



Fayette
COUNTY

"WHERE QUALITY
IS A LIFESTYLE"

PURCHASING DEPARTMENT
140 STONEWALL AVENUE WEST, STE 204
FAYETTEVILLE, GEORGIA 30214
PHONE: 770-305-5420
www.fayettecountyga.gov

October 6, 2016

Subject: Request for Proposals #1164-P: Water Bill Remittance Processor

Gentlemen/Ladies:

Fayette County, Georgia is seeking proposals from qualified vendors for a water bill remittance processing system to replace the current system. You are invited to submit a proposal in accordance with the specifications and information contained herein. All required information should be included with your proposal.

A **mandatory** pre-proposal conference will be held at 10:00a.m., Thursday, October 20, 2016 at Fayette County Water System, Administrative Office, 245 McDonough Road in Fayetteville, GA 30214. This will be the opportunity to voice all questions, concerns and comments about the Request for Proposals, and have them addressed.

All questions and inquiries concerning this request for proposals or the specifications shall be addressed in writing to Trina Barwicks, Contract Administrator of Purchasing, in writing to, email address: tbarwicks@fayettecountyga.gov or fax to (770) 719-5515, Monday through Friday excluding holidays from 8:00 a.m. to 5:00 p.m. The telephone number is (770) 305-5420. Any deviations from this procedure for questions or information pertaining to this request for proposal may result in your proposal being rejected.

All prices shall be F.O.B. Destination, Fayette County. Be sure to include the **proposal number** and **reference** along with your company's name and address on the **sealed** envelope in which the proposal is returned.

PROPOSAL MUST BE SUBMITTED TO:
FAYETTE COUNTY PURCHASING DEPARTMENT
140 STONEWALL AVENUE WEST, SUITE 204
FAYETTEVILLE, GEORGIA 30214
PROPOSAL #1164-P
REFERENCE: **WATER BILL REMITTANCE PROCESSOR**

Proposals will be received at the above address until 3:00pm, Thursday, October 27, 2016 in the Purchasing Department, Suite 204. Proposals will be opened at approximately 3:00pm, Thursday, October 27, 2016 and the names of the companies that responded will be read. Proposals must be signed to be considered. Late proposals will not be considered. Faxed/Emailed proposals will not be considered.

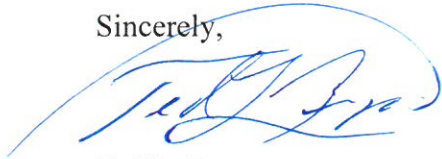
If this request for proposal is downloaded from our web site, it is the responsibility of the individual or company that downloads this request for proposal to continue to check the Fayette County web site for any addenda that might come out for this request for proposal and are posted on the Fayette County web site. Fayette County shall not be responsible for any information that any individual or company fails to get in an addendum that is posted on the Fayette County web site but is not downloaded. However, if the Fayette County Purchasing Department mails the request for proposal to a company or individual, we will keep a record of who we mailed that request for proposal to and all addenda for that request for proposal will also be mailed to those companies or individuals.

Note: The name of the companies that respond to this request for proposals will be posted on the Fayette County website within 3 business days after the proposal opening.

There is no set time for an award to be made, as the proposals have to be evaluated. If an award is not made within 60 days of the proposal opening, an update will be posted on the Fayette County website.

If this proposal is awarded; once everything has been received by the successful company and the award is completed, that information will be posted on the Fayette County website. Please keep this procedure in mind.

Sincerely,



Ted L. Burgess
Director of Purchasing

TLB/tcb

Attachment

TERMS AND CONDITIONS

1. **Definitions:** The term "contractor" as used herein and elsewhere in these Terms and Conditions shall be used synonymously with the term "successful offeror." The term "county" shall mean Fayette County, Georgia.
2. **Preparation of Offers:** It shall be the responsibility of the offeror to examine specifications, scope of work, schedule and all instructions that are part of this request for proposal. Failure to observe any of the instructions or conditions in this request for proposal may result in rejection of the offer.

All of the specifications and information contained in this request for proposal, unless specifically excepted in writing by the offeror and such exceptions being included with the offer, will form the basis of the contract between the successful offeror and the county. The offeror should take care to answer all questions and provide all requested information.

3. **Submission of Offers:** Offerors must submit their proposal, along with any amendments issued by the county, in a sealed opaque envelope with the following information written on the outside of the envelope:
 - a. The offeror's company name,
 - b. The Request For Proposals (RFP) number, which is **1164-P**, and
 - c. The "reference" which is **Water Bill Remittance Processor**

Mail or deliver one (1) unbound original proposal (paperclip or binder clip acceptable, no staples), signed in ink by a company official authorized to make a legal and binding offer, and three (3) copies, to:

Fayette County Government
Purchasing Department
140 Stonewall Avenue West, Suite 204
Fayetteville, GA 30214

Attention: Contracts Administrator

4. **Timely Receipt:** Offers not received by the time and date of the scheduled proposal opening will not be considered, unless the delay is a result of action or inaction of the county.
5. **Open Offer:** The offer, once submitted and opened, shall remain open for acceptance for a period of at least ninety (90) days from the date of the opening unless this time-frame is specifically excepted to in your offer.
6. **Corrections or Withdrawals:** The offeror may correct a mistake, or withdraw a proposal before the proposal opening date by sending written notification to the Director of Purchasing. Proposals may be withdrawn after the opening only with written authorization from the Director of Purchasing.

The county reserves the right to waive any defect or irregularity in any proposal received.

In case of discrepancy between the unit price and the extended or total price, the unit price shall prevail.

7. **Trade Secrets – Confidentiality:** If any person or entity submits a bid or proposal that contains trade secrets, an affidavit shall be included with the bid or proposal. The affidavit shall declare the specific included information which constitutes trade secrets. Any trade secrets must be either (1) placed in a separate envelope, clearly identified and marked as such, or (2) at a minimum, marked in the affidavit or an attached document explaining exactly where such information is, and otherwise marked, highlighted, or made plainly visible. See Georgia law at O.C.G.A. § 50-18-72 (A)(34).
8. **Site Conditions:** Offerors are urged to visit the site to familiarize themselves with site conditions. Upon submission of an offer, it is understood that the offeror is acknowledging his acceptance of all site conditions.
9. **References:** Offerors shall submit with proposals a list of three (3) jobs the offeror has done that are of the same or similar nature to the work described herein. For each job listed include a brief description of the work, a contact person, mailing address, valid telephone number and the date job was completed.
10. **Ethics – Disclosure of Relationships:** Before a proposed contract in excess of \$10,000.00 is recommended for award to the Board of Commissioners or the County Administrator, or before the County renews, extends, or otherwise modifies a contract after it has been awarded, the contractor must disclose certain relationships with any County Commissioner or County Official, or their spouse, mother, father, grandparent, brother, sister, son or daughter related by blood, adoption, or marriage (including in-laws). A relationship that must be reported exists if any of these individuals is a director, officer, partner, or employee, or has a substantial financial interest in the business, as described in Fayette County Ordinance Chapter 2, Article IV, Division 3 (Code of Ethics).

If such relationship exists between your company and any individual mentioned above, relevant information must be presented in the form of a written letter to the Director of Purchasing. You must include the letter with any bid, proposal, or price quote you submit to the Purchasing Department.

In the event that a contractor fails to comply with this requirement, the County will take action as appropriate to the situation, which may include actions up to and including rejection of the bid or offer, cancellation of the contract in question, or debarment or suspension from award of a County contract for a period of up to three years.

11. **Evaluation of Offers:** The evaluation of offers and the determination as to acceptability of services offered shall be the responsibility of the county. Accordingly, to insure that sufficient information is available, the offeror may be required to submit literature, samples, or other information prior to award. The county reserves the right to obtain clarification or additional information from any firm regarding its proposal. The county reserves the right to select a responsive, responsible firm on the basis of best value that is deemed to be most advantageous to the owners. The county further reserves the right to reject any proposal, or all proposals, and to re-release the request for proposals.
12. **Non-Collusion:** By responding to this request for proposals, the offeror shall be deemed to have represented and warranted that the proposal is not made in connection with any other offeror submitting a separate response to this request for proposals, and is in all respects fair and without collusion or fraud.
13. **Ability To Perform:** The offeror may be required, upon request, to provide to the satisfaction of the county that he/she has the skill, experience and the necessary facilities, as well as sufficient financial and human resources, to perform the contract in a satisfactory manner and within the required time. If the available evidence is not satisfactory to the county, the county may reject the offer.

14. **Notice to Proceed:** The County shall not be liable for payment of any work done or any costs incurred by any offeror prior to the county issuing a written notice to proceed.
15. **Unavailability of Funds:** This contract will terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the county under the contract.
16. **Severability:** The invalidity of one or more of the phrases, sentences, clauses or sections contained in the contract shall not affect the validity of the remaining portion of the contract. If any provision of the contract is held to be unenforceable, then both parties shall be relieved of all obligations arising under such provision to the extent that the provision is unenforceable. In such case, the contract shall be deemed amended to the extent necessary to make it enforceable while preserving its intent.
17. **Patent Indemnity:** The contractor guarantees to save the county, its agents, officers, or employees harmless from liability of any kind for use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, articles or appliances furnished or used in the performance of the contract, for which the contractor is not the patentee, assignee or licensee.
18. **Indemnification:** The contractor shall defend, indemnify and save the county and all its officers, agents and employees harmless from all suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the successful offeror, or of any agent, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from proposal award. The contractor shall pay any judgment with cost which may be obtained against the county growing out of such injury or damages.
19. **Non-Assignment:** Assignment of any contract resulting from this request for proposal will not be authorized.
20. **Insurance:** The contractor shall procure and maintain the following insurance, to be in effect throughout the term of the contract, in at least the amounts and limits set forth as follows:
 - **General Liability Insurance:** \$1,000,000 combined single limit per occurrence, including bodily and personal injury, destruction of property, and contractual liability.
 - **Automobile Liability Insurance:** \$1,000,000 combined single limit each occurrence, including bodily injury and property damage liability.
 - **Worker's Compensation:** Workers Compensation as required by Georgia statute.

Before a contract is executed with the successful offeror, the successful offeror shall provide Certificates of Insurance for all required coverage. The successful offeror can provide the Certificate of Insurance after award of the contract, but must be provided prior to execution of the contract document by both parties. Certificates shall list an additional insured as follows:

Fayette County, Georgia
140 Stonewall Avenue West
Fayetteville, GA 30214

21. **Bid Bond:** You must include a bid bond with your bid, equal to five percent (5%) of the total amount bid. Bid bonds shall be provided by a surety which appears on Georgia's list of approved sureties administered by the State Insurance Commissioner, or the U.S. Treasury's list of approved bond sureties (Circular 570).

22. **Performance and Payment Bonds:** Prior to execution of a contract, the successful responder shall submit performance and payment bonds each equal to 100 percent of the contract value, provided by a surety which appears on Georgia's list of approved sureties administered by the State Insurance Commissioner, or the U.S. Treasury's list of approved bond sureties (Circular 570).
23. **Termination for Cause:** The county may terminate the contract for cause by sending written notice to the contractor of the contractor's default in the performance of any term of this agreement. Termination shall be without prejudice to any of the county's rights or remedies by law.
24. **Termination for Convenience:** The county may terminate the contract for its convenience at any time with 10 days' written notice to the contractor. In the event of termination for convenience, the county will pay the contractor for services performed. The county will compensate partially completed performance based upon a signed statement of completion submitted by the contractor, which shall itemize each element of performance completed.
25. **Force Majeure:** Neither party shall be deemed to be in breach of the contract to the extent that performance of its obligations is delayed, restricted, or prevented by reason of any act of God, natural disaster, act of government, or any other act or condition beyond the reasonable control of the party in question.
26. **Governing Law:** This agreement shall be governed in accordance with the laws of the State of Georgia. The parties agree to submit to the jurisdiction in Georgia, and further agree that any cause of action arising under this agreement shall be required to be brought in the appropriate venue in Fayette County, Georgia.

**Fayette County, Georgia
Checklist of Required Documents**

*(Be Sure to Return This Checklist with your proposal and
the Required Documents in the order listed below)*

PROPOSALS #1164-P: WATER BILL REMITTANCE PROCESSOR

- Company information – on the form provided _____
- Bid Bond _____
- Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1) _____
- Completed Proposal _____
- List of exceptions, if any – on the form provided _____
- References – on the form provided _____
- Signed addenda to the RFP, if any _____

COMPANY NAME: _____

Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of Fayette County, Georgia has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor

1164-P: WATER BILL REMITTANCE PROCESSOR

Name of Project

FAYETTE COUNTY, GEORGIA

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 2016 in (city) _____, (state) _____

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE _____ DAY OF _____, 2016.

NOTARY PUBLIC

My Commission Expires:

**REQUEST FOR PROPOSALS #1164-P:
WATER BILL REMITTANCE PROCESSOR**

A. INTRODUCTION

Fayette County, Georgia seeks a water bill remittance processing system to replace the current system.

B. BACKGROUND & STATEMENT OF NEED

Some of the Fayette County Water System's customers mail a paper check, along with the specified portion of the bill, to the Water system. Staff currently uses a Creditron remittance-processing system to open the envelopes, record the payments, and create an electronic file for submission to the bank, where the remittances are deposited into the county's account. Remittance-processing software interfaces with the county's financial software (Munis).

C. SCOPE OF SERVICE

- 1) System shall include both Hardware and Software; system must open envelopes, read payment stubs, read checks, encode, endorse, sort payments, capture data, capture images, prepare electronic bank file for electronic deposits, prepare billing interface posting file for upload, archive stub and check images.
- 2) System shall be capable of processing documents using a variety of OCR fonts including both OCR-A Alpha and OCR-B Alpha.
- 3) Feeder shall have the ability to manually and automatically feed materials.
- 4) Auto feed unit shall have a minimum capacity of 500 documents.
- 5) Output shall have a minimum of four output stackers. One output used to identify payments with special conditions.
- 6) Input shall be accomplished by ten-key keyboard for both left and right handed operation.
- 7) Display shall show current status of activity and all applicable error messages.
- 8) Software shall display the error that requires correction and functions available to make corrections.
- 9) System shall have the capacity for off-line storage of data.
- 10) System shall provide for the exchange of information with personal computers and/or other general purpose minicomputers and mainframes.
- 11) Printer(s) shall provide audit trail detail, programmable endorsement capabilities and customized reporting.
- 12) System shall provide expedited processing for matched transactions (remittance document matches check amount).
- 13) System shall provide processing for mismatched transactions (remittance document and check amount do not match).
- 14) System shall provide processing for one remittance document against multiple checks and balance the transaction.
- 15) System shall provide processing for multiple remittance documents against a single check, and balance the transaction.
- 16) System shall provide processing for a single document (remittance or check).
- 17) System shall have a rekey verification of check amount to remittance amount or the ability to bypass the rekey verification on each requirement of processed items.

- 18) System shall be able to process transactions in random order.
- 19) System shall process a volume of 2000 reads per hour, including account verification.
- 20) System shall include MICR(+). encoding of dollar amount, prequalifying the item for bank processing. In addition the system shall be capable of preparing both manual and electronic bank deposit tickets in real time. System shall capture images of the front and back of paper checks, transmit images, along with payment information that is related electronically to the bank in real time.
- 21) System shall include batching, balancing, and recapping of the processed data along with account verification.
- 22) System shall include a visual/audio error alert. Errors are to be immediately identified by cause, if misread problem, then system shall identify character.
- 23) System shall have the capacity to restart and rerun at any given time.
- 24) System shall allow for the importation of data files for account verification. Imported data will contain information such as account number, name, and etc.
- 25) System shall process and verify OCR information from the remittance against imported data files.
- 26) System shall assign a unique item sequence number for checks and remittance documents. System shall cross-reference the payment stub(s) and the check with a unique number.
The sequence number shall be incorporated into the A/R data file for audit.
- 27) System reports shall contain the following minimum requirements: dates, dollar amounts, and user defined fields form imported data.
- 28) System shall be capable of operating and running general MS programs when not processing remittance transactions.
- 29) System shall provide individual batch types.
- 30) System shall include a printer for the report generation.
- 31) System shall provide individual batch totals and grand total.
- 32) System must be most current mode in production.
- 33) System maintenance agreement must include parts and labor.
- 34) System must include a minimum of 6 months scheduled preventive maintenance calls per annual year and unlimited demand calls.
- 35) Pricing to include 4-hr response time for assistance on machine repairs.
- 36) Performance warranty to include the return of equipment and reimbursement of money paid if the equipment does not perform according to specs.
- 37) Provide new equipment to replace worn out equipment if machine does not last during the entire term of warranty provided the first year.
- 38) Include all applicable software licensing fees.
- 39) Include installation and Operator training for both Hardware and Software.
- 40) System must interface with Tyler Technologies Munis based programs.
- 41) Pricing to include a PC and without a PC. Include memory footprint, referring to the amount of main memory that software uses or references while running.
- 42) Include hardware physical specifications and construction.

D. PROPOSAL RESPONSE REQUIREMENTS

Your proposal must include the following, in the order shown:

- 1) **Cover Page:** Include the Request for Proposals number (#1164-P) and Title (*Water Bill Remittance Processor*). Also include your firm's name, address, telephone number, fax number, and email address.
- 2) **Table of Contents**
- 3) **Project Understanding and Proposed Solution:** Describe the firm's understanding of the objectives. Describe your proposed system, and how it will meet the County's needs. Include any items or work not specifically mentioned in this Request for Proposals, but which you decide should be included, or would present the best solution.

Provide warranty information, including what is covered, and for how long. Describe repair or support services, response times, and related information.

- 4) **Company History and Experience / Project Team:** Give a brief overview of your company, including the number of years in business, background, and history. Include the firm's experience in providing services such as described herein. Also include at least three references for recent work completed for similar projects. Provide a resume for each key team member.
- 5) **Proposed Schedule:** Provide a project schedule. Specifically include the lead time from order to installation of the equipment and software.
- 6) **Price:** Include a price proposal in your response. All costs must be included in the prices you offer. Specify and detail first-year costs, including equipment or hardware costs, installation, training and any other charges. Also specify and detail any annual or on-going costs, such as maintenance or support agreements or any other relevant expenses.

E. EVALUATION CRITERIA

- 1) **Technical Merit:** An Evaluation Committee will review and evaluate proposals. The points earned for technical merit will comprise 70% of your evaluation score. Criteria for technical merit evaluation are, in priority order, as follows:
 - a) Project understanding and the proposed solution
 - b) Company's background and experience
 - c) The project team
 - d) The proposed schedule
- 2) **Price:** The remaining 30% of your score will be determined by your proposed pricing, as compared to other responding companies' prices.

The County may, at its discretion, choose one or more of the best-scoring companies to make in-person presentations. If more than one company makes a presentation, the Evaluation Committee will evaluate and score the presentations, and adjust evaluation score totals accordingly.

REFERENCES
RFP #1164-P: WATER REMITTANCE PROCESSOR

Please list three (3) references of current or very recent customers who can verify the quality of service your company provides. Projects of similar size and scope are preferable.

REFERENCE ONE

Government/Company Name _____

City & State _____

Contact Person and Title _____

Phone _____ Email _____

Approx. Date & Scope of Work _____

REFERENCE TWO

Government/Company Name _____

City & State _____

Contact Person and Title _____

Phone _____ Email _____

Approx. Date & Scope of Work _____

REFERENCE THREE

Government/Company Name _____

City & State _____

Contact Person and Title _____

Phone _____ Email _____

Approx. Date & Scope of Work _____

COMPANY NAME _____

COMPANY INFORMATION
RFP #1164-P: WATER REMITTANCE PROCESSOR

Company _____

Physical Address Of Business _____

Mailing Address (If Different) _____

Authorized Representative _____
(Print or Type)

Authorized Representative _____
(Signature)

Title _____

Email Address: _____

Telephone Number: _____ Fax Number: _____

Cellular Number: _____