>
		<b>INSURER C:</b> Chubb Insurance	
		<b>INSURER D:</b>	
		<b>INSURER E:</b>	
		<b>INSURER F:</b>	

**COVERAGES**                      **CERTIFICATE NUMBER:** CL213409973                      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION	VEHICLE	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY  <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:				99504834GAB	02/21/2021	04/21/2022	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 2,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY  <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY				2073599595	02/21/2021	04/21/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE  DED <input checked="" type="checkbox"/> RETENTION \$10,000				78183366	02/21/2021	04/21/2022	EACH OCCURRENCE \$ 8,000,000 AGGREGATE \$ 8,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	N/A		200033149	02/21/2021	02/21/2022	PER STATUTE    OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
C	Crime				82493970	02/21/2021	04/21/2022	Employee Dishonesty \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Blanket Additional Insured when required by written contract  
Blanket Waiver of Subrogation when required by written contract

Okaloosa County are added as Additional Insured

**CONTRACT#: C14-2188-PW**  
**PINNACLE DATA SERVICES, LLC**  
**UTILITY BILLING SERVICES**  
**EXPIRES: MONTH-TO-MONTH**

## CERTIFICATE HOLDER

Okaloosa County Board of County Commissioners  
Contract # C14-2188-WS  
5479A Old Bethel Road  
Crestview, FL 32536

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

*Mark Edward Partners LLC*

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**PROCUREMENT/CONTRACT/LEASE  
INTERNAL COORDINATION SHEET**

Procurement/Contract/Lease Number: C14-2188-WS Tracking Number: 4171-21  
 Procurement/Contractor/Lessee Name: Pinnacle Data Systems Grant Funded: YES \_\_\_ NO X  
 Purpose: Utility Bill Printing, Mailing & Related Services  
 Date/Term: Month to month until 1.  GREATER THAN \$100,000  
30 day Notice 2.  GREATER THAN \$50,000  
 Department #: 4101 3.  \$50,000 OR LESS  
 Account #: 534306  
 Amount: \$ Est: \$41,000<sup>00</sup>  
 Department: Water & Sewer Dept. Monitor Name: Jeff Littrell

**Purchasing Review**

Procurement or Contract/Lease requirements are met:  
Jessica Darr Date: \_\_\_\_\_  
 Purchasing Manager or designee Jeff Hyde, DeRita Mason, Jessica Darr, Angela Etheridge

**2CFR Compliance Review (if required)**

Approved as written: \_\_\_\_\_ Grant Name: N/A  
N/A N/A Date: N/A  
 Grants Coordinator Danielle Garcia

**Risk Management Review**

Approved as written: \_\_\_\_\_ Date: N/A  
N/A NO Risk Element N/A  
 Risk Manager or designee Edith Gibson or Karen Donaldson N/A

**County Attorney Review**

Approved as written: \_\_\_\_\_ Date: 23 NOV, 2020  
Kerry Parsons See Email @  
 County Attorney Lynn Hoshihara, Kerry Parsons or Designee

**Department Funding Review**

Department Funding Confirmed: \_\_\_\_\_ Date: 18 NOV, 2020  
Kathy Fix See Email @

**IT Review (if applicable)**

Approved as written: \_\_\_\_\_ Date: N/A  
N/A NO IT Element

## Jesica Darr

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**From:** Parsons, Kerry <KParsons@ngn-tally.com>  
**Sent:** Monday, November 23, 2020 11:40 AM  
**To:** Jesica Darr  
**Cc:** Lynn Hoshihara; DeRita Mason  
**Subject:** RE: Requested by 25 November 2020 C14-2188-WS Month to Month Renewal

Thank you for the background. This is approved for legal purposes. It will need to be signed by the Chairman.

**Kerry A. Parsons, Esq.**

**Nabors  
Giblin &  
Nickerson**  
ATTORNEYS AT LAW

1500 Mahan Dr. Ste. 200  
Tallahassee, FL 32308  
T. (850) 224-4070  
[Kparsons@ngn-tally.com](mailto:Kparsons@ngn-tally.com)

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**From:** Jesica Darr <jdarr@myokaloosa.com>  
**Sent:** Monday, November 23, 2020 12:38 PM  
**To:** Parsons, Kerry <KParsons@ngn-tally.com>  
**Cc:** Lynn Hoshihara <lhoshihara@myokaloosa.com>; DeRita Mason <dmason@myokaloosa.com>  
**Subject:** RE: Requested by 25 November 2020 C14-2188-WS Month to Month Renewal

Kerry,

Good Morning!

Please see the attached board approved renewal. It was renewed on 18 August, 2020 and it extended the contract until 29 December, 2020.

We need the attached to be review and approved for the last and final renewal. This allows the new awardee time to design, test and implement bill design. The incumbent would work month to month and the new contractor should be up and running by 31 March 2020.

We would like to know if it has to go to the BCC. The estimated amount is on \$41,000.00. Can Mr. Hofstad sign.

Please advise as soon as possible. Thank you so much!

## Jesica Darr

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**From:** Kathy Fix  
**Sent:** Tuesday, December 1, 2020 4:44 PM  
**To:** Jesica Darr  
**Subject:** RE: Funding confirmation please \_ ITB WS 70-20 Advertisement review and approval

Dept 4101  
Account 534306  
Amount \$175,000 - (that's the FY2021 budgeted amount)

**From:** Jesica Darr  
**Sent:** Tuesday, December 1, 2020 1:42 PM  
**To:** Kathy Fix <kfix@myokaloosa.com>  
**Cc:** Jesica Darr <jdarr@myokaloosa.com>  
**Subject:** RE: Funding confirmation please \_ ITB WS 70-20 Advertisement review and approval

Kathy,

I'm sorry for the second e-mail.

For the 15 December agenda request for the approval of the Info Send contract please send the following in the next few business days if possible:

Department number  
Account number  
Amount (if estimated that is ok, we would need to put down the highest estimate)

Thank you!

Respectfully,

Jesica



Contracts and Lease Coordinator  
Okaloosa County Purchasing Department  
5479A Old Bethel Road  
Crestview, Florida 32536  
(850) 689-5960



**AMENDMENT TO THE AGREEMENT BETWEEN OKALOOSA COUNTY,  
FLORIDA AND PINNACLE DATA SYSTEMS, LLC.  
CONTRACT NO. C14-2188-WS**

This Renewal and Sixth Amendment to the Agreement between Okaloosa County, a political subdivision of the state of Florida (the "County"), and Pinnacle Data Systems, LLC., executed this 15 day of DEC, 2020, is made a part of the original Agreement dated 23 June, 2014, Contract No. C14-2188-WS (the "original Agreement"), incorporated herein by reference.

The County and Contractor hereby agree as follows:

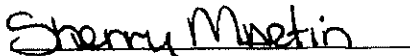
1. **OPTION TO RENEW.** The Parties hereby wish to renew the Agreement on a monthly basis to allow the new vendor time to get all accounts transferred over properly to the new vendor under contract.
2. **EFFECTIVE DATE OF RENEWAL TERM.** The Effective Date of this Amendment shall commence upon bilateral signature and shall continue from month-to-month until the County provides a thirty (30) day written notice of termination to Contractor.
3. **COMPENSATION.** Compensation for this renewal term of the Agreement shall: Stay the same as set forth in Bid Sheet proposal dated 23 April, 2014 of the original Agreement and the Fourth Amendment, Exhibit A dated 17 September, 2019 ("Compensation").
4. **OTHER PROVISIONS REMAIN IN EFFECT.** Except as specifically modified herein, all terms and conditions of the original Agreement between the parties, dated 23 June, 2014 and any amendments thereto, shall remain in full force and effect.
5. **CONFLICTING PROVISIONS.** The terms, statements, requirements, or provisions contained in this Amendment shall prevail and be given superior effect and priority over any conflicting or inconsistent terms, statements, requirements or provisions contained in any other document or attachment.

**IN WITNESS WHEREOF**, the parties hereto have executed this Amendment on the day and year first written above.

**WITNESS:**

  
Signature

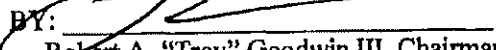
BY:   
Mitch Anderson, Chief Revenue Officer

  
Print Name

**ATTEST:**

 Digitally signed  
by JD Peacock II  
Date: 2020.12.15  
15:29:33 -06'00'  
J.D. Peacock II, Clerk of Courts

**OKALOOSA COUNTY, FLORIDA**

BY:   
Robert A. "Trey" Goodwin III, Chairman



Contract No. C14-2188-WS



## CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 08/21/2020

Contract/Lease Control #: C14-2188-WS

Procurement#: N/A

Contract/Lease Type: CONTRACT

Award To/Lessee: PINNACLE DATA SERVICES, LLC.

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 09/30/2017

Expiration Date: 12/30/2020

Description of Contract/Lease: UTILITY BILLING SERVICES

Department: WS

Department Monitor: LITTRELL

Monitor's Telephone #: 850-651-7172

Monitor's FAX # or E-mail: JLITTRELL@MYOKALOOSA.COM

Closed:

Cc: Finance Department Contracts & Grants Office

**PROCUREMENT/CONTRACT/LEASE  
INTERNAL COORDINATION SHEET**

Procurement/Contract/Lease Number: C14-2188-WS Tracking Number: \_\_\_\_\_

Procurement/Contractor/Lessee Name: \_\_\_\_\_ Grant Funded: YES \_\_\_ NO X

Purpose: Utility Billing Services

Date/Term: 90 Day Extension 1.  GREATER THAN \$100,000

Department #: 4101 2.  GREATER THAN \$50,000

Account #: 534306 3.  \$50,000 OR LESS

Amount: \$ EST: \$43,800<sup>00</sup>

Department: WS Dept. Monitor Name: Jeff Littrell

**Purchasing Review**

Procurement or Contract/Lease requirements are met:  
Jessica Darr via coordination Date: 14 Aug 2020

Purchasing Manager or designee: Jeff Hyde, DeRita Mason, Jessica Darr

**2CFR Compliance Review (if required)**

Approved as written: N/A Not Grant Funded Grant Name: \_\_\_\_\_

Grants Coordinator: Danielle Garcia Date: \_\_\_\_\_

**Risk Management Review**

Approved as written: N/A col is current expires 2-2021 Date: \_\_\_\_\_

Risk Manager or designee: Edith Gibson or Karen Donaldson

**County Attorney Review**

Approved as written: Reconfirmed via written email on 20 Aug 2020 Date: 30 July 2020

County Attorney: Lynn Hoshihara, Kerry Parsons or Designee

**Department Funding Review**

Department funding confirmed: Kathy Fix Confirmed funding on Agenda Item Date: 5 Aug 2020



## Jesica Darr

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**From:** Lynn Hoshihara  
**Sent:** Thursday, August 20, 2020 12:31 PM  
**To:** Jesica Darr; kparsons@ngn-tally.com  
**Subject:** Re: Legal Question Signed Copy C14-2188-WS Amendment for 18 Aug BCC Meeting

This extension is approved as to legal sufficiency.

Lynn M. Hoshihara  
County Attorney  
Okaloosa County, Florida

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

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**From:** Jesica Darr  
**Sent:** Thursday, August 20, 2020 1:29:10 PM  
**To:** Lynn Hoshihara; kparsons@ngn-tally.com  
**Cc:** Jesica Darr  
**Subject:** RE: Legal Question Signed Copy C14-2188-WS Amendment for 18 Aug BCC Meeting

Lynn,

Good Morning, Ma'am!

Please see attached amendment to C14-2188-WS. We spoke on the phone regarding the issue, discussed below, and (as we discussed the situation on the phone) I received a verbal approval for the 90-day extension that went to the BCC for approval. I was checking my records and can't locate the written approval. For our records can you please send the written legal approval.

Thank you so much! Have a good weekend!

Very Respectfully,

Jesica



Contracts and Lease Coordinator

## Jesica Darr

---

**From:** Lynn Hoshihara  
**Sent:** Thursday, July 30, 2020 4:34 PM  
**To:** Jesica Darr; kparsons@ngn-tally.com  
**Cc:** Jeffrey Hyde; Kathy Fix  
**Subject:** Re: Legal Question Signed Copy C14-2188-WS Amendment for 18 Aug BCC Meeting

**Categories:** C14-2188-WS

I have no objection to that sentence being left in. In fact I believe it provides appropriate context and justification for why we need this extension. I would, however, remove the word "annual" in the first sentence under the Statement of Issue. This is not an annual renewal, just a 90-day extension.

Lynn M. Hoshihara  
County Attorney  
Okaloosa County, Florida

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

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**From:** Jesica Darr  
**Sent:** Thursday, July 30, 2020 4:11:33 PM  
**To:** kparsons@ngn-tally.com  
**Cc:** Jeffrey Hyde; Lynn Hoshihara; Kathy Fix; Jesica Darr  
**Subject:** Legal Question Signed Copy C14-2188-WS Amendment for 18 Aug BCC Meeting

Kerry,

Good Afternoon!

As far as I understand the process, we should direct follow-up questions to you if it is in regards to cancellations and no awards.

Please see the attached 90-day extension request for Water and Sewer requirement of Utility Billing services for the incumbent to extend the contract, while the Purchasing Dept. goes out to the marketplace with a re-bid for the requirement. The last sentence under the background section is the customer attempting to provide the OC BCC with an explanation of why all bids were rejected for ITB WS 57-20 (which is why the County requires Pinnacle Data System to perform for an additional 90 days ).

Since the documents are public records, should I advise Mrs. Fix (our department customer) to keep, remove, or, revise the last sentence under the section named background ?

I spoke with Mrs. Fix this afternoon and she was amicable to revising the sentence, if needed. I'm not sure of what the explanation would be to the OC BCC if it is beneficial to revise.

Please advise at your soonest opportunity.



**CONTRACT #: C14-2188-WS  
 PINNACLE DATA SERVICES, LLC  
 UTILITY BILLING SERVICES  
 EXPIRES: 12/30/2020**

**AMENDMENT TO THE AGREEMENT BETWEEN OKALOOSA COUNTY,  
 FLORIDA AND PINNACLE DATA SYSTEMS, LLC.  
 CONTRACT NO. C14-2188-WS**

This Renewal and Fifth Amendment to the Agreement between Okaloosa County, a political subdivision of the state of Florida (the "County"), and Pinnacle Data Systems, LLC., executed this 18 day of AUG, 2020, is made a part of the original Agreement dated 23 June, 2014, Contract No. C14-2188-WS (the "original Agreement"), incorporated herein by reference.

The County and Contractor hereby agree as follows:

1. **OPTION TO RENEW.** The parties hereby wish to renew the original Agreement for an additional ninety (90) calendar days.
2. **EFFECTIVE DATE OF RENEWAL TERM.** The Effective Date of this Amendment shall commence October 1, 2020 and shall terminate no later than December 29, 2020.
3. **COMPENSATION.** Compensation for this renewal term of the Agreement shall: Stay the same as set forth in Bid Sheet proposal dated 23 April, 2014 of the original Agreement and the Fourth Amendment. Exhibit A dated 17 September, 2019 ("Compensation").
4. **OTHER PROVISIONS REMAIN IN EFFECT.** Except as specifically modified herein, all terms and conditions of the original Agreement between the parties, dated 23 June, 2014 and any amendments thereto, shall remain in full force and effect.
5. **CONFLICTING PROVISIONS.** The terms, statements, requirements, or provisions contained in this Amendment shall prevail and be given superior effect and priority over any conflicting or inconsistent terms, statements, requirements or provisions contained in any other document or attachment.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment on the day and year first written above.

WITNESS:

[Signature]  
 Signature

BY: [Signature]  
 Mitch Anderson, Chief Revenue Officer

[Signature]  
 Print Name

ATTEST:

[Signature]  
 J.D. Peacock II, Clerk of Courts



OKALOOSA COUNTY, FLORIDA

BY: [Signature]  
 Robert A. "Trey" Goodwin III, Chairman



## CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 07/24/2017

Contract/Lease Control #: C14-2188-WS

Bid #: N/A

Contract/Lease Type: CONTRACT

Award To/Lessee: PINNACLE DATA SERVICES LLC

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 10/1/2017

Expiration Date: 9/30/2018

Description of Contract/Lease: UTILITY BILLING SERVICES

Department: WS

Department Monitor: LITTRELL

Monitor's Telephone #: 850-651-7195

Monitor's FAX # or E-mail: JLITTRELL@CO.OKALOOSA.FL.US

Closed:

Cc: Finance Department Contracts & Grants Office

**ACORD**<sup>TM</sup>

**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
2/03/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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<b>PRODUCER</b> J Smith Lanier & Co Atlanta 11330 Lakefield Drive Suite 100 Johns Creek, GA 30097-1508	<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): E-MAIL ADDRESS:	FAX (A/C, No):													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Continental Casualty Company</td> <td>20443</td> </tr> <tr> <td>INSURER B : Continental Insurance Company</td> <td>35289</td> </tr> <tr> <td>INSURER C : Employers Assurance Company</td> <td>25402</td> </tr> <tr> <td>INSURER D : Illinois National</td> <td>23817</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Continental Casualty Company	20443	INSURER B : Continental Insurance Company	35289	INSURER C : Employers Assurance Company	25402	INSURER D : Illinois National	23817	INSURER E :		INSURER F :
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A : Continental Casualty Company	20443														
INSURER B : Continental Insurance Company	35289														
INSURER C : Employers Assurance Company	25402														
INSURER D : Illinois National	23817														
INSURER E :															
INSURER F :															
<b>INSURED</b> Pinnacle Data Systems, L.L.C. 25 Crestridge Drive Suwanee, GA 30024															

**COVERAGES**                      **CERTIFICATE NUMBER:**                      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PMT5099667225	02/01/2020	02/01/2021	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$ \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/>			BUA5099551488	02/01/2020	02/01/2021	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10000			CUE5099551491	02/01/2020	02/01/2021	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	EIG259615702	02/01/2020	02/01/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	Prof Liab			PMT5099667225	02/01/2020	02/01/2021	\$1,000,000
D	Cyber Liabil			013340655	04/01/2019	04/01/2020	\$5,000,000
A	Crime			PMT5099667225	02/01/2020	02/01/2021	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 Blanket Additional Insured when required by written contract per Form #CNA74879XX (1/15)  
 Blanket Waiver of Subrogation when required by written contract per Form #CNA74879XX (1/15)

FFB 11 2020

RE: Contract # C14-2188-WS

CONTRACT#: C14-2188-WS  
 PINNACLE DATA SERVICES, INC.  
 UTILITY BILLING SERVICES  
 EXPIRES: 09/30/2020

ceived by  
 Management

CERTIFICATE HOLDER

Okaloosa County  
 5479A Old Bethel Road  
 Crestview, FL 32536

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

PETER J. KRUSE

## CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 09/19/2019

Contract/Lease Control #: C14-2188-WS

Procurement#: NA

Contract/Lease Type: CONTRACT

Award To/Lessee: PINNACLE DATA SERVICES, LLC

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 10/01/2017

Expiration Date: 09/30/2020

Description of Contract/Lease: UTILTY BILLING SERVICES

Department: WS

Department Monitor: LITRELL

Monitor's Telephone #: 850-651-7195

Monitor's FAX # or E-mail: JLITRELL@MYOKALOOSA.COM

Closed:

Cc: Finance Department Contracts & Grants Office

**PROCUREMENT/CONTRACT/LEASE  
INTERNAL COORDINATION SHEET**

Procurement/Contract/Lease Number: C14-2188-WS Tracking Number: 3482-19  
Procurement/Contractor/Lessee Name: Pinnacle Grant Funded: YES \_\_\_ NO X  
Purpose: Renewal/ amendment  
Date/Term: 9-30-2020 1.  GREATER THAN \$100,000  
Amount: \_\_\_\_\_ 2.  GREATER THAN \$50,000  
Department: WS 3.  \$50,000 OR LESS  
Dept. Monitor Name: Littell

**Purchasing Review**

Procurement or Contract/Lease requirements are met:  
[Signature] Date: 8-12-19  
Purchasing Director or designee Jeff Hyde, DeRita Mason, Jessica Darr

**2CFR Compliance Review (if required)**

Approved as written: NO Federal Grant Name: \_\_\_\_\_  
\_\_\_\_\_ Date: \_\_\_\_\_  
Grants Coordinator Danielle Garcia

**Risk Management Review**

Approved as written: see email attached  
\_\_\_\_\_ Date: 9-3-19  
Risk Manager or designee

**County Attorney Review**

Approved as written: see email attached Date: 8-15-19  
\_\_\_\_\_ Date: 8-15-19  
County Attorney Gregory T. Stewart, Lynn Hoshihara, Kerry Parsons or Designee

Following Okaloosa County approval:

**Clerk Finance**

Document has been received:  
\_\_\_\_\_ Date: \_\_\_\_\_  
Finance Manager or designee

## DeRita Mason

---

**From:** Parsons, Kerry <KParsons@ngn-tally.com>  
**Sent:** Tuesday, August 13, 2019 4:04 PM  
**To:** DeRita Mason  
**Cc:** Karen Donaldson; Lynn Hoshihara  
**Subject:** RE: C14-2188-WS Amendment

This fourth amendment and renewal to the above reference contract is approved for legal purposes.

**Kerry A. Parsons, Esq.**

**Nabors  
Giblin &  
Nickerson**

1500 Mahan Dr. Ste. 200  
Tallahassee, FL 32308  
T. (850) 224-4070  
[kparsons@ngn-tally.com](mailto:kparsons@ngn-tally.com)

*The information contained in this e-mail message is intended for the personal and confidential use of the recipient(s) named above. This message and its attachments may be an attorney-client communication and, as such, is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone or e-mail and delete the original message. Thank you!*

**From:** DeRita Mason <dmason@myokaloosa.com>  
**Sent:** Monday, August 12, 2019 4:33 PM  
**To:** Parsons, Kerry <KParsons@ngn-tally.com>; Lynn Hoshihara <lhoshihara@myokaloosa.com>  
**Cc:** Karen Donaldson <kdonaldson@myokaloosa.com>  
**Subject:** C14-2188-WS Amendment

Please review and approve the attached.

Thank you,

DeRita



DeRita Mason  
Contracts and Lease Coordinator  
Okaloosa County Purchasing Department  
5479A Old Bethel Road  
Crestview, Florida 32536  
(850) 689-5960  
[dmason@myokaloosa.com](mailto:dmason@myokaloosa.com)



## DeRita Mason

---

**From:** Karen Donaldson  
**Sent:** Saturday, August 31, 2019 3:30 PM  
**To:** DeRita Mason  
**Subject:** RE: C14-2188-WS Amendment

DeRita

This is approved by risk management for insurance purposes.

Thank you

*Karen Donaldson*

Karen Donaldson  
Public Records and Contracts Specialist  
Okaloosa County Risk Management  
5479-B Old Bethel Rd.  
Crestview, Fl. 32536  
850.683.6207  
[KDonaldson@myokaloosa.com](mailto:KDonaldson@myokaloosa.com)



*Please note: Due to Florida's very broad public records laws, most written communications to or from county employees regarding county business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.*

**From:** DeRita Mason <dmason@myokaloosa.com>  
**Sent:** Monday, August 12, 2019 3:33 PM  
**To:** 'Parsons, Kerry' <KParsons@ngn-tally.com>; Lynn Hoshihara <lhoshihara@myokaloosa.com>  
**Cc:** Karen Donaldson <kdonaldson@myokaloosa.com>  
**Subject:** C14-2188-WS Amendment

Please review and approve the attached.

Thank you,

DeRita

**CONTRACT: C14-2188-WS  
PINNACLE DATA SERVICES, LLC  
UTILITY BILLING SERVICES  
EXPIRES: 09/30/2020**

**RENEWAL AND FOURTH AMENDMENT  
TO C14-2188-WS  
Pinnacle Data Systems LLC/Utility Billing Services**

This Renewal and Fourth Amendment made and entered into this 17<sup>th</sup> day of September, 2019, hereby renews and amends C14-2188-WS (hereinafter the "Contract"), dated June 23, 2014, by and between Okaloosa County, Florida, (hereinafter the "County") and Pinnacle Data Systems, LLC (hereinafter the "Contractor").

**WHEREAS**, on June 23, 2014, the County and Contractor entered into a contract, C14-2188-WS, to provide utility billing services; and

**WHEREAS**, the term of C14-2188-WS shall expire on September 30, 2019; however; the contract provides for three (3) one (1) year renewal periods. This is the third and final renewal of those three; and

**WHEREAS**, the Contractor has requested a price increase. This price increase is allowed under the Contract as it is based on the Producers Price Index (PPI), published monthly by the U.S. Department of Labor, Bureau of Labor Statistics, for the price of goods; and

**WHEREAS**, the parties wish to renew and amend the contract to add the revised price sheet, which reflects the updated pricing based on the PPI and adds pricing for other related services that may be utilized for customer notifications, attached hereto as Exhibit "A".

**WHEREAS**, the parties wish to amend and renew the contract to add new and updated general services insurance requirements attached hereto as Exhibit "B".

**NOW THEREFORE**, in consideration of the mutual covenants herein and other good and valuable consideration, the parties hereby agree to renew and amend C14-2188-WS as follows:

1. C14-2188-WS is hereby renewed for an additional term. The contract renewal period shall begin October 1, 2019 and will expire September 30, 2020.
2. The "Bid Sheet" section "Bill Processed Via Mail – Price Per Mailed Statement" and "Amendment 1 – Insert Pricing" are hereby replaced with the revised Price Sheet – Exhibit "A" (attached).
3. C14-2188-WS is hereby amended to add updated general services insurance requirements attached hereto as Exhibit "B"; and incorporated herein.

## **WORKERS' COMPENSATION INSURANCE**

1. The Contractor shall secure and maintain during the life of this Agreement Workers' Compensation insurance for all of his employees employed for the project or any site connected with the work, including supervision, administration or management, of this project and in case any work is sublet, with the approval of the County, the Contractor shall require the Subcontractor similarly to provide Workers' Compensation insurance for all employees employed at the site of the project, and such evidence of insurance shall be furnished to the County not less than ten (10) days prior to the commencement of any and all sub-contractual Agreements which have been approved by the County.
2. Contractor must be in compliance with all applicable State and Federal workers' compensation laws, including the U.S. Longshore Harbor Workers' Act or Jones Act, if applicable.
3. No class of employee, including the Contractor himself, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation insurance shall also include Employer's Liability coverage.

## **BUSINESS AUTOMOBILE LIABILITY**

Coverage must be afforded for all Owned, Hired, Scheduled, and Non-Owned vehicles for Bodily Injury and Property Damage in an amount not less than \$1,000,000 combined single limit each accident. If the contractor does not own vehicles, the contractor shall maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Policy. Contractor must maintain this insurance coverage throughout the life of this Agreement.

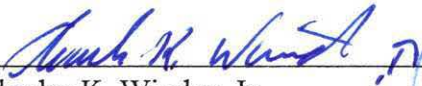
## **COMMERCIAL GENERAL LIABILITY INSURANCE**

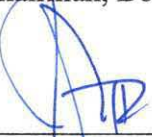
1. The Contractor shall carry other Commercial General Liability insurance against all other Bodily Injury, Property Damage and Personal and Advertising Injury exposures.
2. All liability insurance (other than Professional Liability) shall be written on an occurrence basis and shall not be written on a claims-made basis. If the insurance is issued with an aggregate limit of liability, the aggregate limit of liability shall apply only to the locations included in this Agreement. If, as the result of any claims or other reasons, the available limits of insurance reduce to less than those stated in the Limits of Liability, the Contractor shall notify the County representative in writing. The Contractor shall purchase additional liability insurance to maintain the requirements established in this Agreement. Umbrella or Excess Liability insurance can be purchased to meet the Limits of Liability specified in this Agreement.
3. Commercial General Liability coverage shall include the following:

4. C15-2247-FLT is hereby amended to incorporate the following provision: **VENDORS ON SCRUTINIZED COMPANIES LISTS:** By executing this Agreement, the Contractor, certifies that it is not: (1) listed on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.4725, Florida Statutes, (2) engaged in a boycott of Israel, (3) listed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to section 215.473, Florida Statutes, or (4) engaged in business operations in Cuba or Syria. Pursuant to section 287.135(5), Florida Statutes, the County may immediately terminate this Agreement for cause if the Contractor is found to have submitted a false certification as to the above or if the Contractor is placed on the Scrutinized Companies that Boycott Israel List, is engaged in a boycott of Israel, has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria, during the term of the Agreement. If the County determines that the Contractor has submitted a false certification, the County will provide written notice to the Contractor. Unless the Contractor demonstrates in writing, within 90 calendar days of receipt of the notice, that the County's determination of false certification was made in error, the County shall bring a civil action against the Contractor. If the County's determination is upheld, a civil penalty equal to the greater of \$2 million or twice the amount of this Agreement shall be imposed on the Contractor, and the Contractor will be ineligible to bid on any Agreement with a Florida agency or local governmental entity for three years after the date of County's determination of false certification by Contractor. If federal law ceases to authorize the states to adopt and enforce the contracting prohibition identified in this Section shall be null and void.
5. All other provisions of the Contract shall remain in full force and effect through the duration of the renewal.


**IN WITNESS WHEREOF**, the parties hereto have executed this renewal and amendment as of the day and year first written.

OKALOOSA COUNTY, FLORIDA

  
Charles K. Windes, Jr.  
Chairman, Board of County Commissioners

  
J.D. Peacock II  
Clerk of Circuit Court

PINNACLE DATA SYSTEMS L.L.C

  
Mitch Anderson  
Chief Revenue Officer

**Price Sheet**

**Bill Processed Via Mail**

\$ .082 Price per mailed statement, bills processed: To Include all services and supplies excluding postage.

**Insert Pricing**

The Pinnacle contract is amended to include the cost for variety of inserts. The inserts will be printed, folded and placed into the monthly utility bills. The inserts are based upon three factors:

- Print on 1 or 2 sides
- Black and White or up to four colors
- The number of inserts requested

The cost for inserts is established by answering the three questions above and then referring to one of the five corresponding sections below:

**\*\*Flat Rate Charge:** One color – 60lb white offset – one/two sides  
Quantities of 1 – 2500 flat rate charge of \$150.00

8.5x11 folds to 8.5x3.67 Prints: 1 color - 1 side 60# white offset	Unit Cost Per Piece	8.5x11 folds to 8.5x3.67 Prints: 1 color - 2 side 60# white offset	Unit Cost Per Piece
1-2,500	**	1-2,500	**
2,501-2,999	\$ 0.170	2,501-2,999	\$ 0.180
3,000-3,999	\$ 0.140	3,000-3,999	\$ 0.150
4,000-4,999	\$ 0.120	4,000-4,999	\$ 0.140
5,000-7,499	\$ 0.110	5,000-7,499	\$ 0.130
7,500-9,999	\$ 0.090	7,500-9,999	\$ 0.110
10,000-12,499	\$ 0.080	10,000-12,499	\$ 0.100
12,500-14,999	\$ 0.070	12,500-14,999	\$ 0.080
15,000-17,499	\$ 0.060	15,000-17,499	\$ 0.070
17500-19,999	\$ 0.060	17500-19,999	\$ 0.070
20,000-22,499	\$ 0.060	20,000-22,499	\$ 0.070
22,500-24,999	\$ 0.055	22,500-24,999	\$ 0.060
25,000-27,499	\$ 0.055	25,000-27,499	\$ 0.060
27,500-29,999	\$ 0.050	27,500-29,999	\$ 0.050
30,000-32,499	\$ 0.050	30,000-32,499	\$ 0.050
32,500-34,999	\$ 0.045	32,500-34,999	\$ 0.050
35,000-40,000	\$ 0.045	35,000-40,000	\$ 0.050

## Exhibit A

Prints: 4 color - 1 side 60# white offset	Unit Cost Per Piece	Prints: 4 color - 2 side 60# white offset	Unit Cost Per Piece
1-2,500	**	1-2,500	**
2,501-2,999	\$ 0.350	2,501-2,999	\$ 0.450
3,000-3,999	\$ 0.200	3,000-3,999	\$ 0.280
4,000-4,999	\$ 0.180	4,000-4,999	\$ 0.230
5,000-7,499	\$ 0.170	5,000-7,499	\$ 0.200
7,500-9,999	\$ 0.130	7,500-9,999	\$ 0.150
10,000-12,499	\$ 0.110	10,000-12,499	\$ 0.120
12,500-14,999	\$ 0.100	12,500-14,999	\$ 0.110
15,000-17,499	\$ 0.090	15,000-17,499	\$ 0.100
17500-19,999	\$ 0.080	17500-19,999	\$ 0.090
20,000-22,499	\$ 0.080	20,000-22,499	\$ 0.080
22,500-24,999	\$ 0.070	22,500-24,999	\$ 0.080
25,000-27,499	\$ 0.070	25,000-27,499	\$ 0.075
27,500-29,999	\$ 0.070	27,500-29,999	\$ 0.075
30,000-32,499	\$ 0.060	30,000-32,499	\$ 0.065
32,500-34,999	\$ 0.060	32,500-34,999	\$ 0.065
35,000-40,000	\$ 0.060	35,000-40,000	\$ 0.065

### 70lb offset or 70lb gloss

8.5x11 folds to 8.5x3.67 Prints: 1 color - 1 side 70# white offset or Gloss	Unit Cost Per Piece	8.5x11 folds to 8.5x3.67 Prints: 1 color - 2 side 70# white offset or gloss	Unit Cost Per Piece
1-2,500	\$393.00 Minimum	1-2,500	\$529.00 Minimum
2,501-2,999	\$ 0.019	2,501-2,999	\$ 0.0250
3,000-3,999	\$ 0.180	3,000-3,999	\$ 0.1800
4,000-4,999	\$ 0.150	4,000-4,999	\$ 0.1600
5,000-7,499	\$ 0.130	5,000-7,499	\$ 0.1500
7,500-9,999	\$ 0.120	7,500-9,999	\$ 0.1400
10,000-12,499	\$ 0.100	10,000-12,499	\$ 0.1200
12,500-14,999	\$ 0.090	12,500-14,999	\$ 0.1100
15,000-17,499	\$ 0.080	15,000-17,499	\$ 0.0900
17500-19,999	\$ 0.070	17500-19,999	\$ 0.0800
20,000-22,499	\$ 0.070	20,000-22,499	\$ 0.0800
22,500-24,999	\$ 0.070	22,500-24,999	\$ 0.0800
25,000-27,499	\$ 0.060	25,000-27,499	\$ 0.0700
27,500-29,999	\$ 0.060	27,500-29,999	\$ 0.0850
30,000-32,499	\$ 0.060	30,000-32,499	\$ 0.0750
32,500-34,999	\$ 0.060	32,500-34,999	\$ 0.0650
35,000-40,000	\$ 0.050	35,000-40,000	\$ 0.0650

## Exhibit A

<b>Prints: 4 color - 1 side 70# white offset or gloss</b>	<b>Unit Cost Per Piece</b>	<b>Prints: 4 color - 2 side 70# white offset or gloss</b>	<b>Unit Cost Per Piece</b>
1-2,500	\$580.00 Minimum	1-2,500	\$818.00 Minimum
2,501-2,999	\$ 0.045	2,501-2,999	\$ 0.0550
3,000-3,999	\$ 0.210	3,000-3,999	\$ 0.2900
4,000-4,999	\$ 0.190	4,000-4,999	\$ 0.2400
5,000-7,499	\$ 0.180	5,000-7,499	\$ 0.2100
7,500-9,999	\$ 0.140	7,500-9,999	\$ 0.1600
10,000-12,499	\$ 0.120	10,000-12,499	\$ 0.1300
12,500-14,999	\$ 0.110	12,500-14,999	\$ 0.1200
15,000-17,499	\$ 0.100	15,000-17,499	\$ 0.1100
17500-19,999	\$ 0.090	17500-19,999	\$ 0.1000
20,000-22,499	\$ 0.090	20,000-22,499	\$ 0.0900
22,500-24,999	\$ 0.080	22,500-24,999	\$ 0.0900
25,000-27,499	\$ 0.080	25,000-27,499	\$ 0.0850
27,500-29,999	\$ 0.080	27,500-29,999	\$ 0.0850
30,000-32,499	\$ 0.070	30,000-32,499	\$ 0.0750
32,500-34,999	\$ 0.070	32,500-34,999	\$ 0.0750
35,000-40,000	\$ 0.070	35,000-40,000	\$ 0.0750

Exhibit "B"

**GENERAL SERVICES INSURANCE REQUIREMENTS**

REVISED: 08/01/2018

**CONTRACTORS INSURANCE**

1. The Contractor shall not commence any work in connection with this Agreement until he has obtained all required insurance and such insurance has been approved by the Okaloosa County Risk Manager or designee.
2. All insurance policies shall be with insurers authorized to do business in the State of Florida.
3. All insurance shall include the interest of all entities named and their respective officials, employees & volunteers of each and all other interests as may be reasonably required by Okaloosa County. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance that is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.
4. Where applicable, the County shall be shown as an Additional Insured with a Waiver of Subrogation on the Certificate of Insurance.
5. The County shall retain the right to reject all insurance policies that do not meet the requirement of this Agreement. Further, the County reserves the right to change these insurance requirements with 60-day notice to the Contractor.
6. The County reserves the right at any time to require the Contractor to provide copies (redacted if necessary) of any insurance policies to document the insurance coverage specified in this Agreement.
7. The designation of Contractor shall include any associated or subsidiary company which is involved and is a part of the contract and such, if any associated or subsidiary company involved in the project must be named in the Workers' Compensation coverage.
8. Any exclusions or provisions in the insurance maintained by the Contractor that excludes coverage for work contemplated in this agreement shall be deemed unacceptable and shall be considered breach of contract.



- 1.) Premises & Operations Liability
  - 2.) Bodily Injury and Property Damage Liability
  - 3.) Independent Contractors Liability
  - 4.) Contractual Liability
  - 5.) Products and Completed Operations Liability
4. Contractor shall agree to keep in continuous force Commercial General Liability coverage for the length of the contract.

### **LIMITS OF LIABILITY**

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

	<u><b>LIMIT</b></u>
1. Worker's Compensation	
1.) State	Statutory
2.) Employer's Liability	\$500,000 each accident
2. Business Automobile	\$1,000,000 each accident (A combined single limit)
3. Commercial General Liability	\$1,000,000 each occurrence for Bodily Injury & Property Damage \$1,000,000 each occurrence Products and completed operations
4. Personal and Advertising Injury	\$1,000,000 each occurrence

### **NOTICE OF CLAIMS OR LITIGATION**

The Contractor agrees to report any incident or claim that results from performance of this Agreement. The County representative shall receive written notice in the form of a detailed written report describing the incident or claim within ten (10) days of the Contractor's knowledge. In the event such incident or claim involves injury and/or property damage to a third party, verbal notification shall be given the same day the Contractor becomes aware of the incident or claim followed by a written detailed report within ten (10) days of verbal notification.

### **INDEMNIFICATION & HOLD HARMLESS**

Contractor shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees,

to the extent caused by the negligence, recklessness, or wrongful conduct of the Contractor and other persons employed or utilized by the Contractor in the performance of this contract.

**Note: For Contractor's convenience, this certification form is enclosed and is made a part of the bid package.**

### **CERTIFICATE OF INSURANCE**

1. Certificates of insurance indicating the job site and evidencing all required coverage must be submitted not less than 10 days prior to the commencement of any of the work. The certificate holder(s) shall be as follows: Okaloosa County, 5479A Old Bethel Road, Crestview, Florida, 32536.
2. The contractor shall provide a Certificate of Insurance to the County with a thirty (30) day notice of cancellation; ten (10) days' notice if cancellation is for nonpayment of premium).
3. In the event that the insurer is unable to accommodate the cancellation notice requirement, it shall be the responsibility of the contractor to provide the proper notice. Such notification shall be in writing by registered mail, return receipt requested, and addressed to the Okaloosa County Purchasing Department at 5479-A Old Bethel Road, Crestview, FL 32536.
4. In the event the contract term goes beyond the expiration date of the insurance policy, the contractor shall provide the County with an updated Certificate of insurance no later than ten (10) days prior to the expiration of the insurance currently in effect. The County reserves the right to suspend the contract until this requirement is met.
5. The certificate shall indicate if coverage is provided under a claims-made or occurrence form. If any coverage is provided on a claims-made form, the certificate will show a retroactive date, which should be the same date of the initial contract or prior.
6. All certificates shall be subject to Okaloosa County's approval of adequacy of protection and the satisfactory character of the Insurer.
7. All deductibles or SIRs, whether approved by Okaloosa County or not, shall be the Contractor's full responsibility. In particular, the Contractor shall afford full coverage as specified herein to entities listed as Additional Insured.
8. In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR.

## **GENERAL TERMS**

Any type of insurance or increase of limits of liability not described above which, the Contractor required for its own protection or on account of statute shall be its own responsibility and at its own expense.

Any exclusions or provisions in the insurance maintained by the contractor that excludes coverage for work contemplated in this contract shall be deemed unacceptable and shall be considered breach of contract.

The carrying of the insurance described shall in no way be interpreted as relieving the Contractor of any responsibility under this contract.

Should the Contractor engage a subcontractor or sub-subcontractor, the same conditions will apply under this Agreement to each subcontractor and sub-subcontractor.

The Contractor hereby waives all rights of subrogation against Okaloosa County and its consultants and other indemnities of the Contractor under all the foregoing policies of insurance.

## **UMBRELLA INSURANCE**

The Contractor shall have the right to meet the liability insurance requirements with the purchase of an umbrella insurance policy. In all instances, the combination of primary and umbrella liability coverage must equal or exceed the minimum liability insurance limits stated in this Agreement.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 3/06/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement.

Table with columns for PRODUCER (J. Smith Lanier & Co.-Atlanta), CONTACT NAME, PHONE (770 476-1770), FAX (770 476-3651), INSURER(S) AFFORDING COVERAGE, and NAIC #.

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES.

Main table listing insurance coverages: A (Commercial General Liability), E (Automobile Liability), B (Umbrella Liability), C (Workers Compensation), D (Cyber Liability), A (Professional Liability), and A (Crime).

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Blanket Additional Insured when required by written contract per Form #CNA74879XX (1/15)
Blanket Waiver of Subrogation when required by written contract per Form #CNA74879XX (1/15)
RE: Contract # C14-2188-WS

CONTRACT#: C14-2188-WS
PINNACLE DATA SERVICES, INC.
UTILITY BILLING SERVICES
EXPIRES: 09/30/2019 W/1 1 YR RENEWAL

CERTIFICATE HOLDER section containing Okaloosa County address (5479A Old Bethel Road, Crestview, FL 32536) and Authorized Representative signature.

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).


PRODUCER <b>J. Smith Lanier &amp; Co.-Atlanta</b> <b>Marsh &amp; McLennan Agency, LLC</b> 11330 Lakefield Dr; Bldg. 1 Johns Creek, GA 30097	CONTACT NAME: PHONE (A/C, No, Ext): <b>770 476-1770</b>	FAX (A/C, No): <b>770 476-3651</b>
	E-MAIL ADDRESS: ADDRESS: INSURER(S) AFFORDING COVERAGE	
INSURED <b>Pinnacle Data Systems, L.L.C.</b> 25 Crestridge Drive Suwanee, GA 30024	INSURER A : National Fire Ins. Co. of Hartford <b>20478</b>	
	INSURER B : Continental Casualty Company <b>20443</b>	
	INSURER C : Employers Assurance Company <b>25402</b>	
	INSURER D : Illinois National <b>23817</b>	
	INSURER E : Continental Insurance Company <b>35289</b>	
	INSURER F :	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PMT5099667225	02/01/2018	02/01/2019	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
E	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY			BUA5099551488	02/01/2018	02/01/2019	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10000			CUE5099551491	02/01/2018	02/01/2019	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y / N / A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			EIG259615700	02/01/2018	02/01/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
D	Cyber Lia			013340655	04/01/2018	04/01/2019	\$5,000,000
A	Prof Liab			PMT5099667225	02/01/2018	02/01/2019	\$1,000,000
A	Crime			PMT5099667225	02/01/2018	02/01/2019	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 Blanket Additional Insured when required by written contract per Form #CNA74879XX (1/15)  
 Blanket Waiver of Subrogation when required by written contract per Form #CNA748922 (1/15) *C14-2188-WS*

CERTIFICATE HOLDER <b>Contract # C14-2188-WS</b> <b>PINNACLE DATA SERVICES, LLC</b> <b>UTILITY BILLING SERVICES</b> <b>EXPIRES: 03/30/2019 W/1 1 YR RENEWAL</b>	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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## CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 07-16-2018

Contract/Lease Control #: C14-2188-WS

Procurement#: NA

Contract/Lease Type: CONTRACT

Award To/Lessee: PINNACLE DATA SERVICES, LLC

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 10/01/2017

Expiration Date: 09/30/2019 W/1 YR RENEWAL

Description of Contract/Lease: UTILITY BILLING SERVICES

Department: WS

Department Monitor: LITRELL

Monitor's Telephone #: 850-651-7195

Monitor's FAX # or E-mail: JLITRELL@MYOKALOOSA.COM

Closed:

Cc: Finance Department Contracts & Grants Office

**PROCUREMENT/CONTRACT/LEASE  
INTERNAL COORDINATION SHEET**

Procurement/Contract/Lease Number: 14-2188-WS Tracking Number: 3023-18  
Procurement/Contractor/Lessee Name: Pinnacle Data Systems Grant Funded: YES \_\_\_ NO X  
Purpose: Renewal / amendment  
Date/Term: 9-30-19 1.  GREATER THAN \$100,000  
Amount: 175,000.00 2.  GREATER THAN \$50,000  
Department: WS 3.  \$50,000 OR LESS  
Dept. Monitor Name: Litnell

**Purchasing Review**

Procurement or Contract/Lease requirements are met:  
[Signature] Date: 6-4-18  
Purchasing Manager or designee Jeff Hyde, DeRita Mason, Matthew Young

**2CFR Compliance Review (if required)**

Approved as written: NO Federal funds  
\_\_\_\_\_  
Grants Coordinator Date: \_\_\_\_\_

**Risk Management Review**

Approved as written:  
[Signature] Date: 6/4/18  
Risk Manager or designee Laura Porter or Krystal King

**County Attorney Review**

Approved as written: see email attached  
\_\_\_\_\_  
County Attorney Date: 6-1-18  
Gregory T. Stewart, Lynn Hoshihara, Kerry Parsons or Designee

Following Okaloosa County approval:

**Clerk Finance**

Document has been received:  
\_\_\_\_\_  
Finance Manager or designee Date: \_\_\_\_\_

## DeRita Mason

---

**From:** Parsons, Kerry <KParsons@ngn-tally.com>  
**Sent:** Wednesday, June 06, 2018 5:49 PM  
**To:** DeRita Mason  
**Cc:** Lynn Hoshihara  
**Subject:** RE: Pinnacle Data Systems C14-2188-WS Renewal/amendment

This is approved for legal purposes.

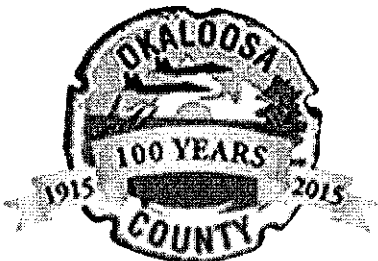
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**From:** DeRita Mason [mailto:dmason@myokaloosa.com]  
**Sent:** Monday, June 04, 2018 12:29 PM  
**To:** Parsons, Kerry  
**Cc:** Lynn Hoshihara  
**Subject:** Pinnacle Data Systems C14-2188-WS Renewal/amendment

Please review and approve.

Thank you,

DeRita



DeRita Mason  
Contracts and Lease Coordinator  
Okaloosa County Purchasing Department  
5479A Old Bethel Road  
Crestview, Florida 32536  
(850) 689-5960  
dmason@myokaloosa.com

"Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure."

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**RENEWAL AND THIRD AMENDMENT TO  
C14-2188-WS  
Pinnacle Data Systems LLC/Utility Billing Services**

This Renewal and Third Amendment made and entered into this 10<sup>th</sup> day of July, 2018, hereby renews and amends C14-2188-WS (hereinafter the "Contract"), dated June 23, 2014, by and between Okaloosa County, Florida, (hereinafter the "County") and Pinnacle Data Systems, LLC (hereinafter the "Contractor").

**WHEREAS**, on June 23, 2014, the County and Contractor entered into a contract, C14-21882-WS, to provide utility billing services; and

**WHEREAS**, this term of C14-2188-WS shall expire on September 30, 2018, however the contract provides for three (3) one (1) year renewals periods, this is the second renewal of those three; and

**WHEREAS**, the County, as a recipient of federal assistance, is required to incorporate specific provisions in all contracts, regardless of funding source, with additional provisions being required for federally funded projects. These provisions are being incorporated per this amendment attached hereto as Exhibit "A"; and

**WHEREAS**, the parties wish to amend and renew the contract to add new and updated general services insurance requirements attached hereto as Exhibit "B".

**NOW THEREFORE**, in consideration of the mutual covenants herein and other good and valuable consideration, the parties hereby agree to renew and amend C14-2188-WS as follows:

1. C14-2188-WS is hereby renewed for an additional term. The contract renewal period shall begin October 1, 2018 and will expire September 30, 2019.
2. Contractor agrees to comply with all federal regulations, including, but not limited to those set forth in Exhibit "A", and incorporated herein.
3. C14-2188-WS is hereby amended to add updated general services insurance requirements attached hereto as Exhibit "B"; and incorporated herein.
4. All other provisions of the Contract shall remain in full force and effect through the duration of the renewal.

IN WITNESS WHEREOF, the parties hereto have executed this renewal and amendment as of the day and year first written.

CONTRACTOR

Pinnacle Data Systems, LLC



Mitch Anderson Chief Revenue Officer  
Printed Name/Title

Date: 6-11-2018

OKALOOSA COUNTY, FLORIDA



Graham W. Fountain, Chairman

Date: 7/10/18

ATTEST:



J.D. Peacock II, Clerk

Standard Contract Clauses

Exhibit "A"

**Title VI Clauses for Compliance with Nondiscrimination Requirements**

**Compliance with Nondiscrimination Requirements**

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts And Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Nondiscrimination Acts And Authorities on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:

- a. Withholding payments to the contractor under the contract until the contractor complies; and/or
  - b. Cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the sponsor or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the sponsor to enter into any litigation to protect the interests of the sponsor. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

#### **Title VI List of Pertinent Nondiscrimination Acts and Authorities**

##### **Title VI List of Pertinent Nondiscrimination Acts and Authorities**

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the

Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);

- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
- The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

#### **FEDERAL FAIR LABOR STANDARDS ACT (FEDERAL MINIMUM WAGE)**

All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers.

The *contractor* has full responsibility to monitor compliance to the referenced statute or regulation. The *contractor* must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division

#### **OCCUPATIONAL SAFETY AND HEALTH ACT OF 1970**

All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Contractor retains full responsibility to monitor its compliance and their subcontractor’s compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910).

Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

### **E-VERIFY**

Enrollment and verification requirements.

- (1) If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall-
  - a. Enroll. Enroll as a Federal Contractor in the E-Verify Program within thirty (30) calendar days of contract award;
  - b. Verify all new employees. Within ninety (90) calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within three (3) business days after the date of hire (but see paragraph (b)(3) of this section); and,
  - c. Verify employees assigned to the contract. For each employee assigned to the contract, initiate verification within ninety (90) calendar days after date of enrollment or within thirty (30) calendar days of the employee's assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section.)
- (2) If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of
  - a. All new employees.
    - i. Enrolled ninety (90) calendar days or more. The Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within three (3) business days after the date of hire (but see paragraph (b)(3) of this section); or
    - ii. Enrolled less than ninety (90) calendar days. Within ninety (90) calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall initiate verification of all new hires of the contractor, who are working in the United States, whether or not assigned to the contract, within three (3) business days after the date of hire (but see paragraph (b)(3) of this section); or
    - iii. Employees assigned to the contract. For each employee assigned to the contract, the Contractor shall initiate verification within ninety (90) calendar

days after date of contract award or within thirty (30) days after assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section.)

- (3) If the Contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe, or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond, the Contractor may choose to verify only employees assigned to the contract, whether existing employees or new hires. The Contractor shall follow the applicable verification requirements of (b)(1) or (b)(2), respectively, except that any requirement for verification of new employees applies only to new employees assigned to the contract.
- (4) Option to verify employment eligibility of all employees. The Contractor may elect to verify all existing employees hired after November 6, 1986 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), rather than just those employees assigned to the contract. The Contractor shall initiate verification for each existing employee working in the United States who was hired after November 6, 1986 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), within one hundred eighty (180) calendar days of:
  - i. Enrollment in the E-Verify program; or
  - ii. Notification to E-Verify Operations of the Contractor's decision to exercise this option, using the contract information provided in the E-Verify program Memorandum of Understanding (MOU)
- (5) The Contractor shall comply, for the period of performance of this contract, with the requirements of the E-Verify program MOU.
  - i. The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the Contractor's MOU and deny access to the E-Verify system in accordance with the terms of the MOU. In such case, the Contractor, will be referred to a suspension or debarment official.
  - ii. During the period between termination of the MOU and a decision by the suspension or debarment official whether to suspend or debar, the contractor is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Contractor, then the Contractor must reenroll in E-Verify.
  - iii. Web site. Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site: <http://www.dhs.gov/E-Verify>.

Individuals previously verified. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee-

- (a) Whose employment eligibility was previously verified by the Contractor through the E-Verify program;
- (b) Who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or
- (c) Who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12. Policy for a Common Identification Standard for Federal Employees and Contractors.

Subcontracts. The Contractor shall include the requirements of this clause, including this paragraph € (appropriately modified for identification of the parties in each subcontract that-

- (1) Is for-(i) Commercial and noncommercial services (except for commercial services that are part of the purchase of a COTS item (or an item that would be a COTS item, but for minor modifications), performed by the COTS provider, and are normally provided for that COTS item); or
  - (ii) Construction;
- (2) Has a value of more than \$3,500; and
- (3) Includes work performed in the United States.



**Exhibit "C"**

**GENERAL SERVICES INSURANCE REQUIREMENTS – w/CYBER LIABILITY**

REVISED: 02/08/2018

**CONTRACTORS INSURANCE**

1. The Contractor shall not commence any work in connection with this Agreement until he has obtained all required insurance and such insurance has been approved by the Okaloosa County Risk Manager or designee.
2. All insurance policies shall be with insurers authorized to do business in the State of Florida.
3. All insurance shall include the interest of all entities named and their respective officials, employees & volunteers of each and all other interests as may be reasonably required by Okaloosa County. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance that is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.
4. Where applicable, the County shall be shown as an Additional Insured with a Waiver of Subrogation on the Certificate of Insurance.
5. The County shall retain the right to reject all insurance policies that do not meet the requirement of this Agreement. Further, the County reserves the right to change these insurance requirements with 60-day notice to the Contractor.
6. The County reserves the right at any time to require the Contractor to provide copies of any insurance policies to document the insurance coverage specified in this Agreement.
7. The designation of Contractor shall include any associated or subsidiary company which is involved and is a part of the contract and such, if any associated or subsidiary company involved in the project must be named in the Workers' Compensation coverage.
8. Any exclusions or provisions in the insurance maintained by the Contractor that excludes coverage for work contemplated in this agreement shall be deemed unacceptable and shall be considered breach of contract.

## **WORKERS' COMPENSATION INSURANCE**

1. The Contractor shall secure and maintain during the life of this Agreement Workers' Compensation insurance for all of his employees employed for the project or any site connected with the work, including supervision, administration or management, of this project and in case any work is sublet, with the approval of the County, the Contractor shall require the Subcontractor similarly to provide Workers' Compensation insurance for all employees employed at the site of the project, and such evidence of insurance shall be furnished to the County not less than ten (10) days prior to the commencement of any and all sub-contractual Agreements which have been approved by the County.
2. Contractor must be in compliance with all applicable State and Federal workers' compensation laws, including the U.S. Longshore Harbor Workers' Act or Jones Act, if applicable.
3. No class of employee, including the Contractor himself, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation insurance shall also include Employer's Liability coverage.

## **BUSINESS AUTOMOBILE LIABILITY**

Coverage must be afforded for all Owned, Hired, Scheduled, and Non-Owned vehicles for Bodily Injury and Property Damage in an amount not less than \$1,000,000 combined single limit each accident. If the contractor does not own vehicles, the contractor shall maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Policy. Contractor must maintain this insurance coverage throughout the life of this Agreement.

## **COMMERCIAL GENERAL LIABILITY INSURANCE**

1. The Contractor shall carry other Commercial General Liability insurance against all other Bodily Injury, Property Damage and Personal and Advertising Injury exposures.
2. All liability insurance (other than Professional Liability) shall be written on an occurrence basis and shall not be written on a claims-made basis. If the insurance is issued with an aggregate limit of liability, the aggregate limit of liability shall apply only to the locations included in this Agreement. If, as the result of any claims or other reasons, the available limits of insurance reduce to less than those stated in the Limits of Liability, the Contractor shall notify the County representative in writing. The Contractor shall purchase additional liability insurance to maintain the requirements established in this Agreement. Umbrella or Excess Liability insurance can be purchased to meet the Limits of Liability specified in this Agreement.

3. Commercial General Liability coverage shall include the following:

- 1.) Premises & Operations Liability
- 2.) Bodily Injury and Property Damage Liability
- 3.) Independent Contractors Liability
- 4.) Contractual Liability
- 5.) Products and Completed Operations Liability

4. Contractor shall agree to keep in continuous force Commercial General Liability coverage for the length of the contract.

### **CYBER LIABILITY**

The Contractor shall carry Cyber Liability insurance coverage for third party liability. Coverage will include ID Theft Monitoring, Credit Monitoring (if necessary) & Notification. Coverage must be afforded for negligent retention of data as well as notification and related costs for actual or alleged breaches of data.

### **LIMITS OF LIABILITY**

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

	<u><b>LIMIT</b></u>
1. Worker's Compensation	
1.) State	Statutory
2.) Employer's Liability	\$500,000 each accident
2. Business Automobile	\$1M each accident (A combined single limit)
3. Commercial General Liability	\$1M each occurrence for Bodily Injury & Property Damage \$1M each occurrence Products and completed operations
4. Personal and Advertising Injury	\$1M each occurrence
5. , Cyber Liability	\$1M per claim

### **NOTICE OF CLAIMS OR LITIGATION**

The Contractor agrees to report any incident or claim that results from performance of this Agreement. The County representative shall receive written notice in the form of a detailed written report describing the incident or claim within ten (10) days of the Contractor's

knowledge. In the event such incident or claim involves injury and/or property damage to a third party, verbal notification shall be given the same day the Contractor becomes aware of the incident or claim followed by a written detailed report within ten (10) days of verbal notification.

## **INDEMNIFICATION & HOLD HARMLESS**

To the fullest extent permitted by law, Contractor shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or wrongful conduct of the Contractor and other persons employed or utilized by the Contractor in the performance of this contract.

**Note: For Contractor's convenience, this certification form is enclosed and is made a part of the bid package.**

## **CERTIFICATE OF INSURANCE**

1. Certificates of insurance indicating the job site and evidencing all required coverage must be submitted not less than 10 days prior to the commencement of any of the work. The certificate holder(s) shall be as follows: Okaloosa County, 5479A Old Bethel Road, Crestview, Florida, 32536.
2. The contractor shall provide a Certificate of Insurance to the County with a thirty (30) day notice of cancellation; ten (10 days' notice if cancellation is for nonpayment of premium).
3. In the event that the insurer is unable to accommodate the cancellation notice requirement, it shall be the responsibility of the contractor to provide the proper notice to the County. Such notification shall be in writing by registered mail, return receipt requested, and addressed to the Okaloosa County Purchasing Department at 5479-A Old Bethel Road, Crestview, FL 32536.
4. In the event the contract term goes beyond the expiration date of the insurance policy, the contractor shall provide the County with an updated Certificate of insurance no later than ten (10) days prior to the expiration of the insurance currently in effect. The County reserves the right to suspend the contract until this requirement is met.
5. The certificate shall indicate if coverage is provided under a claims-made or occurrence form. If any coverage is provided on a claims-made form, the certificate will show a retroactive date, which should be the same date of the initial contract or prior.
6. All certificates shall be subject to Okaloosa County's approval of adequacy of protection and the satisfactory character of the Insurer. County reserves the right to approve or reject all deductible/SIR above \$10,000. The Certificates of Insurance shall disclose any and all deductibles or self-insured retentions (SIRs).
7. All deductibles or SIRs, whether approved by Okaloosa County or not, shall be the

Contractor's full responsibility. In particular, the Contractor shall afford full coverage as specified herein to entities listed as Additional Insured.

8. In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR. Specific written approval from Okaloosa County will only be provided upon demonstration that the Contractor has the financial capability and funds necessary to cover the responsibilities incurred as a result of the deductible or SIR.

## **GENERAL TERMS**

Any type of insurance or increase of limits of liability not described above which, the Contractor required for its own protection or on account of statute shall be its own responsibility and at its own expense.

Any exclusions or provisions in the insurance maintained by the contractor that excludes coverage for work contemplated in this contract shall be deemed unacceptable and shall be considered breach of contract.

The carrying of the insurance described shall in no way be interpreted as relieving the Contractor of any responsibility under this contract.

Should the Contractor engage a subcontractor or sub-subcontractor, the same conditions will apply under this Agreement to each subcontractor and sub-subcontractor.

The Contractor hereby waives all rights of subrogation against Okaloosa County and its consultants and other indemnities of the Contractor under all the foregoing policies of insurance.

## **UMBRELLA INSURANCE**

The Contractor shall have the right to meet the liability insurance requirements with the purchase of an umbrella insurance policy. In all instances, the combination of primary and umbrella liability coverage must equal or exceed the minimum liability insurance limits stated in this Agreement.

## DeRita Mason

---

**From:** Mindy Kovalsky <mkovalsky@okaloosaclerk.com>  
**Sent:** Monday, May 14, 2018 8:50 AM  
**To:** DeRita Mason  
**Subject:** FW: Pinnacle C14-2188-WS

**Contract # C14-2188-WS**  
**PINNACLE DATA SYSTEMS, LLC**  
**UTILITY BILLING SERVICES**  
**EXPIRES: 09-30/2018**

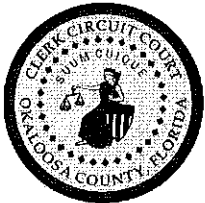
Does this need to be added to the contract file?

**Mindy Kovalsky**  
Accountant, Okaloosa County Clerk of Courts

Tel: (850) 689-5000 x 4383  
mkovalsky@okaloosaclerk.com | www.okaloosaclerk.com  
302 N. Wilson Street, Suite 203, Crestview, FL 32536



How am I Doing?



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PLEASE NOTE: Florida has a very broad public records law. Email communications to or from Okaloosa County Clerk of Court employees are considered public records and are available to the public and media upon request. Your e-mail communications, including your email address, are subject to public disclosure. This email is intended for the addressee(s) indicated above only. If you have received this email in error, please delete it immediately.

---

**From:** Gerard Menze [mailto:gmenze@myokaloosa.com]  
**Sent:** Thursday, May 10, 2018 4:49 PM  
**To:** Mindy Kovalsky <mkovalsky@okaloosaclerk.com>  
**Cc:** Johnna D. Kauffman <jkauffman@okaloosaclerk.com>  
**Subject:** RE: Pinnacle C14-2188-WS

Mindy:

Sorry for the delay, got caught up in the budget.

The Pinnacle Contract refers to a section "inserts" on page 17 of 69 where we may generate inserts letters and/or notices for mailing. Although this would normally refer to including with our bills, we felt that due to the time sensitivity in notifying customers that may have been impacted by the recent data breach, we decided to use Pinnacle to provide the service as a separate mailing to specific customers. The quote provided and approved was as follows:

---

**From:** Kathy  
Fix

**Sent:** Tuesday, March 20, 2018 9:01  
AM

**To:**  
[sheila.hardin@pinnacledatasystems.com](mailto:sheila.hardin@pinnacledatasystems.com)

**Subject:** Re: Revised Quote - Mail

Job

Approved, thank  
you.

*Sent from my Verizon Wireless 4G LTE  
Droid*

On Mar 20, 2018 8:44 AM, Sheila Hardin <[sheila.hardin@pinnacledatasystems.com](mailto:sheila.hardin@pinnacledatasystems.com)>

wrote:

Morning

Kathy,

The revised cost is below. This is going through the graphics department not our programmers. I need approval to print with new cost.

Qty.

8,918

8.5x11 folds to

8.5x3.67

Prints: 4/0

Color

Paper: 60# white

offset

Envelope

supplied

Print, Mail Prep - Inserting and Variable

data

Total Print and Mail - \$1,947.12 \*postage is an separate  
cost

---

If we were to apply the contract price for inserts

Printing would be @ .12 for 8,918 or \$1,070.16

Price per mail piece .078 for 8,918 or \$695.60  
Charge to insert of .025 for 8,918 or \$222.95  
TOTAL \$1,988.71 versus \$1,947.07 charged

Postage is considered a pass through expense @.39 per unit or \$3,478.02

Please let me know if you need anything further

Thank You

Jerry Menze  
Financial Manager  
Okaloosa County Water & Sewer  
850-651-7143

**Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.**

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**From:** Mindy Kovalsky [<mailto:mkovalsky@okaloosaclerk.com>]  
**Sent:** Wednesday, May 09, 2018 10:26 AM  
**To:** Gerard Menze <[gmenze@myokaloosa.com](mailto:gmenze@myokaloosa.com)>  
**Cc:** Johnna D. Kauffman <[jkauffman@okaloosaclerk.com](mailto:jkauffman@okaloosaclerk.com)>  
**Subject:** RE: Pinnacle C14-2188-WS

Thank you Jerry.



**Mindy Kovalsky**  
Accountant, Okaloosa County Clerk of Courts

Tel: (850) 689-5000 x 4383  
[mkovalsky@okaloosaclerk.com](mailto:mkovalsky@okaloosaclerk.com) | [www.okaloosaclerk.com](http://www.okaloosaclerk.com)  
302 N. Wilson Street, Suite 203, Crestview, FL 32536



How am I Doing?

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---

**From:** Gerard Menze [<mailto:gmenze@myokaloosa.com>]  
**Sent:** Wednesday, May 09, 2018 10:24 AM  
**To:** Mindy Kovalsky <[mkovalsky@okaloosaclerk.com](mailto:mkovalsky@okaloosaclerk.com)>  
**Cc:** Johnna D. Kauffman <[jkauffman@okaloosaclerk.com](mailto:jkauffman@okaloosaclerk.com)>  
**Subject:** RE: Pinnacle C14-2188-WS

Mindy:

I know we received a quote in advance from Pinnacle. I will get a breakdown of that and forward as soon as possible.



Thanks

Jerry Menze  
Financial Manager  
Okaloosa County Water & Sewer  
850-651-7143

**Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.**

---

**From:** Mindy Kovalsky [<mailto:mkovalsky@okaloosaclerk.com>]  
**Sent:** Wednesday, May 09, 2018 8:39 AM  
**To:** Gerard Menze <[gmenze@myokaloosa.com](mailto:gmenze@myokaloosa.com)>  
**Cc:** Johnna D. Kauffman <[jkauffman@okaloosaclerk.com](mailto:jkauffman@okaloosaclerk.com)>  
**Subject:** Pinnacle C14-2188-WS

Good morning, Jerry.

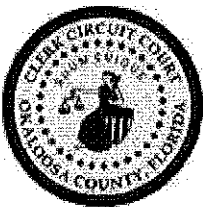
We are in receipt of the pay request for the above contract. The invoice is for the mailings concerning the security breach.

However, we are having a problem tying the amounts they are charging with the contract.

Is there an amendment or a quote or something that we are missing?

Please advise.

Thank you,  
Mindy



**Mindy Kovalsky**

Accountant, Okaloosa County Clerk of Courts

Tel: (850) 689-5000 x 4383

[mkovalsky@okaloosaclerk.com](mailto:mkovalsky@okaloosaclerk.com) | [www.okaloosaclerk.com](http://www.okaloosaclerk.com)

302 N. Wilson Street, Suite 203, Crestview, FL 32536



How am I Doing?

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CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement.

PRODUCER
J. Smith Lanier & Co.-Atlanta
Marsh & McLennan Agency, LLC
11330 Lakefield Dr; Bldg. 1
Johns Creek, GA 30097

RECEIVED
FEB 14 2018
BY: [Signature]

INSURED
Pinnacle Data Systems, L.L.C.
25 Crestridge Drive
Suwanee, GA 30024

Table with contact information and insurer details. Includes fields for CONTACT NAME, PHONE, FAX, E-MAIL ADDRESS, and a list of INSURER(S) AFFORDING COVERAGE with NAIC #.

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES.

Main table listing insurance coverages. Columns include INSR LTR, TYPE OF INSURANCE, POLICY NUMBER, POLICY EFF, POLICY EXP, and LIMITS. Rows include Commercial General Liability, Automobile Liability, Umbrella Liab, Workers Compensation, and Cyber Liab.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Blanket Additional Insured when required by written contract per Form #CNA74879XX (1/15)
Blanket Waiver of Subrogation when required by written contract per Form #CNA748922 (1/15)

RE: BID #:WS 40-14

C14-2188-WS

CERTIFICATE HOLDER CANCELLATION

Table with two columns: CERTIFICATE HOLDER (Okaloosa County) and CANCELLATION (Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions).

**RENEWAL AND SECOND AMENDMENT TO CONTRACT C14-2188-WS**  
Pinnacle Data Systems LLC/Utility Billing Services

This Renewal and 2nd Amendment made and entered into this 18th day of July, 2017, hereby renews and amends contract C14-2188-WS, dated June 23, 2014, by and between Okaloosa County, Florida, (hereinafter the "County") and Pinnacle Data Systems LLC. (hereinafter the "Contractor").

**WHEREAS**, on June 23, 2014, the County and Contractor entered into a contract, C14-2188-WS, which provides Utility Billing Services; and

**WHEREAS**, this term of C14-2188-WS shall expire on September 30, 2017, however the contract provides for 3 one year renewals; and

**WHEREAS**, the parties desire to amend the contract to add the updated Okaloosa County General Services Insurance Requirements W/ Cyber Liability revised May 17, 2017; and

**WHEREAS**, the parties desire to amend the Contract to include language in the Contract pertaining to Public Records as has recently been amended by the Florida Legislature in the 2016 Laws of Florida chapter 20.

**NOW THEREFORE**, in consideration of the mutual covenants herein and other good and valuable consideration, the parties hereby agree to renew and amend C14-2188-WS as follows:

1. C14-2188-WS is hereby renewed for an additional one year term. The contract renewal period shall begin October 1, 2017 and will expire September 30, 2018.
2. Funds are available in the FY2018 budget and will be charged to 411-4101-534306 (Contractual Services – Water & Sewer billing)
3. C14-2188-WS is amended to include the updated Okaloosa County General Services Insurance Requirements W/ Cyber Liability revised May 17, 2017. Attached as Exhibit A.
4. C14-2188-WS is hereby amended to include the following additional provision:

**Public Records**

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT OKALOOSA COUNTY RISK MANAGEMENT DEPARTMENT 5479 OLD BETHEL ROAD CRESTVIEW, FL 32536 PHONE: (850) 689-5977 [riskinfo@co.okaloosa.fl.us](mailto:riskinfo@co.okaloosa.fl.us).**

Contractor must comply with the public records laws, Florida Statute chapter 119, specifically Contractor must:

- a. Keep and maintain public records required by the County to perform the service.
  - b. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in chapter 119 Florida Statutes or as otherwise provided by law.
  - c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the County.
  - d. Upon completion of the contract, transfer, at no cost, to the County all public records in possession of the contractor or keep and maintain public records required by the County to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining the public records. All records stored electronically must be provided to the public agency, upon the request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.
5. All other provisions of the Contract shall remain in full force and effect through the duration of the renewal.

**IN WITNESS WHEREOF**, the parties hereto have executed this renewal and amendment as of the day and year first written.

**PINNACLE DATA SYSTEMS, LLC.**



By: Michael Anderson

Date: 7-3-17

**OKALOOSA COUNTY, FLORIDA**

  
Carolyn N. Ketchel, Chairman



Date: 18 July 17

ATTEST:

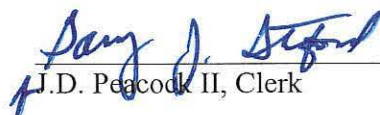
  
J.D. Peacock II, Clerk



EXHIBIT A

**GENERAL SERVICES INSURANCE REQUIREMENTS W/CYBER LIABILITY**

REVISED: 05/17/2017

**RESPONDENT'S INSURANCE**

1. The Respondent shall not commence any work in connection with this Agreement until he has obtained all required insurance and such insurance has been approved by the Okaloosa County Risk Manager or designee.
2. All insurance policies shall be with insurers licensed to do business in the State of Florida.
3. All insurance shall include the interest of all entities named and their respective agents, consultants, servants and employees of each and all other interests as may be reasonably required by Okaloosa County as Additional Insured. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance that is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.
4. The County shall be listed as Additional Insured by policy endorsement on all insurance contracts applicable to this Agreement except Workers' Compensation.
5. The County shall be furnished proof of coverage by certificates of insurance (COI) and endorsements for every applicable insurance contract required by this Agreement. The COI's and policy endorsements must be delivered to the County Representative not less than ten (10) days prior to the commencement of any and all contractual Agreements between the County and the Respondent.
6. The County shall retain the right to reject all insurance contracts that do not meet the requirement of this Agreement. Further, the County reserves the right to change these insurance requirements with 60-day notice to the Respondent.
7. The insurance definition of Insured shall include Subcontractor, Sub-subcontractor, and any associated or subsidiary companies of the Respondent, which are involved, and which is a part of the contract.
8. The County reserves the right at any time to require the Respondent to provide certified copies of any insurance policies to document the insurance coverage specified in this Agreement.

9. The designation of Respondent shall include any associated or subsidiary company which is involved and is a part of the contract and such, if any associated or subsidiary company involved in the project must be named in the Workers' Compensation coverage.
10. All insurance policies shall include a clause to provide 30 days written notice to Okaloosa County for any changes, cancellations or non-renewal of the policy, with the exception of 10 day notice for cancellation due to non-payment of premium. Such notice shall be given directly to the County Representative.

#### **WORKERS' COMPENSATION INSURANCE**

1. The Respondent shall secure and maintain during the life of this Agreement Workers' Compensation insurance for all of his employees employed for the project or any site connected with the work, including supervision, administration or management, of this project and in case any work is sublet, with the approval of the County, the Respondent shall require the Subcontractor similarly to provide Workers' Compensation insurance for all employees employed at the site of the project, and such evidence of insurance shall be furnished to the County not less than ten (10) days prior to the commencement of any and all sub-contractual Agreements which have been approved by the County.
2. Such insurance shall comply with the Florida Workers' Compensation Law.
3. No class of employee, including the Respondent himself, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation insurance shall also include Employer's Liability coverage.

#### **BUSINESS AUTOMOBILE AND COMMERCIAL GENERAL LIABILITY INSURANCE**

1. The Respondent shall maintain Business Automobile Liability insurance coverage throughout the life of this Agreement. The insurance shall include Owned, Non-owned & Hired Motor Vehicle coverage.
2. The Respondent shall carry other Commercial General Liability insurance against all other Bodily Injury, Property Damage and Personal and Advertising Injury exposures.
3. All liability insurance (other than Professional Liability) shall be written on an occurrence basis and shall not be written on a claims-made basis. If the insurance is issued with an aggregate limit of liability, the aggregate limit of liability shall apply only to the locations included in this Agreement. If, as the result of any claims or other reasons, the available limits of insurance reduce to less than those stated in the Limits

of Liability, the Respondent shall notify the County representative in writing. The Respondent shall purchase additional liability insurance to maintain the requirements established in this Agreement. Umbrella or Excess Liability insurance can be purchased to meet the Limits of Liability specified in this Agreement.

### **LIMITS OF LIABILITY**

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

	<u>LIMIT</u>
1. Worker's Compensation	
1.) State	Statutory
2.) Employer's Liability	Statutory
2. Business Automobile	\$1,000,000 each occurrence (A combined single limit)
3. Commercial General Liability	\$1,000,000 each occurrence
4. Personal and Advertising Injury	\$1,000,000
5. Products and Completed Operations	\$1,000,000 per occurrence
6. Cyber Liability	\$1,000,000

### **NOTICE OF CLAIMS OR LITIGATION**

The Respondent agrees to report any incident or claim that results from performance of this Agreement. The County representative shall receive written notice in the form of a detailed written report describing the incident or claim within ten (10) days of the Respondent's knowledge. In the event such incident or claim involves injury and/or property damage to a third party, verbal notification shall be given the same day the Respondent becomes aware of the incident or claim followed by a written detailed report within ten (10) days of verbal notification.

### **INDEMNIFICATION & HOLD HARMLESS**

To the fullest extent permitted by law, Respondent shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence,

recklessness, or wrongful conduct of the Respondent and other persons employed or utilized by the Respondent in the performance of this contract.

**Note: For respondent's convenience, this certification form is enclosed and is made a part of the bid package.**

#### **CERTIFICATE OF INSURANCE**

1. Certificates of insurance, in duplicate, indicating the job site and evidencing all required coverage must be submitted to and approved by Okaloosa County prior to the commencement of any of the work. The certificate holder(s) shall be as follows: Okaloosa County, 5479A Old Bethel Road, Crestview, Florida, 32536.
2. All policies shall expressly require 30 days written notice to Okaloosa County at the address set out above, or the cancellations of material alterations of such policies, and the Certificates of Insurance, shall so provide.
3. All certificates shall be subject to Okaloosa County's approval of adequacy of protection and the satisfactory character of the Insurer. County reserves the right to approve or reject all deductible/SIR above \$10,000. The Certificates of Insurance shall disclose any and all deductibles or self-insured retentions (SIRs).
4. All deductibles or SIRs, whether approved by Okaloosa County or not, shall be the Respondent's full responsibility. In particular, the Respondent shall afford full coverage as specified herein to entities listed as Additional Insured.
5. In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR. Specific written approval from Okaloosa County will only be provided upon demonstration that the Respondent has the financial capability and funds necessary to cover the responsibilities incurred as a result of the deductible or SIR.



## **GENERAL TERMS**

Any type of insurance or increase of limits of liability not described above which, the Respondent required for its own protection or on account of statute shall be its own responsibility and at its own expense.

The carrying of the insurance described shall in no way be interpreted as relieving the Respondent of any responsibility under this contract.

Should the Respondent engage a subcontractor or sub-subcontractor, the same conditions will apply under this Agreement to each subcontractor and sub-subcontractor.

The Respondent hereby waives all rights of subrogation against Okaloosa County and its consultants and other indemnities of the Respondent under all the foregoing policies of insurance.

## **UMBRELLA INSURANCE**

The Respondent shall have the right to meet the liability insurance requirements with the purchase of an umbrella insurance policy. In all instances, the combination of primary and umbrella liability coverage must equal or exceed the minimum liability insurance limits stated in this Agreement.



7464

CA# 21

# BOARD OF COUNTY COMMISSIONERS AGENDA REQUEST

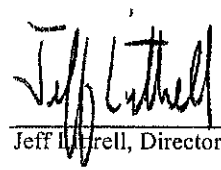
**DATE:** July 18, 2017  
**TO:** Honorable Chairman and Members of the Board  
**FROM:** Jeff Littrell  
**SUBJECT:** Pinnacle Data Systems - Contract Renewal and Amendment #2 Approval for Utility billing service  
**DEPARTMENT:** Water and Sewer  
**BCC DISTRICT:** ALL

**STATEMENT OF ISSUE:** Okaloosa County Water & Sewer (OCWS) staff requests the Board of County Commissioners (BCC) approval and to authorize the Chairman to execute an annual Contract Renewal and Amendment #2 with Pinnacle Data Services LLC for Utility Billing Services for Water & Sewer.

**BACKGROUND:** Contract C14-2188-WS with Pinnacle Data Systems (Pinnacle) was executed on June 23, 2014. The initial term of this contract will expire on September 30, 2017 but provides for 3 one year renewals. Pinnacle provides an integral service as it relates to the essential process of monthly customer utility billing. Pinnacle is responsible for receiving our billing data electronically and converting this data into monthly bills for our 30,000 plus customers. They perform this function 4 times each month to coincide with our 4 billing cycles. Their services include printing, inserting and mailing bills to all customers requiring paper bills, as well as the processing of more than 5,000 of our monthly bills electronically and sending via email to customers requesting that service. In addition, final and off-cycle bills are processed as needed. Pinnacle also can print and insert informational notices to be included with the bills, and can add custom messages on the bill itself at our request. The budgeted amount for this service is \$175,000 and these funds will be available in the FY 2018 Water & Sewer budget in account number 411-4101-534306. We request the Board's approval for the Chairman to execute the renewal and 2<sup>nd</sup> amendment with Pinnacle Data Services LLC for Utility Billing Services.

**OPTIONS:** Approve/Deny the request for the Chairman to execute the renewal and 2<sup>nd</sup> amendment with Pinnacle Data Services LLC for Utility Billing Services for Water & Sewer.

**RECOMMENDATIONS:** Motion for BCC approval to authorize the Chairman to execute the contract renewal and amendment # 2 with Pinnacle Data Systems LLC for one year (October 1, 2017 - September 30, 2018).

  
 Jeff Littrell, Director

7/6/2017

**RECOMMENDED BY:**

**APPROVED BY:**

# CONTRACT & LEASE INTERNAL COORDINATION SHEET

Contract/Lease Number: <u>C14-2188-WS</u>	Tracking Number: <u>2257-17</u>
Contractor/Lessee Name: <u>Pinnacle Data Systems, LLC</u>	Grant Funded: YES ___ NO ___
Purpose: <u>Utility Billing Services</u>	
Date/Term: <u>10/1/2017 - 7/30/2018</u>	1. <input type="checkbox"/> GREATER THAN \$50,000
Amount: _____	2. <input type="checkbox"/> GREATER THAN \$25,000
Department: <u>WS</u>	3. <input type="checkbox"/> \$25,000 OR LESS
Dept. Monitor Name: <u>Menze</u>	
Document has been reviewed and includes any attachments or exhibits.	

<b>Purchasing Review</b>	
Procurement requirements are met:	
<u>Ch - Powell</u>	Date: <u>6/14/2018</u>
Purchasing Director or designee	Greg Kisela, Charles Powell, DeRita Mason, Matthew Young

<b>Risk Management Review</b>	
Approved as written: <u>with updated Insurance Req.</u>	
<u>Krystal King</u>	Date: <u>6-20-17</u>
Risk Manager or designee	Laura Porter or Krystal King

<b>County Attorney Review</b>	
Approved as written: <u>See approval memo 6/20/2017</u>	
_____	Date: _____
County Attorney	Gregory T. Stewart, Lynn Hoshihara, Kerry Parsons or Designee

Following Okaloosa County approval:

<b>Contracts &amp; Grants</b>	
Document has been received:	
_____	Date: _____
Contracts & Grants Manager	

## Gerard Menze

---

**From:** Lynn Hoshihara  
**Sent:** Sunday, June 25, 2017 5:40 PM  
**To:** Charles Powell  
**Cc:** 'Parsons, Kerry'; Gerard Menze  
**Subject:** Re: Pinnacle

Hi Charles,

This is approved as to legal sufficiency.

Thanks,  
Lynn

Lynn M. Hoshihara

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

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**From:** Charles Powell  
**Sent:** Friday, June 23, 2017 1:32 PM  
**To:** Lynn Hoshihara  
**Cc:** 'Parsons, Kerry'; Gerard Menze  
**Subject:** FW: Pinnacle

Hi Lynn,

Please review for legal sufficiency. Let me know if you have any questions.

Respectfully,  
*Charles Powell*

**Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.**

---

**From:** Gerard Menze  
**Sent:** Friday, June 23, 2017 12:24 PM  
**To:** Charles Powell <cpowell@co.okaloosa.fl.us>  
**Subject:** Pinnacle

Charles:

I went ahead and updated the Pinnacle for the insurance. Copy attached for legal review.

Thanks

Jerry Menze

Financial Manager  
Okaloosa County Water & Sewer  
850-651-7143

**Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.**

**Charles Powell**

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**From:** Lynn Hoshihara  
**Sent:** Tuesday, June 20, 2017 7:28 PM  
**To:** Charles Powell  
**Subject:** Re: C14-2188-WS/ Pinnacle Data Systems, LLC/ Contract Renewal

Hi Charles,

This renewal and amendment is approved as to legal sufficiency.

Thanks,  
Lynn

Lynn M. Hoshihara

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

---

**From:** Charles Powell  
**Sent:** Thursday, June 15, 2017 8:47 AM  
**To:** 'Parsons, Kerry'  
**Cc:** Lynn Hoshihara  
**Subject:** C14-2188-WS/ Pinnacle Data Systems, LLC/ Contract Renewal

Hi Kerry,

Please review for legal sufficiency. Let me know if you have any questions.

Respectfully,  
*Charles Powell*

CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER <b>J. Smith Lanier &amp; Co.-Atlanta</b> 11330 Lakefield Drive Bldg 1, Suite 100 Johns Creek, GA 30097		CONTACT NAME: PHONE (A/C, No, Ext): <b>770 476-1770</b> FAX (A/C, No): <b>770 476-3651</b> E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE NAIC #	
INSURED <b>Pinnacle Data Systems, L.L.C.</b> 25 Crestridge Drive Suwanee, GA 30024		INSURER A : <b>National Fire Ins. Co. of Hart</b> 20478 INSURER B : <b>Continental Casualty Company</b> 20443 INSURER C : <b>Key Risk Insurance Company</b> 10885 INSURER D : <b>Illinois National</b> 23817 INSURER E : <b>Continental Insurance Company</b> 35289 INSURER F :	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			PMT5099667225	02/01/2017	02/01/2018	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COM/OP AGG \$2,000,000 \$
E	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS			BUA5099551488	02/01/2017	02/01/2018	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			CUP5099551491	02/01/2017	02/01/2018	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	99200000281117	02/01/2017	02/01/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
D	Cyber Liab			013076703	04/01/2016	04/01/2017	\$5,000,000
A	Prof Liab			PMT5099667225	02/01/2017	02/01/2018	\$1,000,000
A	Crime			PMT5099667225	02/01/2017	02/01/2018	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)


Blanket Additional Insured when required by written contract per Form# CNA74879XX (1/15)

Blanket Waiver of Subrogation when required by written contract per GL Form# CNA7489XX (1-15)

RE: BID #:WS 40-14

CERTIFICATE HOLDER

CANCELLATION

Okaloosa County 602-C North Pearl Street Crestview, FL 32536	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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## CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 06/27/2014

Contract/Lease Control #: C14-2188-WS

Bid #:

Contract/Lease Type: AGREEMENT

Award To/Lessee: PINNACLE DATA SERVICES LLC

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 06/23/2014

Term: 09/30/2017 W/3-ONE YEAR RENEWALS

Description of Contract/Lease: UTILITY BILLING SERVICES

Department: WS

Department Monitor: LITTRELL

Monitor's Telephone #: 850-651-7171

Monitor's FAX # or E-mail: JLITTRELL@CO.OKALOOSA.FL.US

Closed: \_\_\_\_\_

cc: Finance Department Contracts & Grants Office



Client#: 124560

14PINNACLEDA

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/02/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: J. Smith Lanier & Co.-Atlanta, 11330 Lakefield Drive, Bldg 1, Suite 100, Johns Creek, GA 30097. CONTACT NAME: J. Smith Lanier & Co.-Atlanta. PHONE (A/C, No, Ext): 770 476-1770. FAX (A/C, No): 770 476-3651. INSURER(S) AFFORDING COVERAGE: INSURER A: National Fire Ins. Co. of Hartford (NAIC # 20478), INSURER B: Continental Casualty Company (20443), INSURER C: Key Risk Insurance Company (10885), INSURER D: Illinois National (23817), INSURER E: Continental Insurance Company (35289), INSURER F: (blank).

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL INSR, SUBR VVD, POLICY NUMBER, POLICY EFF (MM/DD/YYYY), POLICY EXP (MM/DD/YYYY), LIMITS. Rows include: A COMMERCIAL GENERAL LIABILITY (PMT5099667225), E AUTOMOBILE LIABILITY (BUA5099551488), B UMBRELLA LIAB (CUP5099551491), C WORKERS COMPENSATION AND EMPLOYERS' LIABILITY (99200000281116), D Cyber Liab (055822851), A Prof Liab (PMT5099667225), A Crime (PMT5099667225).

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) RE: BID #:WS 40-14. 02-03-16A09:40 RCVD. 2188

CERTIFICATE HOLDER: Okaloosa County, 602-C North Pearl Street, Crestview, FL 32536. CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE: [Signature]

Client#: 124560

14PINNACLEDA

**ACORD**<sup>TM</sup>

**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)

2/04/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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<b>PRODUCER</b> J. Smith Lanier & Co.-Atlanta 11330 Lakefield Drive Bldg 1, Suite 100 Duluth, GA 30097	<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): 770 476-1770		FAX (A/C, No): 770 476-3651
	<b>E-MAIL ADDRESS:</b>		
<b>INSURED</b> Pinnacle Data Systems, L.L.C. 25 Crestridge Drive Suwanee, GA 30024	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	INSURER A : National Fire Ins. Co. of Hartford		20478
	INSURER B : Continental Casualty Company		20443
	INSURER C : Key Risk Insurance Company		10885
	INSURER D : Illinois National		23817
	INSURER E : Continental Insurance Company		35289
INSURER F :			

**COVERAGES**                      **CERTIFICATE NUMBER:**                      **REVISION NUMBER:**

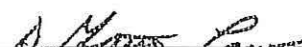
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY		PMT5099667225	02/01/2015	02/01/2016	EACH OCCURRENCE \$1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					MED EXP (Any one person) \$10,000
						PERSONAL & ADV INJURY \$1,000,000
						GENERAL AGGREGATE \$2,000,000
						PRODUCTS - COMP/OP AGG \$2,000,000
						\$
E	AUTOMOBILE LIABILITY		BUA5099551488	02/01/2015	02/01/2016	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000
	<input checked="" type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS				PROPERTY DAMAGE (Per accident) \$
						\$
						\$
B	UMBRELLA LIAB	<input type="checkbox"/> OCCUR	CUP5099551491	02/01/2015	02/01/2016	EACH OCCURRENCE \$10,000,000
	EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$10,000,000
	DED <input checked="" type="checkbox"/> RETENTION \$10,000					\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		99200000281115	02/01/2015	02/01/2016	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/H <input checked="" type="checkbox"/> Y N/A				E.L. EACH ACCIDENT \$1,000,000
						E.L. DISEASE - EA EMPLOYEE \$1,000,000
						E.L. DISEASE - POLICY LIMIT \$1,000,000
D	Cyber Liab		028412796	04/01/2014	04/01/2015	\$3,000,000
A	Prof Liab		PMT5099667225	02/01/2015	02/01/2016	\$1,000,000
A	Crime		PMT5099667225	02/01/2015	02/01/2016	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

RE: BID #:WS 40-14

C14-2188-WS

<b>CERTIFICATE HOLDER</b> Okaloosa County 602-C North Pearl Street Crestview, FL 32536	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

# CONTRACT & LEASE INTERNAL COORDINATION SHEET

Contract/Lease Number: C14-2188-WS Tracking Number: 1345-15  
Grant Funded: YES \_\_\_ NO \_\_\_  
Contractor/Lessee Name: Pinnacle Data Systems  
Purpose: Amendment 1  
Date/Term: 9/30/17  
Amount: \_\_\_\_\_  
Department: WS  
Dept. Monitor Name: Lithell/Brown  
1.  GREATER THAN \$50,000  
2.  GREATER THAN \$25,000  
3.  \$25,000 OR LESS  
Document has been reviewed and includes any attachments or exhibits.

**Purchasing Review**  
Procurement requirements are met:  
[Signature] Date: 4-17-15  
Purchasing Director or Designee Joanne Kublik or Sunnie Estes

**Risk Management Review**  
Approved as written:  
[Signature] Date: 4/17/15  
Risk Manager or Designee Laura Porter or Krystal King

**County Attorney Review**  
Approved as written:  
[Signature] Date: 4-20-15  
County Attorney Gregory T. Stewart or Lynn Hoshihara

Following Okaloosa County approval:

**Contracts & Grants**  
Document has been received: \_\_\_\_\_ Date: \_\_\_\_\_  
Contracts & Grants Manager

*sent to Valerie 4/20*

Okaloosa County

Amendment #1 to Contract C14-2188-WS

The Pinnacle Contract is amended to include the cost for a variety of inserts. The inserts will be printed, folded, and placed into the monthly utility bills. The insert are based upon three factors:

- Print on 1 or 2 sides
- black and white or up to four colors
- the number of inserts requested

The cost for inserts is established by answering the three questions above and then referring to one of the five corresponding sections below.

**8.5x11 folds to 8.5x3.67**

**Prints: 1color - 1 side**

**60# white offset**

	Unit Cost
Per Piece	
1 - 2,500	**
2,501 - 2,999	\$0.160
3,000 - 3,999	\$0.130
4,000 - 4,999	\$0.110
5,000 - 7,499	\$0.100
7,500 - 9,999	\$0.080
10,000 - 12,499	\$0.070
12,500 - 14,999	\$0.060
15,000 - 17,499	\$0.056
17,500 - 19,999	\$0.051
20,000 - 22,499	\$0.048
22,500 - 24,999	\$0.046
25,000 - 27,499	\$0.045
<b>27,500 - 29,999</b>	<b>\$0.025</b>
30,000 - 32,499	\$0.043
32,500 - 34,999	\$0.042
35,000 - 40,000	\$0.042

**8.5x11 folds to 8.5x3.67**

**Prints: 1 color - 2 sides**

**60# white offset**

	Unit Cost
Per Piece	
1 - 2,500	**
2,501 - 2,999	\$ 0.18
3,000 - 3,999	\$ 0.15
4,000 - 4,999	\$ 0.13
5,000 - 7,499	\$ 0.12
7,500 - 9,999	\$ 0.10
10,000 - 12,499	\$ 0.09
12,500 - 14,999	\$ 0.07
15,000 - 17,499	\$ 0.06
17,500 - 19,999	\$ 0.06
20,000 - 22,499	\$ 0.06
22,500 - 24,999	\$ 0.05
25,000 - 27,499	\$ 0.05
<b>27,500 - 29,999</b>	<b>\$ 0.03</b>
30,000 - 32,499	\$ 0.05
32,500 - 34,999	\$ 0.05
35,000 - 40,000	\$ 0.05

**Prints: 4 color - 1 side**

**60# white offset**

	Unit Cost
Per Piece	
1 - 2,500	\$ 0.25
2,501 - 2,999	\$ 0.35
3,000 - 3,999	\$ 0.19
4,000 - 4,999	\$ 0.17
5,000 - 7,499	\$ 0.15

**Prints: 4 color - 2 sides**

**60# white offset**

	Unit Cost
Per Piece	
1 - 2,500	\$ 0.25
2,501 - 2,999	\$ 0.45
3,000 - 3,999	\$ 0.27
4,000 - 4,999	\$ 0.22
5,000 - 7,499	\$ 0.18

7,500	-	9,999	\$	0.12
10,000	-	12,499	\$	0.10
12,500	-	14,999	\$	0.09
15,000	-	17,499	\$	0.08
17,500	-	19,999	\$	0.07
20,000	-	22,499	\$	0.07
22,500	-	24,999	\$	0.06
25,000	-	27,499	\$	0.06
27,500	-	29,999	\$	0.06
30,000	-	32,499	\$	0.06
32,500	-	34,999	\$	0.05
35,000	-	40,000	\$	0.05

7,500	-	9,999	\$	0.13
10,000	-	12,499	\$	0.11
12,500	-	14,999	\$	0.10
15,000	-	17,499	\$	0.09
17,500	-	19,999	\$	0.08
20,000	-	22,499	\$	0.07
22,500	-	24,999	\$	0.07
25,000	-	27,499	\$	0.07
27,500	-	29,999	\$	0.07
30,000	-	32,499	\$	0.06
32,500	-	34,999	\$	0.06
35,000	-	40,000	\$	0.06

**\*\*Flat Rate Charge:**

One color - one/two sides

Quantities of 1 – 2500 flat rate charge of \$135.00

Okaloosa County Director

By: Jeff Littell  
 Title: Director  
 Date: 5/4/2015

Pinnacle Data Services LLC

By: [Signature]  
 Title: Sales Executive – Graphics  
Department Manager  
 Date: 4/29/15

Board of County Commissioners

By: [Signature]  
 Nathan D. Boyles,  
 as Chairman  
 Date: May 19, 2015



Attest:  
 Clerk of Circuit Court

By: J.D. Peacock, II  
 Clerk and Comptroller



## NOTICE OF AWARD

TO:  
PINNACLE DATA SYSTEMS LLC  
MITCH ANDERSON  
350 AUTOMATION WAY  
BIRMINGHAM, AL 35210

PROJECT: Utility Billing Services – Okaloosa County Water & Sewer Department  
DESCRIPTION: CONTRACT C14-2188-WS

The **OWNER** has considered the **PROPOSAL** submitted by you for the above-described **WORK** in response to its Advertisement for Proposals dated April 4, 2014.

You are hereby notified that your **Proposal** has been accepted for items in the amounts of specified within the negotiated contract.

You are required to return an acknowledged copy of this **NOTICE OF AWARD** to the **OWNER**: Okaloosa County Purchasing, ATTN: Joanne Kublik, 602-C North Pearl St., Crestview, FL 32536. If you have any questions, please call Joanne Kublik at 850-689-5960.

Dated this 27 day of June, 2014

**OWNER – OKALOOSA COUNTY BOARD OF COUNTY COMMISSIONERS-**

BY: Zan Fedorak TITLE Purchasing Manager  
(Zan Fedorak)

### ACCEPTANCE OF NOTICE

Receipt of the above **NOTICE OF AWARD** is hereby acknowledged.

BY: [Signature]

This the 3 day of July, 2014.

BY: Mitch Anderson

Title: Vice President

CONTRACT # C14-2188-WS  
PINNACLE DATA SYSTEMS LLC  
UTILITY BILLING SERVICES  
EXPIRES: 09/30/2017 W/3-ONE YR  
RENEWALS

# NOTICE TO PROCEED

DATE: June 27, 2014

TO:

**PINNACLE DATA SYSTEMS LLC  
MITCH ANDERSON  
350 AUTOMATION WAY  
BIRMINGHAM, AL 35210**

PROJECT: Utility Billing Services – Okaloosa County Water & Sewer Department  
DESCRIPTION: CONTRACT C14-2188-WS

You are hereby notified to commence WORK in accordance with the Agreement dated June 23, 2014. The contract is in effect as of June 23, 2014.

You are required to return an acknowledged copy of this **NOTICE TO PROCEED within 15 days** to the **OWNER**: Okaloosa County Purchasing, Attention: Joanne Kublik, 602-C North Pearl St, Crestview, FL 32536.

OKALOOSA COUNTY BOARD OF COUNTY COMMISSIONERS  
**OWNER**

BY: Zan Fedorak  
Zan Fedorak

TITLE: Purchasing Manager

## ACCEPTANCE OF NOTICE

Receipt of the above **NOTICE TO PROCEED** is hereby acknowledged.

Pinnacle Data Systems L.L.C.  
Company Name

This the 3 day of July, 2014

Mitch Anderson  
Signature

By: Mitch Anderson  
Type or Print Name

Title: Vice President

**CONTRACT # C14-2188-WS  
PINNACLE DATA SYSTEMS LLC  
UTILITY BILLING SERVICES  
EXPIRES: 09/30/2017 W/3-ONE YR  
RENEWALS**

# CONTRACT & LEASE INTERNAL COORDINATION SHEET

Contract/Lease Number: <u>C14-2188-WS</u>	Tracking Number: <u>985-14</u>
Contractor/Lessee Name: <u>Pinnacle</u>	Grant Funded: YES ___ NO <u>X</u>
Purpose: <u>Bid # 40-14 Utility Billing Printing Contract</u>	
Date/Term: <u>9/30/17 w/ 3-yr renewal</u>	1. <input type="checkbox"/> GREATER THAN \$50,000
Amount: <u>TBD</u>	2. <input type="checkbox"/> GREATER THAN \$25,000
Department: <u>WS</u>	3. <input type="checkbox"/> \$25,000 OR LESS
Dept. Monitor Name: <u>R. Hall / Broxson</u>	
Document has been reviewed and includes any attachments or exhibits.	

**Purchasing Review**

Procurement requirements are met: [Signature] Date: 6/9/14

Purchasing Director or Designee: Joanne Kublick

**Risk Management Review**

Approved as written: \_\_\_\_\_ Date: \_\_\_\_\_

Risk Manager or designee

**County Attorney Review**

Approved as written: \_\_\_\_\_ Date: \_\_\_\_\_

County Attorney

Following Okaloosa County approval:

**Contracts & Grants**

Document has been received: \_\_\_\_\_ Date: \_\_\_\_\_

Contracts & Grants Manager



Andrea,  
OK to Advertise  
Please get with Yulorie to set dates

RECEIVED MAR 06 2014

# CONTRACT & LEASE INTERNAL COORDINATION SHEET

JL  
3/19/14

Contract/Lease Number: <u>014-2188-WS</u>	Tracking Number: <u>889-14</u>
Contractor/Lessee Name: <u>Bid # 70-14</u>	Grant Funded: YES ___ NO <u>X</u>
Purpose <u>Utility Bell Printing</u>	
Date/Term: <u>9/30/17 w/3-one yr periods</u>	1. <input type="checkbox"/> GREATER THAN \$50,000
Amount: <u>TBD</u>	2. <input type="checkbox"/> GREATER THAN \$25,000
Department: <u>WS</u>	3. <input type="checkbox"/> \$25,000 OR LESS
Dept. Monitor Name: <u>Littrell / V. Brosson</u>	
Document has been reviewed and includes any attachments or exhibits. <u>WS-40-14</u>	

**Purchasing Review**

Procurement requirements are met: Do not see terms of agreement. How long will the contract extend?

[Signature] Date: 3-6-14

Purchasing Director or Designee Joanne Kublic

**Risk Management Review**

Approved as written: [Signature]

Risk Manager or designee Cary R Real Date: 3/7/14

**County Attorney Review**

Approved as written: [Signature]

County Attorney Gregory T. Stewart Date: 3-18-14

Inter: [Signature]

Following Okaloosa County approval:

**Contracts & Grants**

Document has been received:

\_\_\_\_\_  
Contracts & Grants Manager

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

Search Results

**Current Search Terms: pinnacle\* Data\* systems\* LLC\***

**Notice:** This printed document represents only the first page of your SAM search results. More results may be available. To print your complete search results, you can download the PDF and print it.  
**No records found for current search.**

**Glossary**

**Search Results**

Entity  
Exclusion

**Search Filters**

By Record Status

By Functional Area - Entity Management

By Functional Area - Performance Information

SAM | System for Award Management 1.0

IBM v1.1792.20140531-1220



**Note to all Users:** This is a Federal Government computer system. Use of this system constitutes consent to monitoring at all times.

# CONTRACT

This agreement, executed in Crestview, Florida this 23<sup>rd</sup> day of June 2014 between the County of Okaloosa, Florida, the Owner, hereinafter called the Party of the First Part, and **Pinnacle Data Systems L.L.C.** or **its** successors, executors, administrators and assigns, hereinafter called the Party of the Second Part.

## WITNESSETH:

That for and in consideration of payments, hereinafter mentioned, to be made by the Party of the First Part, the Party of the Second Part agrees to furnish all equipment, machinery, tools and labor; to furnish and deliver all materials required to be furnished and delivered in and about the improvement and to do and perform all work in **providing utility billing services for the costs set forth in the attached proposal** in strict conformity with the provisions of this Contract, the Notice to Contractors, the Specifications and the Plans approved by the Owner. The said Plans, Specifications, the Notice to Contractors, and the Proposal are hereby made a part of this agreement as fully and to the same effect as if the same had been set forth at length in the body of this agreement.

As security for the full and faithful performance of this contract and all the incidents thereto, the Party of the Second Part had made and furnished a Contract Bond with \_\_\_\_\_ as Surety (as required per the bid package), which is accepted by Parties of the First Part and made a part of this contract.

In consideration of the foregoing promises, the Party of the First Part agrees to pay to the Party of the Second Part such unit prices for the work actually done as are set out in the accompanying proposal in the manner provided in the said Specifications.

This contract shall be in effect upon completion of signatures by both parties and shall run through September 30, 2017. This contract may be renewed upon agreement by both parties for an addition three (3) one-year periods. Attached prices shall be fixed until September 30, 2017. Attached prices may be adjusted annually during the renewal period per written agreement by both parties and based on the Producers Price Index published monthly by the U.S. Department of Labor, Bureau of Labor Statistics, for the price of goods. The only addition increase during the contract period would be due to the postage costs.

The Contractor shall be prepared to begin work to be performed under the contract as he set forth in his proposal, but will not proceed until he receives official notice to begin.

**REPRESENTATIVES:** The authorized representative of the County shall be:

**Heath Buck**  
**Okaloosa County Water & Sewer**  
**1804 Lewis Turner Blvd.**  
**Ft. Walton Beach FL 32548**  
**850-651-7177**  
**E-Mail: [hbuck@co.okaloosa.fl.us](mailto:hbuck@co.okaloosa.fl.us)**

**CONTRACT # C14-2188-WS**  
**PINNACLE DATA SYSTEMS LLC**  
**UTILITY BILLING SERVICES**  
**EXPIRES: 09/30/2017 W/3-ONE YR**  
**RENEWALS**

The authorized representative for **Pinnacle Data Systems L.L.C.** shall be:


**Mitch Anderson**  
**Vice President Business Development**  
**350 Automation Way**  
**Birmingham, AL 35210**  
**Phone: 205.307.6879 / Fax: 205.307.6834**  
**E-Mail: mitch.anderson@pinnacledatasystems.com**


All notices required by this agreement shall be in writing to the representative listed above with a courtesy copy to the following:

**Joanne Kublik**  
**Contracts & Leases**  
**Okaloosa County Purchasing Department**  
**602-C North Pearl Street**  
**Crestview, FL 32536**  
**850-689-5960 / 850-689-5998 (FAX)**  
**E-Mail: jkublik@co.okaloosa.fl.us**

**IN WITNESS WHEREOF**, the Chairman of the Board of County Commissioners, by authority vested in him, has hereunto subscribed his name on behalf of the County of Okaloosa, Florida, the Owner, and the said Pinnacle Data Systems has hereto fixed his signature, the day and year above written.

**WITNESS:**

  
\_\_\_\_\_

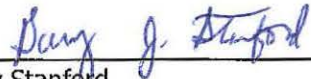
  
\_\_\_\_\_  
**Pinnacle Data Systems**

BY   
\_\_\_\_\_  
**Vice President**  
**TITLE**

**STATE OF FLORIDA**  
**COUNTY OF OKALOOSA**

This contract is accepted this 17th day of June 2014 and is effective on the 23rd day of June 2014.

**ATTEST:**

  
\_\_\_\_\_  
Gary Stanford  
Deputy Clerk of Court



**COUNTY OF OKALOOSA, FLORIDA**

BY   
\_\_\_\_\_  
Charles K. Windes, Jr., Chairman





**PINNACLE**  
DATA SYSTEMS  
GO BEYOND ORDINARY



**BID #: WS40-14**



**Utility Bill Printing, Inserting, Mailing & Custom  
Bill Design Services**

**Opening Date: April 23, 2014 Time: 3:00 PM**

**Response Prepared By:**

Bonnie Curry

Sales Executive

Phone: 205.307.6853

Fax: 205.307.6834

[Bonnie.curry@pinnacledatasystems.com](mailto:Bonnie.curry@pinnacledatasystems.com)



**PINNACLE**  
DATA SYSTEMS  
GO BEYOND ORDINARY

April 25, 2014

Okaloosa County  
302 N. Wilson Street  
Crestview FL 32536

Thank you for inviting Pinnacle Data Systems (PDS) to respond to the Okaloosa County's (OCWS) Request for Bid. We believe PDS is well positioned to best meet OCWS desired business needs with a complete solution that includes full color in-line printing capability. Because we offer a full color in-line printing option, the design possibilities are endless. We can design your bill as it is today or we can, along with OCWS, re-design your current bill and take advantage of the use of full color. The bill form and variable data are all printed at the same time, no need to order pre-printed paper stock. Changes can be made to the bill without bill forms becoming obsolete. ***Please see Exhibit D for OCWS sample bill designs.***

Making the decision to turn over your revenue flow to an outside source is not an easy decision to make. However, we have proven experience in effectively transitioning utilities to outsourcing their critical business document distribution process so they can focus on core competencies. We understand OCWS's desire to have a local vendor. Distance will not be an issue; both our Alabama and Georgia facilities are only 200 - 300 miles from OCWS. Also, USPS and USPS MERLIN system (detached mail unit) is on-site at both facilities 12 hours per day for on-site acceptance of mail. The USPS has an office at PDS that accepts our mail, making it ready for immediate delivery into the mail-stream. Additional sorting by the USPS is not required; all PDS mail is worked on site and is ready for immediate delivery to its final destination.

We currently process over thirty five (35) clients within the state of Florida, of which eighteen (18) are SunGard Public Sector clients.

**Examples:**

Emerald Coast Water Authority is a client that was printing and mailing water roughly 120,000 bills in-house. We helped them decrease their cost and added highlight color to the bills, allowing them to emphasize specific areas on the bill. Susan Ragland is the contact person, you can reach her at (850) 969-6541 or [sragland@ecua.org](mailto:sragland@ecua.org).

Okaloosa Gas District is an example of a client transitioning from a current vendor to PDS. Okaloosa Gas District was not happy with their current vendor situation. Our proposal not only included an expertise in their current billing software (SunGard Public Sector), but we included full color printing and the ability to add dynamic messages. These messages include not only text, but graphic images. This allows the Gas District to add additional marketing information

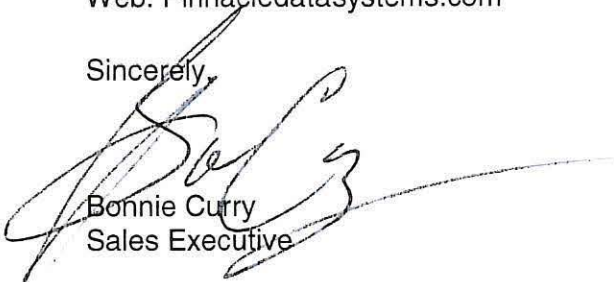
directly on back of the bill. We process and mail 34,000 full color bills per month. Jeremy Maines may be contacted at (850) 729-4833 or [jeremymaines@okaloosagas.com](mailto:jeremymaines@okaloosagas.com) **Please see Exhibit A for a sample of Okaloosa Gas bill.**

We also offer as an option to the City of Titusville Florida a new full color bill redesign. The City chose an updated full color bill design as part of their initial implementation. Our expertise and knowledge of SunGard software made for an easy redesign. The City of Titusville placed an article in the local paper notifying customer of the new bill design and also mailed out to each customer a copy of the new bill. The response from their customers was over whelming, the City received a thank you letter from a customer stating the addition of color allowed for more ease of reading the bill. Please feel free to contact the City of Titusville, Carrie Beatty - (321) 383-5789 or [Carrie.Beatty@Titusville.com](mailto:Carrie.Beatty@Titusville.com). **Please see Exhibit B for an example of before and after bills.**

Our focus on a positive experience for our clients and support goes beyond traditional expectations; we partner with our clients and tailor our offerings to meet each their individual needs. We also have a SSAE16 SOC II audit and certification. This proposal response was crafted with the goal of adding the OCWS to the PDS family. On behalf of the entire PDS team, thanks again for the opportunity to participate, and I look forward to speaking with you in the days to come.

**Contact person:** Bonnie Curry, Sales Executive 1-800-442-8511 extension 6853.  
Address: 350 Automation Way, Birmingham AL, 35210.  
Email: [Bonnie.Curry@Pinnacledatasystems.com](mailto:Bonnie.Curry@Pinnacledatasystems.com)  
Web: [Pinnacledatasystems.com](http://Pinnacledatasystems.com)

Sincerely,



Bonnie Curry  
Sales Executive

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## Executive Summary

Along with the meeting all the general requirements outlined in the OCWS RFB, PDS provides the highest quality of customer care with a focus on customer experience and support that goes beyond the traditional expectations. We also offer:

1. Effective statement design capability with full color printing enabling increased revenue and improved customer retention and loyalty through effective messaging and cross-selling
2. In-house Graphics Department with creative and marketing consultants for insert and other document creation
3. A comprehensive solution that includes true Business Continuity with current hot-site production every day.

### **Make the Most of “Traditional” Print & Mail**

In 2011, the USPS' manager of transactions and correspondence mail said 73% of bills and statements were sent by traditional mail. A Phoenix Marketing International Study showed that 65% of US households preferred getting printed bills and statements in the mail, even if they pay online. Most recently, a 2012 study by Javelin Strategy & Research noted that some 40% of consumers who receive their financial statements and bills online also receive paper versions – a trend known as “double dipping”. Surprisingly, the majority of double dippers are primarily Gen Y (between 18-30 years old) and Early Adopters (those who consider themselves first to try new technology).

The bottom line: paper bills aren't going away anytime soon and utilities need to create bills of purpose that graphically show customers their usage, include important service and/or educational messages, and highlight due dates to encourage prompt payment and reduce call center inquiries. Incorporating full color to your utility bill creates lasting positive impact. According to studies by Loyola College, Maryland; Case & Company Consultants; Digital Printing Council of PIA, and The Color Marketing Group, the use of color:

Helps customers locate information **70% faster**

Increases attention span & recall by **82%**

Increases payment response by **30%**

Improves customer likelihood to pay the full amount by **2.5%**

PDS offers full color print capabilities, and coupled with our online One2One web portal, we empower utilities to accomplish multiple goals. OCWS will be able to create segments based on customer data to directly target the communication.

### **Creative Control**

With our One2One online portal, your designated representative(s) manage the message placed on a document within hours of it being created. This is a great way to reduce the expense of inserts by creating 'on-serts'. The USPS notes that more than 95% of transactional mail is opened and read. Chances are greater that customers will read the message that is on the bill versus an insert that is looked at after the bill is read or thrown away.

## **Motivate To Pay**

Clearly communicate expectations by adding full color payment instructions and options. Include a QR Code on your bill to allow so smartphone users can scan the code and get directed to your web site to pay their bill online. The monthly bill is a chance to communicate with your customers and position OCWS as a trusted partner and not just another service provider. PDS will optimize your utility bills with full color and our One2One marketing capability allows you to create and manage bills of purpose with lasting positive impact.

**Example:** We presented our value proposition to the one of our largest utility clients; Alagasco. Alagasco was inserting multiple promotional inserts each month. The newly customized bill now allows for promotional messages on both sides of the bill. The impact is money saved; no need for additional insert print and messages are now front and center. ***Please see Exhibit C***

## **Quality Control and Superior Service**

Pinnacle Data Systems provides the highest quality of service and client care. Our approach to production is to develop, document and implement procedures that include quality as part of the process. This includes:

- Detailed documentation
- Flowcharting of processes
- Camera vision systems on inserters
- Zero tolerance for error
- Identify and correct any problems prior to client impact
- Documentation and tools readily available to all
- Supervisors and managers available to facilitate the process

## **Fast Implementation Including Immediate “Hot Site” Business Continuity Plan**

PDS provides all the necessary professional services to rapidly configure and deploy our integrated suite of technology services to meet the functional requirements of this RFP. Based on final requirements, PDS will define a timeline and can also provide a phased production go-live plan. PDS offers Business Continuity at no additional cost to all our clients. Our Atlanta and Birmingham sites act as backup facilities for each other with all jobs able to run at either facility on identical equipment with parallel certified processes. In fact, client work is run daily at both facilities resulting in a true “hot site” environment resulting in real-time with testing every day.

## **In Summary**

At PDS, we know OCWS has many choices when it comes to print & mail outsourcing providers. We are confident that we can deliver the service and technology required to ensure current capabilities are maintained with potential product and service enhancements readily available. Our focus from Day 1 will be to design a plan that fits your distinct requirements and allows for continual collaboration and responsiveness.

## SCOPE OF WORK

**THE COUNTY REQUIRES INITIAL BILL DESIGN AND DEVELOPMENT TO BE COMPLETED BEFORE OCTOBER 1, 2014, SO THAT THESE BILL PRINTING, INSERTING, AND MAILING SERVICES WILL AVAILABLE ON OR PRIOR TO OCTOBER 1, 2014.**

### **1. Base Requirements**

- a) The Respondents will work with OCWS staff to design a pre-printed utility bill statement and submit prototypes of the billing statement and envelopes to OCWS for review and revision and final approval, including a presentation to the OCWS Director.

Our graphics specialist along with the project manager will work with the OCWS staff to design a billing statement that will meet the desired need of OCWS. We have assisted many utilities in design and redesigning of utility bills. PDS project managers are very knowledgeable when it comes to SunGard Public Software. They will assist with utilizing all of the data elements OCWS will want to use. PDS will supply proofs for OCWS approval. During the implementation phase of the project, hardcopy samples of billing will be supplied (testing) before we go live with bills.

- b) The Respondents shall provide a single point of contact within the Respondents firm to handle the training of OCWS staff dealing with billing services provided through the implementation process as well as OCWS support issues dealing with billing services provided.

A project manager will be assigned to implement the new project. OCWS will be provided all contact information for the project manager, phone, cell, email etc. A dedicated client services representative will also be assigned to manage OCWS's daily need. OCWS again be supplied contact information for operational hours and after hours emergencies. We believe our client services support goes well beyond what our competitors offer.

- c) The Respondents must be able to produce OCWS' bill in an agreed upon format or propose a new bill format acceptable to OCWS and compatible with the current billing software.

PDS has over 20 people that provide product development, systems design, infrastructure, and applications programming. Our programmers have extensive experience with SunGard Public Sector bill files and creating high quality output to meet our client's needs. Our company has dedicated resources that provide new business development and project management. These people gather the necessary business requirements, develop, and manage the project plan through implementation and production until the project is completed and signed-off on by OCWS.

- d) The selected Respondents must have the ability to accept daily bill files using an online upload or a standard FTP or SFTP transmission. OCWS must be able to log into the Respondents' server and transmit the files daily, as needed.

PDS will create a FTP folder where the OCWA will upload, via a secure web portal, data files. Files may be uploaded 24/7.

PDS utilizes SFTP, DirectConnect and several other secure methods of transmission. Scripts are setup to watch for incoming files within the FTP folder. Once the script determines that the file transmission is complete, the files are encrypted and moved out of the incoming folder and secure copied (SCP) to the production server for processing. Data files do not remain in the customer's data folder.

All data transmission designs include a Transmission Module that validates the transmission at a byte, record, file and protocol level. The Transmission Module "watches" for data file arrival, and once received, preprocessing programs are automatically started.

We employ a fully automated operation and production control system in all of our centers to provide high quality and timely service on a consistent basis. The system provides audit trails and full accountability for production control and quality assurance. The system and the Transmission Module are linked. As the first byte begins to arrive, the system initiates the assignment of a unique work order and begins tracking of the file and associated production. From this point, the job can be tracked and monitored by PDS.

The next step in the PDS' transmission process is the Verification Module. Business rules developed with OCWS will provide a second level of checking for file integrity and other quality control checks. The Verification Module will test for specific controls of header, trailer, control dates, control totals, file sequencing, and other pertinent information, such as number of pages and statements. These numbers will be used in the balancing and auditing process and a file acknowledgement report will be emailed to the OCWS.

- e) OCWS is unable to change the bill file format without manual intervention and/or a modification to the SPS software. The Respondents must be able to accept OCWS' bill files using the current SPS software's format.

PDS will accept your current bill format.

- f) The Respondents must have the capability to suppress the printing of bills and/or envelopes for certain customers, based upon fields provided in the thirteen (13) data files by OCWS.

During the implementation phase of the project, the programmer will setup, using unique identifiers/codes within the data files, suppressions of certain customer bills and those not requiring return envelopes. (bank draft, electronic bills etc.)

- g) The Respondents must be experienced with ISeries Power 5 and SPS software.

PDS Response: Compliant

- h) The Respondents will be responsible for keeping up with U.S. Postal regulations and requirements for mailings.

Our site managers and VP of Business Development are required to keep abreast of postal regulations. The site managers regularly attend PCC meetings.

- i) The Respondents shall guarantee that the completed work will be printed and mailed by the United States Postal Service (USPS) the same business day of receipt.

PDS will print and mail bills the same day of receipt of data.

- j) OCWS must be able to track all jobs and files throughout the production process utilizing an online tool provided by the Respondents.

OCWS will have the ability to track jobs and files throughout the production process.

- k) The Respondents will provide the customer with concise, easily understood information as to when billed charges need to be paid to avoid interruption of service and when the last payment amount was received by OCWS on the billing statement.

PDS will aid OCWS in the designing of a billing statement that allows the customer to easily understand the information provided. Due dates and amount due information can be highlighted with the use of color print.

- l) Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with the Special Terms and Conditions Section. Additionally, contract termination may result.

PDS Response: Compliant

- m) OCWS must have the ability to view and approve sample bills online before they are printed and mailed.

PDS will supply an online portal to view and approve bills before they are printed and mailed.

- n) The Respondents must provide an interface that will allow OCWS to update bill messages and bill inserts on an as-needed basis which can include/exclude based on OCWS requirements.

We have the ability to selectively insert, and the ability to distinguish unique types of statements: unique classes of service; and notices. We have the ability to segment inserts and messages by unique types.

- o) The Respondents will provide the ability to print special messages and/or other information on the billing statements and/or to insert additional pieces of printed literature to deliver special information to OCWS customers.

PDS provides the ability to add special messages that meet certain criteria. We can also selectively insert printed literature into billing.

- p) The Respondents must have the capability to print: intelligent bill messages based on customer type, logos and usage history graphs, and multiple page bills as needed.

PDS uses Exstream Dialogue Document Composition Software

Exstream Dialogue software PDS's primary document processing/composition platform because of its unique ability to meet the new demands of multi-channel personalization and high volume composition. Through the use of the Exstream Dialogue suite of tools, Pinnacle Data Systems can offer its customers the latest in customized client communications.

Exstream Dialogue software allows PDS the ability to provide increased capability in the personalization of complex documents with easy and powerful document composition capabilities.

The composition function allows for complete document design, including the required functionality such as: **dynamic tables, graphics, advanced widow/orphan control**, full color and all required text options.

PDS will partner with you to develop a bill design that combines transactional information with variable content produced in color or black ink.

- q) OCWS must receive billing data in a format mutually agreed upon by the firm and OCWS.

PDS Response: Compliant

- r) The Respondents must provide all paper supplies including forms, envelopes and/or other paper stock necessary for performing printing, billing, and mailing functions as well as all required postal reports.

PDS Response: Compliant

- s) Customer Support – Respondents shall provide unlimited customer support during the hours of 8:00 am – 5:00 pm, Central Time. Define regular customer support and support that is chargeable.

PDS will provide a dedicated CSR that will be available 8:00 am – 5:00 pm. OCWS will be supplied afterhours contact information for the CSR and site manager. We will also provide escalation and emergency contact information.

- t) OCWS requires the vendor to provide OCWS staff the ability to reprint utility bills for customers.

OCWS staff will have the ability to view and reprint bills through our online electronic presentment product.

- u) The quality of the Respondent's work shall be consistent with USPS requirements and OCWS' expectations.
- Data formatting on the customer statement will be in accordance with the requirements established by OCWS' bill design following award of the contract.

We have proven quality control procedures in place at all facilities. At every point during the process each employee is responsible for checking the quality and accuracy of each production job. The employee must sign-off on each check list attached to the job before moving to the next step in the production process, stagers, printer operators, machine inserting operators etc.

- The Respondent's workmanship standards and responsibility for maintaining the integrity of OCWS' statement processing without disruption will be a key area addressed prior to work beginning under the contract.

During the implementation phase of the project, the project manager will gather all requirements from OCWS to ensure the billing statements are correct before we go-live with printing and mailing.

- v) Statement format will include the option for County staff to add or change messages on the statements within clearly defined fields.

PDS has several options when it comes to including messages on billing statements. Messages may be uploaded as separate files when uploading data files, messages may be emailed to PDS and OCWS may use our One2One web portal for including messages.

- w) The firm will be responsible for the development of the program for extraction of the billing data (bill print files) sent from OCWS billing system for creation of the utility bills.

PDS will develop programming needed to extract billing data from the files supplied by OCWS.

- x) Print billing statement on paper stock with minimum 600 x 600 dpi resolution.

PDS's network of high speed printers offers full color, continuous, cut-sheet, printing. We integrate up to four different paper stocks into a single application. Designed to deliver maximum speed with minimum footprint, our full color configurations print up to 1,500 letter duplex pages per minute. All with outstanding print quality and 600x600 dpi resolution and the appearance of 1,200 dpi when using the multi-bit printing option.



- y) Folding and stuffing operations to be performed by automated machinery.

PDS maintains the latest technology in inserting and sorting equipment to ensure our clients' documents are delivered accurate and on-time. We utilize Pitney Bowes and Bell & Howell inserting equipment.

- z) Firm will be responsible for paying all applicable postage fees and rates.

PDS Response: Compliant

- aa) OCWS prefers the Utility Billing Statements be mailed from within the State of Florida.

Please do not let the fact that PDS is not located within the State of Florida discourage OCWS from considering awarding PDS the contract. We currently print and mail billing statements for both Okaloosa Gas District and Emerald Coast Water Authority. With both our Alabama and Georgia facilities having a detached mail unit, mail is expedited through the mailing process. All mail is certified by the USPS within PDS – it is ready for final destination when leaving our facility.

- bb) The Respondents shall prepare all statements except those noted through a customer type for insertion. A reply envelope shall be inserted in all bills for return payment unless an exception is made for a customer type to not receive an envelope such as an e-mail or Bankdraft account. Additional inserts are possible.

We will setup rules during the implementation of the project to not include reply envelopes into bills not requiring a reply envelope. We will suppress bills that OCWS does not want printed. A PDF of all bills will be created, but we will not print and mail the suppressed bills. We also offer selective inserting capabilities.

- cc) OCWS will deliver and/or transmit electronically informational inserts to the Respondents for insertion in customer bill envelopes.

PDS offers customized insert creation and print services to meet your specific needs, while handling all the inventory and logistics. We ensure inserts are designed to comply with our high-speed, automated production environment and USPS weight limits. From one to multi-color print and offset to gloss paper stock, we can handle your unique and exact requirements.

- dd) The inserts and/or letters and envelopes provided shall be designed to be consistent with SPS billing system requirements and shall meet USPS regulations.

PDS Response: Compliant

- ee) The Respondents shall correct print errors and omissions at the Respondent's expense including, but not limited to, labor, supervision, supplies, postage, and all other expenses associated with correcting the error.

PDS Response: Compliant

- ff) Respondents shall be responsible for preparing and mailing all utility bills for each billing cycle, final bills and off cycle bills.

PDS Response: Compliant

- gg) The firm should allow the ability for OCWS to approve, cancel, or hold individual bills based on predetermined criteria.

PDS Response: Compliant

- hh) Please address the cost for storage of PDF, the time frame the bills are kept, and how OCWS would access the bills.

OCWS will determine the length of time PDS will store bills. The charge for storage is included in the charge for the PDF creation.

- ii) OCWS will provide a sample listing of utility bill and fields from the current utility bill and all must appear on the re-design of the billing statement.

The project manager will work with OCWS to ensure all required information will be included on the billing statement.

## 2. Statements

- a) OCWS will maintain the current schedule of cycle billings. There are currently four billing cycles with one cycle billed each week. Currently, each cycle bills approximately 7,000 customers.

PDS will comply with the current schedule. We also offer our clients the ability to send data files daily for processing, printing and mailing. At NO additional cost.

- b) OCWS bills Regular Cycle Bills four (4) times a month and may perform additional billing for Final Bills or Off Cycle Bills within the same month.

PDS has the ability to accept additional bills; past due, final bills, notices etc.

- c) Volume will vary depending on the cycle billed for that week. Holiday and weekend work is possible.

The volume of bills received will not be an issue. We are setup to receive small or large files.

- d) Final Bills are approximately 300 per week. Final bills are billed weekly.

PDS Response: Compliant

- e) Off Cycle bills vary from 1 to 10 per week although they could include as many as 600 customers. Off Cycle bills are created the day after cycle billing.

PDS Response: the above information has been noted.

- f) A Billing Schedule will be provided to the Respondents regarding scheduled Regular Cycle Bill processing.

PDS Response: the above information has been noted.

- g) OCWS will provide daily bill files using an online upload or a standard FTP or SFTP transmission provided by the Respondent.

PDS Response: Compliant

- h) The statement will be folded, stuffed along with (1) one window #9 preprinted return envelopes into a (2) two window #10 envelopes to each customer for the U.S. Postal Service in order to receive the lowest possible First Class postage rate.

PDS Response: Compliant

- i) The Respondent must provide the ability for OCWS to create ad hoc messaging to be printed on the bills, including the ability to upload images to the message area. Messages should also be able to be saved for reuse.

PDS offers the ability to upload messages and the ability for OCWS, using our web portal, to add messages at anytime from anywhere. The messages will go into effect immediately. OCWS will have the ability to view a proof and approve online. Graphics may be included with the message and selective messages may be created.

- j) Respondents shall print Optical Character Recognition (OCR-B) for reading information on utility billing statement.

We will print OCR-B scan lines on all bills. We will also supply hardcopy samples for OCWS to scan before "go-live" to ensure the scan-line is correct.

- k) Respondents shall include point of delivery bar coding as required by the United States Postal Service on utility billing statement (read through mailing address window) and return envelope.

PDS Response: Compliant

- l) Provide electronic bill presentation, electronic file generation and archiving and other related services The Respondents will provide capabilities for receiving and verifying accurate receipt of the bill print files.

PDS will supply electronic bill presentment, generate PDF files and archive bills. PDS will supply a secure FTP site to upload data files. A verification email of successful upload and if the upload was unsuccessful will be sent to OCWS upon PDS receiving data files.

### **3. Inserts**

- a) Provide OCWS with the option to insert additional pieces of information literature into the #10 envelope along with the billing statement.
- b) OCWS will occasionally generate inserts, letters and/or notices for mailing. This process may be performed monthly, quarterly, and/or yearly.

OCWS may ship inserts to PDS for inserting into billing statements, or OCWS may contact PDS for printing of inserts. We have a full service graphics department responsible for creating and printing inserts. We have the ability to print black and white – full color, offset – gloss paper stock.

### **4. Mailing**

- a) Respondents shall sort, bundle, tray, prepare all postal forms and deliver finished mail to U.S. Postal Service adhering to all applicable U.S. Postage Service Regulations. Regulations.

PDS Response: Compliant

- b) The Respondents shall process mail through a presort routine which will attach and interface the CASS certified barcode for all qualified pieces and satisfy all documentation requirements of the USPS.

We will CASS/PAVE/DPV/LACS certify your bills, install post-net bar-code, sort your bills for automated first-class postage discounts, install bar-codes for intelligent inserting, install the control sequence number in the name and address block, produce quality control reports for printing and mailing, CASS exception and postal reports. Multiple bills going to the same address will be inserted into same appropriate size envelope.

The USPS and USPS MERLIN system (detached mail unit) is on-site at both facilities 12 hours per day for on-site acceptance of mail. The USPS has an office at PDS that accepts our mail, making it ready for immediate delivery into the mail-stream. Additional sorting by the USPS is not required; all PDS mail is worked on site and is ready for immediate delivery to its final destination.

PDS uses NCOALink move update. This is an automated process that occurs during the processing of data for mailing. NCOA exception and address correction reports will be supplied to the County.

- c) Respondent's service shall include certification of OCWS mailing list to U.S. Postal Service, including 100% point of destination bar codes and qualifying all work for appropriate postal discounts.

PDS Response: Compliant

- d) Each utility billing statement shall be addressed to each customer with point of delivery bar code for U.S. Postal Service in order to receive the lowest possible First Class postage rate.

PDS Response: Compliant

- e) Respondents shall be responsible for paying all applicable postage fees and rates through the USPS at the time of each mailing.

PDS Response: Compliant

- f) Respondents shall provide proof of postage and an invoice to OCWS for repayment of postage fees at a cost based on the lowest applicable postage rate – with no markup for postage.

PDS will supply proof of postage and invoice OCWS for postage fees. Postage is a pass through expense, PDS does not mark up postage.

- g) All mail shall meet First Class automation rate requirements to obtain the lowest possible postage rates and maximize postal discounts.

All mail will be pre-sorted on the front end to obtain the lowest possible postal discount available.

- h) The Respondents shall guarantee that the completed work will reach the United States Postal Service (USPS) each billing day.

PDS will process, print, mail and submit bills the same day as data was received.

- i) Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed. Additionally, contract termination may result.

PDS understands the importance of delivering bills to the USPS in a timely manner. We understand the significance of delaying OCWS's revenue stream.

## **5. Reporting**

- a) For daily reconciliation, the Respondents shall provide a report after each day's billing with the number of envelopes mailed and the amount of postage to the OCWS daily.

PDS creates the above reports as part of our daily process. Reports will be provided to OCWS.

- b) For billing purposes, the Respondents shall provide a report monthly detailing the number of envelopes mailed and the amount of postage OCWS used for the month.

During the implementation phase of the project, the project manager will work with OCWS to create the require postage reports to be delivered. We provide this services to the majority of our clients.

- c) The Respondents shall conduct quality assurance protocols reconciling billing information received from OCWS with bill print output upon completion of data processing and generation of customer bill statements.

During the implementation of the project, the project manager along with OCWS staff will determine the criteria used in reconciling billing data files (number of account, total amount due, number of page etc.) After the pre-processing of the data file any of the criteria are not met, OCWS will be notified immediately. We also will put into place safe guards to prevent duplicate files from processing and printing.

- d) File Confirmation Report – an e-mail confirming receipt of the file transmission.

### FTP Acknowledgement Report (emailed to customer)

```
From: FTP User [mailto:ftpusr@pinnacledatasystems.com]
Sent: Tuesday, May 25, 2013 8:28 AM
To: mike.gafford; operations@bankofXXXX.com; operators@ftpserver01.pinnacledata.local; Sherry
Martin; sysadmin@ftpserver01.pinnacledata.local
Subject: XXX file(s) transmitted successfully

*****
*
*           *
*           *** AUTOMATED NOTIFICATION ***           *
*           *
*           *
*           The XXX file(s) were successfully received and           *
*           transmitted securely to production server for processing. *
*           *
*           *
*           *** Production Job Status ftpserver /home2/ftpusr/XXX *** *
*           *
*****

Listing of files sent this session:
-rw-rw-r-- 1 XXX000p ftp      9983 May 25 13:08 052510statements.zip
```

- e) Daily Production Confirmation Reports via email. Immediately after the processing of the bills is complete a confirmation of completion transmission should be sent with the volume of bills received for processing, the number of bills printed, the number of bills merged into one envelope and the number of bills not printed.

PDS will supply a balancing report to OCWS. Please see following sample:

# Balancing Report

DATE: 5/25/2010  
 TIME: 3:03:12 AM

Statements - Monthly - 2526323

-----  
 Analysis of Group Totals  
 -----

MAILING COMBINATIONS	IMAGES	PAGES	ACCOUNTS
1 oz Packages	181584	102853	55566
2 oz Packages	15872	8705	2113
3 to 9 oz Packages			
Over 9 oz Packages			
-----			
PACKAGES MAILED	197456	111558	57679
-----			
NO MAIL PKGS PRINTED	282	165	99
NO MAIL PKGS SUPPRESSED	53935	29937	14705
-----			
TOTAL PACKAGES	251673	141660	72483
-----			

\*\*\*\*\*  
 Analysis of Statement Totals  
 -----

ACCOUNT STATUS	MAILED ACCOUNTS	IMAGES	SHEETS	NO MAIL ACCOUNTS	IMAGES	SHEETS	TOTALS
-----							
-----							
-----							
-----							
-----							
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-----							
-----							
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\*\*\*\*\*  
 Analysis of NoMail Totals  
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ALL NOMAIL CODES	IMAGES	PAGES	TOTALS
MAIL CODE F	178	106	66
MAIL CODE C (PRT SUP)	15288	8291	5561
MAIL CODE E (PRT SUP)	38647	21646	9144
MAIL CODE U	104	59	33
-----			
TOTAL NO MAIL ACCOUNTS	54217	30102	14804
-----			

\*\*\*\*\*  
 Analysis of Selective Insert Totals  
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- f) Daily report showing the customers that had an address change with the following:
- customer name,
  - utility account number,
  - previous address (address from SPS software),
  - new address (address from USPS).

PDS will supply CASS and NCOA (National Change of Address) report to OCWS.

- g) OCWS should be able to track all files that have been sent to the Respondent - before, during, and after processing.

PDS will supply the ability to track files.

- h) Status reports must be provided daily after processing is complete.

Status reports will be provided after processing has been completed.

## **6. Quality Control/Reporting**

- a) Please provide procedures for ensuring that the bill file transmissions are completed successfully and procedures for correcting issues.

PDS FTP servers are setup with scripts watching the incoming customer directories. Once the script determines that the file transmission is complete, the files are moved out of the incoming customer directory and secure copied (SCP) to the production server for processing. An email notification is sent to our production control department, the CSR and production manager. We have a team of production control personnel responsible for monitoring data uploads. The production control operates 24/5 – 24/7, depending upon our production schedule.

All data transmission designs include a Transmission Module that validates the transmission at a byte, record, file and protocol level. The Transmission Module “watches” for data file arrival, and once received, preprocessing programs are automatically started. If our production control department determines there is an issue with the data received, the CSR is immediately notified. All processing is put on hold until the CSR has notified the client and has resolved the issue.

PDS employs a fully automated operations and production control system in all of our centers to provide high quality and timely service on a consistent basis. The system provides audit trails and full accountability for production control and quality assurance. The system and the Transmission Module are linked. As the first byte begins to arrive at PDS, the system initiates the assignment of a unique work order and begins tracking of the file and associated production. From this point, the job can be tracked and monitored by PDS.

- b) The Respondents will make any and all reliable staff available to assist in resolving any and all data receipt problems, which must be resolved within the current business day.



If we encounter issues with data receipt or data problems, the CSR, programming staff and production control will assist in resolving the issues within the current business day.

- c) The Respondents shall establish and maintain quality control procedures to facilitate logging, tracking, and checking all items from the time they enter the Respondent's system through the time they are transferred for inserting and mailing. This process should be available to OCWS staff. Please notate if available or not.

Please see our Production Control procedures below:

### Production Control Process

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#### Data Transmission



- Transmission Module validates the transmission at a byte, record, file and protocol level.
- Verification Module tests for client specific controls of header, trailer, control dates, control totals, file sequencing, and other pertinent information, such as number of pages and statements.
- Transmission Module links generates work order.
- File acknowledgement report is created for client verification.

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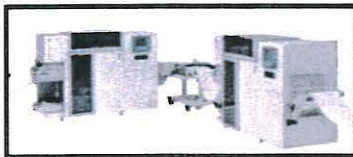
#### Computer Pre-processing



- Byte, record, page or account totals of file are verified.
- Balancing reports are created for use in printing and inserting.
- Sequence numbers are added in the name and address block.
- Preprocessing station initials QA section of work order after confirming job ran without errors.
- The work order and control reports are inserted in the Job Ensemble Jacket.

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#### Digital Printing



- Job ensemble and work order are compared to confirm they match.
  - Tapes or files to print are checked against the work order.
  - Product pulled is compared to ensemble sample to verify correct product is being used.
  - A sample is printed to check alignment, OCR marks, barcode, print quality, etc. and compared to printed sample from the ensemble. Sample is approved by the supervisor or shift leader before continuing.
  - Samples are created periodically during the laser printing process and at the shift change to QC print quality.
  - At the end of the job, laser machine accounting totals are reconciled with the balancing and control reports created during preprocessing.
-

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### Inserting/Mailing



- Laser printing totals are double-checked.
- Job ensemble and work order are compared to confirm they match.
- Product pulled is compared to ensemble sample to verify correct product is being used.
- The inserting machine is set up and a 10-piece sample is produced. The supervisor or shift leader verifies the fold, barcode set up, address alignment, postage amount, meter date and other QA items are correct before continuing.
- The job is run in segments of 500 and balanced by meter amount, image count and piece count after each segment (using the balancing and control reports generated during preprocessing).
- Envelopes are visually inspected for postage, name and address and to make sure all are properly sealed prior to traying and tagging for introduction into the USPS.

- 
- d) Describe Respondent's capability to perform printing and reprinting, folding, sorting and inserting, stocking of forms, envelopes and return envelopes, and mail preparation procedures.

PDS is one of the largest privately owned document distribution providers in the US. PDS have been providing printing, mailing and electronic solutions for over 20 years. We currently print 650 million pages, mail 190 million envelopes and host 200 million web documents per year. PDS currently has three operating facilities and a fleet of high speed printers and Pitney Bowes and Bell & Howell inserting equipment. PDS provides all material needed (paper, envelopes etc) for printing and mailing, and all material is warehoused within our facilities.

Reprinting: Part of our quality control and job tracking procedures include placing barcodes and sequence numbers on each mail piece for our inserting equipment. The camera technology on each inserter reads both the 3 of 9 barcode and sequence numbers to prevent double stuffs and ensures the mail piece is not out of sequence within the print job. The sequence numbers include job number and mail piece number. If the camera encounters an issue, the inserter automatically stops; this allows the machine operator to correct any issues within the print job. If a mail piece is damaged, the insert operator supplies the sequence numbers to operations, the mail piece is immediately reprinted and placed with the mail job.

- c) Please provide Respondent's quality control procedures.

### QUALITY CONTROL

Our quality control processes and procedures are well established and consistently practiced in a 100% print and mail services environment.

PDS uses camera technology on our inserting equipment for the purpose of ensuring mail piece integrity. The cameras read/check various fields on the mail piece verifying mail piece sequence, postage, envelope identification, and outgoing address. In addition, the

camera system produces a verification report of all mail pieces inserted. This system allows us to operate without having "double-stuffs" or "mixed statements" which is vital given the privacy laws in today's business environment. Below are additional quality control and production procedures.

### **Quality Control Tools**

There are four critical tools used by Pinnacle Data Systems as part of the job control procedures for every job Pinnacle Data Systems runs:

#### **1. Job Ensemble Jacket**

Prior to implementation of production, a Job Ensemble (in both electronic and hardcopy form) is created for each new application. The Job Ensemble contains a sample of correct product (bill forms and outgoing envelopes) a printed sample (for quality verification) and samples of the inserts (BRE's and marketing material). It is maintained by the CSR. The ensemble accompanies Document Processing the job throughout each stage of production.

#### **2. Work Order**

When a data file is first received, the job is automatically logged into the system and a work order is generated that contains run instructions specific to that application. This eliminates the possibility of a job being incorrectly logged in (thereby run incorrectly). The work order is matched to the Job Ensemble Jacket and follows the job through each step of production.

#### **3. Balancing and Control Reports**

Balancing and control reports are generated during the preprocessing stage of production. The reports enable us to balance to record, byte, page and envelope counts. Block and page sequence numbers are assigned to each document during preprocessing and are used in conjunction with the balancing and control reports as a quality control tool. The control reports are included with the work order in the job jacket ensemble. The camera system also produces a report which must be balanced to at the inserter. After production is completed, the reports are filed and maintained as a permanent audit trail of each job.

#### **4. Quality & Production Checklist**

The Quality & Production Checklist is designed to follow each job as it progresses throughout the production process. It covers quality checkpoints and various balancing controls. Each checkpoint must have appropriate quality sign-off before a job can move to the next stage. The checklist accompanies the job ensemble jacket, work order and control reports through each stage of production.

- e) Please provide Respondent's ability to pull a bill from production processing and the process for doing so.

OCWS may request PDS to pull a bill at any time during the production process, even up until the mail leaves the building. OCWS should contact the CSR requesting bill pulls. If there are certain bills that should be pulled at every cycle, we can setup within programming these bill pulls. OCWS will also give PDS instructions as to how the pulls should be handled (ship to OCWS, shred etc).

- f) Please provide a description of the type and age of equipment to be used for OCWS bill printing.

### Birmingham Equipment List (primary facility)

Make	Model	Machine	Type	Data Type	Speed	Site
Xerox	DP180	Laser Printer	Monochrome	lcds,metacode,pcl,ps,pdf	180 Images PM	BHM
Jet Stream 1000	EMT A-11097	Ink Jet	Full color	PS, PDF,LCDS,IPDS	800 images PM	BHM
Make	Model	Machine	Type	Data Type	Speed	Site
BB&H	Enduro	Insertter	Gripper arm	OMR, 3 of 9,2D	3500 PH	BHM
BB&H	Mailstar 500	Insertter	Gripper arm	OMR, 3 of 9	3500 PH	BHM
Pitney Bowes	FPS	Insertter	Finger push	OMR, 3 of 9, 2D	5000 PH	BHM

### Atlanta Equipment List (Backup Facility)

Make	Model	Machine	Type	Data Type	Speed	Site
Xerox	DP180	Laser Printer	Monochrome	lcds,metacode,pcl,ps,pdf	180 Images PM	BHM
Ricoh	IP5000	Ink Jet	Full color	PS, PDF,LCDS,IPDS	800 images PM	BHM
Make	Model	Machine	Type	Data Type	Speed	Site
BB&H	Enduro	Insertter	Gripper arm	OMR, 3 of 9,2D	3500 PH	BHM
BB&H	Mailstar 500	Insertter	Gripper arm	OMR, 3 of 9	3500 PH	BHM
Pitney Bowes	FPS	Insertter	Finger push	OMR, 3 of 9, 2D	5000 PH	BHM

- g) Data receipt problems, print or other errors shall be reported to the OCWS IT Supervisor immediately upon recognition of issues or errors.

OCWS will receive an email notification if PDS has not successfully received data files. If production control determines there is an issue will data received, they will immediately

notify the CSR. Your dedicated CSR will contact OCWS. PDS will assist in solving the issue. We understand the importance of responding quickly to data issues or errors. Our goal is to meet all SLA agreement.

h) Vendor will provide procedures for the following:

- after-hours support
- a list of company holidays
- contact points for customer service

During the implementation phase of the project, the project manager will setup procedures for after-hours support, a list of holidays (a holiday does not always equate to the letter shop and production control not operating, our production schedule determines when our operations is completely closed for business) and contact points for customer service. OCWS will be supplied after-hours support phone numbers for the production control and the CSR. OCWS will be provided an office phone number and cell number for the CSR daily communications. He will also supply escalation procedures and contact information.

## **7. Security**

The Respondent must provide necessary security to protect OCWS' data from unauthorized access. Please provide details about the security measures that are in place. Include procedures for ensuring that only authorized persons are admitted to the production floor.

- Describe in detail, how security is handled for information shared between the Respondent and OCWS via email or online and compliance with Red Flag procedures.

All confidential information shared between PDS and OCWS must be submitted via our secure FTP site. Once files are uploaded to any FTP folder, the file is immediately PGP encrypted and moved farther behind our firewall. This provides and other layer of security around the data files.

- Demonstrate capability and describe procedure used in handling confidential information and documents.

Below are our physical and logical security processes for our IT security.

### Network Access Password Standards

- Passwords will contain a minimum of seven characters, and will include a combination of numeric, lower case letters, upper case letters, and symbols (at least three of the four types must be included in the password).
- Passwords will be unique to an individual and should not be guessable.
- Passwords will not be shared with any other person for any reason.
- Network passwords are required to be changed every 42 days.

- In cases where VPN access is approved due to job requirements, username and password parameters will follow standards outlined in paragraph 5.2.1.
- All PCs, laptops, and workstations will be secured by utilizing a password protected screensaver with the automatic activation feature set at ten minutes or less.
- All PCs, laptops, and workstations will be logged off or password locked when the machine is to be left unattended.
- The operational data processing environment utilizes a minimum five character alphanumeric password for access. It is changed periodically based upon operational necessity.
- Pinnacle Web Portal - Passwords must be at least eight alphanumeric characters in length. It is encouraged that users choose passwords that are unique to an individual and should not be guessable.
- Pinnacle "Order Processing and Control System" - OPACS passwords are required to be a minimum of seven alphanumeric characters in length and must be changed every 42 days.

#### Access Review and Validation

- Site management, assigned to access administration, will perform the following periodic checks in order to provide reasonable assurance that only authorized individuals have access to company systems:
- Monthly review and validate any new or terminated associates, and their access status.
- Conduct a monthly review of site access records to confirm alignment of job responsibilities with granted access levels.
- Immediately upon termination of an associate, refer to the Access Request & Authorization Form (FRM-GEN-03) to ensure that all applicable access rights are deleted within five business days. Update the form, obtain the necessary signatures, and place in the employee's file.
- Any further questions regarding site access should be directed to the Site Manager

#### **Facility Security**

##### Camera Surveillance

- Cameras are positioned to monitor critical areas of Production Operations, warehouse and administrative areas 24 hours a day, seven days a week.
- Cameras are positioned to monitor critical access points to Pinnacle facilities.
- Cameras are programmed to continuously record.
- Completed storage media is archived and retained for a period of not less than 90 days.
- Method of destruction is to record over old data.
- Storage media, over time, will degrade in quality to a point where the video image is unusable. Media is checked every quarter for image quality. Upon noticeable degradation in image quality, the media device will be replaced, and the original destroyed.

### Suspicious Activity Reporting (SAR)

- All employees will immediately report anything that appears suspicious or an activity that requires more investigation to the site manager for appropriate action. The Vice President of Operations will be notified within 24 hours of the discovery to monitor the process.
- If the site manager is unavailable, the associate will report this activity to anyone in the chain of command at any time.
- Suspicious activities can include but are not limited to:
  - Any individual in the production and warehouse areas without an ID Badge.
  - EXCEPTION: Any individual(s) that is in close proximity to the large sliding doors in the warehouse who is delivering inventory. **A Pinnacle employee MUST be observing them from the time they enter the site until their departure from the site.**
  - Any individual attempting to access our building, production, computer/server rooms, or warehouse areas without an ID badge.
  - Anyone with flash drives, MP3 Players, or storage devices in Data Processing or computer/server rooms.
  - Any other activity that feels inappropriate or may, in anyone's opinion, lead to a breach of confidentiality or trust.
- In the event an actual incident of suspicious activity occurs, site management will follow up at an appropriate time in the future to brief company employees on lessons learned from the incident. As a minimum, sites will have reviews of SAR procedures and/or incidents at least once quarterly. This will be documented for internal use.

### Procedure - Granting Access Levels

- Site management issues the minimum level of logical access to each new employee based upon their assigned job duties and responsibilities.
- As new employees are being in-processed, designated site management must complete and sign an Access Request & Authorization Form, which requests that access be granted to specific computer systems commensurate with their assigned duties.
- In addition to the new hire process the request form is used as necessary to reflect changes in job responsibilities that require a different level of access as well as instances of termination.
- Employees sign the form acknowledging that they have received their access. This form is maintained in the employee's file for tracking purposes.
- Employees use issued usernames and established passwords to gain access to approved systems.

## **8. Backup & Recovery**

- a) The Respondent will perform system backups and ensure they provide system redundancy, fault tolerance, and disaster recovery to assure that the printing, folding, inserting, and stuffing functions can be performed regardless of equipment breakdowns or other potential disasters.

PDS Response: Compliant (Please see Disaster Recovery overview below)

- b) The Respondent must have a backup and disaster recovery facility to process OCWS' bills if the main facility becomes inoperable.

PDS currently has three operating facilities: Birmingham AL, Atlanta GA and Phoenix AZ. All three facilities have redundant systems, equipment and procedures.

- c) Facilities must be geographically diverse to protect against regional events.

PDS Response: Compliant

- d) Please list your facilities.

Pinnacle Data Systems L.L.C.  
25 Crestridge Drive  
Suwanee GA 30093

Pinnacle Data Systems L.L.C  
350 Automation Way  
Birmingham Al 35210

Pinnacle Data Systems L.L.C. (formerly DataBill)  
23620 N 26<sup>th</sup> Drive, Ste 2  
Phoenix AZ 85085

- e) Provide a detailed summary of the Respondent's disaster recovery plan.

#### **Disaster Recovery Overview**

Our facilities are fully redundant and act as back up sites to each other. All jobs are able to run at either facility on the same type of equipment with the same certified processes. In fact, for one client, millions of statements a month are run out of Birmingham and Atlanta, keeping both sites "hot" while maintaining business continuity.

A disaster recovery plan is developed for each customer and defines scenarios, escalation procedures and contacts to engage disaster recovery. Once the escalation process is initiated, Pinnacle executives are alerted and placed on standby to engage Pinnacle's business contingency plan for production in our back-up site. Our Birmingham and Atlanta sites act as backup facilities for each other. All jobs are able to run at either facility on similar equipment with similar certified processes. We have 750 kva generators in place at each facility in the event of power failure.

#### **General Team Information**

In the event of a disaster at the data center, operations personnel or security representatives notify the Management Team Leader. In the case the Management Team Leader is unavailable; the alternate Team Leader will be notified. The Management Team then notifies each team leader.

There are several responsibilities that are common to all recovery team leaders:

- Contact their team members and direct them to report to the command center or another designated assembly point.



- Coordinate transportation of team members, data, supplies, and off-site storage items with the Management Team.
- Establish timeframes/work schedules for their team members.
- Instruct each member of the team to keep the Team Leader apprised of current recovery status and ensure that each Team Leader forwards the current recovery status to the Management Team on a timely basis.

### **Critical Information Backups**

Pinnacle Data Systems operates with critical information on a constant basis. This information, primarily from customers, is used continuously and must be backed up on a regular basis. The Director of Information Technology and Manager of Systems Programming are responsible for ensuring that all back-ups occur.

Copies of Critical Information Back-ups are exchanged on the first of each month to ensure geographical separation and easy access to critical information.

### **Declaration of Disaster**

Operations or security personnel notify the Management Team of any emergency situation that might delay production or damage equipment or facility. The reporting personnel will describe the type of emergency situation and their perception of the immediate effects to the Management Team Leader or Alternate. The Management Team will alert the team leaders of either an emergency situation or a Declared Disaster. The team leaders will notify their members for the appropriate action.

Appropriate external emergency personnel will be notified immediately. All Disaster Recover Team members and security personnel have telephone numbers available for fire departments, hazardous materials teams, paramedics, and local hospitals.

### **Site Down**

In the event the Production Facility under goes an emergency situation or Declared Disaster, the Management team would make an immediate assessment and decision on whether or not to move processing to the disaster recovery site. If the decision is made to transfer processing and production, the Data Processing Team will immediately be notified to begin transmission to the alternate facility.

If the emergency situation or Declared Disaster prevents conventional transmission by data circuit, customer data would be requested on magnetic media. If a decision is made to move ongoing work to the disaster recovery site and conventional transmission is not possible, the data on magnetic media is to be sent to the alternate location. The Management Team will notify the receiving facility and direct a representative to secure the data.

Customer personnel would be notified of the situation by either the Management Team or appropriate Customer Services Representative. An agreed-upon long-term processing plan would be enacted based on the severity of the emergency situation and the Management Team's assessment of the recovery. The Management team would continuously monitor the situation and maintain communications with the Data Processing Teams until the situation is resolved or escalated into a long-term situation.

If the emergency situation cannot be resolved within three days, backup resources and support personnel would be transported to the alternative site to provide the capability for continuing operations under the expanded workload. The Management Team would work with the Data Processing Teams to balance the workload based on facility capabilities and the emergency situation.

Upon the conclusion of the emergency situation, the Data Processing Teams will work with each customer to ensure a smooth transition back to normal operation in the home production plant.

### **Additional Disaster Prevention and Recovery Information**

- Power Interruptions - The facility maintains an UPS (uninterrupted power source) intended to protect against momentary power surges and disruptions, and to provide time for an orderly shutdown in case of prolonged power outage.
- Outside Vendor Support - Pinnacle Data Systems maintains a close relationship with outside vendors in case a special need arises.
- Work can be transmitted via leased-line, Internet, or magnetic media.
- Current production programs are maintained at the off site location.
- Security Measures for Data Management and Virus Protection.
- Pinnacle Data Systems LLC integrated IT environment is protected by a state of the art firewall and intrusion management/detection systems.

f) The Respondents will provide routine backup and recovery procedures.

PDS performs routine backup and recovery procedures. We also provide disaster recovery services for other clients. Along with this service, we provide to the clients continual testing of our processes.

g) In the event of a disaster, the Respondents shall immediately notify the OCWS IT Supervisor and provide information about the alternate location to be used for processing OCWS utility bills and of any delay in process start up.

PDS Response: Compliant

## **9. Optional Services**

While the intent of this RFP is to obtain printing and mailing services for OCWS Utility Billing, other services will be considered. Vendors should list optional services available and estimated costs for these services, which are listed in the Bid Sheet. OCWS reserves the right to utilize the selected vendor for these services at a future date, depending on budget. Services may include, but are not limited to the following:

A. Ability to integrate billing and payment options;

PDS has an electronic presentment and bill payment option:

## **EBPP Overview**

### **Email Delivery and Presentment**

The Secure Email Presentment and Payment (SMPP) solution offers an alternative to the “push” e-bill delivery and settlement model. This brandable interface can be customized for PDS clients in a matter of minutes. Plus, other PDS e-delivery options help drive communication via a HTML-based email with a link to website or with an attached PDF version of the mail piece.

### **Electronic Document Presentment**

For electronic document presentment, PDS uses cutting-edge security methodologies and enables PCI compliance. PDS drastically reduces production costs by eliminating the need for consumables, expensive equipment, and postage. PDS allows you to electronically render and present your statements effortlessly with accurate underlays identical to what would be printed and securely via rights based security. On demand, a web page is securely populated with either the data or documents creating a document image secure PNG images that supports mobile or tablet strategy or a PDF.

### **Electronic Bill Presentment and Payment**

PDS supports all categories of e-billing and self-service payment models across both B2C and B2B environments. Our fully-integrated bill pay solution connects seamlessly to trusted bill pay providers, complete with site branding and security that satisfies the most demanding requirements. These sophisticated features let you provide customers with multiple options such as full and partial payments, and future and recurring payments within a single solution complete with an Automated Clearing House (ACH) supported back-end system. Also, your customers can securely self-enroll and safely provide all required account and contact information. This can be done on a fully branded site using state-of-the-art security and data encryption in addition to using active acknowledgement and customer permissions.

#### **EBPP Benefits include:**

- Secure hand-off between e-presentment, bill selection, and payment services.
- Integrated web-based reporting and management dashboard interface provides advanced reporting for CSR activity and payment status and usage.
- Accept payment from American Express, Visa, MasterCard Discover and via ACH.
- ACH payments can be batched and processed daily, while credit and debit card payments are authorized in real-time.
- Seamless integration with online bill pay providers lets end-users select bills they want to pay and schedule payments, all without complex programming and specific customization

### **1. Customer Service Portal**

We understand that Customer Service has one simple goal, to support clients in every way possible. Your customer service reps are the front line of customer support and need as much information as possible at their disposal to answer questions, solve problems

and help ensure customer satisfaction. PDS's flexible, secure and reliable customer service offerings make your CSR's jobs easier by increasing their knowledge of every job in your shop:

- Access to all information about the job.
- Access to the raw data and a PDF of mail piece.
- Information on status of job.

In addition, PDS and our client's customer service departments have web-based access to all information about the job including:

- Account number totals, billing dates, etc.
- A Secure PNG or PDF version of the mail piece.
- A HTML version of the mail piece.

## **2. Secure Archiving:**

More and more clients want around-the-clock access to statements, mail, bills and documents online. Whether documents are being archived for epresentation, customer service, self-service or account retention, PDS provides a way to exceed your client's requirements.

- The web-based searching GUI can quickly locate a specific transaction or mail piece and enable viewing as PNG within HTML or PDF.
- PDS can store the data and provide secure PNG presentment or "on-the-fly" PDF presentment.
- PDS's API supports single sign-on to maintain their individual corporate look and feel.

## **3. Site Branding:**

PDS's simple and powerful branding tools can be implemented for any number of clients. With an unlimited number of pages available and full support for CSS (Cascading Style Sheets), branding is only limited by your design knowledge or imagination. The branding flows through all pages from initial upload, all the way through web presentment and bill pay, to ensure a complete and professional solution. The CSS support makes changing the look and feel simple for anyone with basic HTML knowledge. This lets you offer basic branding to create a fully branded e-delivery site that has the same look and feel as your corporate site. PDS enables you to deliver communications across all media and fully customize the appearance of the delivery method without the need for expensive programming staff.



PDF file will be created from the data files received by PDS. The PDF image (an exact replica of the bill or tax notice) will be uploaded to our electronic presentment product.

## Advantages of eBill/ePAY

- Delivery to multiple distribution channels
  - Web, email, mobile, tablet & e-reader
- Integrated web-based reporting & management dashboard
- Online payment
  - Accept major credit cards and ACH payment

**PINNACLE**  
DATA SYSTEMS

Don Smith  
Manage Account | Sign Out



User Home [View Payment History](#)

User Home

---

Look For:  Which:

Narrow Results:

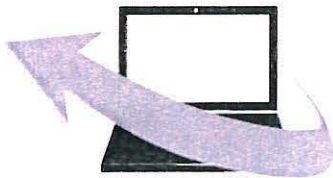
Account	Display Name	Create Date	Balance	Amount Due	DocDate	Pay
✓ 8657422	Don Smith	07/23/2012	102.26	\$102.26	7/23/2012	
✓ 8657422	Don Smith	07/23/2012	102.26	\$102.26	7/23/2012	

Showing 1 to 2 of 2 entries

# Registration - Your Customer's Experience

PDS enables you to deliver communications across all media and fully customize the appearance of the delivery method without the need for expensive programming staff.

Forward from  
your website



Enter URL from  
Statement



Scan QR Code  
On Statement



## Easy & Secure Registration

Home Frequently Asked Questions Help Contact Us

**New User Registration Details**  
Your privacy is important to us. We will not rent or sell your personal information.

FULL NAME:  (as it appears on your statement)

ACCOUNT NUMBER:  (as it appears on your statement)

EMAIL ADDRESS:  (required)

USER NAME:

DISPLAY NAME:

**ENCRYPTED**  
128-bit SSL

**PINNACLE DATA SYSTEMS**  
Home Frequently Asked Questions Help Contact Us

**Thanks for Registering!**  
We have sent an email with instructions to the email address you provided for the registration form.

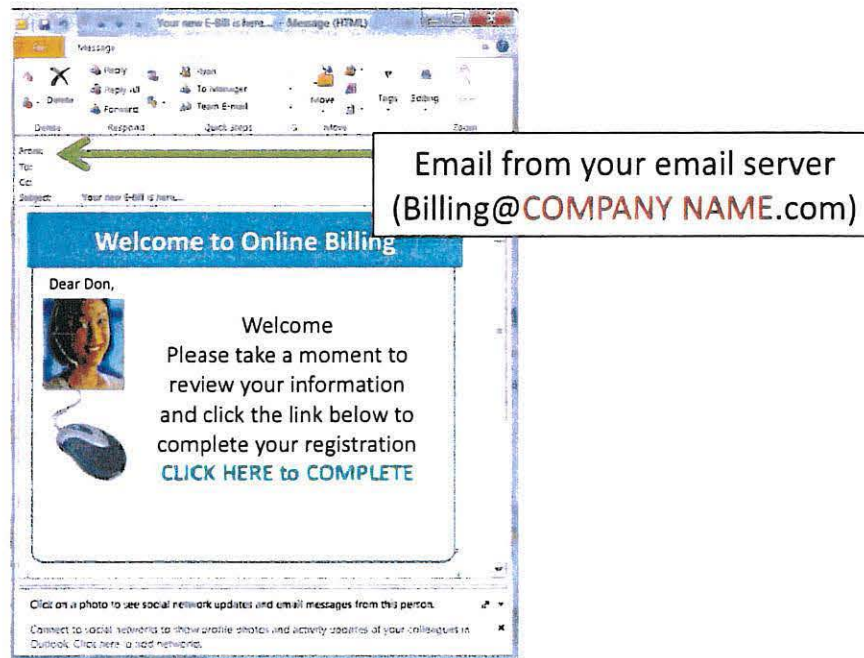
Home About Us Privacy & Security Terms & Conditions

Copyright © 2012 All rights reserved.

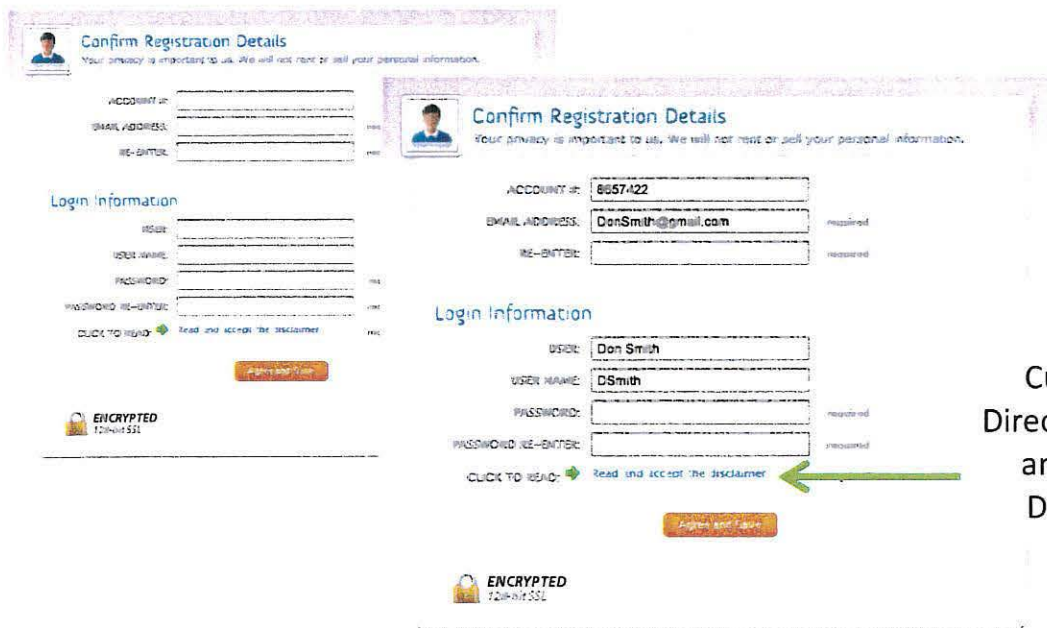
Optional CAPTCHA Functionality

# Sample email to complete registration

Email can be customized with text or graphics

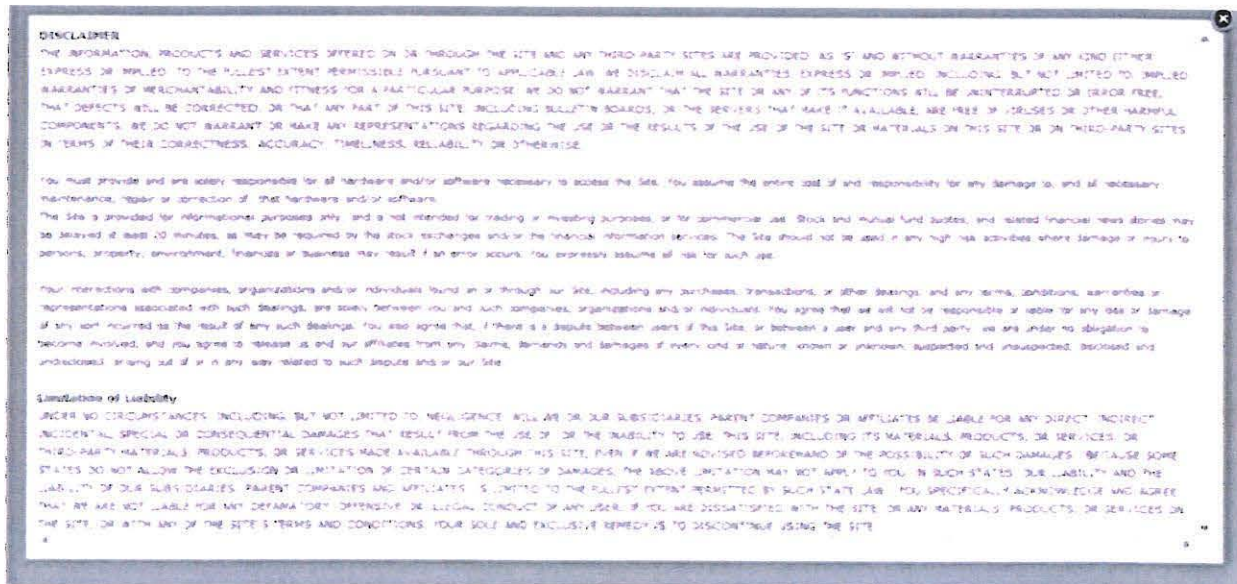


## Email Registration Confirmation



Customers Directed to Read and Accept Disclaimer

# Sample Disclaimer



## Sign-up for eBILL

Do you want to receive paperless bills?

Receiving electronic (paperless) bills is an easy, free, and secure way to access your bills.

Would you like to sign up to receive electronic bills?

YES, Sign Me Up

NO, Don't Ask Again

Ask Me Later



# Customer Taken to Account Summary Page

Account Summary Page Screenshot

Navigation: Favorites Tools Help

Logo: PINNACLE DATA SYSTEMS

User: Don Smith (Manage Account | Sign Out)

User Home | View Payment History

Search: Look For: Account Which: equals [Search] [Filter] [Pay Now]

Narrow Results:

Account	Display Name	Create Date	Balance	Amount Due	DocDate	Pay
✓ 8657422	Don Smith	07/23/2012	102.26	\$102.26	7/23/2012	[Pay]
✓ 8657422	Don Smith	07/23/2012	102.26	\$102.26	7/23/2012	[Pay]

Showing 1 to 2 of 2 entries

# Customer Can Pay Without Viewing the Bill

Account Summary Page Screenshot with Annotations

Navigation: View Favorites Tools Help

Logo: PINNACLE DATA SYSTEMS

User: Don Smith (Manage Account | Sign Out)

User Home | View Payment History

Search: Look For: Account Which: equals [Search] [Filter] [Pay Now] ←

Narrow Results:

Account	Display Name	Create Date	Balance	Amount Due	DocDate	Pay
✓ 8657422	Don Smith	07/23/2012	102.26	\$102.26	7/23/2012	[Pay] ←
✓ 8657422	Don Smith	07/23/2012	102.26	\$102.26	7/23/2012	[Pay] ←

Showing 1 to 2 of 2 entries

Annotations: Green arrows point to the 'Pay Now' button and the 'Pay' icons in the table rows.

# Secure Online View and Options to Save as PDF and Pay Now

**Pinnacle Data Systems**  
Don Smith  
Manage Account | Sign Out

Statements Processing  
Don Smith >> Statements Processing

**PDF** **Pay Now**

**PD S** Pds Water & Power Utility Billing  
350 Automation Way  
Huntsville, AL 35210-1771  
Water & Power

**Your V** for the period  
Account Number: 865742

Account N:  
Service Ad Statement

**Summary of Charges**

Water - 156 Kgals @ 0.60	\$93.60
Tax	\$8.66
<b>Total New Charges</b>	<b>\$102.26</b>
Balance From Last Bill	\$84.41
Payment(s) - Thank You	(\$84.41)
Balance Forward	\$0.00
<b>Total Amount Due by Jan 24, 2012</b>	<b>\$102.26</b>

If we don't receive your payment by Jan 24, 2012, we will apply a Late fee of \$7.50 that will appear on your next bill.

**How to Contact Us**  
Customer Service: Mon-Fri, 7:30 am - 6:30 pm | 1-800-888-8882  
Emergencies & Outages (24 hrs) | 1-800-888-8883  
Learn More @ [www.pinnacledatasystems.com](http://www.pinnacledatasystems.com)

**Your Water Usage for Aug 31, 2012 to Sep 01, 2012**

Meter Number	Previous	Current	Usage	Last Year
785461	20393	20489	156	119

# Secure Online Payment Portal

**Pinnacle Data Systems**  
Don Smith  
Manage Account | Sign Out

Payments  
Don Smith >> Payments

**Make a Payment**  
Your privacy is important to us. We will not rent or sell your personal information.

ACT #	RESP	DOC ID	DOC DATE	AMT DUE	PAY AMT
0657422	Don Smith	2012970	07 23 2012	102.26	102.26
0657422	Don Smith	2012965	07 23 2012	102.26	102.26

**BILLING ADDRESS**

FULL NAME:  required  
 ADDRESS 1:  required  
 ADDRESS 2:  optional  
 CITY:  required  
 STATE:   
 ZIP CODE:   
 PHONE #  optional  
 EMAIL ADDRESS:

**Make Secure Payment**  
After payment authorization delay and process payment

**SUBTOTAL: \$204.32**  
**EASY PAY FEE: \$1.50**  
**TOTAL TO PAY: \$206.02**

PAYMENT TYPE:   
 CARD #:   
 EXPIRE DATE:   
 CVM CODE:   
 SAVE CARD #?:   
 PAY DATE:

**ENCRYPTED** 128-bit SSL

# User Friendly Preference Set-up

Home | Tools | Help

**PINNACLE DATA SYSTEMS**

Don Smith  
Manage Account | Log Out

User Profile Management

Update User Profile Details  
Your services depend on us. We will not rent or sell your personal information.

Update User Profile Details  
Manage our personal details and payment information

Manage Password & Email  
Change your password and update your email address

First Name: Don Smith  
Address 1: [Empty]  
Address 2: [Empty]  
City: [Empty]  
State: Pick State  
Zip Code: [Empty]  
Phone: [Empty]  
Mobile Phone: [Empty]  
Fax: [Empty]  
Twitter ID: [Empty]  
List of Users: [Empty]  
Other Emails: DonSmith@gmail.com  
Payment Type: [Empty]  
Billing Cycle: [Empty]

Check to share: Show on Web, Visit Statements, Send Email, Send Fax

Save | Cancel

# Simple Forgot Password

**PINNACLE DATA SYSTEMS**

Register | About Us | Contact Us

Home | Frequently Asked Questions | Help | Contact Us

Retrieve Your Password  
Your password will reset and a new password will be sent to the address we have on file.

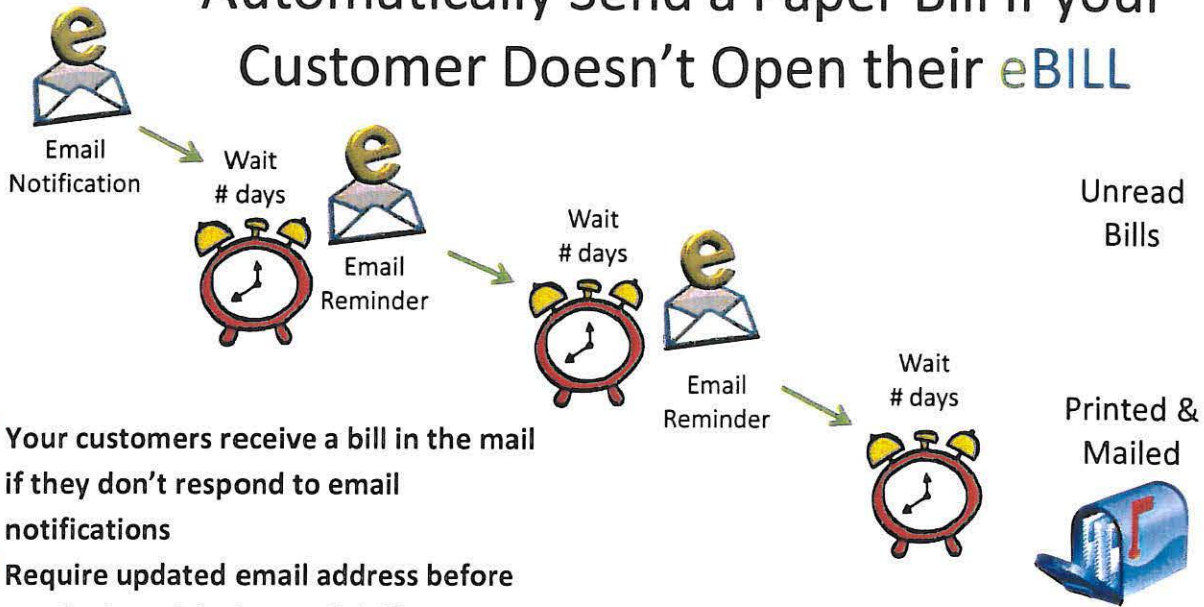
ACCOUNT NUMBER: [Empty] \* This field is required  
EMAIL ADDRESS: [Empty] required  
USERNAME: [Empty] required

Send Request | Cancel

ENCRYPTED 128-bit SSL

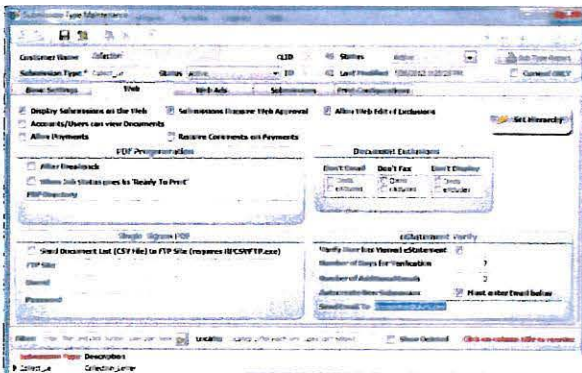
An automatic email with instructions to the email address your customer provided will be sent.

# Automatically Send a Paper Bill if your Customer Doesn't Open their eBILL



- Your customers receive a bill in the mail if they don't respond to email notifications
- Require updated email address before continuing with electronic billing
- Manage Accounts Receivable and DSO

## Easy Automatic Rule Management



eStatement Verify	
Verify User has Viewed eStatement	<input checked="" type="checkbox"/>
Number of Days for Verification	7
Number of Additional Emails	3
Autocreate New Submission	<input checked="" type="checkbox"/> Must enter Email below
Send Email To	Accounting@COMPANYNAME.com

B. Ability to provide paperless billing via e-mail;

PDS will provide paperless billing via e-mail.

C. Ability to provide real-time customer support on billing inquiries;

When it comes to client care, our focus on customer experience and support goes beyond traditional expectations. We partner with our clients from Day 1, designing a plan that fits their distinct needs and allowing for continual collaboration and oversight.

Our Client Services Guiding Principles are:

**Customer Focused:** Customer service excellence is our number one priority and focus.

**Quality:** Provide professional, courteous, timely and accurate service to every customer in a fair, consistent and accessible manner.

**Accountability:** Accountable to each customer and will use feedback to improve our performance

**Efficiency and Effectiveness:** Committed to continuously measure and improve work processes by implementing innovative ideas, applying appropriate technology, training staff to be helpful and knowledgeable and encouraging teamwork.

D. Ability to provide customer notifications of impending disconnections; and

We currently provide our clients with processing and printing of past due, disconnect and final notices. OCWS is not limited to sending only billing statement files to PDS. If the notices are part of the initial setup, there will be no additional charge for implementation. The notice charge will be the same as the price per mailed statement charge on the Bid Sheet.

E. Ability to provide Inserts as follows:

i. Inline Inserts - An automated process is set up to selective print the inserts immediately after each bill is printed.

With our full color capability allows the option of including inline inserts along with billing statements. We can print a full page insert immediately behind each bill.

ii. Offline Inserts – The vendor must accept inserts printed by other vendors, and provide insert printing services as well. Please provide insert specifications. The vendor must agree to receive shipments of inserts and store/warehouse all forms and envelopes used to process OCWS bills.

OCWS may ship inserts to PDS for inserting into billing statements, or OCWS may contact PDS for printing of inserts. We have a full service graphics department responsible for creating and printing inserts. We have the ability to print black and white – full color, offset – gloss paper stock.

## One2One Web Portal

Pinnacle Data Systems One2One is a collaborative marketing solution designed to give organizations the control and convenience they need to get your message out, accurately and on time. One2One is browser-based tool that extends PDS's design environment to business users working from remote locations for the purpose of collaborative content creation. Through Pinnacle Data Systems One2One solution, you can control content, manage campaigns and streamline workflow.

### Specifically:

- Fully Personalable Rules-Based Messages
- Use Your Text and Your Graphics
- Reduce Reoccurring Costs for Changes
- Enhances Current Marketing Campaigns

With One2One you now have the ability to control content placed directly on a document within hours of the document being created. Not only that, but you can create segments based on your data, and target market the message. Workflow can be set up so that approvals are required of management, marketing, legal, and compliance departments prior to the message being applied to the document. For example, you may have a message for a select area or street. Or you could segment a One2One Campaign to individuals who are between the ages of 23-34 who aren't utilizing all of your services. The granularity of the segments is completely up to you!

### Major Points:

- Customer Controlled Messages/Graphics
- Utilize 'White Space' Already on Document
- Easy Workflow for Creation and Approval
- Fast Implementation
- Limitless Rules-Based Campaigns
- Automated Campaign Start and End
- Completely Web-Based

***Please see Exhibit C for a sample of how Alagaco is utilizing this product.***

## 10. BILL REVIEW & APPROVAL

OCWS will provide, via email, a confirmation of transfer of the utility bills to the Respondents. Included in the email will be the number of utility billing statements transferred to the Respondents.

- a) The Respondents shall provide the following information to OCWS to assist in the review:
  - Number of statements produced
  - Number of statements suppressed (if any)
  - Listing of accounts whose billed amount exceeds an amount to be determined by OCWS.

PDS Response: Compliant

## **11. PROJECT COMPLETION & ACCEPTANCE TESTING**

- a) Upon completion of installation and/or training, OCWS and the Respondents shall agree in writing on the acceptance test procedures for the system.
- b) The Respondents shall assist OCWS in developing an acceptance test plan by providing examples of test plans or templates and providing expertise regarding the scenarios to be tested.
- c) The test plan shall contain a process for the actual transmission of data, correction of errors, defects and deficiencies including data migrations and reporting.

PDS will provide the above services. Please see the following overview of implementation procedures:

### **IMPLEMENTATION PROCEDURES**

At the onset of the project, PDS and OCWS will jointly outline the business requirements. The final business requirements include scope, objectives, timing, resource constraints and strategy. Major milestones, which outline key deliverables required to complete the project on time, will be included and signed-off by project stakeholders from both organizations. From the business requirements, final technical requirements will be developed. The business requirements and technical requirements are the basis for a formal project plan, which includes tasks, duration, target dates, actual dates and associated resources. All of these documents are created quickly and collaboratively.

Project team meetings are conducted as needed to monitor/review status and discuss issues. Adjustments to the plan are made as necessary and with the appropriate approval level. Once the project plan and the business requirements have been approved by PDS and the client, all steps will have the client's and PDS sign-off to consider the project, task or portion thereof approved and completed. PDS will designate Project Leaders who will be responsible for sign-off on the approved project plan, and business requirements. Any sign-off or acceptance that the Project Leader is not at liberty to approve will be escalated to their superior. This process begins when the project team nucleus is defined and a kick off meeting is scheduled.

PDS prides itself on developing custom solutions to meet specific client needs. The Business Development and Technical Development staff, approach each client implementation from a standardized foundation approach, which allows great flexibility as new client requirements are identified, or new technologies emerge.

The design of the initial solution becomes a building block for future enhancements. It allows PDS to receive the same data or print stream and migrate it to multiple data streams for alternate delivery options.

## Testing Methodology

An end-to-end test would be conducted with you as the final acceptance test. Our production centers employ parallel production and testing environments. The production and testing environments mirror each other and are redundant. Source Code Management software and policies are used to monitor changes to programs, requiring programmers to log-out and log-in application code for change management, security, unit testing, regression testing and acceptance testing. Application development is performed in the redundant, isolated test environment and, therefore, cannot affect production.

## Project Management

Typically, PDS' clients will assign a Project Manager who will serve as a focal point for channeling all information and scheduling to PDS' project manager. If the planning phase of the project is able to gather accurate and detailed information prior to launch of the project, the client's designated manager is often able to maintain their normal duties in addition to the implementation project.

The PDS' team identifies the requirements necessary for successful project completion (Scope of Work) and calls upon the various functional areas of PDS to provide pre and post sales support.

**Following find a sample project plan. Dates and deliverables vary with each client implementation. The below is designed to represent deliverables required by the client and PDS.**

	Description of Deliverable	Days	Start	Est. End	Resource
1	Overall Project	68	11/15/2012	1/22/2013	
2	Receive signed contract	1	11/15/2012	11/15/2012	
3	Initial Call w/Customer	1	11/15/2012	11/16/2012	Both
4	Receive Test Data/ Layouts	3	11/19/2012	11/22/2012	Client
5	Obtain Graphic Resources - Logos	3	11/19/2012	11/22/2012	Client
6	Produce mockup of bill design	3	11/20/2012	11/23/2012	Pinnacle
7	Obtain customer approval of mockup	3	11/23/2012	11/26/2012	Client
8	Map data elements to document	3	11/26/2012	11/29/2012	Pinnacle
9	Apply dynamic rules to mapping	1	11/29/2012	11/30/2012	Pinnacle
10	Set up customer account in system databases	2	11/30/2012	12/2/2012	Pinnacle
11	Produce programming specifications for Developer	7	11/30/2012	12/7/2012	Pinnacle
12	Special Handling Requirements	1	12/10/2012	12/11/2012	Client
13	Balancing Procedures	1	12/11/2012	12/12/2012	Both
14	Business Rules & Exception Processing	1	12/12/2012	12/13/2012	Client
15	PDF or other Imaging Requirements	1	12/13/2012	12/14/2012	Both
16	Begin programming development	5	12/14/2012	12/19/2012	Pinnacle



17	Connectivity	3	11/30/2012	12/3/2012	Pinnacle
18	Create FTP folder and logon credentials	2	11/30/2012	12/2/2012	Pinnacle
19	Test FTP data receipt	1	12/2/2012	12/3/2012	Both
20	Initial Samples	15	12/19/2012	1/3/2013	Pinnacle
21	Deliver Initial Samples	1	1/3/2013	1/4/2013	Pinnacle
22	Customer Feedback	1	1/4/2013	1/5/2013	Client
23	Program Changes	3	1/5/2013	1/8/2013	Pinnacle
24	Deliver Corrected Samples	1	1/8/2013	1/9/2013	Pinnacle
25	Customer Feedback	1	1/9/2013	1/10/2013	Client
26	Program Changes	2	1/10/2013	1/12/2013	Pinnacle
27	Final Samples	1	1/12/2013	1/13/2013	Pinnacle
28	Approval of Final Samples	1	1/13/2013	1/14/2013	Client
29	Test PDF image delivery	1	1/14/2013	1/15/2013	Both
30	Obtain 60 days prepaid postage from customer	1	1/15/2013	1/16/2013	Client
31	Internal Billing Test	1	1/16/2013	1/17/2013	Pinnacle
32	Billing Acceptance	1	1/17/2013	1/18/2013	Pinnacle
33	Operations & Letter Shop Planning & Coordination	1	1/18/2013	1/19/2013	Pinnacle
34	Conduct end-to-end test	1	1/19/2013	1/20/2013	Pinnacle
35	QA review of end-to-end test	1	1/20/2013	1/21/2013	Pinnacle
36	Print Ops signoff	1	1/21/2013	1/22/2013	Pinnacle
37	Lettershop signoff	1	1/21/2013	1/22/2013	Pinnacle
38	Setup Mailing Notification E-mails	1	1/20/2013	1/21/2013	Both
39	Final Testing & Signoff	1	1/21/2013	1/22/2013	Pinnacle

## Support Team

### **Bonnie Curry, Sales Executive (primary contact)**

[Bonnie.Curry@pinnacledatasystems.com](mailto:Bonnie.Curry@pinnacledatasystems.com) (205) 307-6853

Responsible for managing the sales process. Pinnacle Data Systems acquired SunGard Mailing Services in November 2008. Bonnie was an employee of SunGard Mailing Services for 19 years working managing the graphics department. Her positions have included Forms Design Specialist, Graphics Designer and currently Sales Executive. She also manages Pinnacle Data Systems Graphics Department. The Graphics Department is instrumental in the designing of statements and other products for insertion into statement billing.

### **Mitch Anderson, Vice President of Business Development (secondary contact)**

[Mitch.Anderson@pinnacledatasystems.com](mailto:Mitch.Anderson@pinnacledatasystems.com) (205) 307-6879

As head of Business Development, Mitch is responsible for the design and delivery of the Pinnacle customer experience. He brings over 16 years of service oriented business communication experience where he has developed successful customer support strategies and processes through his understanding of operational functionality and customers requirements.

Before joining Pinnacle in 2006, Mitch led teams in Operations, Customer Service, Programming and Informational Technology for Regulus. Mitch has also been appointed to the Birmingham PCC. This appointment provides an enhanced connection directly to the United States Postal Service (USPS) which further enables Pinnacle Data Systems to better inform/consult our customers as well as influence Pinnacle's new products and services. Education: BS in Business Administration.

**Gerald Harper, Client Services Manager**

[Gerald.Harper@pinnacledatasystems.com](mailto:Gerald.Harper@pinnacledatasystems.com) (205) 307-6822

Gerald has over 40 years of Information Technology experience with the last 11 focused on document composition and delivery. He began his career at SunGard Mailing Services as a contractor and quickly joined the company full time as a Programming Supervisor. Gerald moved up the ladder becoming the Systems and Programming Manager. Pinnacle Data Systems acquired SunGard Mailing Services in November of 2008. Gerald maintained his position as Systems Programming Manager until September 2009. He then became Manager of Legacy Systems. June 2011, Gerald moved to our Project Management team.

He has a Bachelor's degree in Business Administration and is a Six Sigma Green Belt. Gerald continues his education with document delivery industry specific courses and most recently was certified as a Mail Piece Quality Control Analyst by the United States Postal Service. Throughout his career, he has demonstrated exceptional adaptability, teamwork, leadership and organizational skills that make him a key member of the Pinnacle Data Systems team.

**The project specific manager(s) will be assigned based on availability and current projects under management. The project manager is the owner of the project (100% participation)**

**Mike Gafford, Implementations Project Manager**

[Mike.Gafford@pinnacledatasystems.com](mailto:Mike.Gafford@pinnacledatasystems.com) (205) 307-6714

Mike joined SunGard in January of 2005 as a Project Manager. He has over 24 years experience in project management and information technology in the Telecommunications industry. Education: BS in Business Administration.

**Mike Young, Implementations Project Manager**

[Mike.Young@pinnacledatasystems.com](mailto:Mike.Young@pinnacledatasystems.com) (205) 307-6712

Mike started with SunGard in 2004. Prior to coming to SunGard, he worked 16 years as a Project Manager and System Manager on regional and national projects for BellSouth Telecommunications and Telcordia Technologies. In addition, Mike worked for internal printing and mailing services for BellSouth Telecommunications between 1976 and 1986. Education: B.S. degree in Materials Engineering.

**Steve Martin, Implementation Projects Manager**

[Steve.Martin@pinnacledatasystems.com](mailto:Steve.Martin@pinnacledatasystems.com) (205) 307-6835

In his 23 years in the industry, he has held positions in Customer Support, Programming and Technical Quality Assurance, and managing customer implementation projects. He is completely familiar with all internal systems and has been involved with the development

with many of our Quality Assurance testing procedures. His responsibilities include: data analysis, assisting in document design and formulating programming specifications.

**Gus Cerice, Director of Applications Programming**

[Gus.Cerice@pinnacledatasystems.com](mailto:Gus.Cerice@pinnacledatasystems.com) 205-307-6731

Gus joined Pinnacle's IT Department, 19 December 2011. Gus is be responsible for the Applications Programming Team. Gus will maximize group productivity through continual process improvement, and the development and implementation of best of breed software delivery methodologies. This will include close cooperation with all departments within Pinnacle, in order to continually improve our client's experience, from the signing of a new contract through full production.

During Gus's career he has held a well-blended mix of both technical and leadership positions, building a solid reputation as a respected leader, with a keen ability to translate vision into reality. In his most recent position, as the Director of Product Development at MEDSEEK, he led the development of their newest product offering, the Patient Portal. This portal facilitated the interaction between patient and caregiver by allowing the patient to schedule appointments, submit follow up questions to their physicians, pay bills, and access their entire medical history.

Previous to MEDSEEK, Gus served as the Development Manager for SourceMedical, which was originally a division of Health South. During his time there he led the development of their new flagship product SourceRad a Radiological Information System. Gus holds a Bachelor of Science Degree, in Computer Science, from the University of Alabama at Birmingham.

**Ray Cargo, Birmingham Site Manager**

[Ray.Cargo@pinnacledatasystems.com](mailto:Ray.Cargo@pinnacledatasystems.com) (205) 307-6839

Responsible for managing implementation of new customers, client services and operations. With over two decades in the print and mail industry, Ray has worked for such companies as Southern Micrographics, Accudocs, Regulus, SunGard Mailing Services and Total Billings, performing duties from an operator level up through site manager. Throughout his career he has demonstrated exceptional adaptability, teamwork, and leadership, and it is these traits that greatly benefit Pinnacle Data Systems.

**12. SUPPORT & SERVICE**

The Respondents shall provide the following:

- a) A single point of contact within the Respondent's firm to handle support issues dealing with billing services provided.

PDS Response: Compliant

- b) Reference documentation for the billing services provided.

## REFERENCES

### **Emerald Coast Utility Authority (SunGard)**

9255 Sturdavant Street, Pensacola FL 32514

Susan Ragland (850) 969-6541 - [sragland@ecua.org](mailto:sragland@ecua.org)

Client Since 2010 – 165,000 full color bills processed and mailed per month

### **Okaloosa Gas District**

PO Box 548, Valparaiso FL 32580

Jeremy Maines (850) 729-4833 - [jeremymaines@okaloosagas.com](mailto:jeremymaines@okaloosagas.com)

Client since 2012 – 34,000 full color bills processed and mailed per month

### **City of Casselberry (SunGard)**

95 Triplet Drive, Casselberry, FL 32708

Bill Solomonik 407-262-7700 ext. 1114 – [bsolomonik@casselberry.org](mailto:bsolomonik@casselberry.org)

Client Since 2010 – 18,000 bills processed and mailed per month

### **City of Titusville (SunGard)**

555 S. Washington Ave, Titusville, FL 32781

Carrie Beatty - 321-383-5789 - [carrie.beatty@titusville.com](mailto:carrie.beatty@titusville.com)

Client Since 2012 – 20,000 full color bills processed and mailed per month

### **City of Traverse City (SunGard)**

400 Boardman Avenue Traverse City, MI 49684

Karla A. Myers-Beman - 231-922-4437 - [kmyersbe@traversecitymi.gov](mailto:kmyersbe@traversecitymi.gov)

Client Since 2011 – 23,000 bills processed and mailed per month

### **City of Leesburg (SunGard)**

501 W. Meadow, Leesburg FL 34748

Lori Beach (352)728-9821 - [lori.beach@leesburgflorida.gov](mailto:lori.beach@leesburgflorida.gov)

Client Since 2003 – 24,000 bills processed and mailed per month

### **Alagasco**

605 Richard Arrington Jr. Blvd. N. Birmingham, 35203

David Keys (205) 326-1705 [dave.keys@energen.com](mailto:dave.keys@energen.com)

Client Since 2007 – process and mails 320,000 full color bills per month

- c) Training (if needed) of OCWS staff required for the implementation of the billing services provided.

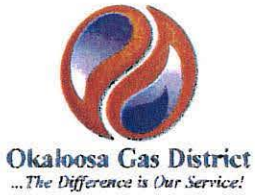
PDS will supply necessary training if require.

### **13. INFORMATION DISCLOSURE**

The Respondent and the Respondent's employees shall not disclose any information regarding customers of OCWS in the course of providing services, access, or make use of such information except in the course of or for the purpose of providing the services described in the Scope of Work without the prior written consent of OCWS.

To maintain our SSAE16 SOC II audit and certification we must carefully handle sensitive customer data. PDS runs background checks on all employees. Damaged bills are shredded. We are not allowed to store data files. PDS does not share client's customer information.

# Exhibit A (Okaloosa Gas District)

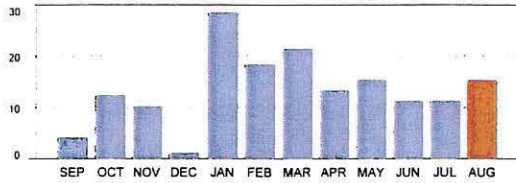


Visit us online:  
www.okaloosagas.com



Office Hours: 8 am - 5 pm  
Customer Service: (850) 729-4700

## Your Monthly Usage (in Therms)



### Usage Comparisons

	Days of Service	Total Usage
Current	28	15.23
Previous	34	11.15
Same as Last Yr.	28	1.02

Your total usage for the past 12 months was 161  
Average monthly usage for the past 12 months was 13

### SPECIAL MESSAGE

Okaloosa Gas wants to thank you for being a valued customer and allowing us to serve you.

\*\*\*Please consider natural gas in your future endeavors!\*\*\*

Say YES to Natural Gas Tank Water Heating! \$600 INSTALLED! Call Okaloosa Gas for more details 729-4700.

Effective September 1, Cost of Gas will increase from .3850 to .4250 therms  
Go to our rate calculator and see the difference:  
okaloosagas.com/about-us/rate-information/rate-calculator/

## Account STATEMENT FINAL BILL BANK DRAFT

### ACCOUNT INFORMATION

ACCOUNT# [REDACTED] CYCLE-ROUTE: 51-01  
SERVICE ADDRESS: 27 OLD FERRY RD  
BILL DATE: 08/14/13  
DUE DATE: 09/09/13

### CURRENT METER INFORMATION

Type	Service Period	Days	Meter Number
GS	7/15/13 8/12/13	28	[REDACTED]

Meter Readings	Calculations
Present 5922	Consumption 15
Previous 5907	Meter Mult x 1.0000
Consumption 15	Adj Cons x 15.0000
	BTU factor x 1.0154
	Bill Therms 15.2310

### ACCOUNT ACTIVITY

LAST BILL 21.98  
TOTAL PAID SINCE LAST BILL -21.98  
BALANCE FORWARD 0.00

### NEW CHARGES

CUSTOMER CHARGE 11.64  
COST OF GAS .3850 EA 5.86  
DISTRIB CHG .4580 EA 6.98  
COMPLIANCE .0844 EA 1.29  
TOTAL CURRENT CHARGES 25.77

### ACCOUNT BALANCE

CURRENT CHARGES 25.77  
TOTAL TO BE BANK DRAFTED ON 09/06/13 25.77

**TOTAL OF BILL WHICH YOU MUST PAY 25.77**

PLEASE DETACH AND RETURN BOTTOM PORTION IF PAYING BY MAIL. DO NOT STAPLE OR FOLD. WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK.  
**BANK DRAFT - DO NOT PAY - PLEASE RETAIN THIS STUB FOR YOUR RECORDS**



Okaloosa Gas District  
P.O. Box 548  
Valparaiso, FL 32580-0548

### REMITTANCE INFORMATION

ACCOUNT NUMBER [REDACTED]  
DUE DATE 09/09/13  
TOTAL AMOUNT DUE 25.77  
**FINAL BILL**

**AMOUNT ENCLOSED | BANK DRAFT - DO NOT PAY**

10Z 2713169 00 00000001 00000001 I-1  
| . . . . . |

11 SP 0.460



| . . . . . |  
Okaloosa Gas District  
P.O. Box 548  
Valparaiso, FL 32580-0548

00024210500005072&00000002577





**\$45 OKALOOSA GAS GENERATOR CHECK-UP**

**IS YOUR GENERATOR FUNCTIONAL AND READY FOR A STORM?**

Okaloosa Gas will start your generator to ensure the battery is fully charged, check the gas piping and gas regulators for proper sizing and functionality, check the oil and coolant levels of the unit for accuracy, and verify that all filters are clean and belts intact.

**CALL 729-4700 FOR AN APPOINTMENT - OFFER ENDS 8/31/2013**

All repairs will be at an additional charge. Okaloosa Gas will make necessary repairs pertaining to natural gas. All other repairs will be referred to an Okaloosa Gas Generator Partner.




**\$25 OKALOOSA GAS SENIOR GAS INSPECTION**

**IT IS TIME FOR YOU TO HAVE YOUR GAS APPLIANCES INSPECTED**

Okaloosa Gas will perform an inspection on ALL of your gas equipment to make sure it is functioning properly and safely. This inspection, regularly \$55, is being offered at a special discounted rate of \$25 to customers 65 years of age and older ONLY.

**CALL 729-4700 FOR AN APPOINTMENT - OFFER ENDS 8/31, 2013**

## We make it easy for you to pay your natural gas bill!

Payment Method	How	Where	Processing Time
Easy Pay (Bank Draft)	Authorize your financial institution to pay your bill automatically. A checking or savings account is required.	Enroll for Easy Pay by completing and returning the coupon below. You can also sign up on-line at OkaloosaGas.com, or visit one of our offices.	Payments are drafted one business day prior to your due date.
Cash, Check or Money Order	If you pay by mail, please include your payment coupon.	PO Box 548, Valparaiso, FL 32580	Depending upon the time of receipt, either same day, or next day processing.
	If you use one of our offices, or the drop boxes located at our offices, please include your payment coupon. (If you are paying in cash, please go into one of our offices - do not leave in the drop box).	364 Valparaiso Parkway, Valparaiso, FL 32580 20 NW Hughes St., Ft Walton Beach, FL 32548 101 S. Main St., Crestview, FL 32536. Closed for lunch 1-2PM Regional Utilities Building, 4432 E. US Hwy 98, Santa Rosa Beach, FL 32549 M-F 8-4:30	
	Complete a Moneygram Express Payment Service form. Use Receive Code 7268, and enter your Okaloosa Gas account number.	In addition to our offices, you may also pay at: Walmart, CVS Pharmacy or any Moneygram location!	
E-Check or 	Phone	(850)729-4700, Option 2. 24 hours / day, 7 days / week.	Same day processing.
	On-line	OkaloosaGas.com	Same day processing.

### Understanding Your Natural Gas Bill:

**Customer charge** - contributes to the fixed costs required to maintain a gas system capable of serving the demands of our customers.

**Late fees** - are assessed when payment is not received by the due date listed on your bill.

**Deposits** - are required for new customers, and customers with a history of overdue payments.

For a detailed breakdown of these and other charges, please go to our website at OkaloosaGas.com, or call us at (850) 729-4700. If you have made a payment, and your service has been disconnected, please call us at (850) 729-4700.

### Easy Pay (Bank Draft)

I (we) hereby authorize Okaloosa Gas District, as my agent, to automatically debit the bank account listed below for payment of all gas bills issued. I understand it is my responsibility to notify Okaloosa Gas District, in writing, if I change banks or account numbers by mailing in a voided check.

Name: \_\_\_\_\_ Bank Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Bank Account # \_\_\_\_\_ Account Type: Checking \_\_\_ Savings \_\_\_ Other \_\_\_

Okaloosa Gas Account # \_\_\_\_\_ Service Address: \_\_\_\_\_

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

**NOTE:** Please include a voided check for the bank account listed above. You may also complete this application online at [www.okaloosagas.com](http://www.okaloosagas.com).

**PLEASE UPDATE YOUR E-MAIL AND PHONE NUMBER CHANGES HERE:**

\_\_\_\_\_  
New E-Mail Address

\_\_\_\_\_  
Day Phone (including area code)

\_\_\_\_\_  
Evening Phone (including area code)







**\$45 OKALOOSA GAS GENERATOR CHECK-UP**

**IS YOUR GENERATOR FUNCTIONAL AND READY FOR A STORM?**

Okaloosa Gas will start your generator to ensure the battery is fully charged, check the gas piping and gas regulators for proper sizing and functionality, check the oil and coolant levels of the unit for accuracy, and verify that all filters are clean and belts intact.

**CALL 729-4700 FOR AN APPOINTMENT - OFFER ENDS 8/31/2013**

All repairs will be at an additional charge. Okaloosa Gas will make necessary repairs pertaining to natural gas. All other repairs will be referred to an Okaloosa Gas Generator Partner.




**\$25 OKALOOSA GAS SENIOR GAS INSPECTION**

**IT IS TIME FOR YOU TO HAVE YOUR GAS APPLIANCES INSPECTED**

Okaloosa Gas will perform an inspection on ALL of your gas equipment to make sure it is functioning properly and safely. This inspection, regularly \$55, is being offered at a special discounted rate of \$25 to customers 65 years of age and older ONLY.

**CALL 729-4700 FOR AN APPOINTMENT - OFFER ENDS 8/31/2013**

## We make it easy for you to pay your natural gas bill!

Payment Method	How	Where	Processing Time
Easy Pay (Bank Draft)	Authorize your financial institution to pay your bill automatically. A checking or savings account is required.	Enroll for Easy Pay by completing and returning the coupon below. You can also sign up on-line at OkaloosaGas.com, or visit one of our offices.	Payments are drafted one business day prior to your due date.
Cash, Check or Money Order	If you pay by mail, please include your payment coupon.	PO Box 548, Valparaiso, FL 32580	Depending upon the time of receipt, either same day, or next day processing.
	If you use one of our offices, or the drop boxes located at our offices, please include your payment coupon. (If you are paying in cash, please go into one of our offices - do not leave in the drop box).	364 Valparaiso Parkway, Valparaiso, FL 32580 20 NW Hughes St., Ft Walton Beach, FL 32548 101 S. Main St., Crestview, FL 32536. Closed for lunch 1-2PM Regional Utilities Building, 4432 E. US Hwy 98, Santa Rosa Beach, FL 32549 M-F 8-4:30	
	Complete a Moneygram Express Payment Service form. Use Receive Code 7268, and enter your Okaloosa Gas account number.	In addition to our offices, you may also pay at: Walmart, CVS Pharmacy or any Moneygram location!	
E-Check or 	Phone	(850)729-4700, Option 2. 24 hours / day, 7 days / week.	Same day processing.
	On-line	OkaloosaGas.com	Same day processing.

### Understanding Your Natural Gas Bill:

**Customer charge** - contributes to the fixed costs required to maintain a gas system capable of serving the demands of our customers.

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For a detailed breakdown of these and other charges, please go to our website at OkaloosaGas.com, or call us at (850) 729-4700. If you have made a payment, and your service has been disconnected, please call us at (850) 729-4700.

### Easy Pay (Bank Draft)

I (we) hereby authorize Okaloosa Gas District, as my agent, to automatically debit the bank account listed below for payment of all gas bills issued. I understand it is my responsibility to notify Okaloosa Gas District, in writing, if I change banks or account numbers by mailing in a voided check.

Name: \_\_\_\_\_ Bank Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Bank Account # \_\_\_\_\_ Account Type: Checking \_\_\_ Savings \_\_\_ Other \_\_\_

Okaloosa Gas Account # \_\_\_\_\_ Service Address: \_\_\_\_\_

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

**NOTE:** Please include a voided check for the bank account listed above. You may also complete this application online at [www.okaloosagas.com](http://www.okaloosagas.com).  
**PLEASE UPDATE YOUR E-MAIL AND PHONE NUMBER CHANGES HERE:**

\_\_\_\_\_  
New E-Mail Address

\_\_\_\_\_  
Day Phone (including area code)

\_\_\_\_\_  
Evening Phone (including area code)

**Exhibit B (City of Titusville)**

City of Titusville  
 P.o.Box2807  
 Titusville,FL32781-2807  
**Invoice for Water/Sewer/Solid Waste Services**



Office Hours: 8a.m. to 5p.m.  
 City of Titusville City Hall  
 555 South Washington Ave.

Phone: (321) 383-5791, Fax: (321) 383-5848  
 Website: www.Titusville.com  
 After Hours Water Emergencies: (321) 383-5657

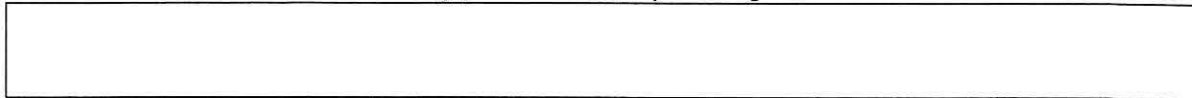
Customer Name:  
 Service Address:  
 Bill Date: 12/28/11  
 Dates of Service: 11/18/11 12/16/11

Account Number: .  
 Cycle/Route: 94-42  
 DUE DATE: 01/17/12

Services	Total Amount	Readings	Consumption
<b>Water Services</b>			
Fire Hydrant Services	\$ .93	Meter # 81455317	
Water Fixed Monthly	\$ 7.83	Current= 248	gallons 2
Water Usage Charge	\$ 5.44	Previous= 246	
Total Water	\$13.27		
Water Surcharge	\$ 1.33		

Total Current Charges \$15.53  
 \*\*Balance Forward\*\* \$ 4.40  
 Total Amount Due \$19.93

To avoid late charges, current charges must be paid by due date. Past due amounts are due immediately.  
 If payment has been made, please disregard.



**ENCLOSE CHECK & PAYMENT STUB IN ENVELOPE PROVIDED**

Make Check Payable to: City of Titusville  
 See reverse of this statement for billing and payment information.

Account Number:  
 Service Address:

Bill Date: 12/28/11  
 Due Date: 01/17/12

Total Due: \$19.93

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Exhibit C (Alagasco )

**We're the good heat.**

**Alagasco**  
AN ENERGY COMPANY  
Office Hours 9:30am-4:30pm  
Emergencies and Inquiries: 1-800-292-4008 • 205-326-0200  
www.alagasco.com

**Customer Name:**  
John Q Sample  
Mary S Anderson

**Service Address:**  
1234 Grand Drive NE  
Montgomery, AL 36117-0040

**Account Number:**  
038520750772

**Amount Due:**  
**\$100.00**

**Due Upon Receipt**  
Delinquent after March 11, 2012

Current Gas Charges  
State Utility Tax  
Total Amount Due

Type Bill	Regular	1726 - 2723	1726 - 2722	1726 - 2722	1726 - 2722
Rate	Standard	78	78	78	78
Service Period		BA5774	BA5775	BA5776	BA5777
Number of Days		4039	4039	4039	4039
Mean Meter Reading		4156	4256	4356	4456
Previous Meter Reading		137	137	137	137
Present Meter Reading					
100% of Cubic Feet Used					

**Thank you for your last payment:**  
\$24.35 on 02/19/12

**Easier ways to pay!**

**We have REBATES!**

Average Monthly Billing (AMB)	210.00
Previous AMB Balance	170.49
Add Current Gas Charge	100.00
Subtract Cur. AMB from Due	270.49
AMB Balance After Payment	

**Ways to Save**  
Add weather stripping around doors and windows, and you'll help keep the heat in your home when it's blowing. That way you can save money for that vacation you have always wanted.

**Occupant Notice**  
We do not have a contract for gas service for this location. Please contact our business office to establish gas service in your name. If we do not hear from you by the delinquent date, service will be discontinued.

**Reminder Notice**  
Please note that your bill includes a past due amount. If payment has been made, please enclose this reminder.

**Meter Estimation**  
Your meter has been estimated more than two consecutive billing periods.

Please return this portion with your payment. When paying in person, please bring this entire bill with you.

**Account Number:** 038520750772

**Delinquent Date:** March 11, 2012

**Amount Due:** 100.00

Alagasco  
PO. Box 2224  
Birmingham, AL 35244-0022

000020000079295960000652402

John Q Sample  
1234 Grand Drive NE  
Montgomery, AL 36117-0040

Alagasco has chosen this area of the bill for dynamic messages



With our One2One online portal, your designated representative(s) can manage the message placed on a document.

Alagasco has the ability to change the messages as often as they like. Selective messages can be setup along with specific campaigns. Changes go into effect immediately.

**When it's 30 degrees outside... We're the good heat.**



When the weather outside is frightful, that doesn't mean the temperature inside your home has to be. When your family's warmer, it's only because natural gas is the best choice. Natural gas furnaces heat your home faster and deliver heat up to 25 degrees warmer than an electric heat pump.

If that's not enough, you could save up to \$1,200 a year in operating costs by switching to a natural gas furnace. Don't see what you see. Go with the good heat to goodness, like.

For more information about natural gas furnaces, visit [Alagasco.com](http://Alagasco.com) or call (800) 292-4010 and ask about our rebates.

**5 Easy Ways to Pay**

Alagasco strives to make the payment process easy for everyone. Whether you prefer to pay all of your bills online or on mail, we have a convenient payment option for you.

**Paperless Billing:** Each month, we'll notify you so you'll know when our bill is ready. Then you can log in at [MyAccount.alagasco.com](http://MyAccount.alagasco.com) and make a payment. Through only Alagasco, you can pay with Discover, Visa, MasterCard, debit card or a bank account.

**AutoPay:** With AutoPay, you can automatically pay your gas bill every month without the chore of writing a check and making your payments on the calendar date. On the delinquent date of the bill, the amount due will automatically be deducted from your bank account or charged to your credit card. To set up, go to [MyAccount.alagasco.com](http://MyAccount.alagasco.com).

**By Mail:** Send payment to Alagasco, P. O. Box 2224, Birmingham, AL 35202-0222. For your convenience, an individual return envelope is included with your paper bill.

**Payment Agent:** Pay your bill at an authorized payment agent, such as a local grocery store or merchant near you. Some payment agents have extended business hours. There is a minimal fee for each payment transaction. Alagasco reserves the option of the fee to void an authorized payment agent in your area. Visit [PayAgent.alagasco.com](http://PayAgent.alagasco.com).

**Pay by Phone:** Call 1-800-292-4010 to make a payment by phone. You can pay with Discover, Visa, MasterCard, debit card or a bank account.

For more information about Alagasco's payment options, visit [PaymentMethodsSimple.alagasco.com](http://PaymentMethodsSimple.alagasco.com).

Alagasco utilizes the back of the bill

# Exhibit D (OCWS Samples)



**Okaloosa County Water & Sewer**  
 1804 Lewis Turner Blvd Ste 300  
 Fort Walton Beach FL 32547



Visit us online: [www.okaloosaws.com](http://www.okaloosaws.com)

**GO PAPERLESS-SIGN UP FOR E-NOTIFICATION**



Office Hours: 8 am- 5pm  
 Customer Service: (850) 651-7171  
 Pay by Phone: (850) 651-7171  
 Emergency After Hours: (850) 651-7174

LEND A HAND IS A VOLUNTARY CONTRIBUTION PROGRAM. IT ALLOWS OUR CUSTOMERS TO HELP THOSE WHO MAY NEED ASSISTANCE PAYING OCWS UTILITY BILLS. FOR INFORMATION CALL CUSTOMER SERVICE AT (850) 651-7171.

### ACCOUNT INFORMATION

**ACCOUNT:** 012345-67890  
**SERVICE ADDRESS:** 1100 SOUTH MAIN STREET  
**CYCLE-ROUTE:** 02-06  
**STATEMENT DATE:** 04/11/14  
**CURRENT CHARGES DUE DATE:** 05/01/14

### SPECIAL MESSAGE

FOR WATER CONSERVATION IDEAS VISIT OUR WEBSITE [WWW.CO.OKALOOSA.FL.US/DEPT\\_WS\\_CONSERVE.HTML](http://WWW.CO.OKALOOSA.FL.US/DEPT_WS_CONSERVE.HTML)

TO REVIEW AND PAY YOUR BILL ONLINE VISIT OUR WEBSITE AT [WWW.OKALOOSAWS.COM](http://WWW.OKALOOSAWS.COM)

INTERESTED IN PAPERLESS SERVICES CONTACT US. YOU CAN STOP RECEIVING PAPER BILLS BY SIGNING UP FOR E-NOTIFICATION.

WASTE MANAGEMENT (850) 301-2822

## Account STATEMENT

### ACCOUNT ACTIVITY

LAST STATEMENT	49.09
TOTAL PAID SINCE LAST STATEMENT	.00
ADJUSTMENTS	49.12 -
BALANCE FORWARD	.03 -

### NEW CHARGES

LANDFILL	1.74
REFUSE	2.60
WATER	2.21
DEPOSIT REFUSE	50.00 -
RECYCLE	.56
SEWER	5.14
SERVICE CHARGE	30.00

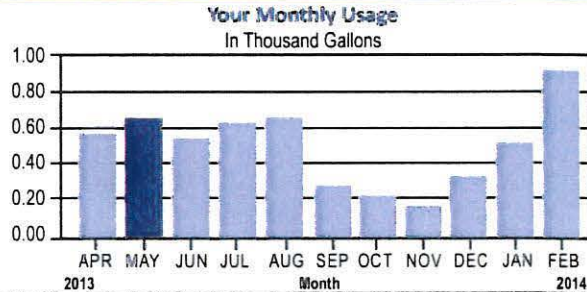
**\*\* FINAL BILL \*\***

ACCOUNT BALANCE	7.75
CURRENT CHARGES	.03 -
<b>TOTAL AMOUNT DUE</b>	<b>7.78</b>
PAST DUE AMOUNT DISCONNECT DATE	00/00/0000

### CURRENT METER INFORMATION

CLASS CODE	RS
SERVICE PERIOD	03/25/14 - 04/01/14
DAYS	7
METER NUMBER	0123456789
<b>METER READINGS</b>	
CURRENT	312
PREVIOUS	312
CONSUMPTION IN 1,000 GALLON INCREMENTS	0

**TOTAL OF BILL WHICH YOU MUST PAY 7.78-**



Please Detach This Portion And Return With Payment.  Please Check Box if Contact Correction Has Been Made And/or You Signed Up For eNotification On Back Of Statement.



Okaloosa County Water & Sewer  
 1804 Lewis Turner Blvd Ste 300  
 Fort Walton Beach FL 32547

### REMITTANCE INFORMATION

ACCOUNT NUMBER	012345-67890 / CYCLE-ROUTE	02-06
STATEMENT DATE	04/11/14	
SERVICE ADDRESS	1100 SOUTH MAIN ST	
CURRENT CHARGES	7.75- / DUE DATE	05/01/14
PAST DUE BALANCE	.03- / DISCONNECT DATE	
TOTAL AMOUNT DUE	7.78-	

**AMOUNT ENCLOSED**



John Customer  
 1100 South Main Street  
 Valparaiso, Fl. 32580-1100

REMIT TO:



Okaloosa County Water & Sewer  
 1804 Lewis Turner Blvd Ste 300  
 Fort Walton Beach FL 32547

0900 1111 10000036 290000 12345







**Okaloosa County Water & Sewer**  
1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach FL 32547



Visit us online: [www.okaloosaws.com](http://www.okaloosaws.com)

**GO PAPERLESS-SIGN UP FOR E-NOTIFICATION**



Office Hours: 8 am- 5pm  
Customer Service: (850) 651-7171  
Pay by Phone: (850) 651-7171  
Emergency After Hours: (850) 651-7174

LEND A HAND IS A VOLUNTARY CONTRIBUTION PROGRAM. IT ALLOWS OUR CUSTOMERS TO HELP THOSE WHO MAY NEED ASSISTANCE PAYING OWNS UTILITY BILLS. FOR INFORMATION CALL CUSTOMER SERVICE AT (850) 651-7171.

Account  
**STATEMENT PAST DUE**



ACCOUNT ACTIVITY	
LAST STATEMENT	49.09
TOTAL PAID SINCE LAST STATEMENT	.00
ADJUSTMENTS	49.12
BALANCE FORWARD	49.12
NEW CHARGES	
LANDFILL	1.74
REFUSE	2.60
WATER	2.21
DEPOSIT REFUSE	50.00
RECYCLE	.56
SEWER	5.14
SERVICE CHARGE	30.00
<b>** FINAL BILL **</b>	
ACCOUNT BALANCE	49.12
CURRENT CHARGES	49.12
TOTAL AMOUNT DUE	<b>49.12</b>
<b>PAST DUE AMOUNT DISCONNECT DATE</b>	<b>05/21/2014</b>

ACCOUNT INFORMATION	
ACCOUNT:	012345-67890
SERVICE ADDRESS:	1100 SOUTH MAIN STREET
CYCLE-ROUTE:	02-06
STATEMENT DATE:	05/01/14
CURRENT CHARGES DUE DATE:	05/15/14

CURRENT METER INFORMATION	
CLASS CODE	RS
SERVICE PERIOD	03/25/14 - 04/01/14
DAYS	7
METER NUMBER	0123456789
METER READINGS	
CURRENT	312
PREVIOUS	312
CONSUMPTION IN 1,000 GALLON INCREIMENTS	0

**PAST DUE AMOUNT WHICH YOU MUST PAY 49.12**

**FINAL DISCONNECT NOTICE**

This is a final notice for termination of your account. As of the date of this notice, we have not received payment of the past due amount. To avoid interruption in your service, payment must be received in our office prior to 05/21/14. Partial payment will not prevent termination of service. Payment options are listed on the back of this bill. In the event the balance due has been paid, please disregard this notice.

**Note: If service is terminated, please call our office to schedule the service to be restored. A reconnection fee and a trip charge are due when service is restored. An additional deposit may also be required.**

Please Detach This Portion And Return With Payment.  Please Check Box If Contact Correction Has Been Made And/or You Signed Up For eNotification On Back Of Statement.



Okaloosa County Water & Sewer  
1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach FL 32547

DISCONNECT  
NOTICE  
DATE OF NOTICE  
05/01/14  
DISCONNECT DATE  
05/21/14

REMITTANCE INFORMATION	
ACCOUNT NUMBER	012345-67890 / CYCLE-ROUTE 02-06
STATEMENT DATE	05/01/14
SERVICE ADDRESS	1100 SOUTH MAIN ST
CURRENT CHARGES	49.12 / DUE DATE 05/15/14
PAST DUE BALANCE	49.12 / DISCONNECT DATE 05/21/14
TOTAL AMOUNT DUE	49.12

**AMOUNT ENCLOSED**



John Customer  
1100 South Main Street  
Valparaiso, FL 32580-1100

REMIT TO:



Okaloosa County Water & Sewer  
1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach FL 32547

0900 1 1 1 1 00000 36 290000 1 2345





**Okaloosa County Water & Sewer**  
1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach FL 32547



## Account STATEMENT



### ACCOUNT INFORMATION

ACCOUNT: 012345-67890  
SERVICE ADDRESS: 1100 SOUTH MAIN STREET  
CYCLE-ROUTE: 02-06  
STATEMENT DATE: 04/11/14  
CURRENT CHARGES DUE DATE: 05/01/14

LEND A HAND IS A VOLUNTARY CONTRIBUTION PROGRAM. IT ALLOWS OUR CUSTOMERS TO HELP THOSE WHO MAY NEED ASSISTANCE PAYING OCWS UTILITY BILLS. FOR INFORMATION CALL CUSTOMER SERVICE AT (850) 451-7717.

### SPECIAL MESSAGE

FOR WATER CONSERVATION IDEAS VISIT OUR WEBSITE [WWW.CO.OKALOOSA.FL.US/DEPT\\_WS\\_CONSERVE.HTML](http://WWW.CO.OKALOOSA.FL.US/DEPT_WS_CONSERVE.HTML)

TO REVIEW AND PAY YOUR BILL ONLINE VISIT OUR WEBSITE AT [WWW.OKALOOSAWS.COM](http://WWW.OKALOOSAWS.COM)

INTERESTED IN PAPERLESS SERVICES CONTACT US. YOU CAN STOP RECEIVING PAPER BILLS BY SIGNING UP FOR E-NOTIFICATION.

WASTE MANAGEMENT (850) 301-2822

### ACCOUNT ACTIVITY

LAST STATEMENT 49.09  
TOTAL PAID SINCE LAST STATEMENT .00  
ADJUSTMENTS 49.12 -  
BALANCE FORWARD .03 -

### NEW CHARGES

LANDFILL 1.74  
REFUSE 2.60  
WATER 2.21  
DEPOSIT REFUSE 50.00 -  
RECYCLE .56  
SEWER 5.14  
SERVICE CHARGE 30.00

**\*\* FINAL BILL \*\***

ACCOUNT BALANCE 7.75  
CURRENT CHARGES .03 -  
TOTAL AMOUNT DUE **7.78**  
PAST DUE AMOUNT DISCONNECT DATE 00/00/0000

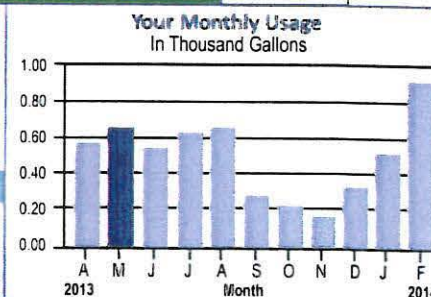
### CURRENT METER INFORMATION

CLASS CODE RS  
SERVICE PERIOD 03/25/14 - 04/01/14  
DAYS 7  
METER NUMBER 0123456789  
METER READINGS  
CURRENT 312  
PREVIOUS 312  
CONSUMPTION IN 1,000 GALLON INCREMENTS 0

**TOTAL OF BILL WHICH YOU MUST PAY 7.78-**

SAVE **10,000 GALLONS** IN **10 MINUTES**

**Chasing Leaks for Fix a Leak Week**



Please Detach This Portion And Return With Payment.  Please Check Box If Contact Correction Has Been Made And/or You Signed Up For eNotification On Back Of Statement.



Okaloosa County Water & Sewer  
1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach FL 32547

### REMITTANCE INFORMATION

ACCOUNT NUMBER 012345-67890 / CYCLE-ROUTE 02-06  
STATEMENT DATE 04/11/14  
SERVICE ADDRESS 1100 SOUTH MAIN ST  
CURRENT CHARGES 7.75- / DUE DATE 05/01/14  
PAST DUE BALANCE .03- / DISCONNECT DATE  
TOTAL AMOUNT DUE 7.78-

### AMOUNT ENCLOSED



John Customer  
1100 South Main Street  
Valparaiso, FL 32580-1100

REMIT TO:



Okaloosa County Water & Sewer  
1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach FL 32547

0900 1 1 1 1 00000 36 290000 1 2345

11/15/2011 10:00:00 AM



Customer Name  
John Q Sample  
Service Address  
1234 YOUR STREET

Account Number 123456-9876  
Statement Date 04/10/14  
Amount Due \$49.09  
Please Pay By 05/01/14



www.okaloosaws.com

Customer Service: 850-651-7171

Page 1

ACCOUNT SUMMARY

CLASS CODE	RS
SERVICE PERIOD	03/25/14 - 04/01/14
DAYS	7
LAST STATEMENT	49.09
TOTAL PAID SINCE LAST STATEMENT	.00
ADJUSTMENTS	49.12 -
BALANCE FORWARD	.03 -
LANDFILL	1.74
REFUSE	2.60
WATER	2.21
DEPOSIT REFUSE	50.00 -
RECYCLE	.56
SEWER	5.14
SERVICE CHARGE	30.00

IMPORTANT MESSAGES

Make a sprint for water savings-in just 10 minutes you can check your home for leaks. If you fix them, your family could save 10,000 gallons and 10 percent on your water bill.

Learn more...  
follow the link on  
[www.okaloosaws.com](http://www.okaloosaws.com)

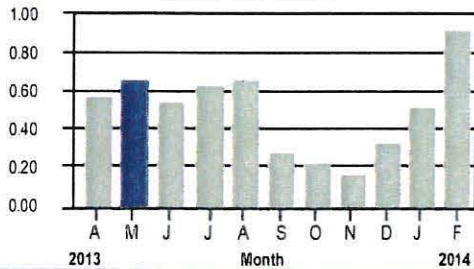


METER READING DETAILS

METER NUMBER	0123456789
METER READINGS	
CURRENT	312
PREVIOUS	312
CONSUMPTION IN 1,000 GALLON INCREMENTS	0

Your Monthly Usage

In Thousand Gallons



PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT.



Okaloosa County Water & Sewer  
1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach FL 32547

Return Service Requested

Account Number 123456-9876  
Statement Date 04/10/14  
Amount Due \$49.09  
Please Pay By 05/01/14

Check box if requesting eNotification or Change of Address  
Make Checks payable to: Okaloosa County Water & Sewer  
Pay online@ [www.okaloosaws.com](http://www.okaloosaws.com)  
Pay by Phone: 850-651-7171 - AMEX/VIS/MC/DISC Accepted



REMIT TO:

Okaloosa County Water & Sewer  
1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach FL 32547



John Customer  
1100 South Main Street  
Valparaiso, FL 32580-1100

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## **Attachments**

Bid Sheet

Conflict of Interest Form

Recycled Content Form

Local Preference Data Sheet

Indemnification and Hold Harmless Form

W-9

Certification of Insurance



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# CONFLICT OF INTEREST DISCLOSURE FORM

For purposes of determining any possible conflict of interest, all bidders/proposers, must disclose if any Okaloosa Board of County Commissioner, employee(s), elected officials(s), of if any of its agencies is also an owner, corporate officer, agency, employee, etc., of their business.

Indicate either "yes" (a county employee, elected official, or agency is also associated with your business), or "no". If yes, give person(s) name(s) and position(s) with your business.

YES \_\_\_\_\_

NO X \_\_\_\_\_

**NAME(S)**

**POSITION(S)**

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FIRM NAME: Pinnacle Data Systems L.L.C.

BY (PRINTED): Mitch Anderson

BY (SIGNATURE): \_\_\_\_\_

TITLE: VP Business Development

ADDRESS: 350 Automation Way

Birmingham AL 35210

PHONE NO. 205-307-6879

E-MAIL mitch.anderson@pinnacledatasystems.com

# RECYCLED CONTENT FORM

## **RECYCLED CONTENT INFORMATION**

1. Is the material in the above: Virgin \_\_\_\_\_ or Recycled  \_\_\_\_\_ (Check the applicable blank)? If recycled, what percentage 10 \_\_\_\_\_%.

Product Description: Spectrum MOCR 24#  
\_\_\_\_\_  
\_\_\_\_\_

2. Is your product packaged and/or shipped in material containing recycled content?

Yes \_\_\_\_\_ No  \_\_\_\_\_

Specify: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Is your product recyclable after it has reached its intended end use?

Yes  \_\_\_\_\_ No \_\_\_\_\_

Specify: Georgia Pacific participates in the Sustainable Forestry Initiative  
\_\_\_\_\_  
\_\_\_\_\_

The above is not applicable if there is only a personal service involved with no product involvement.

Name of Bidder: Pinnacle Data Systems L.L.C.

E-Mail: mitch.anderson@pinnacledatasystems.com

Client#: 124560

14PINNACLEDA

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 2/11/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

Table with PRODUCER (J. Smith Lanier & Co.-Atlanta) and INSURED (Pinnacle Data Systems, L.L.C.) information, along with CONTACT NAME, PHONE, FAX, and a list of INSURER(S) AFFORDING COVERAGE with their NAIC #.

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Main table listing insurance coverages (A, B, C, D) including General Liability, Automobile Liability, Umbrella Liability, Workers Compensation, and Cyber Liability, with columns for INSR LTR, TYPE OF INSURANCE, POLICY NUMBER, POLICY EFF, POLICY EXP, and LIMITS.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Loc# 1 - 350 Automation Way; Irondale, AL
Building # 1 Sungard Exp- Mailing

CERTIFICATE HOLDER CANCELLATION

Table with CERTIFICATE HOLDER (Pinnacle Data Systems) and CANCELLATION (SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.)

## BID SHEET

To allow for one provider to be awarded the contract for all printing, folding, stuffing, programming, and mail service the following formula will be used in determining the Total Bid Price for the Okaloosa County Water and Sewer Outsource Billing Functions:

### INITIAL BILL DESIGN & DEVELOPMENT

Description	Unit Bid Price
Initial bill design and programming	\$ <u> N/C </u> /lump sum
Startup costs	\$ <u> N/C </u> /lump sum
Postage Escrow	\$ <u> 25,000 </u> /lump sum
<b>Bill processed via mail</b>	
Price per mailed statement, bills processed: To include all services and supplies excluding postage.	\$ <u> .078 </u> /piece
Charge for combined bills.	\$ <u> N/C </u> /piece
Charge for bill insertion (black and white simplex 8 1/2" x 11")	\$ <u> .025 </u> /piece
Charge for bill insertion (black and white duplex 8 1/2" x 11")	\$ <u> .03 </u> /piece
PDF Rendering or Creating (electronic services if available)	\$ <u> .01 </u> /piece
E-mail statement	\$ <u> .10 </u> /piece
Monthly charge month	\$ <u> N/C </u> /per
Per Image Charge for minimum 90 days of storage (PDF) Storage of PDF includes time frame for storage & employee/customer access)	\$ <u> included in rendering charge </u> /per month
EOM CD Charge	\$ <u> 25.00 </u> /per month

### Hourly Services

Programming per hour after initial set up	\$ <u> 125.00 </u> per hour
Changes to bill design – custom programming	\$ <u> 125.00 </u> per hour
Training of County staff	\$ <u> N/C </u> per hour

**Note: This RFP also asks for information above and beyond the prices above.  
Provide this information as an attachment to this bid sheet or address it in a cover letter.**

OCWS shall reimburse the vendor the exact amount of postage that is paid to the USPS each month by the vendor. The vendor shall attach the USPS receipt each month to the monthly bill for reimbursement.

Remarks from bidder:

**ANTI-COLLUSION STATEMENT:** The below signed bidder has not divulged to, discussed or compared his bid with other bidders and has not colluded with any other bidder or parties to bid whatever. (Note: No premiums, rebates, or gratuities permitted either with, prior to, or after any delivery of materials. Any such violation will result in the cancellation and/or return of material (as applicable) and the removal from bid list(s).

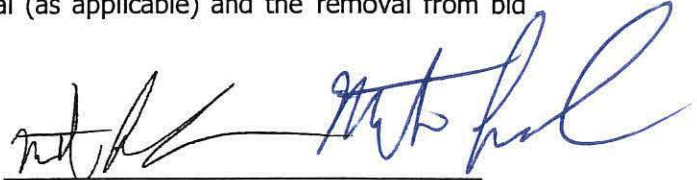
Pinnacle Data Systems L.L.C.  
Bidder's Company Name

350 Automation Way

Birmingham AL 35210  
Address

205-307-6879  
Phone #

63-121  
Federal ID # or SS #



Authorized Signature – Manual

Mitch Anderson  
Authorized Signature – Typed

VP Business Development  
Title

205-307-6834  
Fax #

mitch.anderson@pinnacledatasystems.com  
E-mail address

# LOCAL PREFERENCE DATA SHEET

Refer to Special Bid Condition

Does the state, county, municipality or political subdivision in which your firm is located offer a preference to their local bidders? (If your firm is located in Okaloosa County, you will check "NO.") If "YES," list below the extent of such preference.

YES \_\_\_\_\_

NO X \_\_\_\_\_

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

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

Pinnacle Data Systems

Bidder's Company Name



Authorized Signature – Manual

Mitch.anderson@pinnacledatasystems.com

E-Mail

Mitch Anderson

Authorized Signature – Typed







DATE: April 17, 2014

BID #: WS 40-14

## **ADDENDUM NO. 1**

### **TO THE BID DOCUMENTS:**

Utility Bill Printing, inserting, Mailing & Customer Bill Design Services  
Okaloosa County Water and Sewer System  
Okaloosa County, Florida

### **To All Document Holders:**

The following changes, additions, and or deletions are hereby made a part of the Bidding Documents for the **Utility Bill Printing, Inserting, Mailing & Customer Bill Design Services, BID #: WS 40-14** as fully and completely as if the same were fully set forth therein:

## **BID DOCUMENTS**

- 1) BID DATE CHANGE
  - a. Page 2. At 3:00 p.m. (local time), ~~April 23, 2014~~, April 30, 2014, the bids will be opened and read aloud. All bids must be in sealed envelopes reflecting on the outside thereof the bidder's name and "**Bid on Utility Bill Printing, Inserting, Mailing & Custom Bill Design Services** to be opened at 3:00 p.m., ~~April 23, 2014~~ April 30, 2014". The Board of County Commissioners will consider all bids properly submitted at its scheduled Bid Opening in the Conference & Training Room #305 located at 302 N. Wilson St, Crestview, FL 32536. Bids may be submitted in the Conference & Training Room #305, prior to Bid Opening or delivered to the Clerk of Circuit Court, 302 N. Wilson St., #203, Crestview, FL 32536.
- 2) INSERTS PRINTED BY VENDOR CHANGE
  - a. Page 5. From time to time, the vendor will be sent a digital form to be printed either as an 8 ½ x 11 duplex or an 8 ½ x 11 simplex in black and white, fold, insert into an envelope with the statement and mail. The bid sheet has been updated to reflect the insert change.
- 3) PDF RENDER/CREATE AND STORAGE CLARIFICATION
  - a. Page 5 & 29. OCWS would like a cost for the rendering/creating a PDF image of the statements. Additional clarification has been added to the bid sheet.
  - b. Page 5 & 29. OCWS would like the cost for the vendor storing the PDF images of the statements for a minimum of (90) days. Additional clarification has been added to the bid sheet.
- 4) PRINT RESOLUTION CHANGE
  - a. Page 6. Print billing statements on paper stock with minimum ~~600 x 600~~ 300 x 300 dpi resolution.
- 5) POSTAGE REIMBURSEMENT CLARIFICATION
  - a. Page 6. OCWS shall reimburse the vendor the exact amount of postage that is paid to the USPS each month. The vendor shall attach the USPS receipt each month to the monthly bill for reimbursement.

- 6) BID BOND DELETION
  - a. Page 17. No Bid Bond will be required for this service.
- 7) AUTOMOTIVE INSURANCE DELETION
  - a. Page 23. The section on Business Automobile and Public Liability Insurance is stricken from the bid.
- 8) STATEMENTS PREPRINTED OR NOT ADDITION
  - a. The front of the utility statements can have canned data fields preprinted in blue onto the paper before the data from the (13) spool files is added or the canned data can be printed in blue on the paper at the same time as the (13) spool files data is being printed. Please notate which method you are using.
- 9) VARIABLE COLOR RED ADDITION
  - a. The statements will need predefined field to be able to print in black or red, such as amount due.
- 10) POSTAGE ESCROW ADDITION
  - a. OCWS will provide the vendor with a \$25,000 postage escrow amount for the term of the contract. Upon termination of the contract, the postage escrow will be refunded to OCWS. The postage escrow amount of \$25,000 has been reflected on the bid sheet.
- 11) GENERATOR ADDITION
  - a. Please list if you have a backup generator in order to print the bills and the size of the generator. Also state if the generator is of a sufficient size to perform the functions needed to print the bills.

All potential vendors shall acknowledge receipt and acceptance of Addendum No. 1 in the Proposal or by submitting the executed Addendum to Okaloosa County Water & Sewer prior to Proposal Submittal.

Okaloosa County Water & Sewer

    //Signed//      
Valerie Broxson

Receipt acknowledged and conditions agreed to this

  4/17   day of   April  , 2014

  Pinnacle Data Systems    
BIDDER

By   Bonnie Curry  



END OF ADDENDUM NO. 1

DATE: April 17, 2014

BID #: WS 40-14

## ADDENDUM NO. 2

### TO THE BID DOCUMENTS:

Utility Bill Printing, inserting, Mailing & Customer Bill Design Services  
Okaloosa County Water and Sewer System  
Okaloosa County, Florida

### To All Document Holders:

The following changes, additions, and or del etions are hereby made a part of the Bidding Documents for the **Utility Bill Printing, Inserting, Mailing & Customer Bill Design Services, BID #: WS 40-14** as fully and completely as if the same were fully set forth therein:

### BID DOCUMENTS

- 1) BID DATE CHANGE
  - a. Page 2. At 3:00 p.m. (local time), ~~April 23, 2014~~, April 30, 2014, the bids will be opened and read aloud. All bids must be in sealed envelopes reflecting on the outside thereof the bidder's name and "**Bid on Utility Bill Printing, Inserting, Mailing & Custom Bill Design Services** to be opened at 3:00 p.m., ~~April 23, 2014~~ April 30, 2014". The Board of County Commissioners will consider all bids properly submitted at its scheduled Bid Opening in the Conference & Training Room #305 located at 302 N. Wilson St, Crestview, FL 32536. Bids may be submitted in the Conference & Training Room #305, prior to Bid Opening or delivered to the Clerk of Circuit Court, 302 N. Wilson St., #203, Crestview, FL 32536.
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  - a. Page 5. From time to time, the vendor will be sent a digital form to be printed either as an 8 ½ x 11 duplex or an 8 ½ x 11 simplex in black and white, fold, insert into an envelope with the s tatement and mail. The bid sheet has been updated to reflect the insert change.
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- 4) PRINT RESOLUTION CHANGE
  - a. Page 6. Print billing statements on paper stock with minimum ~~600 x 600~~ 300 x 300 dpi resolution.
- 5) POSTAGE REIMBURSEMENT CLARIFICATION
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  - a. Page 17. No Bid Bond will be required for this service.
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- 9) VARIABLE COLOR RED ADDITION
  - a. The statements will need predefined field to be able to print in black or red, such as amount due.
- 10) POSTAGE ESCROW ADDITION
  - a. OCWS will provide the vendor with a \$25,000 postage escrow amount for the term of the contract. Upon termination of the contract, the postage escrow will be refunded to OCWS. The postage escrow amount of \$25,000 has been reflected on the bid sheet.
- 11) GENERATOR ADDITION
  - a. Please list if you have a backup generator in order to print the bills and the size of the generator. Also state if the generator is of a sufficient size to perform the functions needed to print the bills.

All potential vendors shall acknowledge receipt and acceptance of Addendum No. 1 in the Proposal or by submitting the executed Addendum to Okaloosa County Water & Sewer prior to Proposal Submittal.

Okaloosa County Water & Sewer

//Signed//  
Valerie Broxson

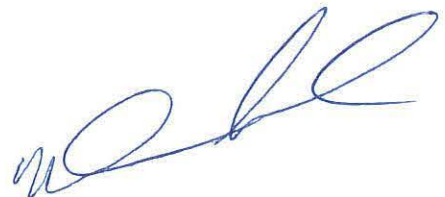
Receipt acknowledged and conditions agreed to this

12 day of April, 2014

Pinnacle Data Systems  
BIDDER

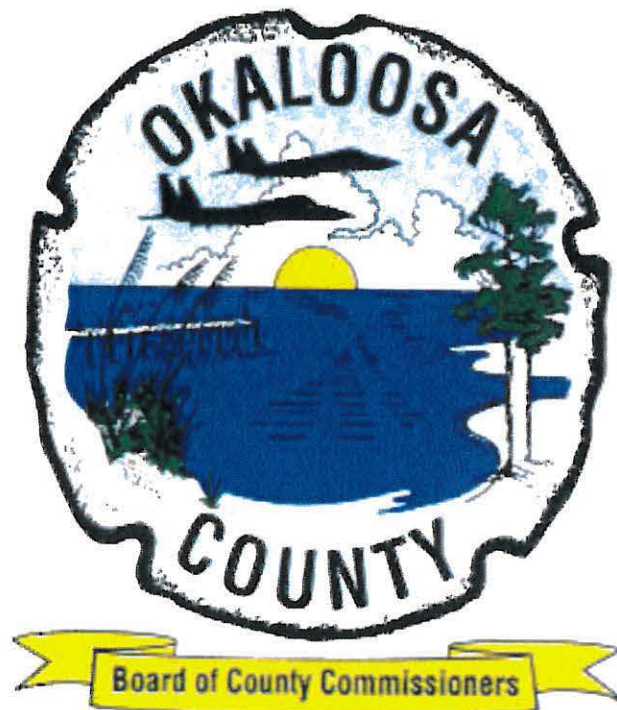
By Bonnie Carr

END OF ADDENDUM NO. 2



**UTILITY BILL PRINTING, INSERTING, MAILING &  
CUSTOM BILL DESIGN SERVICES**

Bid net  
84610



**BID #: WS 40-14**

**BID OPENS: April 23, 2014 @3:00 p.m.**

## NOTICE TO BIDDERS

Notice is hereby given that the Board of County Commissioners of Okaloosa County, FL, will accept sealed bids until 3:00 p.m. (local time) **APRIL 23, 2014**, for **Utility Bill Printing, Inserting, Mailing & Custom Bill Design Services**. Pursuant to the Notice to Bidders, copies of bid forms, and specifications may be obtained from the Okaloosa County Purchasing Department, 602-C North Pearl Street, Crestview, FL 32536; 850-689-5960 or they may be downloaded from our website at [www.co.okaloosa.fl.us](http://www.co.okaloosa.fl.us) (Departments, Purchasing, and Vendor Registration & Opportunities).

At 3:00 p.m. (local time), **APRIL 23, 2014**, the bids will be opened and read aloud. All bids must be in sealed envelopes reflecting on the outside thereof the bidder's name and "**Bid on Utility Bill Printing, Inserting, Mailing & Custom Bill Design Services to be opened at 3:00 p.m., APRIL 23, 2014**". The Board of County Commissioners will consider all bids properly submitted at its scheduled Bid Opening in the Conference & Training Room #305 located at 302 N. Wilson St, Crestview, FL 32536. Bids may be submitted in the Conference & Training Room #305, prior to Bid Opening or delivered to the Clerk of Circuit Court, 302 N. Wilson St., #203, Crestview, FL 32536.

A mandatory pre-bid conference will be held at **9:00 a.m.** on **APRIL 16, 2014**, in the 3<sup>rd</sup> Floor Conference Room located at 1804 Lewis Turner Blvd., Ft. Walton Beach, FL 32547.

There is no obligation on the part of the County to award the bid to the lowest bidder, and the County reserves the right to award the bid to the bidder submitting a responsive bid with a resulting negotiated agreement which is most advantageous and in the best interest of Okaloosa County, and to waive any irregularity or technicality in bids received. Okaloosa County shall be the sole judge of the bid and the resulting negotiating agreement that is in its best interest and its decision shall be final.

Any bidder failing to mark outside of envelope as set forth herein may not be entitled to have their bid considered.

All bids should be addressed as follows:

Clerk of Circuit Court  
Attn: Gary Stanford  
Newman C. Brackin Bldg.  
302 N. Wilson St. #203  
Crestview FL 32536

\_\_\_\_\_  
Zan Fedorak  
Purchasing Manager

**04/23/2014**  
Date

BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY

Charles K. Windes, Jr.  
Chairman

**REQUEST FOR BIDS FOR PRIVATE SECTOR SERVICES TO PROVIDE UTILITY BILL PRINTING,  
INSERTING, MAILING, AND CUSTOM BILL DESIGN SERVICES FOR ENHANCED FORMAT WATER  
BILLS FOR OKALOOSA COUNTY WATER & SEWER SYSTEM**

**SCOPE OF WORK**

Okaloosa County (hereafter known as County) is requesting bids from qualified firms to print and mail utility bills and occasionally letters or notices for Okaloosa County Water & Sewer (hereafter known as OCWS). The qualified firm is to provide custom bill design, printing, inserting, and mailing. Other services such as electronic billing and payment options will also be considered in review and award of the firm.

**BACKGROUND**

OCWS issues approximately 29,000 utility bills each month. The customer base is divided into 4 billing cycles where one cycle is billed per week, along with final bills and off cycle bills. Nearly 30,000 statements are mailed each month. Each bill includes one or more services that are active for each utility account. Bills are mailed via pre-sorted first class mail. Bill messages may be included and may be changed periodically based on OCWS requirements. OCWS uses Utility Billing Software provided by SunGard Public Sector (hereafter known as SPS), on an in-house IBM Power 5. During processing, thirteen (13) spooled files are generated with the utility bill print data. All bills require a minimum of a one page billing statement. The statement should be perforated to provide for a return remittance. The bills will need to be printed, folded, sorted, and mailed. The mailing will include a return envelope and occasionally an additional insert (bill stuffer). OCWS is in the process of considering a revision to the format of its 8 ½" x 11" customer billing statements.

**PURPOSE**

The County is soliciting and seeking bids from qualified and experienced firms to provide services for the design, process, printing, and mailing of the monthly billing statements and occasionally customer letters. The service shall be fully functional and ready for operational use in accordance with the requirements stated in this RFP. The successful Respondent's must be experienced with an IBM Power5 as well as be able to process data from an IBM Power5. (The successful Respondent's omission of any services, software, hardware, training, materials or labor necessary to deliver a complete solution shall not relieve the successful Respondents of the obligation to furnish such for the agreed upon price.)

The Respondents shall clearly identify any proposed deviations from the Scope of Work contained in this RFP. If no exceptions are presented in the response to the RFP, then OCWS will assume the firm will have complete conformance with the Scope of Work and the successful Respondents will be required to perform accordingly.

**THE COUNTY REQUIRES INITIAL BILL DESIGN AND DEVELOPMENT TO BE COMPLETED BEFORE OCTOBER 1, 2014, SO THAT THESE BILL PRINTING, INSERTING, AND MAILING SERVICES WILL BE AVAILABLE ON OR PRIOR TO OCTOBER 1, 2014.**

1. To provide a utility bill for OCWS customers that are concise and provide easily understood information such as when billed charges need to be paid to avoid interruption of service and when the last payment amount was received by OCWS on the billing statement.
2. To eliminate the need to purchase, operate, and maintain new capital equipment for providing the billing statement mailings.
3. To provide system redundancy, fault tolerance and or disaster recovery, minimizing the potential adverse effects of equipment failures and other disasters.
4. To provide OCWS with the programming ability to print special messages and/or other information on the billing statements and/or to insert additional pieces of printed literature to deliver special information to OCWS customers.
5. To delegate to the private sector Respondents the responsibility to keep up with U.S. Postal regulations and requirements for mailings.
6. Respondents will present evidence that they are competent and have the necessary facilities, experience, personnel, and financial resources to fulfill the conditions of this contract.



## **SCOPE OF WORK**

**THE COUNTY REQUIRES INITIAL BILL DESIGN AND DEVELOPMENT TO BE COMPLETED BEFORE OCTOBER 1, 2014, SO THAT THESE BILL PRINTING, INSERTING, AND MAILING SERVICES WILL AVAILABLE ON OR PRIOR TO OCTOBER 1, 2014.**

### **1. Base Requirements**

- The Respondents will work with OCWS staff to design a pre-printed utility bill statement and submit prototypes of the billing statement and envelopes to OCWS for review and revision and final approval, including a presentation to the OCWS Director.
- The Respondents shall provide a single point of contact within the Respondents firm to handle the training of OCWS staff dealing with billing services provided through the implementation process as well as OCWS support issues dealing with billing services provided.
- The Respondents must be able to produce OCWS' bill in an agreed upon format or propose a new bill format acceptable to OCWS and compatible with the current billing software.
- The selected Respondents must have the ability to accept daily bill files using an online upload or a standard FTP or SFTP transmission. OCWS must be able to log into the Respondents' server and transmit the files daily, as needed.
- OCWS is unable to change the bill file format without manual intervention and/or a modification to the SPS software. The Respondents must be able to accept OCWS' bill files using the current SPS software's format.
- The Respondents must have the capability to suppress the printing of bills and/or envelopes for certain customers, based upon fields provided in the thirteen (13) data files by OCWS.
- The Respondents must be experienced with ISeries Power 5 and SPS software.
- The Respondents will be responsible for keeping up with U.S. Postal regulations and requirements for mailings.
- The Respondents shall guarantee that the completed work will be printed and mailed by the United States Postal Service (USPS) the same business day of receipt.
- OCWS must be able to track all jobs and files throughout the production process utilizing an online tool provided by the Respondents.
- The Respondents will provide the customer with concise, easily understood information as to when billed charges need to be paid to avoid interruption of service and when the last payment amount was received by OCWS on the billing statement.
- Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with the Special Terms and Conditions Section. Additionally, contract termination may result.
- OCWS must have the ability to view and approve sample bills online before they are printed and mailed.
- The Respondents must provide an interface that will allow OCWS to update bill messages and bill inserts on an as-needed basis which can include/exclude based on OCWS requirements.
- The Respondents will provide the ability to print special messages and/or other information on the billing statements and/or to insert additional pieces of printed literature to deliver special information to OCWS customers.
- The Respondents must have the capability to print: Intelligent bill messages based on customer type, logos and usage history graphs, and multiple page bills as needed.
- OCWS must receive billing data in a format mutually agreed upon by the firm and OCWS.
- The Respondents must provide all paper supplies including forms, envelopes and/or other paper stock necessary for performing printing, billing, and mailing functions as well as all required postal reports.
- Customer Support – Respondents shall provide unlimited customer support during the hours of 8:00 am – 5:00 pm, Central Time. Define regular customer support and support that is chargeable.
- OCWS requires the vendor to provide OCWS staff the ability to reprint utility bills for customers.
- The quality of the Respondent's work shall be consistent with USPS requirements and OCWS' expectations.

- Data formatting on the customer statement will be in accordance with the requirements established by OCWS' bill design following award of the contract.
- The Respondent's workmanship standards and responsibility for maintaining the Integrity of OCWS' statement processing without disruption will be a key area addressed prior to work beginning under the contract.
- Statement format will include the option for County staff to add or change messages on the statements within clearly defined fields.
- The firm will be responsible for the development of the program for extraction of the billing data (bill print files) sent from OCWS billing system for creation of the utility bills.
- Print billing statement on paper stock with minimum 600 x 600 dpi resolution.
- Folding and stuffing operations to be performed by automated machinery.
- Firm will be responsible for paying all applicable postage fees and rates.
- OCWS prefers the Utility Billing Statements be mailed from within the State of Florida.
- The Respondents shall prepare all statements except those noted through a customer type for insertion. A reply envelope shall be inserted in all bills for return payment unless an exception is made for a customer type to not receive an envelope such as an e-mail or Bankdraft account. Additional inserts are possible.
- OCWS will deliver and/or transmit electronically informational inserts to the Respondents for insertion in customer bill envelopes.
- The inserts and/or letters and envelopes provided shall be designed to be consistent with SPS billing system requirements and shall meet USPS regulations.
- The Respondents shall correct print errors and omissions at the Respondent's expense including, but not limited to, labor, supervision, supplies, postage, and all other expenses associated with correcting the error.
- Respondents shall be responsible for preparing and mailing all utility bills for each billing cycle, final bills and off cycle bills.
- The firm should allow the ability for OCWS to approve, cancel, or hold individual bills based on predetermined criteria.
- Please address the cost for storage of PDF, the time frame the bills are kept, and how OCWS would access the bills.
- OCWS will provide a sample listing of utility bill and fields from the current utility bill and all must appear on the re-design of the billing statement.

## **2. Statements**

- OCWS will maintain the current schedule of cycle billings. There are currently four billing cycles with one cycle billed each week. Currently, each cycle bills approximately 7,000 customers.
- OCWS bills Regular Cycle Bills four (4) times a month and may perform additional billing for Final Bills or Off Cycle Bills within the same month.
- Volume will vary depending on the cycle billed for that week. Holiday and weekend work is possible.
- Final Bills are approximately 300 per week. Final bills are billed weekly.
- Off Cycle bills vary from 1 to 10 per week although they could include as many as 600 customers. Off Cycle bills are created the day after cycle billing.
- A Billing Schedule will be provided to the Respondents regarding scheduled Regular Cycle Bill processing.
- OCWS will provide daily bill files using an online upload or a standard FTP or SFTP transmission provided by the Respondent.
- The statement will be folded, stuffed along with (1) one window #9 preprinted return envelopes into a (2) two window #10 envelopes to each customer for the U.S. Postal Service in order to receive the lowest possible First Class postage rate.
- The Respondent must provide the ability for OCWS to create ad hoc messaging to be printed on the bills, including the ability to upload images to the message area. Messages should also be able to be saved for reuse.

- Respondents shall print Optical Character Recognition (OCR-B) for reading information on utility billing statement.
- Respondents shall include point of delivery bar coding as required by the United States Postal Service on utility billing statement (read through mailing address window) and return envelope.
- Provide electronic bill presentation, electronic file generation and archiving and other related services The Respondents will provide capabilities for receiving and verifying accurate receipt of the bill print files.

### **3. Inserts**

- Provide OCWS with the option to insert additional pieces of information literature into the #10 envelope along with the billing statement.
- OCWS will occasionally generate inserts, letters and/or notices for mailing. This process may be performed monthly, quarterly, and/or yearly.

### **4. Mailing**

- Respondents shall sort, bundle, tray, prepare all postal forms and deliver finished mail to U.S. Postal Service adhering to all applicable U.S. Postage Service Regulations. Regulations.
- The Respondents shall process mail through a presort routine which will attach and interface the CASS certified barcode for all qualified pieces and satisfy all documentation requirements of the USPS.
- Respondent's service shall include certification of OCWS mailing list to U.S. Postal Service, including 100% point of destination bar codes and qualifying all work for appropriate postal discounts.
- Each utility billing statement shall be addressed to each customer with point of delivery bar code for U.S. Postal Service in order to receive the lowest possible First Class postage rate.
- Respondents shall be responsible for paying all applicable postage fees and rates through the USPS at the time of each mailing.
- Respondents shall provide proof of postage and an invoice to OCWS for repayment of postage fees at a cost based on the lowest applicable postage rate – with no markup for postage.
- All mail shall meet First Class automation rate requirements to obtain the lowest possible postage rates and maximize postal discounts.
- The Respondents shall guarantee that the completed work will reach the United States Postal Service (USPS) each billing day.
- Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed. Additionally, contract termination may result.

### **5. Reporting**

- For daily reconciliation, the Respondents shall provide a report after each day's billing with the number of envelopes mailed and the amount of postage to the OCWS daily.
- For billing purposes, the Respondents shall provide a report monthly detailing the number of envelopes mailed and the amount of postage OCWS used for the month.
- The Respondents shall conduct quality assurance protocols reconciling billing information received from OCWS with bill print output upon completion of data processing and generation of customer bill statements.
- File Confirmation Report – an e-mail confirming receipt of the file transmission.
- Daily Production Confirmation Reports via email. Immediately after the processing of the bills is complete a confirmation of completion transmission should be sent with the volume of bills received for processing, the number of bills printed, the number of bills merged into one envelope and the number of bills not printed.
- Daily report showing the customers that had an address change with the following:
  - customer name,
  - utility account number,
  - previous address (address from SPS software),

- new address (address from USPS).
- OCWS should be able to track all files that have been sent to the Respondent - before, during, and after processing.
- Status reports must be provided daily after processing is complete.

## **6. Quality Control/Reporting**

- Please provide procedures for ensuring that the bill file transmissions are completed successfully and procedures for correcting issues.
- The Respondents will make any and all reliable staff available to assist in resolving any and all data receipt problems, which must be resolved within the current business day.
- The Respondents shall establish and maintain quality control procedures to facilitate logging, tracking, and checking all items from the time they enter the Respondent's system through the time they are transferred for inserting and mailing. This process should be available to OCWS staff. Please notate if available or not.
- Describe Respondent's capability to perform printing and reprinting, folding, sorting and inserting, stocking of forms, envelopes and return envelopes, and mail preparation procedures.
- Please provide Respondent's quality control procedures.
- Please provide Respondent's ability to pull a bill from production processing and the process for doing so.
- Please provide a description of the type and age of equipment to be used for OCWS bill printing.
- Data receipt problems, print or other errors shall be reported to the OCWS IT Supervisor immediately upon recognition of issues or errors.
- Vendor will provide procedures for the following:
  - after-hours support
  - a list of company holidays
  - contact points for customer service

## **7. Security**

- The Respondent must provide necessary security to protect OCWS' data from unauthorized access. Please provide details about the security measures that are in place. Include procedures for ensuring that only authorized persons are admitted to the production floor.
- Describe in detail, how security is handled for information shared between the Respondent and OCWS via email or online and compliance with Red Flag procedures.
- Demonstrate capability and describe procedure used in handling confidential information and documents.

## **8. Backup & Recovery**

- The Respondent will perform system backups and ensure they provide system redundancy, fault tolerance, and disaster recovery to assure that the printing, folding, inserting, and stuffing functions can be performed regardless of equipment breakdowns or other potential disasters.
- The Respondent must have a backup and disaster recovery facility to process OCWS' bills if the main facility becomes inoperable.
- Facilities must be geographically diverse to protect against regional events.
- Please list your facilities.
- Provide a detailed summary of the Respondent's disaster recovery plan.
- The Respondents will provide routine backup and recovery procedures.
- In the event of a disaster, the Respondents shall immediately notify the OCWS IT Supervisor and provide information about the alternate location to be used for processing OCWS utility bills and of any delay in process start up.

## **9. Optional Services**

While the intent of this RFP is to obtain printing and mailing services for OCWS Utility Billing, other services will be considered. Vendors should list optional services available and estimated costs for these services, which are listed in the Bid Sheet. OCWS reserves the right to utilize the selected vendor for these services at a future date, depending on budget. Services may include, but are not limited to the following:

- A. Ability to integrate billing and payment options;
- B. Ability to provide paperless billing via e-mail;
- C. Ability to provide real-time customer support on billing inquiries;
- D. Ability to provide customer notifications of impending disconnections; and
- E. Ability to provide Inserts as follows:
  - i. Inline Inserts - An automated process is set up to selective print the inserts immediately after each bill is printed.
  - ii. Offline Inserts -- The vendor must accept inserts printed by other vendors, and provide insert printing services as well. Please provide insert specifications. The vendor must agree to receive shipments of inserts and store/warehouse all forms and envelopes used to process OCWS bills.

#### **10. BILL REVIEW & APPROVAL**

- OCWS will provide, via email, a confirmation of transfer of the utility bills to the Respondents. Included in the email will be the number of utility billing statements transferred to the Respondents.
- The Respondents shall provide the following information to OCWS to assist in the review:
  - Number of statements produced
  - Number of statements suppressed (if any)
  - Listing of accounts whose billed amount exceeds an amount to be determined by OCWS.

#### **11. PROJECT COMPLETION & ACCEPTANCE TESTING**

- Upon completion of installation and/or training, OCWS and the Respondents shall agree in writing on the acceptance test procedures for the system.
- The Respondents shall assist OCWS in developing an acceptance test plan by providing examples of test plans or templates and providing expertise regarding the scenarios to be tested.
- The test plan shall contain a process for the actual transmission of data, correction of errors, defects and deficiencies including data migrations and reporting.

#### **12. SUPPORT & SERVICE**

- The Respondents shall provide the following:
- A single point of contact within the Respondent's firm to handle support issues dealing with billing services provided.
- Reference documentation for the billing services provided.
- Training (if needed) of OCWS staff required for the implementation of the billing services provided.

#### **13. INFORMATION DISCLOSURE**

- The Respondent and the Respondent's employees shall not disclose any information regarding customers of OCWS in the course of providing services, access, or make use of such information except in the course of or for the purpose of providing the services described in the Scope of Work without the prior written consent of OCWS.

**DETAILED SPECIFICATIONS FOR UTILITY BILLING STATEMENT & ENVELOPES**

**THE COUNTY REQUIRES THESE SERVICES BE AVAILABLE ON OR PRIOR TO OCTOBER 1, 2014.**

**UTILITY BILLING STATEMENT & FIELD SPECIFICATIONS**

**Preprinted & Variable Specification for front left side of statement**

**Utility Billing Statement & Field Specifications**

**The top portion of the bill (Left Side)**

1. Front side of statement may be designed with the following fields preprinted:
  - Okaloosa County logo with four (4) shades of color blue.
  - Okaloosa County address and website will appear on statement.
  - Customer Point of Delivery code
  - Customer name
  - Customer address
  - Customer City, State and Zip
  - A chart displaying the Customers usage for a year based on consumption history, not to exceed a year's time period.
  - A message area capable of up to 600 characters and/or images for OCWS messages.
  
1. The following data fields from SPS software will be required on the statements:
  - i. Account Information**
    - Account: 999999999-999999999
    - Service Address:
    - Statement Date:
    - Current Charges
    - Due Date:
  
  - ii. Current Meter Information**
    - TYPE
    - SERVICE PERIOD
    - DAYS
    - METER NUMBER
  
  - iii. METER READINGS**
    - Current
    - Previous
  
  - iv. CALCULATION**
    - CONSUMPTION
    - Billed in 1,000 gallon increments
  
  - v. ACCOUNT ACTIVITY**
    - LAST STATEMENT
    - TOTAL PAID SINCE LAST STATEMENT
    - ADJUSTMENTS
    - BALANCE FORWARD
  
  - vi. NEW CHARGE**

The following data fields will be listed in the section for New Charges (that will be listed on each Utility Billing Statement), if applicable. The New charge statement shall include the following fields to be displayed based on variable information which shall be obtained from database fields on the flat file sent by OCWS. "Itemized

Charges":

Water	Deposit Refund
Sewer	Landfill Fee
Recycling	Irrigation
Refuse Collection	Shalimar Garbage
Street Lights	Adjustment
Deposit	Shalimar Tax
Late Payment Fee	Meter Pull
Service Charge	Returned Check Fee
CEC Water Billing	CEC Sewer Billing
Temp Clean	
Total	

\*Charges other than listed above could appear as a new charge.

**\*\*Only those charges which are applicable to each account shall be printed on each bill. Example: If a particular account is not billed for Street Lights, that field will not appear on the bill for that account. Most bills will include seven or fewer of the above charges. On the current format, if there are more charges for an account than will print on the bill, only past due, water and sewer charges are printed. The rest of the applicable charges are subtotaled and printed on a line identified as "Other." Respondents shall provide programming to perform similar format. \*\***

**vii. ACCOUNT BALANCE**

The following data fields will be displayed next with the actual data beside the specified field:

- CURRENT CHARGES
- PAST DUE BALANCE –
- STOP SIGN FOR THOSE WITH A PAST DUE BALANCE AND A MESSAGE.  
(AFTER PDB PLEASE PLATYPE THE FOLLOWING)  
\*\*Service subject to disconnection if not paid by mm/dd/yy (Bold & Shaded)
- TOTAL AMOUNT DUE

**\*\* The MM/DD/YY must be equal to the disconnect date in the bill print file**

**viii. LATE CHARGE NOTIFICATION**

A NOTICE WILL APPEAR ABOUT LATE CHARGES

**ix. CALCULATED FIELDS OR CHANGES TO BILL**

- Programming will be provided by Respondents for Utility Billing Statement when needed.

**x. PAPER/ENVELOPES**

- The actual statement shall be 8 1/2" x 11" 24 lb. bond paper with one horizontal perforation that will enable the return portion of the statement to be easily removed and placed into the (#2) two window return envelope along with payment for return to OCWS.

**xi. Return Address**

Bar code for Customer Address  
Customer Name  
Customer Address1  
Customer Address 2  
Customer City, State, Zip+4

**Preprinted Specification for return portion of statement**

1. The following information data fields will be pre-printed or printed on the bottom portion of the statement with other return information and messaging.
  - i. Amount Due

- a. Current Charges
  - b. Statement Due Date
  - c. Past Due Balance
  - d. Disconnect Date
  - e. Total Amount Due
  - f. Amount Enclosed
- ii. The printing format for the utility billing statement shall be programmed so that the billing address and point of delivery bar coding will be visible in the window of the #9 mailing envelope.

**EXCEPTIONS**

- iii. The top portion for some billing statements will need message printed on the bill.

**Preprinted Specification for back of statement**

- 1. The BACK SIDE OF STATEMENT shall be preprinted with the information that is created by OCWS staff. The information will need to be reviewed with OCWS staff and updated before purchasing stock each time.

**PLEASE SEE ATTACHED SAMPLE BILL FRONT & BACK FOR VERIFICATION**

**Mailing Envelope Specification**

Mailing Envelope (Please see sample reference provided)

- 1. Shall be #10 two (2) window envelope, 24 lb. bond paper.
  - A. Shall be preprinted with the following message:  
"FORWARDING SERVICE REQUESTED"

**Return Envelope Specification**

Return Envelope (Please see sample reference provided)

- 1. Shall be preprinted #9 one (1) window envelope with special orientation markings for USPS to sort efficiently for delivery on 24 lb. bond paper.
  - A. Shall be preprinted with three lines for customer address.

**Folding and Stuffing Specification**

Folding & Stuffing

Contactors shall be responsible for all folding and stuffing operations in relation to the utility billing statements, mailing envelopes, return envelopes, letters and additional inserts.

- 1. Fold billing statements, stuff billing statement along with a #9 preprinted return envelope into a #10 two (2) window envelope. Folding and stuffing operations to be performed by automated machinery. Folding operations shall be programmed and formatted so that the utility billing statement is folded along the perforation that separates the return portion of the statements from that portion which is designed to be kept for the customer's records.
- 2. Provide the capability to insert a minimum of two additional pieces of printed literature into the mailing envelope along with the utility billing statement and return envelope.

**Printing Specification**

Printing

Respondents shall be responsible for all printing services to include:



- a. Provide all 24lb. paper stock and 24lb. envelopes necessary to perform printing and billing functions. Maintain sufficient stock to adhere to cycle billing schedule.
- b. Perform all preprinting necessary on utility billing statement, mailing envelope and return envelope. The preprinting on the utility billing statement shall include all information common to bills for all accounts as well as field names for information that varies between different accounts.
- c. Perform all printing of variable information contained in database fields from data provided by OCWS. Variable field information shall be printed on preprinted utility billing statement with minimum 600 x 600 dpi resolution.
- d. The Respondents will have the capability to perform any and all programming changes as requested.

### **Optical Character Recognition Specification**

#### Optical Character Recognition and Bar Code Capability

1. Respondents shall print Optical Character Recognition (OCR-B) for reading information on utility billing statement. (See attachment)
2. Respondents shall include point of delivery bar coding as required by the United States Postal Service on utility billing statement (read through mailing address window) and return envelope. (See attachment)

### **Mailing Specification**

#### Mailing Services

1. Each utility billing statement shall be addressed to each customer with point of delivery bar code for U.S. Postal Service in order to receive the lowest possible First Class postage rate.
2. Respondents shall sort, bundle, tray, prepare all postal forms and deliver finished mail to U.S. Postal Service for delivery to OCWS customers while adhering to all applicable U.S. Postal Service Regulations. Service shall include certification of OCWS mailing list to U.S. Postal Service, including 100% point of destination bar codes.
3. Respondents shall be responsible for paying all applicable postage fees and rates at the time of each mailing. The Respondents shall pay postage for all mailings through the USPS. Respondents shall invoice OCWS for repayment of postage fees at a cost based on the lowest applicable postage rate. OCWS shall reimburse Respondents for postage fees upon receipt of necessary invoice and proof of postage.
4. The Respondents shall complete form 3600P for all mailings.
5. The Respondents shall provide a report detailing the number of envelopes mailed and the amount of postage to the OCWS daily.
6. OCWS currently has approximately 30,000 customer accounts which are billed monthly. These accounts are divided into four billing cycles of approximately 7,300 accounts each. Respondents shall be responsible for preparing and mailing one billing cycle each week. Respondents shall be responsible for receiving FTP spool file containing all utility billing data necessary for billing each cycle from OCWS. OCWS shall be responsible for making spool or data file available at least 24 hours before the utility billing statements are scheduled for mailing. OCWS shall advise the Respondents quarterly in advance of all scheduled mailing dates.
7. Respondents shall be responsible for preparing and mailing all utility bills for each billing cycle, final bills and off cycle bills.
8. The Respondents shall guarantee that the completed work will reach the United States Postal Service (USPS) each billing day.
9. Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with Section 2 of the Special Terms and Conditions. Additionally, contract termination may result.

## **Billing Invoice Specification**

### Monthly Billing Invoice

1. Respondents shall provide OCWS with a detailed invoice monthly listing the total cost including postage and item count for:
  - Cycle bills
  - Final bills
  - Canadian bills
  - Foreign bills
  - Inserts
  - Miscellaneous Off Cycle bills
  - Cost of additional postage
  - Any and all charges for stuffing envelopes
  - Printing charges
  - Shipping charges
  - Programming Charges
  
2. Invoice shall also include the month for which charges are being billed and a grand total of all listed.

## **Disaster Recovery**

### **Redundant Facilities, Fault Tolerance and Disaster Recovery**

Utility billing is a mission critical activity for OCWS. The utility billing statements for each billing cycle must be prepared and mailed weekly, without fail. Respondents shall provide redundant facilities and shall provide the following provisions for fault tolerance and disaster recovery. The purpose for these requirements is to insure the highest possible probability that the utility billing statements will be printed, processed and mailed weekly regardless of the effects of hurricanes, tornadoes, floods, fires and/or any other natural or human disasters.

1. Respondents shall maintain at its primary facility at least two complete sets of the automated machinery used for the printing, folding and stuffing of the utility billing statements, return envelopes and mailing envelopes. Respondents shall provide a list of the equipment to be used to provide the services described in the RFP.
2. Respondents shall maintain at their primary facility, a backup power generation capability to provide electrical power in the case of interruption of service from their normal provider of electrical power.
3. Respondents shall submit a contingency plan to show how it intends to cope with any event that might take its primary facility out of service, such as, but not limited to, a natural disaster, catastrophic fire and/or failure of both sets of printing, folding and stuffing equipment. The plan should include specific alternate facilities with backup power generation capability that can be utilized to maintain production.
4. Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with the Special Terms and Conditions Sections. Additionally, contract termination may result.

## **SPECIAL TERMS & CONDITIONS**

1. **BID PRICE** – The bid price shall include all equipment, labor, materials, permit(s), freight, taxes, required insurance, Public Liability, Property Damage and Workers' Compensation, etc., to cover the finished work called for.
2. **KEY PERSONNEL** - It is essential that the Respondents provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this Contract. The Respondents must agree to assign specific Individuals to the key positions. The Respondents agrees that, once assigned to work under this Contract, key personnel shall not be removed or replaced without written notice to and subsequent concurrence by the County. If key personnel are not available for work under this Contract for a continuous period exceeding thirty calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Respondents shall immediately notify the County, and shall, subject to the concurrence of the County, replace such personnel with personnel of substantially equal ability and qualifications.
3. **LIQUIDATED DAMAGES** - Liquidated damages shall be in the amount of \$500 per day for each day mailings are not delivered to the USPS beyond a three work-day delay. If the Contract is not terminated, the Respondents shall continue performance and be liable to the County for the liquidated damages until the products are delivered or the services performed. In the event the County exercises its right of termination, the Respondents shall be liable to the County for any excess costs, and in addition, for liquidated damages until such time the County may reasonably obtain delivery or performance of similar supplies or services
4. An original and three copies of your bid must be submitted. Failure to do so can result in disqualification.
5. **CONTRACT** – Attached is a sample of the contract Okaloosa County will use.
6. **RESPONSIVENESS** – Bids should respond to all requirements of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration if that approach clearly offers increased benefits to the Customer.
7. This agreement shall be governed by and interpreted in accordance with the laws of the State of Florida, and the applicable laws of the United States, excluding principles of conflicts of law.
8. **APPLICABLE LAWS & REGULATIONS** – The bidders attention is directed to the fact that all applicable state laws, county municipal ordinances, orders, rules and regulations of all authorities having jurisdiction over project shall apply to the bid throughout, and they will be deemed to be included in the contract the same as though they are written out in full herein.
9. **BID INFORMATION** – Questions concerning bid requirements or specifications should be directed to Joanne Kublik at the Okaloosa County Purchasing Dept, 602-C North Pearl St, Crestview FL 32536 at 850-689-5960. Any changes by the County to specifications shall be in writing in the form of any addendum and furnished to all bidders. Verbal information obtained otherwise will not be considered in awarding of bids.
10. **SPECIFICATION EXCEPTION** – Bidder shall clearly list any changes in the bid specifications. Bidders must explain any deviation from the bid specifications, in writing, as a footnote on the applicable bid page. Failure of the bidder to comply with these provisions will result in the bidder being held responsible for all costs required to bring the building in compliance with contract specifications.

11. **ADDITION / DELETION OF ITEMS** – The County reserves the right to add or delete any item from this bid or resulting contract when deemed to be in the County's best interest.
12. **DELIVERY** – The Respondents must coordinate commencement of job with Heath Buck at 850-609-6100.
13. **WARRANTY** – Bidder shall provide terms / length of warranty as requested.
14. **PUBLIC ENTITY CRIME INFORMATION** – A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a Respondents, supplier, subRespondents, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for **CAGETORY TWO** for a period of 36 months from the day of being placed on the convicted vendor list.
15. **CONFLICT OF INTEREST** – The award hereunder is subject to the provisions of Chapter 112, Florida Statutes. All respondents must disclose with their bid the name of any officer, director, or agent who is also a public officer or an employee of the Okaloosa Board of County Commissioners or any of its agencies.

Furthermore, all respondents must disclose the name of any County officer or employee who owns, directly or indirectly, an interest of five percent (5%) or more in the firm or any of its branches.

Furthermore, the official, prior to or at the time of submission of the bid, must file a statement with the Clerk of Circuit Court of Okaloosa County if he is an officer or employee of the County, disclosing his or spouses of child's interest and the nature of the intended business.

**Note: For bidder's convenience, this certification form is enclosed and is made a part of the bid package.**

16. **IDENTICAL TIE BID** – Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids that are equal with respect to price, quality and service are received by the County for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process (see attached certification form).

Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program.

17. **RECYCLED CONTENT INFORMATION** – In support of the Florida Waste Management Law, bidders are encouraged to supply with their bid any information available regarding recycled material content in the products bid. The County is particularly interested in the type of recycled material used (such as paper, plastic, glass, metal, etc.) and the percentage of recycled material contained in the product. The County also requests information regarding any known or potential material content in the product that may be extracted and recycled after the product has served its intended purpose.

**Note: For bidder's convenience, this certification form is enclosed and is made a part of the bid package.**

18. **LOCAL PREFERENCE** – Okaloosa County reserves the right to grant a preference to in-county bidders **only** when bids are received from firms located in states, counties, municipalities or other political subdivisions which offer preference to bidders located in such political subdivisions. The

amount of preference given to local bidders will be the same as that given by the state, county, municipality or other political subdivisions in which a bidder is located. If the political subdivision in which a bidder is located offers a preference to its local firms, that bidder must plainly state the extent of such preference to include the amount and type preference offered. Any bidder failing to indicate such preference will be removed from the County bid list and any and all bids from that firm will be rejected.

**Note: For bidder's convenience, this certification form is enclosed and is made a part of the bid package.**

19. **HOLD HARMLESS** – To the fullest extent permitted by law, Respondents shall indemnify and hold harmless COUNTY, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the Respondents and other persons employed or utilized by the Respondents in the performance of this contract.

**Note: For bidder's convenience, this certification form is enclosed and is made a part of the bid package.**

20. **REORGANIZATION OR BANKRUPTCY PROCEEDINGS** – Bids will not be considered from vendors who are currently involved in official financial reorganization or bankruptcy proceedings.

21. **RIGHT TO WAIVE & REJECT:**

- A. The Board, in its absolute discretion, may reject any bid of a proposer that has failed, in the opinion of the Board, to complete or perform an Okaloosa County contracted project in a timely fashion or has failed in any other way, in the opinion of the Board, to perform a prior contract in a satisfactory manner, and has directed the Okaloosa County Purchasing Director to emphasize this condition to potential proposers.
- B. There is no obligation on the part of the County to award the bid to the lowest proposer, and the County reserves the right to award the bid to proposer submitting a responsive bid with a resulting negotiated agreement which is most advantageous and in the best interest of Okaloosa county, and to reject any and all bids or to waive any irregularity or technicality in bids received. Okaloosa County shall be the sole judge of the bid and the resulting negotiated agreement that is in its best interest and its decision shall be final.
- C. The Board of County Commissioners reserves the right to waive any informalities or reject any and all bids, in whole or part, to utilize any applicable state contracts in lieu of or in addition to this bid and to accept the bid that in its judgement will best serve the interest of the County.
- D. The Board of County Commissioners specifically reserves the right to reject any conditional bid and will normally reject those which made it impossible to determine the true amount of the bid.

22. **DISQUALIFICATION OR PROPOSERS** - Any of the following reasons may be considered as sufficient for the disqualification of a proposer and the rejection of his bid or bids:

- A. More than one bid for the same work from an individual, firm or corporation under the same or different name.
- B. Evidence that the proposer has a financial interest in the firm of another proposer for the same work.

- C. Evidence of collusion among proposers. Participants in such collusion will receive no recognition as proposers for any future work of the County until such participant shall have been reinstated as a qualified proposer.
  - D. Uncompleted work which in the judgment of the County might hinder or prevent the prompt completion of additional work if awarded.
  - E. Failure to pay or satisfactorily settle all bills due for labor and material on former contracts in force at the time of advertisement of bids.
  - F. Default under previous contract.
  - G. The Board, in its absolute discretion, may reject any bid of a bidder that has failed, in the opinion of the Board, to complete or perform an Okaloosa County contracted project in a timely fashion or has failed in any other way, in the opinion of the Board, to perform a prior contract in a satisfactory manner, and has directed the Okaloosa County Purchasing Director to emphasize this condition to potential proposers.
23. **CONDITIONAL & INCOMPLETE BIDS** – The Board of County Commissioners specifically reserves the right to reject any conditional bids and will normally reject those that make it impossible to determine the true amount of the bid.
24. **INVESTIGATION OF BIDDER** – The owner may make such investigations as he deems necessary to determine the stability of the bidder to perform the work and that there is no conflict of interest as it related to the project. The bidder shall furnish to the owner any additional information and financial data for the purpose as the owner may request. The data shall include a detailed and up-to-date list of plant equipment and materials which bidder proposes to use, indicating which portions he already possesses and a detailed description of the method and program or work to be done.
25. **PREPARATION OF BIDS** – Bids must be submitted upon the prescribed forms provided herein. All blanks spaces must be filled in as noted in ink or typed in both words and numbers with the amounts extended and totaled. No changes shall be made in phraseology of the form or in the items mentioned therein. In case of any discrepancy between the written amount and the figures, the written amounts shall govern. Any bid may be rejected which contains any omissions, erasures, alterations, additions, irregularities of any kind, or items not called for or which shall in any manner fail to conform to the conditions of published notice inviting bids.
26. **BID BOND** – Bidders are required to submit a Bid Bond, Cashier's or Certified Check in the amount of 5% of their total bid and **the Bid Bond is to be attached to their bid.**
27. **DISCRIMINATION** – An entity or affiliate who has been placed on the discriminatory vendor list may not submit a bid on a contract to provide goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not award or perform work as a Respondents, supplier, subRespondents, or consultant under contract with any public entity, and may not transact business with any public entity.
28. **PAYMENTS** – In accordance with the provisions fully set forth in the General Conditions, and subject to additions and deductions as provided, the Owner shall pay the Respondents as follows: Upon submissions by the Respondents or evidence satisfactory to the Owner that the Respondents in connection with the work required in the specifications have been furnished and are found acceptable by the Owner.
29. **AUTHORITY TO PIGGYBACK** – All bidders submitting a response to this Invitation to Bid agree that such response also constitutes a bid to all governmental agencies under the same conditions, for the same contract price, and for the same effective period as this bid, should the bidder feel it is

in their best interest to do so.

Each governmental agency desiring to accept these bids and make an award thereof shall do so independently of any other governmental agency. Each agency shall be responsible for its own purchases and each shall be liable only for materials and/or services ordered and received by it, and no agency assumes any liability by virtue of this bid. This agreement in no way restricts or interferes with the right of any governmental agency to bid any or all items.

30. **BID OPENING** – Bid Opening shall be public, on the date and time specified on the bid form. It is the bidder's responsibility to assure that his bid is delivered at the proper time and place. Offers by telegram, facsimile, or telephone are NOT acceptable. **NOTE:** Crestview, FL is "**not a next day guaranteed delivery location**" by delivery services.
31. **BID TABULATION SHEET** – Any bidder interested in receiving a copy of the bid tabulation sheet **must** enclose a stamped self-addressed envelope with their bid.
32. **"DEADLINE FOR QUESTIONS"** – Any questions pertaining to this bid must be received no later than close of business five (5) days prior to the bid opening date.

## **INSURANCE REQUIREMENTS**

### **Contractor's Insurance**

1. The Respondents shall not commence any work in connection with this agreement until he has obtained all required insurance and such insurance has been approved by the Okaloosa County Risk Management Officer nor shall the Respondents allow any subRespondents (approved by County of Okaloosa) to commence work in this subcontract until all similar insurance required of the subRespondents has been so obtained and approved.
2. All insurance policies shall be with insurers licensed to do business in the State of Florida, and any insuring company is required to have a minimum rating of A, Class X in the Best's Key Rating Guide published A.M. Best & Co., Inc.
3. The County of Okaloosa shall be furnished proof of coverage by a certified, complete duplicate of all insurance contracts including every endorsement. The complete insurance contracts must be delivered to the County Representative not less than ten (10) days prior to the commencement of any and all contractual agreements between the County of Okaloosa and the Respondents. The County shall retain the right to reject all insurance contracts that do not meet the requirement of this Agreement.
4. The insurance definition of Insured or Additional Insured shall include sub Respondents, sub- subRespondents and any associated or subsidiary companies of the Respondents that are involved and which are part of the contract.
5. The County of Okaloosa reserves the right during the term of this contract to request additional certified copies of any insurance contracts to support any Certificates of Insurance. At any time the insurance coverage is unacceptable to the County of Okaloosa, the County reserves the right to terminate this contractual agreement.
6. The designation of Respondents shall include any associated or subsidiary company which is involved and is a part of the contract and such, if any associated or subsidiary company involved in the project must be named in the workers compensation coverage.
7. ***All policies shall be written so that the County of Okaloosa will be notified of cancellation or restricted amendments at least thirty (30) days prior to the effective date of such cancellation or amendment, such notice to be given directly to the County representative.***
8. All insurance contracts should list Okaloosa County as an Additional Insured. The Respondents shall provide the County current Certificates of Insurance for all policies.

### **Workers' Compensation Insurance**

1. The Respondents shall secure and maintain during the life of this agreement Workers' Compensation insurance for all of his employees employed for the project or any site connected with the work, including supervision, administration or management, of this project and in case any work is sublet, with the approval of the County of Okaloosa, the Respondents shall require the Sub Respondents similarly to provide Workers' Compensation insurance for all employees employed at the site of the project, and such evidence of insurance shall be furnished the County of Okaloosa not less than ten (10) days prior to the commencement of any and all subcontractual agreements which have been approved by the County of Okaloosa.



2. Such insurance shall comply with the Florida Workers' Compensation Law.
3. No class of employee, including the Respondents himself, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation Insurance shall also include Employer's Liability coverage.

**Business Automobile and Public Liability Insurance**

1. The Respondents shall maintain Business Automobile Liability insurance coverage throughout the life of this Agreement. The insurance shall include Owned, Non-owned & Hired Motor Vehicle coverage.
2. The Respondents shall carry other Public Liability insurance against all other Bodily Injury, Property Damage and Personal and Advertising Injury exposures. The coverage shall include both on and Off Premises Operations, Contractual Liability, Board Form Property Damage, and Professional Liability.
3. All liability insurance shall be written on an occurrence basis and shall not be written on a claim-made basis. If the insurance is issued with an aggregate limit of liability, the aggregate limit of liability shall apply only to the locations included in this Agreement. If, as the result of any claims or other reasons, the available limits of insurance reduce to less than those stated in the Limits of Liability, the Respondents shall notify the County representative in writing. The Respondents shall purchase additional liability insurance to maintain the requirements established in this Agreement. Umbrella or Excess Liability insurance can be purchased to meet the Limits of Liability specified in this Agreement.
4. Public liability coverage shall be endorsed to include the following:
  - a. Premises – Operation Liability
  - b. Occurrence Bodily Injury and Property Damage Liability
  - c. Independent Respondent's Liability
  - d. Completed Operations and Products Liability
5. Respondents shall agree to keep in continuous force Commercial General Liability coverage including Completed Operations and Products Liability for two (2) years beyond acceptance of project.

**Limits of Liability**

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

	<b><u>LIMIT</u></b>
1. Worker's Compensation	
1) State	Statutory
2) Employer's Liability	\$1 million each accident
2. Business Automobile & Commercial General Liability Insurance	\$1,000,000 each occurrence (A combined single limit)
3. Personal and Advertising Injury	\$250,000

**Notice of Claims or Litigation**

The Respondents agrees to report any incident or claim that results from performance of this Agreement. Within ten (10) days of the Respondents's knowledge, the County representative shall receive written notice describing the incident or claim. In the event such incident or claim involves injury or property damage to a third party, verbal notification shall be given the same day the Respondents becomes aware of the incident or claim. A detailed written report is to be made within ten (10) days.

### **Indemnification & Hold Harmless**

To the fullest extent permitted by law, Respondents shall indemnify and hold harmless COUNTY, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the Respondents and other persons employed or utilized by the Respondents in the performance of this contract.

### **Certificate of Insurance**

1. All insurance shall include the interest of all entities names in and its respective agents, consultants, servants and employees of each and all other interests as may be reasonably required by Okaloosa County as Additional Insured. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance that is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.
2. Certificates of insurance, in duplicate, indicating the job site and evidencing all required coverage must be submitted to and approved by Okaloosa County prior to the commencement of any of the work. The certificate holder(s) shall be as follows:

Okaloosa County  
602-C North Pearl Street  
Crestview, Florida 32536

3. All policies shall expressly require 30 days written notice to Okaloosa County at the address set out above, or the cancellations of material alterations of such policies, and the Certificates of Insurance, shall so provide.
4. All certificates shall be subject to Okaloosa County's approval of adequacy of protection and the satisfactory character of the Insurer.
5. The Certificates of Insurance shall disclose any and all deductibles or self-insured retentions (SIRs). Deductibles or SIRs in excess of \$10,000 will not be accepted unless specifically approved in writing by Okaloosa County. All deductibles or SIRs, whether approved by Okaloosa County or not, shall be the Respondent's full responsibility. In particular, the Respondents shall afford full coverage as specified herein to entities listed as Additional Insured.  
In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR. Specific written approval from Okaloosa County will only be provided upon demonstration that the Respondents has the financial capability and funds necessary to cover the responsibilities incurred as a result of the deductible or SIR.
6. In the event of failure of the Respondents to furnish and maintain said insurance and to furnish satisfactory evidence thereof, Okaloosa County shall have the right (but not the obligation) to take out and maintain insurance on the project. All costs for the coverage will

be paid by Respondents upon presentation of a bill.

### **General Terms**

Any type of insurance or increase of limits of liability not described above which the Respondents required for its own protection or on account of statute shall be its own responsibility and at its own expense.

The carrying of the insurance described shall in no way be interpreted as relieving the Respondents of any responsibility under this contract.

Should the Respondents engage a sub Respondents or sub-subRespondents, the same conditions will apply under this agreement to each sub Respondents and sub-subRespondents.

The Respondents hereby waives all rights of subrogation against Okaloosa County and its consultants and other indemnities of the Respondents under all the foregoing policies of insurance.

### **Umbrella Insurance**

The Respondents shall have the right to meet the liability insurance requirements with the purchase of an umbrella insurance policy. In all instances, the combination of primary and umbrella liability coverage must equal or exceed the minimum liability insurance limits stated in this agreement.

# CONTRACT

This agreement, executed in Crestview, Florida this \_\_\_\_\_ day of \_\_\_\_\_ 2014 between the County of Okaloosa, Florida, the Owner, hereinafter called the Party of the First Part, and \_\_\_\_\_ or **its** successors, executors, administrators and assigns, hereinafter called the Party of the Second Part.

## WITNESSETH:

That for and in consideration of payments, hereinafter mentioned, to be made by the Party of the First Part, the Party of the Second Part agrees to furnish all equipment, machinery, tools and labor; to furnish and deliver all materials required to be furnished and delivered in and about the improvement and to do and perform all work in **providing utility billing services for the costs set forth in the attached bid** in strict conformity with the provisions of this Contract, the Notice to Contractors, the Specifications and the Plans approved by the Owner. The said Plans, Specifications, the Notice to Contractors, and the Bid are hereby made a part of this agreement as fully and to the same effect as if the same had been set forth at length in the body of this agreement.

As security for the full and faithful performance of this contract and all the incidents thereto, the Party of the Second Part had made and furnished a Contract Bond with \_\_\_\_\_ as Surety (as required per the bid package), which is accepted by Parties of the First Part and made a part of this contract.

In consideration of the foregoing promises, the Party of the First Part agrees to pay to the Party of the Second Part such unit prices for the work actually done as are set out in the accompanying bid in the manner provided in the said Specifications.

This contract shall be in effect upon completion of signatures by both parties and shall run through September 30, 2017. This contract may be renewed upon agreement by both parties for an addition three (3) one-year periods. Attached prices shall be fixed until September 30, 2017. Attached prices may be adjusted annually during the renewal period per written agreement by both parties and based on the Producers Price Index published monthly by the U.S. Department of Labor, Bureau of Labor Statistics, for the price of goods. The only addition increase during the contract period would be due to the postage costs.

The Contractor shall be prepared to begin work to be performed under the contract as he set forth in his bid, but will not proceed until he receives official notice to begin.

**REPRESENTATIVES:** The authorized representative of the County shall be:

**Heath Buck**  
**Okaloosa County Water & Sewer**  
**1804 Lewis Turner Blvd.**  
**Ft. Walton Beach FL 32548**  
**850-651-7177**  
E-Mail: [hbuck@co.okaloosa.fl.us](mailto:hbuck@co.okaloosa.fl.us)

The authorized representative for \_\_\_\_\_ shall be:

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

All notices required by this agreement shall be in writing to the representative listed above with a courtesy copy to the following:

Joanne Kublik  
Contracts & Leases  
Okaloosa County Purchasing Department  
602-C North Pearl Street  
Crestview, FL 32536  
850-689-5960 / 850-689-5032 (FAX)  
E-Mail: [jkublik@co.okaloosa.fl.us](mailto:jkublik@co.okaloosa.fl.us)

**IN WITNESS WHEREOF**, the Chairman of the Board of County Commissioners, by authority vested in him, has hereunto subscribed his name on behalf of the County of Okaloosa, Florida, the Owner, and the said \_\_\_\_\_ has hereto fixed his signature, the day and year above written.

**WITNESS:**

\_\_\_\_\_

\_\_\_\_\_

**CONTRACTOR**

**BY** \_\_\_\_\_

\_\_\_\_\_

**TITLE**

**STATE OF FLORIDA  
COUNTY OF OKALOOSA**

This contract is accepted this \_\_\_\_\_ day of \_\_\_\_\_ 2014 and is effective on the \_\_\_\_\_ day of \_\_\_\_\_ 2014.

**ATTEST:**

**COUNTY OF OKALOOSA, FLORIDA**

\_\_\_\_\_  
Gary Stanford  
Deputy Clerk of Court

**BY** \_\_\_\_\_  
Charles K. Windes, Jr., Chairman

# CONFLICT OF INTEREST DISCLOSURE FORM

For purposes of determining any possible conflict of interest, all bidders/proposers, must disclose if any Okaloosa Board of County Commissioner, employee(s), elected officials(s), of if any of its agencies is also an owner, corporate officer, agency, employee, etc., of their business.

Indicate either "yes" (a county employee, elected official, or agency is also associated with your business), or "no". If yes, give person(s) name(s) and position(s) with your business.

YES \_\_\_\_\_

NO \_\_\_\_\_

**NAME(S)**

**POSITION(S)**

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FIRM NAME: \_\_\_\_\_

BY (PRINTED): \_\_\_\_\_

BY (SIGNATURE): \_\_\_\_\_

TITLE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

PHONE NO. \_\_\_\_\_

E-MAIL \_\_\_\_\_

# RECYCLED CONTENT FORM

## RECYCLED CONTENT INFORMATION

1. Is the material in the above: Virgin \_\_\_\_\_ or Recycled \_\_\_\_\_ (Check the applicable blank)? If recycled, what percentage \_\_\_\_\_%.

Product Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Is your product packaged and/or shipped in material containing recycled content?

Yes \_\_\_\_\_ No \_\_\_\_\_

Specify: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Is your product recyclable after it has reached its intended end use?

Yes \_\_\_\_\_ No \_\_\_\_\_

Specify: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The above is not applicable if there is only a personal service involved with no product involvement.

Name of Bidder: \_\_\_\_\_

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

# LOCAL PREFERENCE DATA SHEET

Refer to Special Bid Condition

Does the state, county, municipality or political subdivision in which your firm is located offer a preference to their local bidders? (If your firm is located in Okaloosa County, you will check "NO.") If "YES," list below the extent of such preference.

YES \_\_\_\_\_

NO \_\_\_\_\_

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\_\_\_\_\_  
Bidder's Company Name

\_\_\_\_\_  
Authorized Signature – Manual

\_\_\_\_\_  
E-Mail

\_\_\_\_\_  
Authorized Signature – Typed



## INDEMNIFICATION AND HOLD HARMLESS

To the fullest extent permitted by law, CONTRACTOR shall indemnify and hold harmless COUNTY, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the CONTRACTOR and other persons employed or utilized by the CONTRACTOR in the performance of this Agreement.

\_\_\_\_\_  
Bidder's Company Name

\_\_\_\_\_  
Authorized Signature – Manual

\_\_\_\_\_  
Physical Address

\_\_\_\_\_  
Authorized Signature – Typed

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

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
FAX Number

\_\_\_\_\_  
Cellular Number

\_\_\_\_\_  
After-Hours Number(s)

\_\_\_\_\_  
DATE

**BID SHEET**

To allow for one provider to be awarded the contract for all printing, folding, stuffing, programming, and mail service the following formula will be used in determining the Total Bid Price for the Okaloosa County Water and Sewer Outsource Billing Functions:

**INITIAL BILL DESIGN & DEVELOPMENT**

<b>Description</b>	<b>Unit Bid Price</b>
Initial bill design and programming	\$ _____
Startup costs	\$ _____
Additional Cost	\$ _____

**Bill processed via mail**

Price per mailed statement, bills processed: To include all services and supplies excluding postage.	_____ /piece
Charge for combined bills.	_____ /piece
Charge for bill insertion (single page printed material 8 1/2" x 11")	_____ /piece
Charge for bill insertion (multi page printed material or trifold brochure.) Expand on cost element if required	_____ /piece
PDF (electronic services if available)	_____ /piece
E-mail statement	_____ /piece
Monthly charge	\$ _____
Per Image Charge (PDF)	\$ _____
Storage of PDF (time frame for storage & employee/customer access)	
EOM CD Charge	\$ _____

**Hourly Services**

Programming per hour after initial set up	\$ _____ per hour
Changes to bill design – custom programming	\$ _____ per hour
Training of County staff	\$ _____ per hour

**Note: This RFP also asks for information above and beyond the prices above. Provide this information as an attachment to this bid sheet or address it in a cover letter.**

**Remarks:**

The only addition increase during the contract period, as specified in the contract, would be due to the postage costs.

**ANTI-COLLUSION STATEMENT:** The below signed bidder has not divulged to, discussed or compared his bid with other bidders and has not colluded with any other bidder or parties to bid whatever. (Note: No premiums, rebates, or gratuities permitted either with, prior to, or after any delivery of materials. Any such violation will result in the cancellation and/or return of material (as applicable) and the removal from bid list(s).

\_\_\_\_\_  
Bidder's Company Name

\_\_\_\_\_  
Authorized Signature – Manual

\_\_\_\_\_

\_\_\_\_\_  
Authorized Signature – Typed

\_\_\_\_\_  
Address

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone #

\_\_\_\_\_  
Fax #

\_\_\_\_\_  
Federal ID # or SS #

\_\_\_\_\_  
E-mail address

## Utility Bill Files

Here are the names of the bill print files you need to send and a description of them:

The following is a description of the extract and history files that are created for each billing update.

Extract File  
Description  
History File

### UTBFGI

General information: This is the primary file for bill generation that includes general bill information such as customer name, mailing address, and billing totals. The file includes one record for each bill produced.

Note: A date displays in the Original bill date field only if the bill is in cancel/rebill. The date is the date of the bill that is being rebilled.

UTBFGIH

### UTBFMA

Master account information: This file includes the location ID and service address of all related and subordinate locations associated with a master account. The file can include multiple records for each general information file record.

UTBFMAH

### UTBFSH

Service header file: This file contains summary information for an account service such as total charges, consumption, and billing period. The file can include multiple records for each general information file record for each service.

UTBFSHH

### UTBFSD

Service charge detail file: This file contains detail transactions for service related charges and taxes for an account service. The detail information includes charge description, amount, from and to dates, and rate information. The file can include multiple records for each general information file record one for each charge transaction.

UTBFSDH

### UTBFMT

Metered service detail file: This file contains detail transactions for meter readings and consumption information for an account service. Depending on the number of meter registers and readings, the file can include multiple records for each general information file record.

UTBFMTH

UTBFMC

Miscellaneous charge detail file: This file contains detailed miscellaneous charge transactions including miscellaneous charge code, description, and amount. The file includes one record for each miscellaneous charge billed to a customer account.

UTBFMCH

UTBFRC

Recurring charge detail file: This file contains detailed recurring charge transactions including recurring charge code, description, and amount. The file includes one record for each recurring charge assigned to a customer account.

UTBRCH

UTBFPY

Payment detail file: This file contains detailed payment transaction records associated with a customer account. The file includes one record for each payment received since the last bill date.

UTBFPYH

UTBFMG

Bill message file: This file contains the bill messages for a customer account. The file includes one record for each bill message.

UTBFMGH

UTBFBD

Budget billing charge detail: This file contains the budget billing charge detail for a customer account on budget billing. The file contains one record for each customer account.

UTBFBDH

UTBFPP

Payment plan detail file: This file contains the payment plan information for a customer account with a payment plan. The file includes one record for each payment plan.

UTBFPPH

UTBFLR

Total record count: This file contains a total of the number of records included for each customer account and for the other eleven bill print files.

UTBFLRH

UTBFGIL1

General information by customer: This file lists the general information contained in file UTBFGI in order by customer account.

NA

**Functional Specifications**  
**Bill print file information**

**Bill Data File(s) Layout and Definition**

**General Information File (UTBFGI):** This file is the primary / key file for bill generation. This file contains general bill information such as customer name, mailing address and totals. There is one record in this file per bill to be produced. The unique key to this file is: Customer ID, Location ID, Original Bill Date. Note that Customer ID and Location ID form the account number. The Original Bill Date contains zeros for all bills other than Cancel/Rebill Bills. For Cancel/Rebill the Original Bill Date contains the date of the bill that is being rebilled. If an account is being rebilled for multiple past bills then there will be a record in this file for each bill being rebilled.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GIGCDE	Group code	1	5	5 A	Group Code is used to group bills from different accounts together for mailing or manual delivery purposes. The Group Code is a user defined field that is associated to an Customer ID. This field is the 1 <sup>st</sup> field in the sort sequence of the data in the bill files. Total sort sequence is Group Code, Zip, Customer ID, Location ID, Original Bill Date.
GIZPPN	Zip plus Postnet	6	17	12 A	Format: XXXXXYYYYZZC where XXXXX=Zip YYYY=plus 4 ZZ=delivery point C=check digit.
GIZPSI	Zip - Sort 1	18	22	5 A	First 5 digits of the zip code
GIZPS2	Zip - Sort 2	23	26	4 A	Last 4 digits of the zip code
GITPID	Tape Ident	27	27	1 A	
GICUS	Customer ID	28	36	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
GILOC	Location ID	37	45	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
GIBLTY	Bill type code	46	47	2 A	Values: FB=Final Bill, RB=Cancel/Rebill, BL=Cycle Bill...
GIMSGT	Bill type description	48	67	20 A	Description associated to the Bill Type Code (GIBLTY).
GICUSN	Customer name	68	98	31 A	Pre formatted customer name. Actual field length from CIS system is 30 characters.
GIADR1	Customer address line 1	99	129	31 A	Actual field length from CIS system is 30 characters.
GIADR2	Customer address line 2	130	160	31 A	Actual field length from CIS system is 30 characters.
GIADR3	Customer address line 3	161	191	31 A	Actual field length from CIS system is 30 characters.
GICTSZ	Customer City, ST Zip	192	222	31 A	Format: City(15), ST 99999-9999

**General Information File (UTBFGI):**

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GICSAT	Account number	223	241	19 A	Format: 888888888-999999999 Where 8's=Customer ID, 9's=Location ID
GIBANK	Bank draft flag	242	242	1 A	Value of 'Y' indicates draft account.
GIMAFL	Master Account flag	243	243	1 A	Value of 'Y' indicates a Master Account. A Master Account will have an associated record in the Master Account Information file (UTBFMA) for each related / subordinate location.
GICSTP	Customer type code	244	245	2 A	User defined field associated to each Customer/Location.
GICSTS	Customer/Location status	246	246	1 A	Account status. A=Active, T=Terminated.
GIBDAT	Bill Date	247	254	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GIDDTTE	Due date	255	262	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GIPRDT	Print date	263	270	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GINRDT	Next read date	271	278	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GIPBDT	Previous bill date	279	286	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
GISVCA	Service address - street	287	326	40 A	Formatted street address, with all unneeded blanks removed.
GISVCZ	Service address- city, ST Zip	327	357	31 A	Format: City(15), ST 99999-9999
GICLAS	Class code	358	359	2 A	User defined code used to identify the general class of the account. Note that this Class Code value is obtained from the General Location Level. This Class Code value may differ from the Class Code used for billing purposes for a specific customer/service.
GIJUR	Jurisdiction code	360	361	2 A	User defined code used to identify the general jurisdiction of the account. Note that this Jurisdiction code value is obtained from the General Location Level. This Jurisdiction Code value may differ from the Jurisdiction Code used for billing purposes for a specific customer/service.
GIIORO	Inside / Outside code	362	362	1 A	Values: I=Inside, O=Outside. Used to define if the account is located inside or outside the city limits. Note that this I/O value is obtained from the General Location Level. This I/O value may differ from the I/O value used for billing purposes for a specific customer/service.



**General Information File (UTBFGI):**

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GICLSD	Class code description	363	387	25 A	Description associated to the Class Code (GICLAS).
GIFRDT	Billing period From Date	388	395	8.0	Overall From Date for the account. Note that individual services may have varying From/To dates. Format will be in local AS/400 system format. Usually MMDDYYYY.
GITODT	Billing period To Date	396	403	8.0	Overall To Date for the account. Note that individual services may have varying From/To dates. Format will be in local AS/400 system format. Usually MMDDYYYY.
GIPYDT	Last payment date	404	411	8.0	The most recent payment date for the account SINCE THE LAST BILL. This would include payments being applied to an account during this billing. Format will be in local AS/400 system format. Usually MMDDYYYY.
GILPAY	Last payment amount	412	422	11.2	The most recent payment amount for the account SINCE THE LAST BILL. This would include payments being applied to an account during this billing.
GIOBLD	Original bill date	423	429	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled. If more than one bill is being rebilled for the same account then there will be multiple records in this file for the same account, but with different original bill date values. All other related bill data files contain original bill date to form a unique link of detail records to specific account / original bill date combinations.
GIBLPE	Billing period	430	434	5.0	Format: CYYMM
GILBAM	Last bill amount	435	445	11.2	Total amount due from the last bill.
GIPAYT	Total payments	446	456	11.2	Sum of all payments made since the last bill. If only one payment was made then this amount will equal GILPAY (Last Payment Amount).
GIADJP	Total past adjustments	457	467	11.2	Sum of all adjustments made since the last bill. Note that this does not include any adjustments being applied to the account during this billing.
GIBALF	Balance forward	468	478	11.2	Balance of account going into this billing. Any payments or reverse payments being applied to an account with this billing will be incorporated into this amount.
GIMSCT	Total current misc charges	479	489	11.2	Sum of miscellaneous charges being applied to an account with this billing. This total will equal the sum of all records associated to this account / original bill date from the Miscellaneous Charge Detail file (UTBFMC). Miscellaneous charges are charges such as Returned Check and Connection Fees.

**General Information File (UTBFGI):**

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GIRCGT	Total current recurring charges	490	500	11.2	Sum of recurring charges being applied to an account with this billing. This total will equal the sum of all records associated to this account / original bill date from the Recurring Charge Detail file (UTBFRC).
GITAXT	Total current tax charges	501	511	11.2	Sum of all taxes being applied to an account with this billing. This total will equal the sum of all records with a Transaction Type (SDTTYP) of 'T' associated to this account / original bill date from the Charge Detail file (UTBFSD).
GIADJT	Total current adjustments	512	522	11.2	Sum of all adjustments being applied to an account with this billing. This total will equal the sum of all adjustment records written to the Miscellaneous Charge file UTBFMC. (*NOTE: In version 7.0 the UTBFMC file was changed to add a new field MCTYPE, that differentiates adjustment records from true miscellaneous charges. It is set to '1' for miscellaneous charges and '2' for adjustments.)
GISVCT	Total current service charges	523	533	11.2	Sum of all service related charges being applied to an account with this billing. This total will equal the sum of all records with a Transaction Type (SDTTYP) of 'S' associated to this account / original bill date from the Charge Detail file (UTBFSD).
GICHGT	Total current tax, adjustment and service charges	534	544	11.2	Sum of GITAXT, GIADJT, GISVCT. Also equals the sum of all records from the Charge Detail file (UTBFSD) and the adjustment records from the Miscellaneous Charge Detail file (UTBFMC) for this Account / original bill date.
GICURT	Total current charges.	545	555	11.2	Sum of all current charge transactions. Will equal the sum of GIMSCT, GIRCGT, and GICHGT. Note that this amount plus the Balance Forward amount would equal the Total Amount Due.
GITOTD	Total amount due	556	566	11.2	Total amount due this bill. Would equal the sum of Balance Forward(GIBALF) and Total Current Charges(GICURT).
GIDSAT	Total discount amount	567	577	11.2	Will be zeros if discounts are not used.
GITODD	Total amount due with discount	578	588	11.2	Sum of Total Amount Due (GITOTD) and Total Discount Amount (GIDSAT).
GIAFDD	Penalty due date	589	596	8.0	May not need this field if normal Due Date field can be used.
GIADTT	Total amount due with penalty	597	607	11.2	Sum of Total Amount Due (GITOTD) and Total Projected Penalty Amount (GIPENT).

**General Information File (UTBFGI):**

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
GIOCRL	Scan line	608	667	60 A	Scan line used for automatic remittance processing. Base format: 8888888889999999997777777776 where 8's=Customer ID, 9's=Location ID, 7's=Total Amount Due, 6=Check Digit.
GIDELQ	Delinquent amount	668	678	11.2	The amount of the Balance Forward on the account that is delinquent. May be zero if the account is not delinquent.
GICUTF	Cut off date	679	686	8.0	Will be zeros if the account is not currently delinquent for some amount. Format will be in local AS/400 system format. Usually MMDDYYYY.
GIDFTD	Bank draft date	687	694	8.0	Will be zeros if the account is not a bank draft account. Format will be in local AS/400 system format. Usually MMDDYYYY.
GIDEPD	Total Deposit Refund	695	705	11.2	Sum of all deposits to be refunded.
GIINTR	Total Interest Refund	706	716	11.2	Sum of all deposit interest to be refunded.
GICLRT	Cycle/Route	717	721	5 A	Cycle and Route for account.
GI3PTY	Third Party Flag	722	722	1 A	Mailing address and customer name reflect that this bill is being mailed to a third party.
GIINS1	Insert code 1	723	723	1 A	A blank indicates no additional insert to be included with this bill.
GIINS2	Insert code 2	724	724	1 A	A blank indicates no additional insert to be included with this bill.
GIINS3	Insert code 3	725	725	1 A	A blank indicates no additional insert to be included with this bill.
GIINS4	Insert code 4	726	726	1 A	A blank indicates no additional insert to be included with this bill.
GIINS5	Insert code 5	727	727	1 A	A blank indicates no additional insert to be included with this bill.
GIBPDB	Prev Deferred Bal	728	736	9.2	Previous Deferred Balance
GIBDA	Curr Deferred Bal	737	745	9.2	Current Deferred Balance
GIBADA	Applied Deferred	746	754	9.2	Applied Deferred Balance
GITRFC	Transfer Frm Cust	755	763	9 A	Transfer from Customer
GITRFL	Transfer Frm Loc	764	772	9 A	Transfer from Location
GITRTC	Transfer To Cust	773	781	9 A	Transfer to Customer
GITRTL	Transfer To Loc	782	790	9 A	Transfer to Location
GITRTA	Transfer To Amt	791	801	11.2	Transfer to Amount
GICNOB	Number of Bills	802	804	3.0	Total Number of Bills

**Master Account Information File (UTBFMA):** This file contains the Location ID and Service Address of all related / subordinate locations associated to a Master Account. A Master Account is identified by a value of 'Y' in the Master Account Flag field (GIMAFL) from the General Information file (UTBFGI). This file can be used to group charges and reading information by subordinate account within a Master Account bill. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each subordinate location associated to the Customer/Location/Original Bill Date. The unique key in this file is Customer ID, Location ID, Subordinate Account, Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MACUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
MALOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
MASUBA	Subordinate account number	19	27	9 A	This will be zeros unless the bill being generated is for a Master Account. In the case of a Master Account. This field will contain the Location ID of the related or subordinate location that this service's charges are based on.
MABDAT	Bill Date	28	35	8.0	Format will be in local AS/400 system format Usually MMDDYYYY.
MASVCA	Service Address of subordinate location	36	75	40 A	Formatted street address, with all unneeded blanks removed.
MAOBLD	Original bill date	76	82	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled. If more than one bill is being rebilled for the same account then there will be multiple records in this file for the same account, but with different original bill date values. All other related bill data files contain original bill date to form a unique link of detail records to specific account / original bill date combinations.

**Service Header File (UTBFSH):** This file contains summary information for an account/service. Total charges, consumption and billing period for an account/service are provided. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each service associated to the Customer/Location/Original Bill Date. The unique key in this file is Customer ID, Location ID, Subordinate Account, Original Bill Date, Service Code.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
SHCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
SHLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
SHSVC	Service code	19	20	2 A	User defined service code. Examples could be EL=electric, WA=water. Charges, readings and consumption information can be grouped by this service code.
SHSBAC	Subordinate account number	21	29	9 A	This will be zeros unless the bill being generated is for a Master Account. In the case of a Master Account. This field will contain the Location ID of the related or subordinate location that this service's charges are based on.
SHBDAT	Bill Date	30	37	8.0	In MMDDYYYY format
SHOBLD	Original bill date	38	44	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled. If more than one bill is being rebilled for the same account then there will be multiple records in this file for the same account, but with different original bill date values. All other related bill data files contain original bill date to form a unique link of detail records to specific account / original bill date combinations.
SHSVDS	Service description	45	74	30 A	Description of Service from Service Code File.
SHSVTP	Service type, metered / non metered	75	75	1 A	Values: M=Metered, N=Non Metered. When this field contains a value of 'M' it indicates that there will be related records for this service in the Metered Detail Information file (UTFBMT).

**Service Header File (UTBFSH)**

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
SHTOTA	Total current adjustments	76	86	11.2	Not used. Adjustments are written to the Miscellaneous Charge Detail file UTBFMC.
SHTOTT	Total current taxes	87	97	11.2	Total taxes being applied to an account for this service with this billing. This total will equal the sum of all records with a Transaction Type (SDTTYP) of 'T' associated to this account /sub account / original bill date / service from the Charge Detail file (UTBSD). <b>Note: This value is not currently available within the CIS system as taxes are not currently generated with respect to service code. This field has been included for future use.</b>
SHTOTS	Total Service Charge	98	108	11.2	Total charges for this service in general. This total will equal the sum of Total Adjustments (SHTOTA) and Total Service Based Charges (SHTOTS).
SHTOTC	Total service based charges	109	119	11.2	Total service related charges being applied to an account for this service. This total will equal the sum of all records with a Transaction Type (SDTTYP) of 'S' associated to this account /sub account / original bill date / service from the Charge Detail file (UTBSD). Note that this amount does not include taxes or adjustments.
SHNOMT	Number of meters	120	122	3.0	Value indicates the number of meters associated to this location/service. Note that a meter exchange would not affect this count.
SHFRDT	Service period from date	123	130	8.0	From Date for billing of this service. From Date could be based on the previous read date, previous charge through date, or service start date depending on the account and Service Code File definition for the service involved. Format will be in local AS/400 system format. Usually MMDDYYYY.
SHTODT	Service period to date	131	138	8.0	To Date for billing of this service. To Date could be based on the current/final read date, current charge through date, or service termination date depending on the account and Service Code File definition for the service involved. Format will be in local AS/400 system format. Usually MMDDYY.
SHDAYS	Number of days	139	141	3.0	Calculated value based on the number of days between the From and To dates.

**Service Header File (UTBFSH)**

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
SHCNS1 - SHCNSB	Last twelve periods consumption . 1 through 12	142	297	13.2 x 12	Consumption period 1 contains this period/bill's non demand consumption for this service. Period 2 contains last period/bill's non demand consumption for this service. Period 12 contains the non demand consumption for this service for 11 periods ago, not including the current period.
SHCNST	Total consumption for current year	298	310	13.2	Sum of Last twelve periods consumption 1 through 12 fields (SHCNS1 - SHCNSB).
SHCDS1 - SHCDSB	Last twelve periods Demand 1 through 12	311	466	13.2 x 12	Demand period 1 contains this period/bill's demand consumption for this service. Period 2 contains last period/bill's demand consumption for this service. Period 12 contains the demand consumption for this service for 11 periods ago, not including the current period
SHCDST	Total demand for current year	467	479	13.2	Sum of Last twelve periods demand 1 through 12 fields (SHCDS1 - SHCDSB)
SHCND1- SHCNDB	Number of days for periods 1 through 12	480	515	3.0 x 12	Number of Days period 1 contains the number of days in the current billing period for this service. Number of Days period 2 contains the number of days in the previous billing period for this service.
SHCNP1 - SHCNPB	Consumption from same period last year and beyond. 1 through 12	516	671	13.2 x 12	Consumption period 1 contains the non demand consumption for this service from same period last year. Period 2 contains non demand consumption for this service from one period beyond that. Period 12 contains the non demand consumption for this service for 23 periods ago, not including the current period.
SHCNPT	Total prior year consumption	672	684	13.2	Sum of consumption from same period last year and beyond, periods 1 through 12 fields (SHCNP1 - SHCNPB).
SHCDP1 - SHCDPB	Demand form same period last year and beyond 1 through 12	685	840	13.2 x 12	Demand period 1 contains the demand consumption for this service from same period last year. Period 2 contains demand consumption for this service from one period beyond that. Period 12 contains the demand consumption for this service for 23 periods ago, not including the current period.
SHCNPT	Total Prior Year Demand	841	853	13.2	Sum of demand from same period last year and beyond, periods 1 through 12 fields (SHCDP1 - SHCDPB).

SHCNE1- SHCNEB	Number of days for periods 1 through 12	854	889	3.0 x 12	The Number of Days associated to each of the twelve periods of consumption fields SHCNP1 - SHCNPB.
SHPER1- SHPERB	Month abbreviation for the 12 consumption fields	890	925	3 A x 12	The possible values contained in these fields are as follows: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec. These 12 fields are used to establish the month that each of the associated 12 consumption fields is based upon. If the current period is February, then FEB would be in SHPER1 and JAN would be in SHPER2 back through MAR in SHPERB.
SHESS1 - SHESSB	Est Flag Current for periods 1 through 12	926	937	1 A x 12	
SHESP1 - SHESPB	Est Flag Prior year for periods 1 through 12	938	949	1 A x 12	
	*** New in 6.1 ***				The following fields are being introduced in version 6.1
SHCKS1- SHCKSB	KVAR consumption for periods 1 through 12	950	1105	13.2 x 12	Contains KVAR consumption (as defined when the UTUSMT field in meter reading detail = K)
SHCKST	Total KVAR current year	1106	1118	13.2	Total of fields SHCKS1 through SHCKSB.
SHCKP1- SHCKPB	KVAR consumption for previous year, periods 1 through 12	1119	1274	13.2 x 12	Contains KVAR consumption (as defined when the UTUSMT field in meter reading = K)
SHCKPT	Total KVAR previous year	1275	1287	13.2	Total of fields SHCKP1 through SHCKPB.



**Service Charge Detail File (UTBFSD):** This file contains detail transactions for service related charges and taxes for an account/service. Charge Description, amount, from/to date and rate information are provided. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for charge transaction associated to the Customer/Location/Original Bill Date. To associate records from this file to a specific Service Header Information file (UTBFSH) record use the following key: Customer ID, Location ID, Original Bill Date and Service Code.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
SDCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
SDLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
SDSVC	Service code	19	20	2 A	User defined service code. Examples could be EL=electric, WA=water. Charges, readings and consumption information can be grouped by this service code.
SDSBAC	Subordinate account number	21	29	9 A	This will be zeros unless the bill being generated is for a Master Account. In the case of a Master Account. This field will contain the Location ID of the related or subordinate location that this service's charges are based on.
SDBDAT	Bill Date	30	37	8.0	In MMDDYYYY format
SDOBLD	Original bill date	38	44	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
SDCHGA	Charge amount	45	55	11.2	
SDRCMP	Billing rate component	56	59	4 A	User defined code from the rate file used to generate this charge.
SDTDSC	Transaction description	60	89	30 A	User defined description from the rate file used to generate this charge.
SDCHGD	Additional description	90	119	30 A	Additional description field that may used for customized descriptions.
SDCONS	Consumption	120	132	13.2	Consumption amount associated to this charge. Flat and non metered based charges would have a zero value in this field.

**Service Charge Detail File (UTBFSD)**

Field Name	Description	Start Pos	End Pos	Length /Type	Comments
SDFRDT	Charge from date	133	140	8.0	From Date for billing of this charge. From Date could be based on the previous read date, previous charge through date, service start date or component start date depending on the account and Service Code File definition for the service involved. Format will be in local AS/400 system format. Usually MMDDYYYY.
SDTODT	Charge to date	141	148	8.0	To Date for billing of this service. To Date could be based on the current/final read date, current charge through date, service termination date, or component termination date depending on the account and Service Code File definition for the service involved. Format will be in local AS/400 system format. Usually MMDDYYYY.
SDTTYP	Transaction Type	149	149	1 A	This field has been changed in 7.0 to be 2 A; it corresponds to the value in file UT420TP, field UTTTYP. For tax records, SDCHGT is the tax code; else it is blank.
SDCLAS	Billing Class	150	151	2 A	Part of the Rate Group used to determine the rate for this charge.
SDJUR	Billing Jurisdiction	152	153	2 A	Part of the Rate Group used to determine the rate for this charge.
SDIORO	Billing Inside / Outside Code	154	154	1 A	Part of the Rate Group used to determine the rate for this charge.
SDMSZ	Billing Meter Size	155	158	4 A	Part of the Rate Group used to determine the rate for this charge.
SDREDM	Rate effective date month	159	160	2.0	Part of the Rate Group used to determine the rate for this charge. Effective date of the rate used.
SDREDD	Rate effective date day	161	162	2.0	Part of the Rate Group used to determine the rate for this charge. Effective date of the rate used.
SDREDY	Rate effective date year	163	164	2.0	Part of the Rate Group used to determine the rate for this charge. Effective date of the rate used.
SDRSW	Season Code	165	165	1 A	Values: S=summer, W=Winter. If seasons are not used as an option within the CIS system then the value will be blank.
SDCLRT	Calculated rate amount	166	180	15.6	This amount is calculated by dividing the charge amount by the consumption amount contained on this record. For flat and non metered charges, this amount will equal the charge amount.
	*** New fields in 7.0 ***				
SDPLOB	Print line on bill	182	182	1 A	Corresponds to setup in rates files for Print line on bill Y/N.
SDBSEQ	Bill print sequence	183	184	2.0	Corresponds to setup in service code file; indicates what print order is desired.
SDCHGT	Charge type	185	185	1 A	Charge type. Blank=regular service charge, T=Tax, D=Billed deposit.

**Metered Service Detail File (UTBFMT):** This file contains detail transactions for meter readings and consumption information for an account/service. There is a separate record per Meter Register / Reading associated to an account/service. Here are some examples of different account / meter combinations and the number of records contained in this file:

- One single-register meter: 1 record.
- One single-register meter with meter exchange: 2 records.
- Two single-register meters for water: 2 records.
- Two single-register meters, 1 water, 1 electric: 2 records.
- One single register water, One two-register (KWH/KW) electric: 3 records.

Note that in the case of a meter exchange, the total reading date range would be obtained by using the 'From Date' from the old meter record, and the 'To Date' from the new meter record. The total reading days would be obtained by adding the number of days from both records together. An alternative to this is to use the 'From/To Date' and 'Number of Days' from the Service Header File (UTBFSH). There is only 1 record per service per account in this file and the date range and days in this file represent the total date range and number of days for the service in general. To associate records from this file to a specific Service Header Information file (UTBFSH) record use the following key: Customer ID, Location ID, Subordinate Account, Original Bill Date and Service Code.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MTCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
MTLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
MTSVC	Service code	19	20	2 A	User defined service code. Examples could be EL=electric, WA=water. Charges, readings and consumption information can be grouped by this service code.
MTSSEQ	Service Sequence	21	23	3.0	Service Sequence identifies the 'meter connection'. The CIS system automatically assigns the service sequence value as meters are set to a location/service. The first meter set to a location/service always has a value of 000. The second meter assigned to the same location/service would be assigned a value of 001. Note that due to meter exchanges it is possible to have two different meter number associated to the same service sequence on different records that are associated to the same account.
MTFRDT	From Reading Date	24	31	8.0	Format will be in local AS/400 system format. Usually MMDDYY.

**Metered Service Detail File (UTBFMT):**

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MTSBAC	Subordinate account number	32	40	9 A	This will be zeros unless the bill being generated is for a Master Account. In the case of a Master Account. This field will contain the Location ID of the related or subordinate location that this service's charges are based on.
MTBDAT	Bill Date	41	48	8.0	In MMDDYYYY format
MTOBLD	Original bill date	49	55	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
MTTODT	To Reading Date	56	63	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
MTDAYS	Number of days	64	67	4.0	Number of days between From Reading Date (MTFRDT) and To Reading Date (MTTODT).
MTMTR	Meter number	68	79	12 A	Meter number associated with reading.
MTSIZE	Meter size code	80	83	4 A	User defined code associated to meter in Meter Inventory.
MTSIZD	Meter size description	84	108	25 A	Description associated to meter size code.
MTCOMP	Reading Component	109	112	4 A	User defined code that defines the register for this reading. Examples would include KWH, KW, CCF, GALS. Note that a multiple register meter would have separate records in this file for each register on the meter.
MTCRD1	Current Reading	113	125	13.2	The current reading associated to this meter and reading component (register).
MTPVR1	Previous Reading	126	138	13.2	The previous reading associated to this meter and reading component (register).
MTCONS	Consumption	139	151	13.2	The calculated consumption for this meter and reading component after all multipliers have been applied.
MTEXCH	Meter exchange flag	152	152	1 A	A value of 'Y' indicates a meter exchange has occurred for this account / service / service sequence.

**Metered Service Detail File (UTBFMT):**

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MTEST	Estimated reading flag	153	153	1 A	A value of 'E' indicates that this reading was estimated.
MTMULT	Multiplier	154	162	9.4	The multiplier used to calculate the consumption.
MTCF1	Consump Factor CD	163	164	2 A	Consumption Factor CD 1
MTCF2	Consump Factor CD	165	166	2 A	Consumption Factor CD 2
MTCF3	Consump Factor CD	167	168	2 A	Consumption Factor CD 3
MTCV1	Consump Fact Value	169	177	9.4	Consumption Factor Value 1
MTCV2	Consump Fact Value	178	186	9.4	Consumption Factor Value 2
MTCV3	Consump Fact Value	187	195	9.4	Consumption Factor Value 3
MTMMLT	Meter Multiplier	196	204	9.4	
MTFACT	Conversion Fact	205	213	9.4	Conversion Factor
MTRAWC	Consumption B4	214	226	13.2	Consumption Before
MTMCNS	Consumption After	227	239	13.2	
MTPFCN	Power Fact Consum	240	252	13.2	Power Factor Consumption
MTCMCD	Meter RD COMM CD	253	254	2 A	
MTPSEQ	Print Sequence	255	257	3.0	New for 7.0 - Controls the print sequence of the data.

**Miscellaneous Charge Detail File (UTBFMC):** This file contains detail miscellaneous charge transactions associated to an account. Miscellaneous Charge Code, Description and Amount are provided. There will be one record per miscellaneous charge billed to an account. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each miscellaneous charge associated to the Customer/Location/Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MCCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
MCLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
MCBDAT	Bill Date	19	26	8.0	In MMDDYYYY format
MCOBLD	Original bill date	27	33	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
MCCODE	Miscellaneous charge code	34	35	2 A	User defined code field. Examples RC=Returned Check Fee
MCCHGD	Misc charge description	36	65	30 A	User defined description associated with the misc charge.
MCCHGA	Misc charge amount	66	76	11.2	Misc charge amount.
MCCDTE	Misc charge transaction date	77	84	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.

**Recurring Charge Detail File (UTBFRC):** This file contains detail recurring charge transactions associated to an account. Recurring Charge Code, Description and Amount are provided. There will be one record per recurring charge billed to an account. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each recurring charge associated to the Customer/Location/Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
RCCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
RCLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
RCSEQ#	Sequence Number	19	21	3.0	Need to review the purpose of this field.
RCBDAT	Bill Date	22	29	8.0	In MMDDYYYY format
RCOBLD	Original bill date	30	36	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
RCCODE	Recurring charge code	37	38	2 A	User defined code field. Examples WH=Water Heater Rental
RCCDSC	Recurring charge description	39	68	30 A	User defined description associated with the recurring charge.
RCCAMT	Recurring charge amount	69	79	11.2	Recurring charge amount.
RCACRU	Accrued amount to date	80	90	11.2	
RCACRA	Accrued amount applied	91	101	11.2	
RCCDTE	Recurring charge transaction date	102	109	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.

**Payment Detail File (UTBFPY):** This file contains detail payment transactions associated to an account. There will be one record per payment received since the last bill for each account. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each miscellaneous charge associated to the Customer/Location/Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
PYCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
PYLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
PYBDAT	Bill Date	19	26	8.0	In MMDDYYYY format.
PYOBLD	Original bill date	27	33	7.0	Will contain zeros except for Cancel/Rebill bills. For Cancel/Rebill bills this field will contain the original bill date of the bill being rebilled.
PYDATE	Payment date	34	41	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
PYAMT	Payment amount	42	52	11.2	
PYCODE	Payment code	53	54	2 A	
PYCODD	Payment code description	55	84	30 A	
PYSTAT	Status Code b/H	85	85	1 A	



**Bill Message File (UTBFMG):** This file contains bill messages per account. To associate records from this file to a specific General Information File (UTBFGI) record use the following key: Customer ID, Location ID, Original Bill Date. There can be multiple records in this file per General Information File record, one for each message associated to the Customer/Location/Original Bill Date.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
MGCUS	Customer ID	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
MGLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
MGMCD	Message text	19	93	75 A	User defined message text. A single message may consist of multiple records. Also, multiple messages can be associated to one account.
MMSID	Message ID	94	105	12.0	

**Budget Billing Information File (UTBFBD):** This file contains detail for the budget billing charge transactions.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
BDCUS	Customer	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
BDLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
BDSVC	Service	19	20	2 A	If budgeting by service code, the user defined service code. Examples could be EL=electric, WA=water. Charges, readings, and consumption information can be grouped by this service code. If budgeting by all services, this field is blank.
BDBDAT	Bill Date	21	28	8.0	Format will be in local AS/400 system format. Usually MMDDYYYY.
BDOBLD	Original Bill Date	29	35	7.0	Will always contain zeros as cancel/rebill is not allowed for budget bills.
BDDTYP	Transaction Type	36	37	2 A	B=budget plan charge, S=settle up, T=budget terminate, SA=settle up applied, SR=settle up refund.
BDTAMT	Transaction Amount	38	46	9.2	
BDDFBC	Deferred Balance Change	47	55	9.2	The effect this billing's charge has on the deferred balance.
BDDFPV	Previous Deferred Balance	56	64	9.2	The budget plan deferred balance that existed before this billing occurred, comes from the UT285AP record.
BDDFUP	Unpaid Budget Amount	65	73	9.2	The portion of BDTAMT that remains unpaid as of the billing. If BDTAMT is negative, this field will be zero.

**Payment Plan Information File (UTBFPP):** This file contains detail for each open or delinquent payment plan record that exists for the account. This information is maintained in the UT245AP and UT246AP files.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
PPCUS	Customer	1	9	9 A	System generated ID that uniquely identifies the Customer, regardless of location. The combination of Customer and Location ID form the account number.
PPLOC	Location ID	10	18	9 A	System generated ID that uniquely identifies the Location, regardless of customer. The combination of Customer and Location ID form the account number.
PPDSC	Payment Plan Description	19	48	30 A	Contains the text 'PAYMENT PLAN' + the plan number.
PPTOTD	Total Amount Due	49	59	11.2	The current total unpaid amount of the plan.
PPAMTD	Current Amount Due	60	70	11.2	The current payment amount due.
PPNXTD	Next Pay date	71	78	8	The next payment due date in AS/400 system format, usually MMDDYYYY.

**Last Record Count Information File (UTBFLR):** This file contains detail for the record counts for the other 11 billing files. This can be useful in verifying that all of the data has been transmitted to another platform or to an outsource printing company.

Field Name	Description	Start Pos	End Pos	Length/Type	Comments
LROB	Bill Date	1	8	8	Format will be in local AS/400 system format. Usually MMDDYYYY.
LRBD	Budget Billing	9	16	8	Count of UTBFBD records.
LRGI	General Information	17	24	8	Count of UTBFGI records.
LRMA	Master Account	25	32	8	Count of UTBFMA records.
LRMC	Miscellaneous Charges	33	40	8	Count of UTBFMC records.
LRMG	Message Information	41	48	8	Count of UTBFMG records.
LRMT	Metered Rate	49	56	8	Count of UTBFMT records.
LRPP	Payment Plan	57	64	8	Count of UTBFPP records.
LRPY	Payment Detail	65	72	8	Count of UTBFPY records.
LRRC	Recurring Charges	73	80	8	Count of UTBFRC records.
LRSD	Service Charge Detail	81	88	8	Count of UTBFSD records.
LRSH	Service Charge Header	89	96	8	Count of UTBFSH records.