



CITY OF GRIFFIN, GEORGIA

INVITATION TO BID

BID #11-014

For

UTILITY BILL PRINT/MAIL SERVICES

For all questions about this Bid contact:

Cindy Fay, Purchasing Coordinator
cfay@cityofgriffin.com

Deadline:
Thursday, May 19, 2011 at 2:00 P.M.



CITY OF GRIFFIN, GEORGIA
INVITATION TO BID
11-014
UTILITY BILL PRINT/MAIL SERVICES

1. SECTION I – BID INFORMATION

1.1. PURPOSE

The City of Griffin (City) is seeking bids from qualified vendors for the printing, inserting and mailing of its' monthly utility statements on a renewable contract basis. **NOTE:** A related Request for Proposal, Electronic Bill Presentment & Payment Services (11-015), is also being published concurrently. It is the City's preference to have these functions provided by either the same vendor or by a joint partnership of two vendors.

1.2. SCHEDULE

This Invitation to bid will be governed by the following schedule:

DATES

Release of Request	Wednesday, April 20, 2011
Pre-Bid Meeting	none
Questions due	Tuesday, May 10, 2011
Bids due	Thursday, May 19, 2011 at 2:00 P.M.
Bonds required	none

* The purpose of this meeting will be to provide those interested with an oral presentation of the City's requirements and to allow for the presentation of questions. Although attendance to the pre-bid meeting is not mandatory, all interested parties are 'strongly' urged to attend. No other meeting is planned.

1.3. SCOPE OF WORK

The City of Griffin provides a portfolio of utility services to more than 22,000 accounts in Griffin and Spalding County, Georgia. The billing data for this customer base is developed primarily from meters at each location and from services with flat user fees. For the purpose of this ITB, bidders shall base their responses on approximately 25,000 utility statements and 7,000 delinquent notices.

Responses are to be submitted as a set price per piece (statement) that is all-inclusive for the total production. It is to include the processing (receiving & formatting the statements & delinquent notices), laser printing w/highlight color on form, folding, inserting remittance envelope along with other periodic inserts, sorting and delivery to USPS. Postage should be treated as a direct pass-through expense and listed as a separate item on invoices. An escrow account for postage can be established if needed.

The successful bidder must be able to accept the first production file within six (6) weeks from date of receipt of all required information from the City. A corresponding Request For Proposal is being published for Online Bill Pay functionality. It is the City's preference to have these functions provided by either the same vendor or by a joint partnership of two vendors.

GENERAL SPECIFICATIONS:

- 1.3.1. The successful bidder must have a minimum of five (5) years of experience in continuous operation in the bill printing and mailing industry.
- 1.3.2. The Initial System Setup for the ability to accept and print the statements shall be quoted as a separate line item from the per piece pricing.
- 1.3.3. All utility bills for The City of Griffin must be printed, folded, inserted and mailed within 24 hours after the successful receipt of the data/print file. Statements are to be delivered to the USPS within 24 hours of receipt of FTP file and must be mailed starting at the USPS 5-digit rate (or lowest) as qualifies to obtain the largest postal discounts. Data formatting on the statement and return envelopes will be in accordance with the requirements of the U.S. Postal Service. Any data receipt problems, print or insert errors should be reported to the City immediately upon recognition of such errors.
- 1.3.4. The City will provide the selected bidder with any additional forms that are to be inserted with the statements, who must agree to receive a drop shipment of the inserts necessary to supply a one-month cycle of bills. The City will work with the bidder to design the inserts to conform to the specifications required for successful insertion by their equipment.
- 1.3.5. A 30-day reserve of supplies is to be kept to ensure an uninterrupted supply for printing requirements.
- 1.3.6. The successful bidder must provide a means of secure data transmission and confirmation receipt of the data.
- 1.3.7. The City is also considering the options of a secure hosted web service for online bill pay and electronic bill presentment. Specifications for this option are detailed under a separate RFP. The City's preference is to either have these functions provided by the same vendor or by a joint partnership of two vendors.

TECHNICAL SPECIFICATIONS:

- 1.3.8. The successful bidder must be a full service vendor capable of providing all services requested with no subcontracting of any portions of the project, including presorting, artwork, programming, and mailings of the statements/notices. Joint ventures for online bill pay will be acceptable.
- 1.3.9. The bidder will design in conjunction with the City a two-color (black with a second variable laser highlight color of blue, green or red on one side, with the 2nd side black only print), two-sided bill form that is 8 1/2" x 11" in size. The statement design will include an appropriate scan line for remittance processing, a message area (variable data text messages shall be printed in the highlight color ink), different sized fonts to enhance readability, bar charts for electric and/or water consumption, and a City of Griffin logo. Any required changes to the forms or envelopes must be approved by the City in writing prior to implementation.
- 1.3.10. The customer base is divided into sixteen groupings and twelve (12) billing cycles, with each cycle billed once a month. Delinquent notices are also sent on the same schedule.
- 1.3.11. The successful bidder must be able to apply a special billing message to the printed utility forms based on the data submitted by the City.
- 1.3.12. The successful bidder must have a disaster recovery plan in place in order to provide uninterrupted service to process the City's statements in the event the normal processes are inoperable. This plan must be submitted with the bid response.
- 1.3.13. The City will be using Cogsdale utility billing software. Data files will be transferred to the Vendor via File Transfer Protocol (FTP) on a regularly scheduled basis. It will be the responsibility of the Vendor to assist the City during the implementation process for the successful transmission and return confirmation of data. Record retention for these files should be for a rolling period of 32 days. A

description of the backup and storage of data is to be submitted with the bid proposal.

- 1.3.14. The Vendor must retain CASS (Coding Accuracy Support System) and OP (Optional Procedures) certifications and have the equipment and software in-house to sort and process the mailings. They must also have an on-site USPS MERLIN system for verifying mail quality prior to entry into the USPS distribution system. Bar-coding, arranging, sorting and other measures should be performed in order to qualify for the lowest postage charges consistent with USPS standards.
- 1.3.15. Printing shall be laser quality with a resolution of at least 300 x 300 DPI.
- 1.3.16. The statements will be printed on 8 1/2" x 11", 24# bond, with perforation for the remittance stub.
- 1.3.17. The paper should be of a brightness factor to allow for a contrast ratio of paper to print to ensure reliable OCR scanning.
- 1.3.18. The successful bidder must have the ability to print variable messages and data on the bills by utilizing highlight color text when requested.
- 1.3.19. The successful bidder must have the capability to print a bar chart displaying the customer's usage over a 12-month period, in the event requested.
- 1.3.20. Delinquent notices are to be laser printed on plain white paper in black (no highlight color). No return envelope is needed for delinquent notices.
- 1.3.21. Envelopes shall be security tinted with a double window (#10) that will allow for the outgoing address on the bottom, with the return address and City logo in the top window.
- 1.3.22. Payment stubs will be designed with the City payment address revealed when inserted into the provided return window envelopes. Return envelopes (#9) must be security tinted.

1.4. ADDITIONAL PACKAGING/SUBMISSION REQUIREMENTS

The following information and/or documents MUST be included with the bidder's response:

- a. ___ Complete Registration paperwork (Vendor registration, E-verify affidavit, SAVE affidavit, W-9, Tax Compliance);
- b. ___ Bid Response Acknowledgement sheet;
- c. ___ References sheet;
- d. ___ Pricing sheet;
- e. ___ Details of disaster recovery emergency plan;
- f. ___ Evidence of capability to meet the City's utility billing needs;
- g. ___ Evidence of sufficient experience with a minimum of three projects of similar size and scope (note systems used at these references);
- h. ___ Customer service organizational chart, as well as the chain of command for problem resolution for services quoted;
- i. ___ Detail of confirmation process that will be used to insure the valid and correct transmitted data file was received;
- j. ___ Detail of backup and storage process for data;
- k. ___ Detail of quality assurance and control check points within the printing and mailing operation.

1.5. EVALUATION CRITERIA

The basis of selection will be the best evaluated bid considering price and/or ability to meet the City's specifications and requirements, prior Bidder performance, experience, customer references, and the capability of the Bidder to provide the service. Other considerations will include, but are not limited to:

- Quality of workmanship and products used
- Timeliness of project completion
- Additional costs to the City
- Guarantees and warranties
- Value added services and/or options
- Attendance at any bid-related functions/meetings
- Experience with Cogsdale financial/customer service system
- Postage pass-through rates/charges
- Ability to provide online bill pay option (under separate RFP)

At the City's discretion, a short list of the most qualified bidders may be compiled during the evaluation process and additional information regarding their bids may be, either in writing or in a presentation and interview session. The City reserves the right to request product demonstrations or to conduct site visits to assess installations similar to the one proposed.



CITY OF GRIFFIN, GEORGIA REQUESTS FOR PROPOSAL, INVITATIONS TO BID GENERAL PROVISIONS

This section reviews the general terms and conditions. Any bid-specific information noted in Section I will take precedence.

2. SECTION II – COMMUNICATION OF INFORMATION

All information, notices and addenda regarding this Bid shall be posted on the City's website. It is the bidder's responsibility to check the site on a regular basis in order to confirm they have the most current information before submitting a response. Subsequent to the bid opening, all status notices will also be posted on the City's website.

2.1. RESTRICTIONS ON COMMUNICATIONS WITH STAFF

All questions about this bid must be submitted in the following format:

Company Name

- Question

Citation of relevant section of the bid

All questions must be in writing to the Purchasing Coordinator:

Address: Cindy Fay
Purchasing Coordinator
City of Griffin
P. O. Box T, Griffin, GA 30224

Email: cfay@cityofgriffin.com

No questions not in writing will be accepted. No response other than in writing will be binding upon the City. Questions will be combined into one list of questions and responses and will be sent to all Bidders who have received the bid document.

From the issue date of this request until an award has either been made or deemed closed for other reasons, institutions or individuals providing submissions are not permitted to communicate with members of the commission, the evaluation team or City employees with regard to the purpose or intent of this document. The City reserves the right to reject the submission of the offending bidder if this provision is violated.

Any updates or changes to this and related documents will be posted on the City's website (<http://www.cityofgriffin.com/Departments/AdministrativeServices/Purchasing/BidOpportunities/tabid/86/Default.aspx>). The current status values are: OPEN (close date has not been reached); EVALUATION (under review by the evaluation committee); NO AWARD (reason will be attached); NOIA ("Notice of Intent to Award", recommendation for the award) and AWARD (Tally of bid submissions or related documents will be published at this time). **It is the bidder's responsibility to refer to the website for any addenda or other pertinent information before responding to this bid request.**

2.2. PUBLIC DISCLOSURE AND PROPRIETARY INFORMATION

All bids and any other public record with respect to solicitation shall be subject to public inspection, upon request, after the posting of the Notice of Intent to Award (NOIA) or Notice of Award (NOA). This is being done in order to protect the integrity of the procurement process unless otherwise required by law. For any Open Records requests, the City may assess fees for the costs of producing these public records as permitted by the Georgia Open Records Act.

Exceptions to the availability of information include 1) bona fide trade secrets meeting confidentiality requirements that have been properly marked and documented; 2) matters involving individual safety as determined by the City; 3) company financial information requested by the City to determine vendor responsibility; and 4) other constitutional protections. All documents that are to be proprietary and confidential are to be clearly marked as such.

Information received in response to this request will become the property of the City and will not be returned. If a proposer feels that any information is confidential or proprietary in nature, the proposer must prominently mark and initial such information as "PROPRIETARY INFORMATION". The City will not release or divulge such information to third parties without the consent of the Proposer unless required to do so by applicable law or order a court of competent jurisdiction.

3. SECTION III –OVERVIEW AND PROCEDURES

3.1. COMPANY BACKGROUND & EXPERIENCE

Bidders that have not contracted with the city in the past 2 years should provide a list of clients for whom similar services, as detailed in this bid, have been provided during the past 3-4 years. References must be for the organization or person submitting the bid. Subcontractor's references are not acceptable.

The list must include:

- Dates of service
- Name of contact person
- Title of contact person
- Phone number of contact person

The Bidder will also disclose any services terminated by the client(s) and the reason(s) for termination. Failure to provide this information will disqualify the bid submission.

3.2. REFERENCES

References should be for historical projects of similar size and scope. Details regarding these references are noted on the Reference page.

3.3. BID

3.3.1. BID REQUIREMENTS

By submitting a bid response, Bidders agree to be bound by the legal requirements and contract terms and conditions contained in this document. It is the goal of the City to have contract/lease periods resulting from the award of a Bid to run congruent with Commission terms, which is calendar year. Prices submitted shall be for the full term of the bid unless noted and agreed to by both parties in writing. Upon agreement by both parties, the contract may be extended in annual increments, not to exceed a total of five years.

3.3.2. PACKAGING OF BID

Submissions must be by the following method:

No e-mail, fax or scanned submissions will be accepted. Hard copies are to be submitted in a sealed package containing an original and two copies for a total of three (3) signed responses. The sealed package must be labeled on the outside as follows:

(Bidder Name)
BID # (Bid Number)
(Bid Title)

Bidder response to this bid must consist of the following documents:

- **Pricing**
- **Schedule of proposed work (when applicable),**
- **Completion Schedule (when applicable),**
- **Notarized Venfor/Contractor Affidavit and Agreement ('E-Verify'; required),**
- **Notarized Subcontractor Affidavit (required when applicable),**
- **Notarized S.A.V.E. Affidavit (required),**
- **W-9 (required),**
- **Tax Compliance Form,**
- **Reference list of three (3) projects - *Attached.***
- **Vendor Registration form – (required); (*form also available on City's website.*)**

3.3.3. SUBMISSION OF BID

The original and two (2) copies of the bid response must be delivered to the Purchasing Department no later than **the time and date specified in Section I. Any bid received after stated time or delivered to department other than Purchasing will not be accepted.**

Bids must be submitted to:

City of Griffin
Attention: Cindy Fay, Purchasing Coordinator
P. O. Box T, Griffin, GA 30224

Or hand-delivered to:

Attention: Cindy Fay, Purchasing Coordinator
100 S Hill Street, 3rd Floor
Griffin, GA 30223

***Note: Notify Purchasing via email (cfay@cityofgriffin.com) if submittal is mailed via USPS (Post Office).**

3.3.4. ALTERNATE BID DOCUMENTS

Documents prepared by the City must be used for the submission of Bid Response. Alternate bids or bids that deviate from the requirements of this solicitation will not be considered. Bidders shall not insert in their submission any written statement which will have the effect of making any material change or changes in the Scope of Services or in any contract between the parties covering the subject matter thereof.

3.3.5. ADDITIONAL INFORMATION/ADDENDA

The City will issue responses to inquiries and any other corrections or amendments it deems necessary in written addenda issued prior to the bid opening date. Bidders should not rely on any representations,

statements, or explanations other than those made in this Invitation to Bid and its' addendums. Where there appears to be a conflict between the Invitation to bid and any addenda issued, the last addendum issued will prevail.

Bidders must acknowledge any issued addenda. Bids which fail to acknowledge the bidder's receipt of any addendum will result in the rejection of the bid if the addendum contains information which substantively changes the Owner's requirements.

3.3.6. WITHDRAWAL OF BID

A bidder may withdraw his bid before the submittal deadline without prejudice to the bidder by submitting a written request of withdrawal to the Purchasing Coordinator.

3.3.7. LATE SUBMITTAL, LATE MODIFICATIONS & LATE WITHDRAWALS

Bid submittals received after the bid opening date and time will not be accepted. Modifications received after the bid opening date will not be considered. The City assumes no responsibility for the premature opening of a bid not properly addressed and identified or not delivered to the proper designation.

3.3.8. MINIMUM BID ACCEPTANCE PERIOD

Bids shall be valid and may not be withdrawn for a minimum period of 60 days from the date specified for receipt of bids. Bidders will be asked for an 'expiration date' for the bid submitted, when appropriate. This does not impact the contract price once a bid has been awarded.

3.3.9. REJECTION/CANCELATION/AWARD OF BIDS

The City reserves the right to:

- a) reject any and all submittals received outside the time/place stated in the notice;
- b) reject any submittals which show omissions, irregularities, alteration of forms or unsolicited responses;
- c) waive any technicalities or formalities of the bids;
- d) reject any or all bids or any part thereof;
- e) obtain clarification on any point in a respondent submittal or obtain additional information;
- f) accept the bid that is in the best interest of the City, regardless of whether or not it is the lowest bid;
- g) award the bids received on the basis of individual items or on the entire list of items.

The City also reserves the right to cancel this bid at any time and will not be liable for any cost/losses incurred by the Offeror throughout this process.

Where applicable, the City reserves the right to make multiple awards or to award a contract by individual line items or alternatives, by group of line items or alternatives, or to make an aggregate award, whichever is deemed most advantageous to the City. If the City determines that an aggregate award to one bidder is not in the City's best interest, "all or none" offers will be rejected.

3.3.10. COST INCURRED BY BIDDERS

All expenses involved with the preparation and submission of the bid to the City, or any work performed in connection therewith, is the responsibility of the bidder(s).

3.3.11. BID OPENING

All bids will be opened on the pre-determined bid opening date. The bid details and related documents will not be reviewed at the bid opening; they will be turned over to an evaluation committee. No award will be made or implied at this time. The Status field on the City's website will be updated following any change in the Bid process. Refer to section 2.1 for details regarding this Status. Any exceptions to the 'non-public opening' will be noted in the Schedule (section 1.2).

3.3.12. AWARD OF CONTRACT

Award will be made to the responsible bidder whose bid is responsive to the terms of this Invitation to Bid and is most advantageous to the City. The quality of the articles to be supplied, their conformity with the specifications, their suitability to the requirements of the City, the delivery terms and other criteria, as well as price, will be taken into consideration in making the award.

3.3.13. INSPECTION AND ACCEPTANCE OF EQUIPMENT

Where applicable, all items bid and furnished must be completely new, free from defects and operate as intended unless otherwise specified in writing. Discontinued, remanufactured or demonstrator items will not be accepted. The manufacturer's standard warranty shall be identified and copies of the warranties are to be presented upon request. In addition, all items supplied shall comply with all Federal and State regulations, applicable and effective on the date of acceptance. All items must meet or exceed all existing Federal, State and Local health, safety, lighting, emissions and noise standards.

The City reserves the right to inspect and test any equipment being offered in the bid prior to making any award. The City may also request a demonstration or site visit for evaluation purposes. The equipment delivered under this bid shall remain the property of the seller until a physical inspection of the equipment is made and accepted by the City. In the event that the equipment supplied to the City is found to be defective or does not conform to the City's specifications, the City reserves the right to cancel the order upon written notice to the seller and to return the equipment to the seller at the seller's expense.

3.4. STATEMENT OF EXPERIENCE AND QUALIFICATIONS

The bidder may be required, upon request, to prove to the satisfaction of the City that he/she has the skill and experience and the necessary facilities and ample financial resources to perform the contract(s) in a satisfactory manner and within the required time. If the available evidence of competency of any bidder is not satisfactory, the response of such bidder may be rejected. The City reserves the right to request clarifications of any response or to conduct discussions for the purpose of clarification. Any clarifications made as a result of these discussions are to be provided in writing.

3.5. NON-COLLUSION AFFIDAVIT

By submitting a bid, the bidder represents and warrants that such bid is genuine and real and not made in the interest or on behalf of any person not therein named. It is further warranted that the bidder has not directly or indirectly solicited any other bidder to put in a sham bid, or any potential bidder to refrain from submitting and that the bidder has not in any manner sought by collusion to secure any advantage over any other bidder.

By submitting a bid, the bidder represents and warrants that no official or employee of City has, in any manner, an interest directly or indirectly in the bid or in the contract which may be made under it, or in any expected profits to arise therefrom.

3.6. HOLD HARMLESS AND INDEMNIFICATION

The Bidder agrees, insofar as it legally may, to indemnify and hold harmless the City, its officers, employees and agents from and against all loss, costs, and expenses, including attorneys' fees, claims, suits and judgments in connection with injury to or death of any person or persons or loss of or damage to property resulting from any and all operations performed by Bidder, its officers, employees, and agents under any of the terms of this contract.

3.7. BID BONDS

For any bid as required and noted in Section 1 of this bid document, a one hundred percent (100%) performance bond and a one hundred percent (100%) payment bond shall be furnished payable to, in favor of, and for the protection of the City. If bonding is required, failure to submit appropriate bonding will result in automatic rejection of bid. These bonds must be presented within ten (10) days of the Notice of Intent to Award or prior to the award of contract, whichever is later. Surety companies executing bonds must appear on the Treasury Department's most current publication (Circular 570 as amended) and be authorized to do business in Georgia. Unless otherwise specified, bonds shall be in effect for a period of one year from the

completion of the project. The bond amounts shall be increased as the contract amount is increased. No alternative securities are currently accepted in lieu of performance or payment surety bonds.

4. SECTION IV – OTHER GENERAL SPECIFICATIONS

4.1. VENDOR'S INVOICE

- a. The Vendor shall prepare and submit invoices to the Finance Office address specified on individual purchase orders. A proper invoice must include the items listed below:
 - (a) Name and address of the Vendor.
 - (b) Invoice date and invoice number. (The Vendor should date invoices as close as possible to the date of the mailing or transmission.)
 - (c) Purchase order number for supplies delivered or work completed.
 - (d) Description, quantity, unit of measure, unit price, and extended price of supplies delivered.
 - (e) Shipping and payment terms (e.g., shipment number and date of shipment, discount for prompt payment terms).
 - (f) Name and address to which payment is to be sent.
 - (g) Name (where practicable), title, phone number, and mailing address of person to notify in the event of a defective invoice.
 - (h) Any other information or documentation required by the contract (e.g., evidence of shipment).
- b. A summary invoice shall be provided for all deliveries made during a billing period, identifying the delivery tickets covered therein, stating their total dollar value. A summary invoice shall be supported by receipt copies of the delivery tickets. Delivery tickets or sales slips shall contain:
 - (a) Name of supplier
 - (b) Purchase Order number
 - (c) Ship to Department and Address
 - (d) Description, Quantity, unit price, and extension of each item.
 - (e) Date of delivery or shipment.

4.2. TAX LIABILITY

The successful bidder will be provided with the City's Sales and Use Tax Certificate of Exemption number upon request.

4.3. PAYMENT

Payment will be made for items accepted by the City; standard terms are net 30.

4.4. ESTIMATED QUANTITIES

The quantities of items specified in the Bid Schedule are estimates only and are not purchased by this contract. If the City's requirements do not result in orders in the quantities described as "estimated", that fact shall not constitute the basis for an equitable price adjustment. Delivery shall be made only as authorized by orders issued in accordance with the Ordering clause. Subject to any limitations in the Order clause or elsewhere in this contract, the Vendor shall furnish to the City all items specified in the Bid Schedule and called for by orders issued in accordance with the Ordering clause.

4.5. ASSIGNMENT OR NOVATION OF CONTRACT

The Vendor shall not assign or transfer, whether by Assignment or Novation, any of its rights, duties, benefits, obligations, liabilities, or responsibilities under the Contract without the written consent of the City; provided, however, that assignments to banks, trust companies or other financial institutions for the purpose of securing a bond may be made without the consent of the City.

4.6. TERMINATION FOR CAUSE

The City reserves the right to terminate the resulting contract, in whole or in part, for failure to comply with any provisions of the contract as outlined by providing a written notice to the Vendor at least thirty (30) days before the effective date of termination. The Vendor will not be relieved of any outstanding responsibilities or unfinished obligations under this contract.

Receipt of items by the delivery date is critical to the terms of this contract. The City considers late delivery of contract items as reasonable cause to terminate the contract.

The Vendor also has a right to terminate this contract for cause by providing a written notice of intent to terminate at least thirty (30) days prior to the effective date of the contract termination.

4.7. CHANGES

All work and materials furnished for this project shall be made in conformance with the contract documents. Changes in the terms and conditions of this contract may be made only by written agreement of the parties. Changes that involve an alteration to the payment amounts shall not commence until approved by the City and a Change Order has been issued.

4.8. REPORTING DISPUTES

The Vendor shall report any contract disputes and/or problems to the purchasing coordinator, both verbally and in writing within 48 hours of their occurrence.

5. SECTION V –INSURANCE REQUIREMENTS

Prior to commencing work, the Vendor shall procure and maintain at Vendor's own cost and expense for the duration of the agreement the following insurance against claims for injuries to person or damages to property which may arise from or in connection with the performance of the work or services hereunder by the Vendor, his agents, representatives, employees or Subcontractors. The cost of such insurance shall be included in the response submittal. A Certificate of Insurance (COI) should be submitted to the City prior to the commencement of any work.

5.1. STANDARD INSURANCE REQUIREMENTS

- 1) *Commercial General/Umbrella Liability Insurance* - \$1,000,000 limit per occurrence for property damage and bodily injury. The Bidder should indicate in the proposal whether the coverage is provided on a claims-made or occurrence basis. Occurrence basis is preferred. The insurance shall include coverage for the following:
 - Premise/Operations
 - Explosion, Collapse and Underground Property Damage Hazard (only when applicable to the project)
 - Products/Completed Operations
 - Contractual
 - Independent Contractors
 - Broad Form Property Damage
 - Personal Injury
- 2) *Business Automobile/Umbrella Liability Insurance* - \$1,000,000 limit per accident for property damage and personal injury.

- Owned/Leased Autos
 - Non-owned Autos
 - Hired Autos
- 3) Workers' Compensation and Employers'/Umbrella Liability Insurance -- with benefits and monetary limits as set forth by Title 34, Chapter 9 of the O.C.G.A. This policy shall include Employers'/Umbrella Liability coverage for \$1,000,000 per accident. Workers' Compensation coverage is required as a condition of performing work or services for the City whether or not the Bidder is otherwise required by law to provide such coverage.
- 4) *Professional Liability Insurance* - \$1,000,000 or as per project (ultimate loss value per occurrence).

5.2. OTHER INSURANCE PROVISIONS

1) All Coverage

- a. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty (30) days prior written notice has been given to the City.
- b. If the Vendor, for any reason, fails to maintain insurance coverage which is required pursuant to this Agreement, the same shall be deemed a material breach of contract. City, at its sole option, may terminate this Agreement and obtain damages from the Vendor resulting from said breach.
- c. Alternatively, the City may purchase such required insurance coverage (but has no special obligation to do so), and without further notice to the Vendor, the City may deduct from sums due to the Vendor any premium costs advanced by City for such insurance.
- d. The City shall be named as "additional insured" as its interest may appear.

2) Commercial General Liability and Automobile Liability Coverage

- a. The City, members of its City Commission, boards, commissions and committees, officers, agents, employees and volunteers are to be covered as insured as respects: liability arising out of activities performed by or on behalf of the Vendor; products and completed operations of the Vendor; premises owned, leased or used by the Vendor or premises on which the Vendor is performing services on behalf of the City. The coverage shall contain no special limitations on the scope of protection afforded to the City, members of the City Commission, boards, commissions and committees, officers, agents, employees and volunteers.
- b. The Vendor's insurance coverage shall be primary insurance as respects the City, members of its City Commission, boards, commissions and committees, officers, agents, employees and volunteers. Any insurance or self-insurance maintained by the City, members of its City Commission, boards, commissions and committees, officers, agents, employees and volunteers shall be excess of the Vendor's insurance and shall not contribute with it.
- c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the City, members of its City Commission, boards, commissions and committees, officers, agents, employees and volunteers.
- d. Coverage shall state that Vendor's insurance shall apply separately to each insured against whom a claim is made or suit is brought, except with respect to the limits of the insurer's liability.

3) Workers' Compensation and Employers' Liability and Property Coverage

The insurer shall agree to waive all rights of subrogation against the City, member of its' City Commission, boards, commissions and committees, officers, agents, employees and volunteers for losses arising from activities and operations of the Vendor in the performance of services under this Agreement.

4) Deductibles and Self-Insured Retention

Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, the insurer shall reduce or eliminate such deductibles or self-insured retention's as respects the City, members of its City Commission, boards, commissions and committees, officers, agents, employees and volunteers; or the Vendor shall procure a bond guaranteeing payment of losses, related investigation, claim administration and defense expenses.

5) Acceptability of Insurer

Insurance is to be placed with Georgia admitted insurers rated B+X or better by A.M. Best's rating service.

6) Verification of Coverage

Vendor shall furnish the City with certificates of insurance and with original endorsements affecting coverage required by this clause. The certificates and endorsements for each policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the City before work commences.

7) Subcontractors

Contractor shall include each of its subcontractors as insured under the policies of insurance required herein.

5.3. GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT

For the successful bidders contracting for physical labor or providing services with the City:

- 1) Pursuant to the Georgia Security and Immigration Compliance Act of 2006, the Contractor understands and agrees that compliance with the requirements of O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02 are conditions of this Agreement. The Contractor further agrees that such compliance shall be attested by the Contractor through execution of the contractor affidavit required by Georgia Department of Labor Rule 300-10-1-.07, or a substantially similar contractor affidavit. The Contractor's fully executed affidavit is attached hereto as an Exhibit and is incorporated into this Agreement by reference herein.
- 2) The Contractor understands and agrees that, in the event the Contractor employs or contracts with any subcontractor or subcontractors in connection with this Agreement, the Contractor shall:
 1. Secure from each such subcontractor an indication of the employee number category as identified in O.C.G.A. § 13-10-91 that is applicable to the subcontractor;
 2. Secure from each such subcontractor an attestation of the subcontractor's compliance with O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02 by causing each such subcontractor to execute the subcontractor affidavit required by Georgia Department of Labor Rule 300-10-1-.08, or a substantially similar subcontractor affidavit. The Contractor further understands and agrees that the Contractor shall require the executed subcontractor affidavit to become a part of the agreement between the Contractor and each such subcontractor. The Contractor agrees to maintain records of each subcontractor attestation required hereunder for inspection by the Department at any time."

***Please separate and use the following pages as your response submittal.
Additional pages may be used as needed. Thank you for your interest and
participation in this opportunity.***



CITY OF GRIFFIN, GEORGIA

RESPONSE SUBMITTAL

BID #11-014

For

UTILITY BILL PRINT/MAIL SERVICES

Submitted by:

Name of Company:

Mailing Address:

City/State/Zip:

Phone (including area code):

E-mail:

**Submittal Deadline:
Thursday, May 19, 2011 at 2:00 P.M.**

BID RESPONSE ACKNOWLEDGEMENT

The Bidder has examined and carefully studied the Specifications and the following Addenda, receipt of all of which is hereby acknowledged:

Addendum No. _____ dated _____ Acknowledgement _____

Addendum No. _____ dated _____ Acknowledgement _____

Addendum No. _____ dated _____ Acknowledgement _____

Addendum No. _____ dated _____ Acknowledgement _____

Bidders must acknowledge any issued addenda. Bids which fail to acknowledge the bidder's receipt of any addendum will result in the rejection of the bid if the addendum contained information which substantively changes the Owner's requirements.

BID RESPONSE SIGNATURE

Please indicate organization type: ☐ Individual ☐ Partnership ☐ Corporation

NAME OF COMPANY: _____

MAILING ADDRESS: _____

CITY /STATE/ZIP: _____

PHONE (including area code): _____

E-MAIL: _____

AUTHORIZED SIGNATURE

TITLE

NAME (PRINTED)

TITLE (PRINTED)

ITB 11-014

PRICE SUBMITTAL: UTILITY BILL PRINT/MAILING SERVICES

Company Name _____ Bid Price Valid Through _____

PRICE STRUCTURE – Complete the following using a basis of 25,000 statements and 7,000 delinquent notices per month, including a statement (perforated) duplex on 8.5x11 white paper, two color printed on one side (one of the colors being black) and with black printing on the other side with a #10 double window mailing envelope and #9 single window return envelope included. Price will also include laser imaging, processing, CASS/OP Certification, folding, logic inserting, bar-coding, metering and delivery to USPS. (pricing must be submitted on this form)

BID FORM

Note: Postage rates are not to be included in the per piece pricing.

ITM	Est'd Monthly Qty	Description	Cost per Unit	Extended Cost
1	1 only	Initial design, programming & set up	n/a	\$ _____
2		Program modifications after initial implementation (per hr)	\$ _____ /hr	n/a
3	25,000 pieces/mo divided into 12 cycles	24# preprinted white paper with perforation, two-color (2) print	\$ _____	\$ _____
4	25,000 pieces/mo divided into 12 cycles	White mailing envelope, #10 Universal, double window	\$ _____	\$ _____
5	25,000 pieces/mo divided into 12 cycles	White return envelope, #9	\$ _____	\$ _____
6	7,000 pieces/mo divided into 12 cycles	Delinquent letters, single color print (do not include envelope pricing if same as #4)	\$ _____	\$ _____
		BASE BID TOTAL	\$ _____	

CONTINGENCY ITEMS BID

These items are services the City will request on an "as needed" basis. Inserts will normally be provided by the City. This contingency pricing will NOT be a factor in determining the bid award, unless considered "out of balance" pricing as compared to reasonable industry standard pricing for such services. Prices for #7, and #8 are for 'first insert', item #9 is for each additional insert after the first (not common).

ITM	Est'd Monthly Qty	Description	Cost per Unit	Extended Cost
7	25,000 inserts divided into 12 cycles	Periodic inserts: 8.5 x 11 – folded & inserted	\$ _____	\$ _____
8	25,000 inserts divided into 12 cycles	Periodic inserts: small (no folding required) – inserted	\$ _____	\$ _____
9	25,000 inserts divided into 12 cycles	Cost per add'l insert after the first insert	\$ _____	n/a
		BASE BID TOTAL	\$ _____	

Number of inserts possible in single envelope (NOT counting the statement & return envelope): _____

Current postage rate for standard statement mailing (per piece). *DO NOT ADD TO BID TOTALS.* \$ _____

AUTHORIZED SIGNATURE _____

PRINTED NAME _____

DATE _____

Back-Up System for Utility Bill Print/Mailing Services

Explain your proposed back-up & data storage system for utility bill processing services in detail:

Disaster Recovery Plan & Procedures for Utility Bill Print/Mailing Services

Explain the Disaster Recovery Procedures that would be in effect for the utility bill processing in detail:

Implementation Timetable: _____

Pricing considerations if awarded both 11-014 & 11-015: _____

Additional comments/recommendations: _____

The City reserves the right to accept the BEST-EVALUATED BID as deemed by the Evaluation Committee, which may or may not be the lowest monetary bid.

COMPLETED BY:

Company Name: _____ Date: _____

Contact Person: _____
(Signature) (Printed Name)

FAILURE TO RETURN THIS PAGE AS PART OF YOUR BID DOCUMENT MAY RESULT IN REJECTION OF BID. THIS FORM MUST BE COMPLETED FOR EACH BID SUBMITTAL EVEN IF YOU ARE CONSIDERED TO BE A CURRENT VENDOR.

REFERENCES

The City of Griffin requests a minimum of three references where work of a similar size and scope has been completed within the past 3-4 years.

REFERENCE 1:

Company Name/City: _____

Brief Description of Project: _____

Completion Date: _____

Contact Person: _____

Telephone: _____ E-mail: _____

REFERENCE 2:

Company Name/City: _____

Brief Description of Project: _____

Completion Date: _____

Contact Person: _____

Telephone: _____ E-mail: _____

REFERENCE 3:

Company Name/City: _____

Brief Description of Project: _____

Completion Date: _____

Contact Person: _____

Telephone: _____ E-mail: _____

COMPLETED BY:

Company Name: _____

Contact Person: _____

(Signature)

(Printed Name)



City of Griffin
Accounting / Purchasing
100 South Hill Street
Griffin, Georgia 30224
Telephone (770-) 229-6401
Fax (678) 692-0402
email: cfay@cityofgriffin.com

COG
use only

(please type responses)

Vendor Registration

Name of Business:*		Date:	
Complete Street Address:*		Phone:*	
City/State/Zip:*		Alt#:	
Complete Mailing Address (if different):		Fax:	
City/State/Zip:		Current Vendor (Y/N)*:	
E-mail:*		E-Verify ID #:*	
D&B DUNS number:		CCR (Central Contractor Registration)#:	
Corporate Website:			
Accounting contact (name):*		Phone:*	
NIGP Commodity Codes (max of 3):* <i>The NIGP codes will be used for:</i> _____ <i>bid notifications, governmental reporting and departmental sourcing and inquiries. A listing of NIGP Commodity Codes can be found at: http://www.cityofgriffin.com/Departments/AdministrativeServices/Purchasing/tabid/432/Default.aspx</i>			
Federal Tax-ID*	-or-	Social Security No.*	Business License**
_____		_____	_____
(digits only)		(digits only)	
Summary of Products/Services Offered:*			
Previous Client References(min 3):*			
In a addition to the completeness of this registration form, the following fields should contain VALID entries prior to submission:			
E-Mail Address	E-Verify #	Min of 1 NIGP Code	FEIN or SS #
Applicant Signature: <i>E-Verify affidavits will be recognized as the authorized signature; please note 'signature on file' in field</i>		Printed Name of Applicant:*	
* Required information ** Applications should include copy of business license		<i>If completed with Bid submittal:</i> Bid# _____	



**STATE OF GEORGIA
CITY OF GRIFFIN**

VENDOR/CONTRACTOR AFFIDAVIT AND AGREEMENT

COMES NOW before me, the undersigned officer duly authorized to administer oaths, the undersigned contractor, who, after being duly sworn, states as follows:

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02, stating affirmatively that the individual, firm, or corporation which is contracting with the City has registered with and is participating in a federal work authorization program* in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02.

The undersigned contractor further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to the contract with the City of Griffin, Georgia, of which this affidavit is a part, the undersigned contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02 through the subcontractor's execution of the subcontractor affidavit required by Georgia Department of Labor Rule 300-10-1-.08 or a substantially similar subcontractor affidavit. The undersigned contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the City at the time the subcontractor(s) is retained to perform such service.

EEV / E-Verify (# issued by Homeland Security)

FURTHER AFFIANT SAYETH NOT.

BY: Authorized Officer or Agent

Date

Company / Contractor Name

Title of Authorized Officer or Agent of Contractor

Printed Name of Authorized Officer or Agent

Sworn to and subscribed before me

This _____ day of _____, 20 ____

Notary Public

My commission expires: _____

* Any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603. As of the effective date of O.C.G.A. § 13-10-91, the applicable federal work authorization program is the "EEV / Basic Pilot Program" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).



STATE OF GEORGIA

CITY OF GRIFFIN

SUBCONTRACTOR AFFIDAVIT

COMES NOW before me, the undersigned officer duly authorized to administer oaths, the undersigned subcontractor, who, after being duly sworn, states as follows:

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02, stating affirmatively that the individual, firm, or corporation which is engaged in the performance of services under a contract between _____ (name of contractor) and the City has registered with and is participating in a federal work authorization program* in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02.

EEV / E-Verify (# issued by Homeland Security)

FURTHER AFFIANT SAYETH NOT.

BY: Authorized Officer or Agent

Date

Company / Contractor Name

Subcontractor Name

Title of Authorized Officer or Agent of Contractor

Printed Name of Authorized Officer or Agent

Sworn to and subscribed before me

This _____ day of _____, 20 ____

Notary Public

My commission expires: _____

* Any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603. As of the effective date of O.C.G.A. § 13-10-91, the applicable federal work authorization program is the "EEV / Basic Pilot Program" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).



CITY OF GRIFFIN

Since 1840

S.A.V.E. Affidavit Verifying Status for City Business Transactions

By executing this affidavit under oath, as an applicant for a City of Griffin, Georgia Business License or Occupational Tax Certificate, Alcohol License, Taxi Permit, or other public benefit as referenced in O.C.G.A. Section 50-36-1, I am stating the following with respect to my application for a City of Griffin public benefit, I am stating the following for _____

(Name of person applying on behalf of business, corporation, partnership, or other private entity)

As a representative of _____
(Name of the business, corporation, partnership, or other private entity)

Check only one:

- 1) _____ I am a United States citizen
- 2) _____ I am a legal permanent resident of the United States 18 years of age or older, please include Alien Registration Number below signature *
- 3) _____ I am a qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States *

* OCGA § 50-36-1(e)(2) requires that aliens under the Federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provide their alien registration number. Because legal permanent residents are included in the federal definition of "alien," legal permanent residents must also provide their alien registration number. Qualified aliens that do not have an alien registration number may supply another identifying number below:

Number and Document Source

In making the above statement under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of OCGA Section 16-10-20.

NOTARIZATION REQUIRED:

Signature of Applicant

Date

SUBSCRIBED AND SWORN BEFORE ME ON
THIS THE ____ DAY OF _____, 20__.

Printed Name

Notary Public

My Commission Expires: _____

*Alien Registration number for non-citizens

Please supply an E-mail address which the City may use for any future correspondence to your firm or to request this form in subsequent years:

E-mail: _____

This form may be used only by a U.S. person, including a resident alien. Foreign persons should furnish us with the appropriate Form W-8.

The IRS defines a U.S. person as: "a U.S. citizen; an entity (company, corporation, trust, partnership, estate, etc.) created or organized in, or under the laws of, the United States; a U.S. resident (someone who has a "green card" or has passed the IRS "substantial-presence test." For an explanation of the substantial-presence test, please see IRS Pubs. 515 or 519.)

Please complete all three parts below.

Part 1 - Tax Identification:

1. Name: _____

2. Enter your Taxpayer Identification Number in the appropriate box.

For individuals, this is your social security number (SSN). For other entities, it is your employer identification number (EIN).

Social Security Number

OR

Employer Identification Number

If you are a SOLE PROPRIETOR or SINGLE-OWNER LLC – whether payment is made to a personal name or to a doing business name, you must provide the following:

Required: Personal name of owner of the business: _____

Optional: Business name if different from above: _____

If you assign payment to a third party – such as a factor – provide the following:

Required: Your name: _____

Part 2 - Exemption: If exempt from Form 1099 reporting, check your qualifying reason below:

Corporation

Note that there is no corporate exemption for medical and healthcare payments or payments for legal services.



Tax Exempt Entity

under 501(a) (includes 501(c)(3), or IRA.



The United States

or any of its agencies or instrumentalities.



A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or agencies.



A foreign government or any of its political subdivisions or an international organization in which the United States participates under a treaty or Act of Congress.

Part 3 - Certification/Signature: Under penalties of perjury my signature certifies that:

1. I am a U.S. person (including a U.S. resident alien).
2. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me).
3. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.

Certification Instructions – You must cross out item 3 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, number 3 above does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN.

Person completing this form: _____ Phone: (_____) _____

Signature: _____ Date: _____

Address: _____

City: _____ State: _____ ZIP: _____

Instructions. We are about to pay you an amount that may be reported to the Internal Revenue Service (IRS). The IRS will match this amount to your tax return. In order to avoid additional IRS scrutiny, we must provide the IRS with your name and Taxpayer Identification Number. The name we need is the name that you use on the tax return that will report this amount. We are required by law to obtain this information from you.

Penalties. Your failure to provide a correct name and Taxpayer Identification Number may subject your payments to 28% federal income tax backup withholding. If you do not provide us with this information, you may be subject to a \$50 penalty imposed by IRS under section 6723. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 civil penalty. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Confidentiality. If we disclose or use your Taxpayer Identification Number in violation of Federal law, we may be subject to civil and criminal penalties.



**STATE OF GEORGIA
CITY OF GRIFFIN**

TAX COMPLIANCE FORM

INSTRUCTIONS TO BIDDERS

Please complete the following information:

- Bidder's Name: _____
- Physical Location Address: _____

- Federal Identification Number (FEI): _____
- Have you ever been registered in the State of Georgia? _____
- If so, please provide the following information, if applicable:
 - State Taxpayer Identification Number (STI): _____
 - Sales and Use Tax Number: _____
 - Withholding Tax Number: _____
- What type of service will you perform? _____
- Will you sell any tangible personal property or goods? _____
- Bidder's Affiliate's Name: _____
 - FEI: _____
 - STI: _____
 - Sales and Use Tax Number: _____
 - Withholding Tax Number: _____

If there is more than one affiliate, please attach a separate sheet listing the information above.

- Person responsible for handling bidder's tax issues (such as the CFO, the company tax officer, etc.):
 - Name: _____
 - Telephone Number: _____
 - E-mail Address: _____

NOTICE TO BIDDER:

In the event the bidder is considered for contract award, the information provided on this form will be submitted to the Georgia Department of Revenue ("DOR") for a determination as to whether the supplier is a "prohibited source" (as defined by O.C.G.A. §50-5-82) or whether there are any other outstanding tax issues. MISSING, INCOMPLETE, OR ERRONEOUS DATA MAY DELAY OR PROHIBIT VERIFICATION OF YOUR ELIGIBILITY FOR CONTRACT AWARD. NO PROHIBITED SOURCE MAY RECEIVE CONTRACT AWARD; THEREFORE, YOU ARE STRONGLY ENCOURAGED TO CHECK YOUR TAX STATUS NOW AND RESOLVE ANY OUTSTANDING TAX LIABILITIES AND/OR MISSING TAX RETURNS.



100 South Hill Street
Griffin, GA 30224

Account Number 13316846-11832 **Statement Number** 185160 **Statement Date** 11/16/2010 **Due Date** 12/1/2010

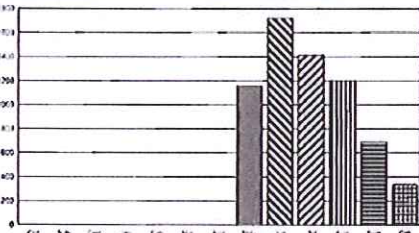
This statement reflects a 3.2% increase in rates for water, sewer, stormwater and solid waste as adjusted by the 2011 Municipal Cost Index. This formula assists local governments to determine the cost of inflation and the rising cost of doing business.

Service Type	Service Dates	Current Reading	Previous Reading	Units	Multiplier	Total Consumption	KW	KVA
ELECTRIC RES	10/6/2010 - 11/15/2010	27639	27304	335	1	335	0.00	0.00
WTR RESIDENTIAL	10/6/2010 - 11/15/2010	1274	1251	23	100	2,300	0.00	0.00

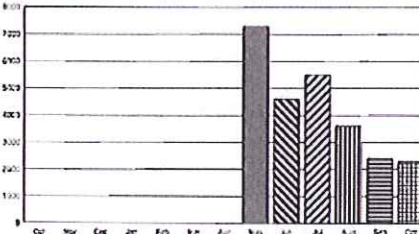
Service Address:
SERVICE STREET ADDRESS

Annual Electric Consumption Comparison

11/01/10



Annual Water Consumption Comparison



Description	Amount
Previous Statement Balance	139.30
Payment - Thank you!	-139.30
Electric Charge	42.71
Water Charge	12.66
Sewer Charge	16.78
Storm Water Charge	4.33
Garbage Collection	18.36
Yard Waste	6.73
Customer Service Fee	3.09
Electric Sales Tax	2.99
Total Due	107.65
Amount After Due Date	118.13

Special Messages

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Previous Balance	Current Charges	Total Due	Amount Enclosed
0.00	107.65	107.65	
	Check Number		

Service Address: SERVICE STREET ADDRESS

11111111111111111111

FIRST M. LAST
STREET ADDRESS
CITY, STATE 30223

Account Number: 13316846-11832
Statement Number: 185160
Billing Date: 11/16/2010
Due Date: 12/01/2010

CITY OF GRIFFIN
PO BOX C
GRIFFIN, GA 30224

CUSTOMER INFORMATION

GENERAL INFORMATION:

Because of inclement weather, weekends, holidays and other circumstances, the day your meter is read may vary several days from month to month. Also, service meters must be accessible at all times for reading and service purposes.

Bills are due prior to the Due Date, and are payable at the Customer Service Office, 100 S. Hill Street, 2nd floor, between the hours of 8:00 a.m. and 6:00 p.m. (subject to change) Monday through Friday, except holidays. After-hour payments may be made by check or money order using the night deposit box adjacent to the drive-through windows.

DRIVE-THROUGH HOURS:

Monday through Friday - 8:00 a.m. - 6:00 p.m. (subject to change)

IF YOU HAVE A PROBLEM WITH YOUR BILL:

Call 770-229-6403. . . We will do everything that we can to resolve a billing problem in the shortest amount of time. Customer satisfaction comes first with us.

ABOUT DEPOSITS:

Deposits are necessary to protect paying customers from losses caused by those who don't pay. Residential customers may receive their deposits back after two years with a good payment record. Deposit will be credited to your account at that time.

DROP BOX PAYMENT SITES:

Across from the Post Office on West Solomon Street
Inside Kroger - 1424 North Expressway
Inside Piggly Wiggly - 826 South Hill Street

Any Previous Balance Due is subject to late fees and disconnection of service if not paid in a timely manner as provided in the Customer Service Policy Manual.

Any payment put in night depository after 8:00 A.M. will be treated as a "next day" payment.

IF YOUR POWER GOES OFF:

1. Check with neighbors to determine if they have service.
2. Check your payment record to insure that your payment is not delinquent and that service has not been discontinued due to non-payment.
3. Much of our electric distribution system is automated. Please wait at least two minutes after the power goes off before calling. If power is not restored, call 770-229-6406.
4. For Water and Wastewater problems, call 770-229-6603.

DEFINITIONS:

Several front-of-the-bill items are defined for your better understanding.

WATER UNIT - 1 unit of water equals 100 gallons.

ELECTRIC UNIT - 1 unit of electricity is a kilowatthour.

KILOWATTHOUR (KWH) - the basic measurement of electric power use. One KWH will light a 100-watt bulb for ten hours.

DUE DATE - The last date that current charges may be paid without incurring a late charge.

MULTIPLIER - Used to convert units into gallons or kilowatthours.

ESTIMATED: We were not able to read your meter due to weather, a locked gate or other obstacles. Your billing has been calculated on the basis of past usage. The meter is scheduled to be read and billed next month. Any over or under estimations will be adjusted at that time.

NOTE: If your service was discontinued for non-payment, you must come into the office at 100 S. Hill Street during regular business hours. The arrears plus service fee and after-hours fee (if applicable) must be paid by cash or money order before service can be restored.

If you wish to discuss your bill or have an emergency situation, contact a Customer Service Representative located at 100 S. Hill Street, or call 770-229-6403 between the hours of 8:00 a.m. and 6:00 p.m. (subject to change). If you are not satisfied with this decision, you may appeal to the Customer Service Manager at the same location.

Please make all checks payable to City of Griffin.

DO NOT CALL 911 FOR UTILITY OUTAGES

FOR UTILITY EMERGENCIES CALL:

ELECTRIC: 770-229-6406

WATER/WASTEWATER: 770-229-6603

LISTINGS ARE PERIODICALLY PROVIDED TO GOVERNMENTAL AGENCIES FOR ANALYSIS AND REPORTING PURPOSES. THESE LISTS DO NOT INCLUDE CREDIT OR FINANCIAL INFORMATION.