

Exhibit B – Response and Questionnaire

Company Name:

I. Questionnaire

- A. Complete and return entire questionnaire as part of the technical proposal.
- B. If the listed requirement or question is something your organization can provide or answer "Yes" to, place an "X" the "Yes" column. The proposer is expected to describe how they will meet each requirement that is answered "Yes" in the "Explanation/Notes" column.
- C. If your organization cannot meet the requirement, place an "X" the "No" Column. Proposers are encouraged to provide an alternative solution if they feel it meets the intent of the minimum requirement and should provide supporting information for that specific item in an appendix. The symbol used to identify each appendix (i.e., "A", or "1") should be inserted into the "No" column to indicate that an alternative solution has been proposed.
- D. The City of Ocala reserves the right to reject or accept alternative solutions at the City's sole discretion.

II. Bill Print Services Capabilities and Requirements

A. General Company Requirements

The proposer shall be an established Bill Print vendor with experience in the utility industry and must provide a full range of Bill Print and Mailing services.

Requirement	Yes	No	Explanation/Notes
1 More than 5 years' experience printing utility bills.			
2 Experience with 5 or more utility providers/companies.			
3 Do you sub-contract any of the following out to other companies or business partners? <i>(if yes, please include the company name)</i> <ul style="list-style-type: none">• Design services Artwork• Programming services• Printing services (e.g. bill templates, inserts)• Storage of forms (if applicable)• Bill production• Bill stuffing• Pre-sorting• Bill presentment• Bill payment• Other (please describe)			

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Requirement	Yes	No	Explanation/Notes
4 Describe the facility that will provide services for the City of Ocala.			
5 Are the following functions performed from this facility? <ul style="list-style-type: none"> • Design Services • Artwork • Programming Services • Printing Services (e.g. bill templates, inserts) • Storage of forms • Bill Production • Bill Stuffing • Pre-Sorting • Other (please specify) 			
6 Does a back-up facility exist? If yes, please describe.			
7 Do you provide climate-controlled storage of forms, envelopes, remittance envelopes, and inserts?			

B. Production Requirements

The proposer shall have these capabilities to prepare bills.

Requirement	Yes	No	Explanation/Notes
1 Manifest Mailer – certified by the USPS to mail mixed weight pieces in a single mailing.			
2 Selective inserting – must be able to insert flyers or remittance envelopes into a subset of the mail.			
3 Stock requirements – treated paper 24 lb. bond or 60 lb. offset (remittance envelopes must also be 24 lb. paper).			
4 Perf on demand – should be able to perf pages with payment stubs without perforating other pages.			
5 Householding – able to combine multiple documents for the same account into one envelope.			

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Requirement	Yes	No	Explanation/Notes
6 Sample PDFs for review – able to create PDF documents (with bookmarks to describe) that contain a representative sample of the bills for each process run.			
7 IMb trace reporting.			

C. Bill Layout/Presentation

The proposer shall be able to support multiple bill layouts and be flexible enough to make layout changes as business changes.

Requirement	Yes	No	Explanation/Notes
1 Capability to receive multiple files daily (in multiple formats) and print each in a unique bill format.			
2 Ability to closely match the current bill layout and design a new bill layout.			
3 Ability to print 4/1 and 4/4 color at high speed.			
4 Ability to produce charts, graphs, or other graphics commonly used on utility bills.			
5 Exactly meet scan-line requirements on the remittance stub of all bill formats.			
6 Print barcode for use by City's cashiering system.			
7 Accommodate bill stub specifications that will be required on certain documents (e.g., utility bills, business licenses, stuffers, etc.) This will require some sheets to be perforated and others not perforated.			
8 Handle bill messaging and marketing content and imagery. Please provide proposer capabilities and requirements for bill layout.			
9 Design and configure the receipt of core data extract billing files.			

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Requirement	Yes	No	Explanation/Notes
10 Receive billing or summary files in a flat file formation via a communication vehicle such as SFTP.			
11 Establish a series of data validation, balance reconciliation, and quality control applications using secure, automated, redundant and encrypted communication processes.			
12 Analyze billing data structures and build/test definition and extraction rules to load a bill presentment database.			
13 Develop data file parsing and extraction rules and routines from a raw data extract file.			
14 Establish a series of data validation, balance reconciliation and quality control applications using secure, automated, redundant and encrypted communication processes.			

D. Hardware/Software

The proposer shall possess the necessary hardware and software to meet the printing, inserting, and mailing requirements. The proposer shall have procedures in place for both disaster recovery, and hardware or software replacements or upgrades.

Requirement	Yes	No	Explanation/Notes
1 Please list the software products used to currently support the bill print, insert, and mail process. If some components are proprietary custom written, please also indicate development language and version.			
2 How long have you been using the software?			
3 Have you been through a version update of your software, and what is your update frequency?			

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Requirement	Yes	No	Explanation/Notes
4 Do you have procedures in place to minimize interruption for maintenance, upgrades, or replacement of your software? If yes, explain.			
5 Is your software able to meet the requirements of USPS First Class automation mail, including PAVE/CASS/NCOA & presort requirements?			
6 What hardware and equipment do you currently use to support bill print, insert, and mail processes?			
7 Do you have procedures in place to minimize interruption for hardware maintenance or replacement? If yes, please describe.			
8 Is the printing image resolution 600 DPI or better?			
9 What procedures are in place in the event a piece of equipment fails at the production location?			
10 Does the production location have equipment redundancy? If yes, please explain.			
11 Proposer must have a disaster recovery plan in place (e.g., flood, fire, extended power outage). Please provide details.			
12 Describe warranties on your software and services.			

E. Security/File Processing

The proposer shall keep City of Ocala data secure.

Requirement	Yes	No	Explanation/Notes
1 Is your process audited under SSAE 16 SOC 2 or 3? If yes, please provide a copy of your most recent certification/audit.			

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Requirement	Yes	No	Explanation/Notes
2 What are your security procedures in place for processing City data?			
3 Do you have security precautions and procedures in place for storing City of Ocala forms (if applicable), and hard copies of City bills?			
4 What are your quality control procedures in place for processing City data, and producing City bills, up through delivery to USPS?			
5 Do you have a secure method of transferring data files between City and your firm? As part of your answer please specify how file transfer failure will be addressed and the method of choice for notification.			

F. Messages and Inserts

The proposer shall provide functionality for selective inserting of up to two (2) inserts, not including remittance envelope and bill, and robust messaging.

Requirement	Yes	No	Explanation/Notes
1 The proposer will support selective inserting (specific customers receive a specific insert based on a value in the print stream data).			
2 Do you provide tools for the City of Ocala to use to design inserts? If so, do you provide training on that tool?			
3 Do you have a preference for the approach used to develop inserts (vendor designs, City uses vendor tool, City supplies inserts)?			
4 The proposer will support selective messaging (specific conditions in print data trigger specific bill messages)			

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Requirement	Yes	No	Explanation/Notes
5 Are there limits to sizes, weights, or other paper characteristics for inserts? If yes, please describe.			
6 What is the lead time required for City provided pre-printed inserts?			
7 Do you provide design service for inserts? Please include description of pricing.			

G. Letters/Notices

The proposer shall print and mail City of Ocala letters that serve a variety of purposes and contain customer specific data that requires a local postmark.

Requirement	Yes	No	Explanation/Notes
1 Ability to receive multiple letter extract files.			
2 Proposer must be able to print letters that contain variable data (name, address, etc.).			
3 Letters must be able to be printed either with or without a remittance stub, depending on the letter type.			
4 Letters must be able to go through the same sort, insert, and mail processing as bills.			

H. Controls /Reporting/Quality Control

The proposer shall have processes in place to ensure all bills/letters are accounted for, and reconciliation can be done on a daily basis to prove no data and/or physical documents have been lost along the way.

Requirement	Yes	No	Explanation/Notes
1 Process so the City can review bills and letters prior to printing.			
2 Process to allow the City to 'pull bills' to prevent printing, if needed.			
3 Report daily production status to the City. Please explain method.			

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Requirement	Yes	No	Explanation/Notes
4 Proposer must provide confirmation of receipt of any files sent by the City.			
5 Describe how production problems are communicated with the City.			
6 Proposer must supply a daily control report that can be used to ensure that all records sent by the City are accounted for. The City should be able to use this for daily auditing – how many bills are sent to vendor, how many suppressed by vendor, how many suppressed by the City, how many bills/letters are sent to USPS for mailing.			

III. Electronic Bill Payment and Presentment (EBPP) Capabilities and Requirements

A. Data Receipt and Communication

The proposer shall have the capability to design and configure the receipt of core data extract billing files that shall be delivered from Cogsdale, Tyler Munis, or other delivery systems.

Requirement	Yes	No	Explanation/Notes
1 Design and configure the receipt of core data extract billing files.			
2 Receive billing or summary files in a flat file formation via a communication vehicle such as Internet file transfer protocol (FTP).			
3 Establish a series of data validation, balance reconciliation and quality control applications using secure, automated, redundant and encrypted communication processes.			

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B. Data Parsing and Extraction

The proposer shall be expected to analyze billing data and perform the necessary data file parsing and extraction rules to store the data into encrypted storage for bill presentment.

Requirement	Yes	No	Explanation/Notes
1 Analyze billing data structures and build/test definition and extraction rules to load a bill presentment database.			
2 Develop data file parsing and extraction rules and routines from a raw data extract file.			
3 Establish a series of data validation, balance reconciliation and quality control applications using secure, automated, redundant and encrypted communication processes.			

C. Data Repository

The proposer shall provide a data repository and configure and design the storage system, infrastructure and components for billing data fields, billing templates, design elements (e.g., graphics, logos), usage data, payment and enrollment history/data within a vendor hosted data center. The proposer shall have the responsibility for the configuration of the hosting parameters for all components related to the entire EBPP application that resides in the data center.

Requirement	Yes	No	Explanation/Notes
1 Set-up and configure the storage required for the entire EBPP application that includes a redundant and secure data center. Storage within the data center should be for a rolling 24 months.			
2 Archive all data pertaining to the EBPP solution after 24 months. In addition, please explain how the purging of data can be achieved within the hosted environment.			

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Requirement	Yes	No	Explanation/Notes
3 Ability to manage the tracking of all files through configuration management for templates and usage data with the capability to accommodate additional storage as required within a redundant and secure data center.			
4 Provide 24/7 system support and maintenance of the Data Center that houses the EBPP solution.			

D. Enrollment and Validation

The proposer shall provide standard EBPP core functions related to enrollment and validation, account and process management including validation of customer accounts.

Requirement	Yes	No	Explanation/Notes
1 Solution being presented includes the following core enrollment functionalities: <ul style="list-style-type: none"> • Biller-branded and rules generated authentication; • User ID and Password initiation; • Enrollment processing; • Information capture; • Notification; • De-enrollment capabilities. 			
2 Customize the enrollment page and validate enrollment information using real-time authentication using account data (i.e., zip code, account number etc.).			
3 Support enrollment for presentment and account management only without payment functionality.			

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Requirement	Yes	No	Explanation/Notes
4 Capability to have security questions when creating an account to ensure identify.			

E. Notification and Messaging

The proposer shall possess the capability to notify and message customers based on administrative configuration.

Requirement	Yes	No	Explanation/Notes
1 Configure, manage and support the setup of templates for enrollment, new documents, and forgotten password e-mail.			
2 Capability to enter free form text for messaging content to subscribers.			
3 Notify via e-mail based on varying types of transactions. In your answer, specifically address the ability to notify customers of credit card expiration.			
4 Ability to provide a frequently asked questions (FAQ) section to assist the customer and provide the proper guidance for the EBPP payment process.			

F. Bill Presentment and Account Management

The proposer shall provide the functionality to login via a secure connection for bill presentment and account management activities that includes, but is not limited to, core key functions such as account management, bill detail searching, and presentment of bill data based on search results.

Requirement	Yes	No	Explanation/Notes
1 Biller branded landing and a log-on page with a prompt for User ID and Password that is framed within the City's existing web site environment and design.			

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Requirement	Yes	No	Explanation/Notes
2 Transmit account and single sign-on data for bill payment and access to bill payment history from designed website to the vendor's implementation home page for EBPP services.			
3 Authorize access to a user by verifying and supporting varying levels of access and control based on established guidelines.			
4 Search for bills based on user defined criteria.			
5 Display search results with configurable display results (e.g., acct number, amount due, due date, address, and status).			
6 Provide detailed presentment of bill detail per user request.			
7 Password reset and forgot password requests.			
8 Provide the functionality to allow the customer to adjust account profile information and self-manage their account as follows: <ul style="list-style-type: none"> • View exact replicas of billing statements from previous periods; • View previous payments made via the EBPP system; • Edit/remove scheduled payments until two hours before payment is processed; • Change email address and SMS delivery number; • Change bill delivery preferences (paper vs. electronic); and • Change password/login. 			

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Requirement	Yes	No	Explanation/Notes
9 Support customized pages, framing, navigation, and definable style sheets. The vendor must be able to produce the EBPP service with the same look and feel as the new City of Ocala's website to provide a seamless experience for customers. Vendors must have the ability to incorporate multiple City supplied images and cascading style sheets to achieve this requirement.			

G. Payment Enrollment

The proposer shall provide the ability to collect payment information and validate such information. In addition, the vendor shall provide capability to send e-mail and /or SMS text reminders related to bills being due or past due.

Requirement	Yes	No	Explanation/Notes
1 Collect payment information from the customer to validate and enroll a customer to support future online payment scheduling and processing.			
2 Allow the user to select either ACH or Credit Card payment.			
3 Capture the following information for ACH payments: <ul style="list-style-type: none"> • Account nickname; • Routing transit number; • Bank account number; • Account type. 			
4 Capture the following information for Credit Card payments: <ul style="list-style-type: none"> • Account nickname; • Credit Card Number; • Expiration Date; and • Security Code. 			

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Requirement	Yes	No	Explanation/Notes
5 Capture the name and address on the Credit Card if processing is setup for credit card payment. The system must ask the user if name and address is different than the customer billing address and name. If the name or address is different, the system must provide the capability to capture the different information for certification.			
6 Immediate validation of the ACH information that is entered by the customer.			
7 Real time validation of checking account numbers, and payments with a check processing network.			
8 Real time validation of the credit card number, expiry date, security code, and address with the Credit Card Processor network.			
9 Notify the user immediately via a message if credit card information cannot be validated based on user input.			
10 Have e-mail or text reminders generated and forwarded based on a configurable number of days before the bill is due and a configurable number of days after the bill is due.			
11 Email notification to users signed up for re-occurring payments with credit card when card is due to expire.			

H. Payment Scheduling

The proposer shall provide the ability to schedule payments, provide scheduling options, and to setup a customer account for recurring payment.

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Requirement	Yes	No	Explanation/Notes
1 Ability of the system to allow user to schedule payments up to 364 days in advance of the actual due date of the payment.			
2 Display various payment scheduling options after a user indicates they would like to pay: <ul style="list-style-type: none"> • Optional date or other date option; • Schedule payment on due date (auto populates based on due date); and • Next day payment (if the customer meets cut-off time). 			
3 Capture reasons (i.e., reason code and description) via configuration when the payment amount is above or below the total amount due. The information can be included with the payment data.			
4 Setup a customer accounts for recurring payment configuration.			
5 Enroll specific accounts for recurring payment with fixed or variable amounts, multiple thresholds, start and end dates, multiple enrolled credit card/ACH payment account, and frequency configurations.			
6 Capability to pay an amount different than the total amount due. The Reason must be included for not paying the full amount.			
7 Accounts for payment to be selected by a user defined 'nickname' tagged to the account for easy identification.			
8 Notify the user if payment is being made past the due date and the ability to display boilerplate messaging prior to accepting the payment.			

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I. Payment Processing

The proposer shall provide the ability to capture payment instructions and to create a clearing file on a daily basis.

Requirement	Yes	No	Explanation/Notes
1 Capture payment instructions and create an electronic payment order that is created and forwarded for clearing at the end of each day.			
2 Capture payment instructions and create an electronic payment order that fits the requirements of the Processor for the credit card.			
3 Describe the process for handling duplicate payments and specifically outline the process to credit the customer account(s). In your answer, please specify the expected turnaround time to complete the process.			
4 Capability to alert the customer when a duplicate payment has been received.			

J. Payment Storage

The proposer shall provide the capability to display payment history, edit and cancel account information, and to change future payments that have been scheduled.

Requirement	Yes	No	Explanation/Notes
1 Display payment history that includes summary and detailed information on all payments that are scheduled, processed, failed, and cancelled.			
2 Capability to add, edit, and cancel payment account information with immediate validation.			
3 Change or cancel future payments that have been scheduled.			

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Requirement	Yes	No	Explanation/Notes
4 Graphically display past and future payments across a calendar view.			
5 Customer payment profile being stored and available for editing or customer adjustments.			
6 Customer preference section for configuring e-mail reminders and system defaults.			

K. Payment Reconciliation

The proposer shall have the capability to accept Originating Depository Financial Institution (ODFI) remittance data and settlement file exceptions. Furthermore, the proposer must have the capability to receive ACH and credit card remittance data and format such data to a specification required by the City of Ocala for A/R Reconciliation.

Requirement	Yes	No	Explanation/Notes
1 Capability to accept from the Originating Depository Financial Institution (ODFI) remittance data and the settlement file (exceptions).			
2 Format the received remittance file for ACH transactions to a file layout specification specified by City supplied to the vendor for automated capture and A/R reconciliation.			
3 Receive credit card remittance data and a settlement file with exceptions/charge backs from the credit card processor that is formatted per the specification of the City for A/R reconciliation.			

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L. Payment Reporting

The proposer shall provide the capability to create transaction, transaction summary, and remittance reports based on user defined filters and criteria.

Requirement	Yes	No	Explanation/Notes
1 Create a user or admin report of transactions based on defined criteria and filters.			
2 Create a user or admin report for remittance based on defined criteria and filters			
3 Create transaction summary report based on defined criteria and filters.			
4 Ability to allow City to reset passwords, unlock users, search for users and view non-sensitive data about their accounts.			

M. One-Time Payments

The proposer shall provide the capability to create a one-time payment interface that is linked to the newly designed corporate website. One-time payment functionality/capability should be available from the Internet, for IVR, and to the Call Center.

Requirement	Yes	No	Explanation/Notes
1 Create a series of biller branded web pages that are linked to a newly redesigned main City of Ocala website to support one-time non-enrolled payment applications.			
2 Capability to capture, validate, schedule, and track one-time non-enrolled payments within a call center Customer service rep (CSR) environment. Payments must be captured and processed by a CSR.			
3 Setup branded City of Ocala voice prompts that shall guide the user through the one-time payment process.			

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Requirement	Yes	No	Explanation/Notes
4 Validate account number and name, payment account (ACH, credit card) and the amount of payment for one-time payment transactions.			
5 Deliver the current balance and the date and amount of the last payment via IVR.			
6 Allow for payments on accounts that have no bill or A/R yet.			
7 Provide IVR payment validate and messaging based on the payment and payment parameters selected (e.g., custom messaging if customer is not paying full amount, or ability to redirect based on not paying full amount).			
8 Support an IVR solution that is bi-lingual (e.g., English and Spanish).			

N. Credit Card Processor Integration

The proposer shall establish integration validation with a credit card processing network for EBPP customer enrollment, integration with credit card processors for bill delivery and integration with current City of Ocala systems for remittance processing.

Requirement	Yes	No	Explanation/Notes
1 Establish the required validation and authentication elements to support activation requests from a processor for EBPP enrollment.			
2 Setup and test processor specific enrollment validation and processing of business rules for EBPP enrollment.			
3 Release and test City of Ocala data into a database for processor distribution for enrollment.			

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Requirement	Yes	No	Explanation/Notes
4 Test and build processor specific bill detail templates and data structures (e.g., account number, due date, account name, and amount due) for summary bill distribution and reporting into a processor specifically for bill delivery.			
5 Setup and test security protocols for bill delivery to a network processor.			
6 Establish remittance file parameters and data structure for A/R reconciliation.			
7 Supply editing and validation routines established with a processor to support the capture and processing of all remittance data from their CSPs sites including customers that do not activate the e-bill relationship.			
8 Parse and translate the processor formatted remittance file and transform the data into a City A/R specific remittance file structure layout.			

O. Marketing Content and Imagery

The proposer shall have the ability to manage and display images and banners supplied from Cogsdale, Tyler Munis, and the City of Ocala based on customer account configuration or defined criteria.

Requirement	Yes	No	Explanation/Notes
1 Ability to capture, upload, place, name, configure and manage images, banners & ads.			
2 Capability to present images supplied from City of Ocala based on configuration of accounts and defined criteria.			

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P. Compliance and Compatibility

The proposer shall be compliant by being PCI complaint, SSAE 16 audited, support mobile devices, and support all major web browsers.

Requirement	Yes	No	Explanation/Notes
1 All operation systems and storage must be PCI Compliant <i>(documentation must be provided).</i>			
2 All operation systems and storage must be SSAE 16 Audited <i>(documentation must be provided).</i>			
3 EBPP solution must work in all major browsers, including but not limited to, Internet Explorer, Firefox, Safari, Opera, and Chrome.			
4 EBPP solution must be capable of supporting mobile browsing on the major types of mobile devices, including tablets.			
5 Ability to present a successful SOC 2 audit to show: <ul style="list-style-type: none"> Fairness of the presentation of the service organization's description of controls placed in operation and the sustainability of the design of the controls to achieve the specified control objectives; and Service auditor's opinion on whether the specific controls were operating effectively during the review. 			

Q. Software, Confidentiality and Security

The proposer shall possess the necessary hardware and software to meet the EBPP requirements. The proposer shall have procedures in place for security, disaster recovery, and hardware or software replacements or upgrades.

Requirement	Yes	No	Explanation/Notes
1 Does the proposer have the capability to secure account, payment and personal information at all times, in transit and data at rest? <i>(Please provide approach to securing customer information with response)</i>			

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Requirement	Yes	No	Explanation/Notes
2 Unauthorized users must not be able to access utility account data, bank account, and credit card numbers or other account information. Is the proposer able to protect against unauthorized user access to protect customer data? <i>(Please provide approach and any technologies utilized to protect customer information.)</i>			
3 All cardholder data shall be the responsibility of the proposer, and the proposer shall retain all liability.			
4 What is your policy, procedure and customer protection if a breach occurs?			
5 Please list the software products used to currently support the EBPP process. If some components are proprietary custom written, please also indicate development language and version.			
6 How long have you been using the EBPP software?			
7 Have you been through a version update of your software, and what is your update frequency?			
8 Do you have procedures in place to minimize interruption for maintenance, upgrades, or replacement of your software? If yes, explain.			

R. EBPP Questions

Requirement	Explanation/Notes
1 How many organizations currently employ your EBPP solution?	
2 How many years have you offered an EBPP solution to customers?	
3 Will invoices have the same look and feel online as by mail?	

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Requirement		Explanation/Notes
4	Describe the integration between your paper and electronic solution.	
5	How do you help migrate our customers from paper to electronic delivery channels?	
6	What third-party entities you rely upon to deliver your services?	
7	What controls or cross-checks do you employ to ensure zero-defect program execution?	
8	Provide an overview of what unique capabilities set your company apart from your competitors.	

IV. New Required Services: Point of Sale System (POS)

NOTE: These services are required and this section and must be completed if you are offering POS services. If you are not offering these services, skip this section.

Requirement		Yes	No	Explanation/Notes
1	Describe your installation and programming timeline for ten (10) stations.			
2	Can your POS system accept chip reader technology?			
3	Will back office staff have ability to add a customer account for digital processing?			
4	Provide software product information for the POS system if it differs from the other products above, include update schedule.			
5	Detail security and compliance for the kiosks if different from answers above.			
6	Of the ten (10) stations, two (2) are set in the back office. Describe how the POS system work in this scenario.			

V. Project and General Requirements

A. Proposer Company Information

Company Information		Explanation/Notes
1	Company name and d/b/a	
2	Address	
3	Taxpayer ID number	
4	Principals	
5	Main telephone number	
6	Email address	
7	Website	
Company Information		Explanation/Notes
8	Brief history of firm.	

B. Qualifications, Experience and Staffing Plan

Qualifications, Experience and Staffing Plan		Explanation/Notes
1	Provide an organization chart of the project team for the City (<i>indicate if separate document provided.</i>)	
2	Describe roles and responsibilities for each team member who will be assigned to the City's account.	
3	Provide the names of the persons who will be authorized to give and support information, both in writing and oral presentation, for your company. Provide their titles, addresses and telephone numbers.	

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C. Methodology, Project Schedule, QA/QC

Methodology, Project Schedule, QA/QC		Explanation/Notes
1	Please describe your approach to managing a project such as this.	
2	Describe any exception, or part of the Scope of Work that you cannot provide. If not applicable, write N/A.	
3	Include your proposed project schedule/implementation plan, identifying any critical paths, to accomplish the Scope of Work.	
4	Discuss Quality Assurance and Quality Control methods proposed.	
5	What would be the estimated time, after contract signing, to transition to the vendor's services for printing, inserting, and mailing bills and EBPP?	
6	Please provide a sample of the invoice(s) the City would receive for project related services.	
7	Please describe your escalation procedure. <i>(provide documentation, if applicable)</i>	
8	What are your business hours and contact number for support?	
9	<p>Please discuss how you will provide the following areas of customer service support and which are available on a 24/7 basis:</p> <ul style="list-style-type: none"> • account management • status reporting • contract management • audits • planning • setting priorities • problem reporting, logging, tracking, and resolution • service requests 	