



THE BRISTOL WATER DEPARTMENT REQUEST FOR PROPOSALS 2P10-012

Utility Billing and Customer Relations Management (CRM) Software

The City of Bristol Water Department is requesting proposals for Water Utility Billing and Customer Relations Management Software. The Water Department requires a turn-key solution to its Utility Billing and Customer Relations needs. The successful bidder must provide all application software, training, application server and on-going support. Only proposals from experienced and reputable contractors will be considered. Request for Proposal documents are available Monday through Friday between 8:30am and 5:00pm, at the following office:

City of Bristol Purchasing Department
111 North Main Street, 2nd Floor
Bristol, CT 06010
Tel (860) 584-6195
Fax (860) 584-6171

The RFP is also available at the following website:

<http://www.ci.bristol.ct.us/bids>

Sealed proposals must be submitted no later than **11:00 am, Tuesday July 28, 2009**. The Bristol Water Department reserves the right to award the vendor that the department believes will most meet its current and future software needs, to reject any and all proposals in whole or in part, or to waive technical defects, irregularities and omissions, if in its judgment the best interests of the Department will be served.

Bristol Water Department
119 Riverside Avenue
Bristol, CT 06011-0058
Phone: (860) 582-7431
Fax: (860) 585-1287

Date issued: July 7, 2009

UTILITY BILLING SOFTWARE AND HARDWARE REQUEST FOR PROPOSAL

I. PURPOSE

The purpose of this report is to request proposals from vendors interested in providing Windows-based utility billing, customer relations management software, with integrated work orders and web based access capabilities. This software and hardware must include installation, implementation, data conversion, training, and support. Bristol Water Department requires that all of these products and services be provided by one single source provider.

Bristol Water Department is a municipal authority, which bills approximately 18,000 metered and flat rate residential, commercial and industrial water and sewer customers monthly and quarterly.

II. VENDOR QUALIFICATIONS

Qualified vendors will demonstrate their primary focus is utility billing and that they have installed utility billing software in for at least ten years. Qualified vendors will specify, install, and support all required software and hardware; will specify appropriate training and documentation; will provide system maintenance and technical support; and will demonstrate that similar installations have been accomplished by providing a reference list of at least four (4) current users that are similar in size to Bristol Water Department and located within 250 miles of our offices. Proposed Software must be currently running at all reference sites. References must include a contact name, organization name, address and telephone number. Please take note that the Bristol Water Department will not consider software that is proposed or under development. All software being offered in the RFP must be up and operational at referenced local sites.

III. CONTACT PERSONNEL AND GENERAL INFORMATION

Roger D. Rousseau, Purchasing Agent
City of Bristol Purchasing Department
111 North Main Street
Bristol, CT 06010-8112
Tel (860) 584-6195
Fax (860) 584-6171
Email: rogerrousseau@ci.bristol.ct.us
Web: <http://www.ci.bristol.ct.us/bids>

Submission Date: **11:00 am, July 28, 2009.** Responses will be reviewed and awarded at a later time.
Vendors who are mailing proposals should allow normal delivery time to ensure receipt of their proposals.

INQUIRIES

All questions pertaining to this RFP must be submitted in writing to the address specified above. As part of our review of systems, the Bristol Water Department may require vendors to perform demonstrations of the proposed systems and/or schedule site visits to representative customers.

The proposal must be submitted in a sealed envelope Marked "2P10-012 Utility Billing Software Proposal"

In addition vendors are encouraged to outline for the Bristol Water Department comparable "add-on" packages to the system that would be pertinent for use by a Water utility.

The Bristol Water Department reserves the right to accept or reject any proposal it deems in the best interest of the Bristol Water Department.

IV. PROPOSAL REQUIREMENTS

Proposals must be from a single source provider and include all charges including delivery, installation and training. Should additional services be necessary to fully install the software, they should be included in the proposal price. In order to be considered for selection, vendors must submit a complete response to this request in the format outlined below.

V. INCURRING COSTS

Bristol Water Department is not liable for any costs incurred by vendors prior to issuance of any agreement, contract, or purchase order.

VI. MINIMUM SYSTEM AND SOFTWARE REQUIREMENTS

Any responding vendor must meet the minimum requirements outlined in this section. The vendor must indicate whether they meet all requirements listed. All responses not meeting these minimum requirements will be deemed inadequate for the Water Departments needs.

A) System Hardware

- I. One in-house server with the capacity to support up to a combined total of 15 workstations and 3 system printers. This CPU should, however, have the capacity to expand in the future to a total of 20 workstations and 4 system printers.
- II. Adequate disk storage for the Water Department's requirements for the foreseeable future. We estimate 500 gigabytes (allowing historical records) as a minimum on the main system.
- III. Adequate memory and processing power to support the Bristol Water Department's software and minimize system slowdown during heavy usage.
- IV. A streaming tape archive unit for backup of the hard disk.
- V. A battery backup/surge protector with approximately 15 minutes of reserve power in case of power failures.
- VI. Must run in the Microsoft Terminal Services Environment.
- VII. Proposed Utility Billing Software must seamlessly integrate with the City's current software:
 - a. Munis General Ledger Accounting Software
 - b. Neptune Equinox Automated Meter Reading Software
 - c. ESRI Geographic Information Systems Software
 - d. Microsoft Office
 - e. Interface with the Bristol Water Departments existing On-Line Banking System

Respondents proposal should contain one section that clearly and adequately explains all components of the recommended system (i.e. cpu, disk drive, printer, etc.) and all important technical data, such as; name and model number, speeds, sizes, capacities, options, etc., and any other comments or data that would help in the evaluation process.

Besides the system's cost, capability, reliability, and ease of use, its ability to expand to accommodate future growth and new applications will be a major factor in the evaluation process.

All hardware must be in current production and must be new equipment (not reconditioned). Please indicate required lead-time for the delivery of the proposed system. The chosen vendor will be required to deliver, install and service the proposed server. Please indicate these costs in your proposal.

B) Operating System Software

The system's server software must be a Windows 2003 Operating system running in a client server environment with any run time systems, editors, compilers, utilities, etc., necessary for operating your hardware and the Water Department's application software. All necessary system software must be included in your proposal's cost information and indicate whether it is being sold or licensed.

C) Application Software

Application software must include a full range of integrated utility billing, customer relations, work orders and meter management software including but not limited to the following minimum requirements:

Minimum Requirement Description	Ability to meet Minimum Requirement (Yes / No)
Combined Water and Sewer Billing	
Ability to print bills on current bill format	
Ability to print bills in laser format	
Integrated Cash Receipts	
Counter cash receipts	
Unlimited customer history	
Built in meter inventory and history	
Customer integrated work orders with history	
Integrated customer inventory management	
Unlimited customer note capability	
Automatically update customer notes when any action is taken on customer account including but not limited to meter changes, credits applied, late notice mailed, shut off notices mailed and shut off performed	
Ability to alert system user of request for customer including but not limited to meter change letter sent, repair letter sent, late payment notice sent, shut off scheduled and appointment scheduled	
Built in customer lien, past due and shut off notices	
Meter records with mid-cycle swap-out capability where all usage data is kept and printed on bill	
Ability to handle multiple meters per account	
Ability to automatically handle and calculate bills from compound meters	
Ability to attach unlimited pictures and scanned images to all accounts	
Built in Rate Modeling module	
Automatic Pro-Ration of rates for mid cycle rate changes	
Interface with Neptune Technologies Equinox Meter Reading Software	
Interface with Munis General Ledger Software	
Integrate with ESRI Geographic Information Systems Software	
Integrate with current On-Line bill payment system	
Integrate with USPS Intelligent Mail Barcode or current USPS system to ensure lowest postage is available for bills	
Built in Cross Connection Control and Backflow Preventer database	
Built in Inventory Management database	
Integration to Microsoft Word, Excel from all major reports screen	

Ability to export all customer data to Microsoft Word or Excel including but not limited to meter serial number, radio serial number, consumption history, meter readings, customer name, customer service and billing addresses, meter reading route and sequence numbers	
XML interfaces for creation of letters/notices using Microsoft Word	
Windows based scheduling system with the ability to schedule multiple appointments at same time/date	
Built in reports and functions scheduler for month end and other key functions	
Laser generated reports and forms	

D) Database

Database must be the MySQL Open Source Database and support Windows ODBC format for access to data utilizing Windows based tools such as Microsoft Office and Crystal Reports, etc. Vendor (remotely, via dial-up or web access), must support application software.

E) Conversion

Conversion of 100% of the Bristol Water Department's existing data must be able to be done electronically and done within a timely manor (i.e. 5 working days), to minimize the Water Department's "down time". Please indicate in the investment summary section of the proposal all costs involved in the conversion of existing data. Vendor must provide for a multi-stage conversion for pre-testing of data prior to going live.

F) System Support

The Bristol Water Department may have need of other services related to the installation of a computer system. Please indicate the level of general services the Bristol Water Department can expect to receive as part of its basic costs of hardware and software.

The Bristol Water Department will require the selected vendor to provide remote support on an On-Call basis and in the event issues can not resolved via remote access, the Bristol Water Department will require On-Site support services be available within 24 hours of initial call. The respondent MUST include in their proposal, information on their ability to provide Remote support, the hours of operation for support services and their ability to perform On-Site support within 24 hours of initial call.

G) Training

Training of its staff to prepare for the operation of the new system. Please indicate the amount and level of training you will provide to ensure the proper operation of the system. Training must be on-site and consist of multiple training sessions over the course of the installation. The Bristol Water Department does not want all training days to be contiguous so that learning efficiency can be maximized with less stress on the staff. Vendors must demonstrate a coherent installation plan where all training days are strategically placed for maximum efficiency.

H) Hardware Maintenance

Hardware maintenance of the proposed server must be done by the same provider as the software. Please indicate the hardware maintenance services that you can provide the Bristol Water Department and indicate any options that you have available. Also indicate if you provide remote maintenance service by the telephone and the availability of spare parts in the vicinity of the Water Department. Service must be provided by the proposing company and be within two hours of the Water Department's office.

VII. RESPONSE FORMAT

Information Required from Vendors

To assist you in your preparation of the RFP and with the Water Department's evaluation process, we have summarized in this section the information that we are requiring of all providers. This will standardize the format of the RFP's and the information being provided to the Water Department. The similarity in the structure will improve the comparability of the proposals and permit a more effective evaluation process.

Please use the following format for your response and include all sections:

1. Executive summary
2. Description of the proposed hardware and operating system - assurance that all minimum requirements are met
3. Completed checklist under Item VI, C.
4. Description of Proposed Software - assurance that all minimum requirements are met
5. Description of Database
6. Description of Conversion
7. Description of the proposed support services, training and hardware maintenance
8. Proposed Implementation Schedule
9. Vendors background, staff and utility experience
10. Reference List
11. Investment summary listing (see attached format)

VIII. CRITERIA FOR SELECTION

Including cost and minimum requirements from section VI A-H, the following are the major factors that we consider important in our evaluation of various proposals:

Software Features

- Built in customer lien, shut off feature
- Built in Alert features to notify users of pending requests of customers
- Built in Scheduling feature with ability to schedule multiple appoints at same time of day
- Ability to update all customer zip codes in a format approved by the United States Post Office to allow the Bristol Water Department to receive the lowest postage available per bill utilizing USPS Intelligent Mail Barcode or current USPS system to ensure lowest postage is available for bills
- Built in Cross Connection Control and Backflow Preventer Testing feature

Support Services

- Start-up training and implementation
- On-going/hot-line and on-site support
- Hardware maintenance guarantee and maintenance contract
- Proximity of support team

Vendor

- Financial stability
- Experience in marketplace
- References of other users

Hardware

- Capacity
- Future expansion
- Open, scalable architecture
- Financial stability of hardware manufacturer

Investments

- What is included in initial investment?
- Hardware maintenance agreement
- Operating system license fee

IX CONTRACT CONSIDERATIONS

A Equal Opportunity – Affirmative Action

The successful firm shall comply in all aspects with the Equal Employment Opportunity Act. A firm with 15 or more employees shall be required to have an Affirmative Action Plan which declares that the contractor does not discriminate on the basis of race, color, religion, sex, national origin or age, and which specifies goals and target dates to assure the implementation of equal employment. A firm with fewer than 15 employees shall be required to have a written equal opportunity policy statement declaring that it does not discriminate on the basis of race, color, religion, sex, national origin or age.

Findings of noncompliance with applicable State and Federal equal opportunity laws and regulations could be sufficient reason for revocation or cancellation of this contract.

B Indemnification

The awarded firm agrees to indemnify, defend, and save harmless, the City of Bristol, as well as its officers, agents and employees from any and all claims and losses to the extent caused by the negligent act, error or omission of the awarded firm resulting from the performance of this contract, except to the extent caused by the negligent acts of the City of Bristol or its officers, agents or employees.

The City, as a sovereign government, cannot indemnify businesses or individuals. Revisions to the language provided herein cannot be considered.

C Insurance Requirements

Prior to the execution of any contract, the City of Bristol requires that any awarded contractor providing materials, equipment or services to the City, must provide to the City a certificate of insurance (Acord or other approved format) naming the City of Bristol as additional insured, for the following:

- General liability (including completed operations coverage) in the amounts of \$1,000,000 (combined single limit) Bodily Injury/Property Damage coverage per occurrence, and \$2,000,000 general aggregate coverage.
- Automobile Liability in the amount of \$1,000,000 (combined single limit), Property Damage and Bodily Injury coverage.
- Professional Liability, in an amount not less than \$500,000.00 per occurrence and \$1,000,000.00 aggregate.
- Worker's Compensation as defined in the Connecticut General Statutes.

Any subcontractor to a contracted firm shall be likewise covered, and shall furnish certificates of coverage acceptable to the City before starting work.

The awarded firm shall maintain professional liability insurance until the expiration of the statute of limitations. In the event there is no statute of limitations specifically applicable to this project, the awarded firm shall maintain coverage for a reasonable period after the date of substantial completion of the project as agreed to by the City and the awarded firm.

D Invoicing and Payment

Invoices shall be paid promptly by the City unless any items thereon are questioned, in which case payment will be withheld pending verification of amount claimed and the validity of the claim. Standard payment terms are Net 30 Days from receipt of properly executed invoice(s). If your firm submits a proposal that includes payment schedules based on the completion of designated phases, those stages must be clearly outlined in your proposal. The City cannot make payments for "execution of contract" (payments due upon contract signing).

E Standard Termination Provisions

Subject to the provisions below, the contract may be terminated by either party, upon thirty (30) days' advance notice to the other party, but if any work or services hereunder are in progress, but not completed, as of the dated of termination, then this contract may be extended upon written approval by the City until said work or services are completed and accepted.

1. Termination For Convenience

In the event that the contract is terminated or canceled upon request and for the convenience of the City, without the required thirty (30) Days' advance written notice, then the City shall negotiate reasonable termination costs, if applicable.

2. Termination For Cause

Termination by the City for cause, default or negligence on the part of the Bidder shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The thirty (30) days' advance notice requirement is waived in the event of termination by cause.

F Non-Appropriation of Funds

Please note that any contract executed by the City of Bristol is subject to the appropriation of funds on an annual basis.

G Non-Collusion

The individual signing this submittal hereby declares that no person or persons other than members of his/her own organization are interested in this Project or in the contract proposed to be taken; that it is made without any connection with any other person or persons making a proposal for the same work and is in all respects fair and without collusion or fraud; that no person acting for or employed by the City of Bristol is directly or indirectly interested therein, or in the supplies or works to which it relates or will receive any part of the profit or any commission there from in any manner which is unethical or contrary to the best interests of the City of Bristol.

An affidavit form is included with this document; bidders are required to complete the form and include with their bid response.

H Governing Law

Any resultant contract shall be interpreted and governed under the laws of the State of Connecticut and by the courts of the State of Connecticut.

Firms are required to be registered with the Commercial Recording Division of the Connecticut Secretary of the State.

I Source Code Escrow

The awarded firm shall be required to place a copy of their most recent product in escrow with a third party mutually acceptable to both the firm and the City, in the event of company failure. Your proposal shall outline conditions under which source code may be released to the City.

X ISSUANCE OF ADDENDA

If it becomes necessary to revise any part of this request or if additional data is necessary to enable interpretation of provisions of this document, revisions or addenda will be provided to all prospective firms who receive this document; such revisions or addenda will additionally be posted on the following website:
<http://www.ci.bristol.ct.us/bids>

This document includes an acknowledgement page; this page must be faxed back to the Purchasing Department, to ensure proper notification of changes to the published documents. The City of Bristol does not assume responsibility for any vendor that does not receive revisions or addenda, where the vendor has not acknowledged receipt of any portion thereof.

XI SYSTEM ACCEPTANCE

Vendor System Software Specifications

Acceptance is to be assumed to be made thirty days from completion of implementation; if problems arise from implementation, acceptance will not be granted until ninety days from correction of such issues.

Payments made by the City under this contract do not constitute acceptance of the system by the City. In addition, use by the City will not constitute acceptance of the system or any part thereof. Acceptance of the system will formally be made in writing by the City following the ninety days from completion of implementation, as described above.

XII SYSTEMS MAINTENANCE

A Continuing System Software Support

System software support shall be made available 24 hours per day, seven days per week via remote support center. Response time to system software issues shall be no more than two (2) hours. Transition between normal working hours and “after hours” software support shall be seamless to the City. Costs for system software support that requires onsite diagnosis and/or service shall be borne solely by the software provider and not be the City.

B Support Escalation Procedures

Proposals shall provide information on support escalation procedures, in the event that (1) the incident is not responded to within sufficient time or that (2) the incident cannot be remedied in sufficient time.

C System Software Patches / Updates

Provision of software patches, as well as minor software updates (e.g. V3.2 to V3.3) are assumed to be included in the base cost for continuing license and maintenance costs, and shall be provided to the City at no additional cost. Any exceptions to this condition shall be clearly outlined in your proposal, with cost methodology for addressing exceptions to this provision.

D System Software Version Upgrades

Provision of major system upgrades (e.g. V3.2 to V4.0) are assumed to be included in the base cost for continuing license and maintenance costs, and shall be provided to the City at no additional cost. Any exceptions to this condition shall be clearly outlined in your proposal, with cost methodology for addressing exceptions to this provision.

Investment Summary Form

Hardware:

Description	Initial Cost	Annual Maintenance
Server:		
Other:		
Total Hardware		

Investment Summary Form

Application Software:

<u>Description</u>	<u>Initial Cost</u>	<u>Annual License Fee</u>
Water Billing Software		
14 Additional Seat Licenses		
Cash Receipts		
Hand Held Interface Software		
Laser Billing Software		
ACH Payment Module		
Integrated Work Orders and Scheduler		
Total Application Software		

Proposal shall include overall cost including five (5) years from the date of system acceptance, and methodology for establishing costs for continuing support and maintenance beyond five years from the date of system acceptance.

Operating System:

<u>Description</u>	<u>Initial Cost</u>	<u>Annual License Fee</u>
MySQL Open Source Database		
Run Time System		
Total Operating System Software		

Investment Summary Form

Data Conversion:

<u>Description</u>	<u>Cost</u>	
Conversion Description:		

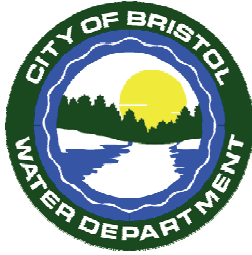
Software Training:

<u>Description</u>	<u>Days On-Site* Training</u>	<u>Cost</u>
Water/Sewer Billing Software		
Cash Receipts		
Hand Held Interface Software		
Laser Billing Software		
ACH Payment Module		
Integrated Work Orders		
Scheduling Module		
Total Application Software		

*All Initial Training shall be conducted at Bristol Water Department Office

• Investment Totals:

<u>Description</u>	<u>Initial Cost</u>	<u>Annual Fees</u>
Hardware		
Application Software		
Conversion		
Training		
Total Investment		



**BRISTOL BOARD OF WATER COMMISSIONERS
CITY OF BRISTOL, CONNECTICUT
NON-COLLUSION CERTIFICATION**

The undersigned certifies under penalty of false statement that this proposal or contract has been made, submitted and executed in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals. I further certify that I have not provided or directed to be provided gifts, meals, or gratuities, as defined in Sec. 2-129(b) of the Bristol Code of Ordinances to any official or employee of the Bristol Board of Water Commissioners or the City of Bristol responsible for awarding or administering this bid or contract.

Signature	
Printed Name	
Company Name	
Dated	

Ref Contract 2P10-012

**CHRO CONTRACT COMPLIANCE REGULATIONS
NOTIFICATION TO BIDDERS**

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.”

“Minority business enterprise” is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.”

“Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans; (2) Hispanic Americans; (3) persons who have origins in the Iberian Peninsula; (4) Women; (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians; an individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
- (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder’s promise to develop and implement a successful affirmative action plan;
- (d) the bidder’s submission of employment statistics contained in the “Employment Information Form”, indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

The undersigned acknowledges receiving and reading a copy of the Notification to Bidders forms.

Signature

Date

Printed Name

Title

Company



City of Bristol
Workplace Analysis Affirmative Action Report
Employment Information Form

Purchasing Department
111 North Main Street
Bristol, CT 06010

Company Name Street Address City State Zip	Contact Person	Phone Number	Date
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Report all permanent full-time or part-time employees, including apprentice and on-the-job trainees. Enter the number on all lines and in all columns.

JOB CATEGORY	A. OVERALL TOTALS (sum of all columns, B-F Male & Female)	B. WHITE (not of Hispanic origin)		C. BLACK (not of Hispanic origin)		D. HISPANIC		E. ASIAN/PACIFIC ISLANDER		F. AMERICAN INDIAN OR ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officers/Managers											
Professionals											
Technicians											
Sales Workers											
Office/Clerical											
Craft Workers (skilled)											
Operatives (semi-skilled)											
Laborers (unskilled)											
Service workers											
TOTALS ABOVE											

Do you use minority businesses as subcontractors or suppliers? ☐ Yes ☐ No	Explain:
If CT based, do you post all employment openings with the State Of CT Employment Service? ☐ Yes ☐ No	Explain:
Do you use an Affirmative Action Plan? ☐ Yes ☐ No	Explain:
Describe your recruitment, hiring, training and promotion anti-discrimination practices.	

Reference Contract Number _____

RETURN THIS FORM IMMEDIATELY!

Bristol Board of Water Commissioners
City of Bristol, Connecticut
Acknowledgment: Receipt of RFP Documents

RFP Number: **2P10-012**

Title: **Utility Billing Software**

Please take a moment to acknowledge receipt of the attached RFP documents. Your compliance with this request will help us to maintain proper follow-up procedures while ensuring that all recipients have the opportunity to submit proposals.

Date issued

July 7, 2009

Date received by you/your firm

____/____/____

Do you plan to make a submission?

Yes____ No____

Print or type the following information:

Company name:

Address:

City or Town:

Phone:

Fax:

Email:

Received by:

**Note: Faxed acknowledgments are requested
FAX (860) 584-6171**

A cover sheet is NOT necessary.

IMPORTANT: DO NOT FAX PROPOSALS.

PROPOSALS MUST BE SUBMITTED IN SEALED PACKAGES