Loxahatchee River District
a Special District of the State of Florida

Request for Proposals (RFP) for:
Utility Customer Information & Billing System
Payment Processing Services
Printing and Mailing Services

RFP No:	**RFP 22-004-00114**
Title:	**Customer Information & Billing System, Payment Processing, Print & Mail Services**
DUE DATE:	**Friday, December 17, 2021 at 2:00 p.m., EST** Loxahatchee River District 2500 Jupiter Park Drive, Jupiter, FL 33458
Purchasing Agent:	Hazel Figueroa, Purchasing Agent Purchasing@lrecd.org (561) 401-4026

*** Proposals will NOT be accepted after the Due Date ***

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INTRODUCTION

The Loxahatchee River District ("District") is a regional sanitary sewer provider based in Jupiter, Florida with approximately 33,000 customers. The Loxahatchee River District ("District") is soliciting proposals from qualified Vendors for three service areas to support its Customer Service Department:

1) A replacement Customer Information and Billing system (CIS);
2) Credit Card and Electronic Check ("eCheck") Payment Processing; and
3) Printing and Mailing Services

Vendors are encouraged to submit proposals as 1) a single entity, 2) as a collaboration of vendors with established integrations, or 3) as independent service providers for the respective service.

If the above service areas are provided by separate Vendors, the District may contract with each of the Vendors independently.

The District will accept proposals until 2:00 p.m., EST, on Friday, December 17, 2021**.** Proposals received after that date and time are considered non-responsive. There will be no public opening of submitted proposals.

Discussions or communications (written only) concerning the solicitation, or the award shall be through the District's Purchasing Agent, Hazel Figueroa (purchasing@lrecd.org).

The District may institute changes or modifications to this solicitation and shall notify all known participants by an addendum to this RFP that will be posted on the District's Purchasing web page (https://loxahatcheeriver.org/governance/purchasing-bids/). It is the Respondents responsibility to monitor the District's web page for any notifications prior to the Due Date.

BACKGROUND & OBJECTIVE

The Loxahatchee River District is an independent Special District of the State of Florida that serves as the regional wastewater/sanitary sewer utility for approximately 33,000 customers in northern Palm Beach and southern Martin Counties, including the municipalities of Jupiter, Tequesta, and Juno Beach.

Customer Information & Billing System (CIS)
The District's goal is to have a highly efficient, functional, and reliable CIS that is actively in development to bring continuous improvements to our staff and customers now and into the future. LRD is open to an on-premise or hosted solution but has a strong preference for read-only access to the database tables for the development and utilization of custom analytics using Microsoft Power BI (used extensively throughout the organization). The solution needs to be built on current development architecture, with a culture and established plans for keeping up with industry trends.

Payment Services
The District is seeking secure, cost-effective, flexible and convenient payment options for our customers to help the District receive payments faster and process them efficiently. The District bills its sewer customers quarterly. The vast majority (~95%) of its customers are billed a flat rate less than $100; a few commercial customers have bills $20,000 to $60,000. The District also seeks to manage and accept payments for sewer connection fees, Irrigation Quality water, and other non-CIS managed administrative charges such as estoppel/account statement fees at $25 each.

District policy presently limits credit card transactions to $5,000 per account, per month. *The District presently absorbs all transaction costs and intends to continue the absorbed model*. Credit/Debit cards need to be accepted from our customers through an integration through the District's website, over the phone and in-person with our customer service staff.

Anonymized payment data for the 3rd Quarter 2021 is provided in the accompanying Microsoft Excel workbook to facilitate the vendor's computation of the lowest possible transaction costs.

Printing and Mailing
District is seeking a printing, folding, stuffing and mailing provider to create and send clear and informative print bills to our customers in a timely manner. The District provides message content on the back page of the bill that often changes with each quarterly billing. The District seeks to minimize postage costs through the utilization of address improvement and validation tools.

SCHEDULE

Date of RFP Distribution: November 19, 2021
Proposal Due Date: December 17, 2021
Proposal Review by Selection Committee: December 17 – January 2, 2022
Demonstrations from Top Respondents (if needed): Week of January 2, 2022
Staff Recommendation to Governing Board: January 12, 2022 or February 10, 2022 if more time is required.
Governing Board Meeting: January 20, 2022 or February 17, 2022 if more time is required.
Contract Execution and Begin Implementation Planning & Coordination: Week of January 24, 2021 or week of February 20, 2022, depending on approval date.

The District's strong desire is to implement the solution as soon as practical, while ensuring a smooth, accurate and complete transition. The proposed implementation schedule is required in the submittal and will be a consideration for vendor selection.

The payment services and printing & mailing services will be implemented with the new customer information and billing system only.

GENERAL INFORMATION & REQUIREMENTS

1. The Vendor shall agree to comply with all State and Federal laws. This agreement shall be governed according to the laws of the State of Florida.

2. The Vendor will retain a current business license(s) required by the city/state in which they operate.

3. The Vendor shall adhere to the highest professional standards and ethics in providing the District with all its services.

4. No additional compensation will be allowed for any error or omission on the vendor's part, or for vendor's failure to fully understand the intent of this RFP.

5. The District assumes no responsibility for expenses incurred in the preparation of responses to this Request for Proposal. Respondent must bear all costs associated with their proposals including preparation, copying, postage, and delivery fees.

6. The District reserves the right to accept or reject any or all proposals and to waive informalities as deemed appropriate.

7. Respondents must meet minimum requirements as outlined in this Request for Proposal to be considered responsive to this solicitation.

8. It shall be assumed that the respondents have investigated and are satisfied as to the conditions to be encountered, as to the character, content, quality, and quantity of services to be performed, and as to the requirements of this RFP. Submission of a response to this RFP shall be considered prima facie evidence that the respondent has made such an investigation.

9. By submitting a proposal, the Respondent agrees to be bound by all the requirements, specifications, terms and conditions set forth in this RFP. The RFP document and the Respondent's response will be incorporated as part of any agreement for services.

10. All information submitted relating to this proposal shall become part of the public record, in accordance with Florida Law.

11. The District reserves the right, at any time after opening and prior to award, to request from any respondent clarification regarding information contained in their proposal.

12. Although price will be a factor in the proposal evaluation, it is specifically a consideration of secondary importance to the requirements identified in this RFP, including functionality quality of services, customer support, and financial stability of the respondent. The District reserves the right to accept other than the lowest priced proposal.

13. The District reserves the right to negotiate minor aspects of the implementation with the selected vendor. It is the vendor's responsibility to provide all items incidental to the implementation, even though they may not be precisely delineated in the proposal packet.

14. If awarded, the Vendor and associated Vendor(s) are required to submit insurance coverage including but not limited to employee dishonest and theft and any coverage regarding the protection of the District's funds pertaining to insurance within their proposal.

15. If awarded, the Vendor and associated provider(s) will be required to submit the most current internal control audit report in accordance with Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization (SOC1). The internal control audit report will be required to be submitted annually to the District's Finance Director in accordance with the District's annual financial audit.

16. If awarded, the Vendor and associated provider(s) will be required to utilize the U.S. Department of Homeland Security's E-Verify system, https://everify.uscis.gov/emp, to verify the employment eligibility of (1) all persons employed by the vendor during the contract term to perform any duties within Florida; and (2) all persons, including subcontractors, assigned by the vendor to perform work pursuant to this Agreement. Vendors meeting the terms and conditions of the E-Verify System are deemed to be in compliance with this provision.

17. The fees submitted in the proposal shall be effective for a period of five (5) years, beginning with successful acceptance of the implementation. An annual escalator in costs tied to an industry-standard metric may be considered.

18. The Vendor will warrant the system to be free from defects in material and workmanship for a period of at least five years from the date of the final acceptance. In the event a system, equipment, or component proves defective or is unable to meet specified performance criteria, the Vendor shall replace the defective item at no cost.

19. All information provided to the Vendor during the solicitation and after award shall be used solely for the purpose of this system/service, and will not be provided to any outside agency, business, or person without the written consent of the District.

Every effort has been made to detail all potential desired services within this RFP. However, the Vendor is encouraged to recommend other services and/or programs that will enhance the requested services.

PROPOSAL SUBMITTAL INSTRUCTIONS & FORMAT

All proposals should be concise, complete, clear and carefully worded. Proposals must convey all the information requested by the District. If a proposal contains less than the required information or if the proposal fails to conform to the essential requirements of the Request for Proposal the District, at its sole discretion, may declare the proposal, in whole or part, non-responsive.

Respondents are required to submit a PDF digital version of the proposal through DemandStar, government solicitation service at https://network.demandstar.com/

The RFP submission must be submitted electronically through DemandStar.com. The respondent can only view/submit their bid response and will not have access to any other submittals. The RFP response submitted may be changed at the respondent's discretion until the solicitation due date and time is reached. Respondents are strongly encouraged to contact DemandStar at demandstar.com or (866) 273-1863 for instructions on how to submit an electronic response.

It is the sole responsibility of the respondent to assure that their submittal is uploaded to DemandStar on or before the solicitation due date and time. The District shall in no way whatsoever be responsible for any delays caused by power outages or internet failures. No exceptions will be made.

Each respondent shall hold their response good for acceptance by the District for a period not less than ninety (90) calendar days from Due Date, during which time the District may request clarification of the response for the purpose of evaluation. Amendments or clarifications shall not affect the remainder of the responses, but only that portion so amended or clarified. Submittals may be withdrawn by removing all documents from DemandStar prior to the deadline. If a respondent wishes to withdraw their response after the responses have been opened by the District, the withdrawal must be made by written notice.

The proposal should, at minimum, provide the following items:

- A brief history of your organization including time in business, number of customers, size of organization, etc. (limit 750 words)

- Describe the unique benefits of working with your company. (limit 750 words)

- If collaborating with other respondents (ex. CIS provider collaborating with Payment Services and/or Print/Mail providers and vice versa), describe the relationship, history and benefits brought by the collaboration. (limit 750 words)

- A narrative summary of their client support methodology, including basic support process and escalation process. (limit 750 words)

- A narrative summary of their disaster recovery plan and their capability to perform the services requested in this RFP should their primary facility, equipment and/or technology become inoperable. (limit 750 words)

- A list of other utilities they serve within the State of Florida; include number of customers for

each listed utility and duration of service agreement. (limit 1 page)

- Describe the availability of routine technical support, emergency technical support, policy on providing software upgrades and enhancements in the future. (limit 750 words)

- Proposed implementation process with timeline and tasks; flow chart(s) are strongly advised to map the process. (limit 5 pages)

Pricing must be submitted with the proposal for the service areas as follows, as applicable:

Customer Information & Billing System

- Software Purchase
- Implementation and data conversion costs including
    - Conversion of 3 years of billing and payment history for current accounts
    - Conversion of all billing and payment history for delinquent accounts
    - Conversion of the library of saved documents for all accounts (presently ~86,000 documents totaling ~55GB)
    - Conversion of existing data, workflows and equivalent functionality described in Exhibit E – System & Needs Documentation
- Annual costs – maintenance and support and/or subscription charges
- Clearly explain any other associated fees, costs, or charges.

Payment Processing Services

- Per transaction fee for eCheck/ACH
- Per transaction fee for credit/debit cards - Visa, Mastercard, Discover, with the option to add American Express.
- Per chargeback and Direct Debit/ACH reject fees
- Annual Maintenance Costs
- Hardware Costs for accepting counter payments at one location
- Implementation including:
    1. Transfer and activation of ~ 8,500 current AutoPay customers.
    2. Setup of chip/swipe/mobile payments unit at District's reception area.
    3. Setup and activation of account/payments portal accessible through the District web page.
    4. Integration with the CIS for payment loading.
- Clearly explain any other associated fees, costs, or charges.

Printing & Mailing Services

- Per 2-sided bill, letter size (8.5" x 11")
    - 2-color
    - Full-color
    - Front page standard format; back page variable format provided as MS Word or PDF each quarter.
- Envelope for non-autopay customers
- Postage (U.S. Addresses)
- Setup/Integration with the CIS
- Option for storing bill copies for archive purposes (ex. PDF copy)

- Clearly explain any other associated fees, costs, or charges.

Required Forms:

Exhibit A - Proposal Certification form signed by a representative of the company authorized to commit to the provisions of the proposal.

Exhibit B – Features and Functionality Check List Microsoft Excel Workbook. The vendor must carefully review the criteria, features and functionality items and indicate if your proposed solution meets the criteria or is included. If the feature and functionality is not met, explain in an attachment if 1) the feature will be provided and when, 2) it requires additional programming costs and provide a cost estimate, or 3) it is not available with no plans or options to implement.

Exhibit C – References. Vendors must provide five (5) reference accounts to whom you are presently providing services as specified in this RFP.

Exhibit D – Drug Free Workplace Certification

SELECTION PROCESS & EVALUATION FACTORS

Following the deadline for submittal of proposals, a selection committee will review, analyze and rank all Vendor solutions based on their response to the information requested.

The District reserves the right to finalize a Contract based on all factors involved in the written qualification's submittal without further discussion or interviews.

The District may request oral presentations or discussions with any or all Vendors for the purpose of clarification or to amplify the material presented in any part of the proposal. However, Vendors are cautioned that this provision is not mandatory; therefore, all proposals, both cost and technical, should be complete and concise and reflect the most favorable terms available from the Vendor.

If desired, the selection committee may shortlist the number of qualified respondents. The District reserves the discretion to determine the number of respondents that will be on the short list.

The selection committee may conduct discussions with the respondent(s) submitting responses regarding the contract and intends to select from among them the respondent(s) deemed most qualified to provide the required services. At the discretion of the District, the discussions with the respondent(s) may consist of written questions and responses, and/or personal interviews with members of the respondent(s).

The District anticipates awarding a contract to the responsible Vendor(s) whose proposal meets the requirements of the RFP and provides the best value to the District.

Representatives of the District will evaluate individual proposals. Any Vendor determined to be technically unqualified, or whose proposal is deemed unresponsive, will not be considered further.

A selection committee will evaluate each Vendor's proposal and rank each respondent on the basis of the following criteria.

Factor	Description	Points
1	Functional Fit / Comprehensiveness of Solution / Desired Features	**25**
2	Technology, Operational and Security Considerations	**25**
3	Implementation, Training and Conversion Proposals	**15**
4	Experience and Stability of Vendor	**15**
5	Price (10-year cost of ownership)	**10**
6	Considerations of Integrations and Collaborations Among Respondents	**10**
	Total	**100**

END OF SELECTION PROCESS & EVALUATION FACTORS

GENERAL CONDITIONS

1. GENERAL INFORMATION

Vendors are advised that this package constitutes the complete set of specifications, terms, and conditions which forms the binding contract between the Loxahatchee River Environmental Control District and the successful vendor. Changes to this invitation for proposal may be made only by written amendment issued by the District Purchasing Department. Vendors are further advised to closely examine every section of this document, to ensure that all sequentially numbered pages are present, and to ensure that it is fully understood. Questions or requests for explanations or interpretations of this document must be submitted to the Purchasing Department contact in writing in sufficient time to permit a written response and, if required, will be provided to all prospective Vendors, prior to proposal opening. Oral explanations or instructions given by any District agent are not binding and should not be interpreted as altering any provision of this document. Vendor certifies that this proposal is made without reliance on any oral representations made by the District.

The obligations of the Loxahatchee River Environmental Control District under this award are subject to the availability of funds lawfully appropriated for its purpose.

2. LEGAL REQUIREMENTS

a. COMPLIANCE WITH LAWS AND CODES: Federal, State, County and local laws, ordinances, rules and regulations that in any manner affect the items covered herein apply. Lack of knowledge by the vendor shall in no way be a cause for relief from responsibility. The successful vendor shall strictly comply with Federal, State and local building and safety codes. Equipment shall meet all State and Federal Safety regulations. Vendor certifies that all products (materials, equipment, processes, or other items supplied in response to this proposal) contained in its proposal meets all ANSI, NFPA and all other Federal and State requirements. Vendor further certifies that, if it is the successful vendor, and the product delivered is subsequently found to be deficient in any of the aforementioned requirements in effect on date of delivery, all costs necessary to bring the product into compliance shall be borne by the vendor.

   In compliance with Chapter 442, Florida Statutes, any toxic substance resulting from this proposal shall be accompanied by a properly completed Material Safety Data Sheet (MSDS).

   The District's Procurement Policy and then the Uniform Commercial Code (Florida Statutes, Chapter 672) shall prevail as the basis for contractual obligations between the successful vendor and Loxahatchee River Environmental Control District for any terms and conditions not specifically stated in the Invitation for Proposal (e.g., determination of award for tie proposals).

b. DISCRIMINATION PROHIBITED: the District is committed to assuring equal opportunity in the award of contracts and complies with all laws prohibiting discrimination. The successful vendor is prohibited from discriminating against any employee, applicant, or client because of race, color, religion, disability, sex, age, national origin, ancestry, or marital status.

c. INDEPENDENT CONTRACTOR RELATIONSHIP: The successful vendor is, and shall be, in the performance of all work, services, and activities under this Contract, an Independent Contractor and not an employee, agent, or servant of the DISTRICT. All persons engaged in any of the work or services performed pursuant to this Contract shall at all times, and in all places, be subject to the successful vendor's sole direction, supervision, and control. The successful vendor shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the successful vendor's relationship, and the relationship of its employees, to the DISTRICT shall be that of an Independent Contractor and not as employees or agents of the DISTRICT.

d. PUBLIC ENTITY CRIMES: F.S. 287.133 requires DISTRICT to notify all vendors of the following: "A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in F.S. 287.017 for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list."

e. NON-COLLUSION: Vendor certifies that it has entered into no agreement to commit a fraudulent, deceitful, unlawful, or wrongful act, or any act which may result in unfair advantage for one or more vendors over other vendors. Conviction for the Commission of any fraud or act of collusion in connection with any sale, proposal, quotation, proposal or other act incident to doing business with DISTRICT may result in permanent debarment.

   No premiums, rebates or gratuities are permitted; either with, prior to or after any delivery of material or provision of services. Any such violation may result in award cancellation, return of materials, discontinuation of services, and removal from the vendor proposal list(s), and/or debarment or suspension from doing business with Loxahatchee River Environmental Control District.

f. LOBBYING: Vendors are advised that the "Loxahatchee River Environmental Control District Procurement Policy" prohibits a vendor or anyone representing the vendor from communicating with any District Governing Board Member, or any employee authorized to act on behalf of the Governing Board to award a particular contract regarding its proposal, i.e., a "Cone of Silence".

   The "Cone of Silence" is in effect from the date/time of the deadline for submission of the proposal, and terminates at the time that the District Governing Board or a County Department authorized to act on their behalf, awards or approves a contract, rejects all proposals, or otherwise takes action which ends the solicitation process.

   Vendors may, however, contact any District Governing Board Member, or any employee authorized to act on behalf of the Governing Board to award a particular contract, via written communication i.e., facsimile, e-mail or U.S. mail.

   Violations of the "Cone of Silence" are punishable by a fine of $250.00 per violation.

g. CONFLICT OF INTEREST: All vendors shall disclose with their proposal the name of any officer, director, or agent who is also an employee or a relative of an employee of DISTRICT. Further, all vendors shall disclose the name of any DISTRICT employee or relative of a DISTRICT employee who owns, directly or indirectly, an interest of ten percent or more in the vendor or any of its subsidiaries.

h. SUCCESSORS AND ASSIGNS: The DISTRICT and the successful vendor each binds itself and its successors and assigns to the other party in respect to all provisions of this Contract. Neither the DISTRICT nor the successful vendor shall assign, sublet, convey or transfer its interest in this Contract without the prior written consent of the other.

i. INDEMNIFICATION: Regardless of the coverage provided by any insurance, the successful vendor shall indemnify, save harmless and defend the DISTRICT, its agents, servants, or employees from and against any and all claims, liability, losses and/or causes of action which may arise from any negligent act or omission of the successful vendor, its subcontractors, agents, servants or employees during the course of performing services or caused by the goods provided pursuant to these proposal documents and/or resultant contract.

j. PUBLIC RECORDS: Any material submitted in response to this invitation for proposal is considered a public document in accordance with Section 119.07, F.S. This includes material which the responding vendor might consider to be confidential or a trade secret. Any claim of confidentiality is waived upon submission, effective after opening pursuant to Section 119.07, F.S.

k. INCORPORATION, PRECEDENCE, and JURISDICTION: This Invitation for Proposal shall be included and incorporated in the final award. The order of contractual precedence shall be the proposal document (original terms and conditions), proposal response, and purchase order or term contract order. Any and all legal action necessary to enforce the award or the resultant contract shall be held in Palm Beach County and the contractual obligations shall be interpreted according to the laws of Florida.

l. LEGAL EXPENSES: The DISTRICT shall not be liable to a vendor for any legal fees, court costs, or other legal expenses arising from the interpretation or enforcement of this contract, or from any other matter generated by or relating to this contract.

3. PROPOSAL SUBMISSION

a. SUBMISSION OF RESPONSES: Responses must be typewritten or written in ink, and must be signed in ink by an agent of the company having authority to bind the company or respondent. FAILURE TO SIGN THE PROPOSAL RESPONSE FORM AT THE INDICATED PLACES SHALL BE CAUSE FOR REJECTION OF THE PROPOSAL. Proposal responses are to be submitted to the DISTRICT Purchasing Department no later than the time indicated on the solicitation preamble, and must be submitted in a sealed envelope or container bearing the proposal number for proper handling.

b. CERTIFICATIONS, LICENSES AND PERMITS: Unless otherwise directed in sub-paragraph d. (Local Preference) or the Special Conditions of this proposal, vendor should include with its proposal a copy of all applicable Certificates of Competency issued by the State of Florida or the Palm Beach County Construction Industry Licensing Board in the name of the vendor shown on the proposal response page. It shall also be the

responsibility of the successful vendor to submit, prior to commencement of work, a current Local Business Tax Receipt (Occupational License) for Palm Beach County and all permits required to complete this contractual service at no additional cost to Loxahatchee River Environmental Control District. A Palm Beach County Local Business Tax Receipt (Occupational License) is required unless specifically exempted by law. In lieu of a Palm Beach County Local Business Tax Receipt (Occupational License), the vendor should include the current Local Business Tax Receipt (Occupational License) issued to the vendor in the response. It is the responsibility of the successful vendor to ensure that all required certifications, licenses and permits are maintained in force and current throughout the term of the contract. Failure to meet this requirement shall be considered default of contract.

c. DRUG FREE WORKPLACE CERTIFICATION: In compliance with Florida Statute (Section 287.087) attached form "Drug-Free Workplace Certification" should be fully executed and submitted with proposal response in order to be considered for a preference whenever two (2) or more proposals which are equal with respect to price, quality, and service are received by DISTRICT.

d. CONDITIONED OFFERS: Vendors are cautioned that any condition, qualification, provision, or comment in their proposal, or in other correspondence transmitted with their proposal, which in any way modifies, takes exception to, or is inconsistent with the specifications, requirements, or any of the terms, conditions, or provisions of this solicitation, is sufficient cause for the rejection of their proposal as non-responsive.

e. PRICING:

1. Prices offered must be the price for new merchandise and free from defect. Unless specifically requested in the proposal specifications, any proposals containing modifying or escalation clauses shall be rejected.
2. The price offered must be in accordance with the unit of measure provided on the proposal response page(s). One (1) space or line requires only one (1) single, fixed unit price. Anything other than a single, fixed unit price shall result in the rejection of your proposal.
3. All unit prices proposal should be within two (2) decimal points. If vendor's pricing exceeds two (2) decimal points, Purchasing reserves the right to round up or down accordingly.
4. Vendor warrants by virtue of bidding that prices shall remain firm for a period of ninety (90) days from the date of proposal opening to allow for evaluation and award.
5. Vendor warrants by virtue of bidding that prices shall remain firm for the initial and any subsequent term unless modified by a special condition.
6. In the event of mathematical error(s), the unit price shall prevail and the vendor's total offer shall be corrected accordingly. PROPOSALS HAVING ERASURES OR CORRECTIONS MUST BE INITIALED IN INK BY THE VENDOR PRIOR TO PROPOSAL OPENING. IF THE CORRECTION IS NOT PROPERLY INITIALED, OR IF THE INTENT OR LEGIBILITY OF THE CORRECTION IS NOT CLEAR, THE PROPOSAL SHALL BE REJECTED.

7. Vendors may offer a cash discount for prompt payment. However, such discounts shall not be considered in determining the lowest net cost for proposal evaluation purposes unless otherwise specified in the special conditions. Vendors should reflect any discounts to be considered in the unit prices proposal.

f. SUBMITTING NO PROPOSAL or NO CHARGE: Vendors not wishing to proposal on some items sought by this solicitation should mark those items as "no proposal." If some items are to be offered at no charge, vendors should mark those items as "no charge." Items left blank shall be considered a "no proposal" for that item, and the proposal shall be evaluated accordingly. Vendors who do not wish to submit proposals on any item in this solicitation, should return a "Statement of No Proposal" in an envelope plainly marked with the proposal number and marked "NO PROPOSAL."

g. ACCEPTANCE/REJECTION OF PROPOSALS: Loxahatchee River Environmental Control District reserves the right to accept or to reject any or all proposals. Loxahatchee River Environmental Control District also reserves the right to (1) waive any non-substantive irregularities and technicalities; (2) reject the proposal of any vendor who has previously failed in the proper performance of a contract of a similar nature, who has been suspended or debarred by another governmental entity, or who is not in a position to perform properly under this award; and (3) inspect all facilities of vendors in order to make a determination as to its ability to perform.

   Loxahatchee River Environmental Control District reserves the right to reject any offer or proposal if the prices for any line items or subline items are materially unbalanced. An offer is materially unbalanced if it is mathematically unbalanced, and if there is reason to believe that the offer would not result in the lowest overall cost to the District, even though it is the lowest evaluated offer. An offer is mathematically unbalanced if it is based on prices which are significantly less than fair market price for some proposal line item and significantly greater than fair market price for other proposal line items. Fair market price shall be determined based on industry standards, comparable proposals or offers, existing contracts, or other means of establishing a range of current prices for which the line items may be obtained in the market place. The determination of whether a particular offer or proposal is materially unbalanced shall be made in writing by the Purchasing Director, citing the basis for the determination.

h. NON-EXCLUSIVE: The District reserves the right to acquire some or all of these goods and services through a State of Florida contract under the provisions of Section 287.042, Florida Statutes, provided the State of Florida contract offers a lower price for the same goods and services. This reservation applies both to the initial award of this solicitation and to acquisition after a term contract may be awarded. Additionally, Loxahatchee River Environmental Control District reserves the right to award other contracts for goods and services falling within the scope of this solicitation and resultant contract when the specifications differ from this solicitation or resultant contract, or for goods and services specified in this solicitation when the scope substantially differs from this solicitation or resultant contract.

i. OFFER EXTENDED TO OTHER GOVERNMENTAL ENTITIES: Loxahatchee River Environmental Control District encourages and agrees to the successful vendor

extending the pricing, terms and conditions of this solicitation or resultant contract to other governmental entities at the discretion of the successful vendor.

j. PERFORMANCE DURING EMERGENCY: By submitting a proposal, vendor agrees and promises that, during and after a public emergency, disaster, hurricane, flood, or acts of God, Loxahatchee River Environmental Control District shall be given "first priority" for all goods and services under this contract. Vendor agrees to provide all goods and services to Loxahatchee River Environmental Control District during and after the emergency at the terms, conditions, and prices as provided in this solicitation on a "first priority" basis. Vendor shall furnish a 24-hour phone number to the District in the event of such an emergency. Failure to provide the stated priority during and after an emergency shall constitute breach of contract and make the vendor subject to sanctions from doing further business with the District.

k. SALES PROMOTIONS / PRICE REDUCTIONS: Should sales promotions occur during the term of the contract that lower the price of the procured item, the successful vendor shall extend to the District the lower price offered by the manufacturer on any such promotional item. Further, any price decreases effectuated during the contract period by reason of market change or otherwise, shall be passed on to Loxahatchee River Environmental Control District.

4. PROPOSAL OPENING/AWARD OF PROPOSAL

a. OBSERVING THE PUBLISHED PROPOSAL OPENING TIME: The published proposal opening time shall be scrupulously observed. It is the sole responsibility of the vendor to ensure that their proposal arrives in the Purchasing Department prior to the published proposal opening time. Any proposal delivered after the precise time of proposal opening shall not be considered, and shall be returned to the vendor unopened if vendor identification is possible without opening. Proposal responses by telephone, electronics, or facsimile shall not be accepted. Vendors shall not be allowed to modify their proposals after the published proposal opening time.

b. POSTING OF AWARD RECOMMENDATION: Recommended awards shall be publicly posted for review, at the Purchasing Department and on the Purchasing Department website at www.loxahatcheeriver.org prior to final approval, and shall remain posted for a period of five (5) business days. Vendors desiring a copy of the proposal posting summary may request same by enclosing a self-addressed, stamped envelope with their proposal. (NOTE: As a service to vendors, the District provides an unofficial list of award postings on our web site.) The official posting in the Purchasing Department shall prevail if a discrepancy exists between the referenced listings.

c. PROTEST PROCEDURE: Protest procedures are provided in the Loxahatchee River Environmental Control District Purchasing Procedures. Protests must be submitted in writing, addressed to the Purchasing Agent, via hand delivery, mail or fax to (561) 743-3027. Protest must identify the solicitation, specify the basis for the protest, and be received by the Purchasing Department within two (2) business days of the posting date of the recommended award. The protest is considered filed when it is received by the Purchasing Department. A formal written protest shall be filed within five (5) business days after the protesting party files the Notice of Protest. Failure to file protest as outlined

in the Loxahatchee River Environmental Control District Purchasing Procedure shall constitute a waiver of proceedings under the referenced District Procedures.

5. CONTRACT ADMINISTRATION

a. DELIVERY AND ACCEPTANCE: Deliveries of all items shall be made as soon as possible. Deliveries resulting from this proposal are to be made during the normal working hours of the District. Time is of the essence and delivery dates must be met. Should the successful vendor fail to deliver on or before the stated dates, the District reserves the right to CANCEL the order or contract and make the purchase elsewhere. The successful vendor shall be responsible for making any and all claims against carriers for missing or damaged items.

   Delivered items shall not be considered "accepted" until an authorized agent for Loxahatchee River Environmental Control District has, by inspection or test of such items, determined that they appear to fully comply with specifications. The District may return, at the expense of the successful vendor and for full credit, any item(s) received which fail to meet the District's specifications or performance standards.

b. FEDERAL AND STATE TAX: Loxahatchee River Environmental Control District is exempt from Federal and State taxes. The authorized agent for Purchasing shall provide an exemption certificate to the successful vendor, upon request. Successful vendors are not exempted from paying sales tax to their suppliers for materials to fulfill contractual obligations with the District, nor are successful vendors authorized to use the District's Tax Exemption Number in securing such materials.

c. PAYMENT: Payment shall be made by the District after commodities/services have been received, accepted and properly invoiced as indicated in the contract and/or order. Invoices must bear the order number. The Florida Prompt Payment Act is applicable to this solicitation.

d. CHANGES: The Purchasing Agent, Loxahatchee River Environmental Control District, by written notification to the successful vendor may make minor changes to the contract terms. Minor changes are defined as modifications which do not significantly alter the scope, nature, or price of the specified goods or services. Typical minor changes include, but are not limited to, place of delivery, method of shipment, minor revisions to customized work specifications, and administration of the contract. The successful vendor shall not amend any provision of the contract without written notification to the Purchasing Agent, and written acceptance from the Purchasing Agent.

e. DEFAULT: The District may, by written notice of default to the successful vendor, terminate the contract in whole or in part if the successful vendor fails to satisfactorily perform any provisions of this solicitation or resultant contract, or fails to make progress so as to endanger performance under the terms and conditions of this solicitation or resultant contract, or provides repeated non-performance, or does not remedy such failure within a period of 10 days (or such period as the Purchasing Agent may authorize in writing) after receipt of notice from the Purchasing Agent specifying such failure. In the event the District terminates this contract in whole or in part because of default of the successful vendor, the District may procure goods and/or services similar to those

terminated, and the successful vendor shall be liable for any excess costs incurred due to this action.

If it is determined that the successful vendor was not in default or that the default was excusable (e.g., failure due to causes beyond the control of, or without the fault or negligence of, the successful vendor), the rights and obligations of the parties shall be those provided in Section 5f, "Termination for Convenience."

f. ACCESS AND AUDITS: The vendor shall maintain adequate records related to all charges, expenses, and costs incurred in estimating and performing the work for at least three (3) years after completion or termination of this Contract. The DISTRICT shall have access to such books, records, and documents as required in this section for the purpose of inspection or audit during normal business hours, at the vendor's place of business.

g. EFFECTIVE: The submission of the Proposal will be deemed an offer by the Vendor. The Contract will be deemed awarded and validly entered into between the Vendor (Contractor) and the District when written Notice to Proceed has been given by the District through its authorized agent or a Purchase Order has been issued to the Contractor covering same.

h. DOCUMENT: The Contract shall be comprised of the documents listed in the Table of Contents to the Invitation to Proposal and all attachments thereto. These documents shall constitute the entire agreement between the Vendor and the District. The Contract will bind the District, and the Vendor and their partners, successors, assigns, and legal representatives.

5. VENDOR PERFORMANCE REVIEWS AND RATINGS

The District may develop a vendor performance evaluation report. This report shall be used to periodically review and rate the vendor's performance under the contract with performance rating as follows:

Satisfactory:	Meets requirements
Unsatisfactory:	Does not meet requirements

The report shall also list discrepancies found during the review period. The vendor shall be provided with a copy of the report and may respond in writing if he takes exception to the report or wishes to comment on the report. Contractor performance reviews and subsequent reports will be used in determining the suitability of the contract services and extension.

END OF GENERAL CONDITIONS

Exhibit A

PROPOSAL CERTIFICATION

Respondent hereby certifies that they have read, understand and agree that acceptance by the Loxahatchee River District of the Respondent's offer by the issuance of a Purchase Order or Contract will create a binding Contract. Further, they agree to fully comply with all terms and conditions as set forth in the Loxahatchee River District's RFP and amendments thereto, together with the specifications and other documentary forms herewith made a part of this specific procurement.

RESPONDENT SUBMITTING PROPOSAL	FEDERAL TAX ID NUMBER
PRINTED NAME AND TITLE	AUTHORIZED SIGNATURE
ADDRESS	TELEPHONE FAX#
STATE ZIP	DATE

WEBSITE: _____ EMAIL ADDRESS: _____

I HEREBY CERTIFY THAT:

1. **I AM DULY AUTHORIZED TO CERTIFY THE INFORMATION REQUESTED HEREIN.**
2. **TO THE BEST OF MY KNOWLEDGE, THE ELEMENTS OF THE INFORMATION PROVIDED HEREIN ARE ACCURATE AND TRUE AS OF THIS DATE.**
3. **MY ORGANIZATION SHALL COMPLY WITH ALL TERMS AND CONDITIONS OF SOLICITATIONS AND CONTRACTUAL DOCUMENTS, REGULATIONS AND LAWS, AND POLICIES AND PROCEDURES APPLICABLE TO THE TYPE OF PROCUREMENT (SERVICE OR COMMODITY).**

PRINTED OR TYPED NAME	**TITLE**
SIGNATURE	**DATE**

Exhibit B

Features and Functionality Checklist

Use accompanying Microsoft Excel Workbook named: InfoFeaturesFunctionalityForm.xlsx

Return completed questionnaire in PDF format with an attachment of explanations as needed

Exhibit C

REFERENCES

Preference may be given to those respondents who have contracted with Utilities similar to the District.

RESPONDENT SUBMITTING PROPOSAL: _____

1. COMPANY NAME: _____

   ADDRESS: _____

   CONTACT PERSON: _____

   TELEPHONE: _____EMAIL ADDRESS: _____

2. COMPANY NAME: _____

   ADDRESS: _____

   CONTACT PERSON: _____

   TELEPHONE: _____EMAIL ADDRESS: _____

3. COMPANY NAME: _____

   ADDRESS: _____

   CONTACT PERSON: _____

   TELEPHONE: _____EMAIL ADDRESS: _____

4. COMPANY NAME: _____

   ADDRESS: _____

   CONTACT PERSON: _____

   TELEPHONE: _____EMAIL ADDRESS: _____

5. COMPANY NAME: _____

   ADDRESS: _____

   CONTACT PERSON: _____

   TELEPHONE: _____EMAIL ADDRESS: _____

Exhibit D

DRUG-FREE WORKPLACE CERTIFICATION

IDENTICAL TIE BIDS/PROPOSALS - In the event of tie bids, the winning proposal will be selected based on the procedure established in the Loxahatchee River Environmental Control District Procurement Policy, which may be found online at www.loxahatcheeriver.org.

This Drug-Free Workplace Certification form must be executed and returned with the attached proposal/proposal, and received on or before time of proposal opening to be considered. The failure to execute and/or return this certification shall not cause any proposal to be deemed non-responsive.

Whenever two (2) or more bids/proposals which are equal with respect to price, quality, and service are received by Loxahatchee River Environmental Control District for the procurement of commodities or contractual services, a proposal received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. In order to have a drug-free workplace program, a business shall:

(1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

(2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

(3) Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in number (1).

(4) In the statement specified in number (1), notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

(5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

(6) Make a good faith effort to continue to maintain a drug-free workplace through implementation Section 287.087, Florida Statutes.

THIS CERTIFICATION is submitted by _____ the
(Individual's Name)

_____ of _____
(Title/Position with Company/Vendor) (Name of Company/Vendor)

who does hereby certify that said Company/Vendor has implemented a drug-free workplace program which meets the requirements of Section 287.087, Florida Statutes, which are identified in numbers (1) through (6) above.

Exhibit E – System & Needs Documentation
Loxahatchee River District RFP 22-004-00114

1) **Present System, Process Descriptions & Necessary Elements**
   a) LRD's present CIS is Utility Star Platinum from Able Software (able-soft.com). It is an on-premise client/server with an open volume SQL Database version 2019 back-end, running on a virtual server with 8 CPU cores and 16GB RAM and over 200 GB of storage on solid state drives, alongside 3 other database systems that serve the organization. To provide cost-effective, added but essential functionality, LRD has built a several complementary tools using Microsoft Access and Excel. LRD is seeking a solution that incorporates all needed functionality.

   b) Customer Information presented according to the organization of the current CIS
      i) Customer Tab (stored in tblCustomer; 33,000 total "active" customers, additional records are present for undeveloped parcels in database):
         (1) Company - Customer Types
            (a) Residential (31,500) – Flat charge based on numbers of toilets in home or multifamily building (billing unit * rate).
            (b) Commercial (1,575) – Variable charge (billing unit * rate); Billing units for most (but not all) accounts varies based on water consumption, others fixed; also subject to minimum charge. (examples: $75 min charge, $250 charge based on 12-month average of water use, $90 flat charge for 3 toilets and no water meter). Water consumption data is received from two municipalities (Town of Jupiter and Village of Tequesta) and processed using the Commercial Billing Tool MS Access application described below.
            (c) Service Availability Standby (SAS) Accounts (~25) – Developers have the option to purchase sewer connections and lock in rates for pending developments. Developers must make quarterly reservation fee payments, or default on the account. Once the cost of the connections is satisfied, the customer typically consumes the allotted connections as the new properties are constructed requiring accounting of connections used and still available.
         (2) Account number – presently customer and premise data linked 1:1. When customer sells/moves we update the owner information.
         (3) Account/Property Type (residential, multifamily, daycare, etc).
         (4) Cycle – billing group
         (5) Customer Status (ACTB – active billable, FWL – final warning, etc.) List likely needs to expand to help track all parcels in sewer system area and customer additional status codes.
         (6) Move-In Date
            (a) Presently no prorating of bills:
               (i) Billing presently starts the quarter FOLLOWING move in (i.e. lag).

(ii) For move-out the customer is responsible for the sewer charge the quarter they move out.
(iii) Will consider the option to move to pro-rating.

(7) As of Date – Date entered to start billing and it changes whenever the status is changed after that (ACTN, CCPD, EDWI…)
(8) Name, phone, email, attention and additional fields.
(9) Bill Type for customer to receive – Print, Email, All
(10) Past Due Bill Type – All (default)
(11) Notes/Memos related to customer account – review, edit, add

ii) Billing Tab:
(1) Send Past Due – Pauses delinquent account charges for customers participating and complying with Payment Agreement (further described under Delinquent Account process below).
(2) Pending payments prior to posting.

iii) Bill History Tab: payments and charges history and reporting.

iv) Premise Tab (stored in tblPremise; join to tblCustomer on PremiseID):
(1) Billing units (ECs)
(2) Service Start Date
(3) Subdivision
(4) Report/Start Date
(5) Address Street Num
(6) Address Street Name (fed from tblStreets)
(7) Address City (fed from tblCity)
(8) Address State (fed from tblStates)
(9) Address Zip
(10) Address Zip+4
(11) Political or Country code used for foreign addresses.
(12) System – code for Low Pressure Sewer System (LPSS)
(13) StructureType – contains identifier for LPSS site
(14) Lot, CCPD, Service Area, Inspection, other fields used for specific coding.

v) User Tab (from tblUserData)
(1) Lien Book/Page – User1
(2) Property Control Number (PCN) – User4
(3) Sale Date from Estoppel – User6
(4) Lien Date – User7
(5) Legal Description – MS Access table
(6) County – MS Access Table

c) Mailing Address Tab – multiple addresses per account
i) Date Active/Start for seasonal mailings; presently used for installation date
ii) Date Inactive/End
iii) Active/Inactive
iv) FirstName

v) LastName
vi) Attention
vii) StreetNo
viii) StreetName (from tblStreets)
ix) AddrLine2
x) Attention
xi) Apartment
xii) City (from tblCity)
xiii) State (from tblState)
xiv) Zip
xv) Zip+4

d) Library – links to scanned documents related to the account (presently ~85,600 docs totaling 55GB)
e) Billing – bills computed as a rate (separate residential vs commercial) times BillingUnits (tblPremise)
f) Message tab to create messages for inhouse bills.
g) Adjustment tab for all adjustments except Return Checks
h) Bank Tab shows if it is AutoPay
i) Flat Charge tab is used for billing units.
j) Present organization/process –
    i) Company – Residential/Non-residential
    ii) Cycle Start & End – Billing group(s) (we do not bill by separate cycles)
    iii) Select and Review Account numbers
    iv) Preview vs Live (test results versus live bill run)
    v) Bill Date
    vi) Customer Status Code selection
    vii) System presently creates two data files – one for printer (presently Arista), other for email Bill provider (presently First Billing).
        (1) Bill file contains customer info including 1) number of toilets billed (residential), 2) flag for Auto Pay (provided by First Billing) and other metrics for print and email bills.
    viii) Notes –
        (1) Charges stored in tblBillHistory (and probably other tables)
k) Payments -
    i) Presently manually enter paper check payments
        (1) Scan payment stub for account number
        (2) Default payment amount total due
    ii) Payment batches designed by payment type and person entering payments or loading payment file.
    iii) Notes –
        (1) Payments stored in tblBillHistory (and probably other tables)
        (2) Upload data file of payments from 4 sources (First Billing, FIS Global, FISERV, ACI)
        (3) Track payment methods (web page credit card, phone eCheck, paper check, etc.)

l) Adjustments
   i) Manual process to enter adjustment amounts for each account.
   ii) Occasionally batch process adjustments with data file containing account number and adj amount.
m) Past Due Notifications
   i) The system creates data files listing accounts with balance remaining for courtesy print/email notice prior to the end of the billing quarter (like billing files).
n) Late Charges
   i) If account is not satisfied (balance >$10) by the end of the quarter, account receives a late charge equal to 10% of the quarterly service charge or the remaining prior quarterly charge (whichever is less; not the total account balance; ex. $67 quarterly charge = $6.70 late fee.
   ii) Policy in place for forgiveness of one late fee every two years so long as account remained current.
o) Delinquent Account Management – because LRD cannot shutoff service the following process applies:
   i) Delinquent process for customers that have carried a balance >$20 for consecutive 3 quarters AND an account balance greater than $250.
      (1) 1st month of the quarter – system generates data file for mail merge letter to customer "Account Seriously Delinquent" with deadline for the customer to respond by bill due date (middle of quarter).
      (2) End of 2nd month of quarter – system applies an Attorney Final Notice Charge (presently $100) and generates a data file for mail merge letter "Final Notice Before Lien" provided to attorney's office. Payment is due by end of the month.
      (3) Late Charges applied each quarter
      (4) Beginning of subsequent quarter (now delinquent 4 quarters) –
         (a) Quarterly Interest Charge applied (presently 12% annual) calculated as the sum of interest on each delinquent quarterly charge.
         (b) System applies Lien Processing Charge (presently $265) and generates a data file of content for mail merge of lien forms and letter to be sent by the attorney's office.
      (5) Interest Charges applied each quarter
      (6) Lien is amended annually with the system applying Lien Amendment Processing Charge (presently $265) and generates a data file of content for mail merge of lien amendment forms and letter to be sent by the attorney's office.
      (7) Notes:
         (a) Needs option to reinstate customer into delinquent process if they default on the payment plan (below)
         (b) Needs option to generate lien documents for a specific customer in the case of mortgage foreclosure or failure to pay connection charges.
         (c) Needs options for preview/review and actual run
p) Payment Plan – We can suspend all Late, Interest, and Attorney's fees/charges if the customer enters into and complies with a payment plan. Payment plan is cancelled if the customer fails to make payments for two consecutive months, and all late and delinquent charge processes

should resume on the next round of quarterly processing. Staff needs the option to reactivate a payment plan and reporting functionality. Amount due on payment plan is based on formula or attorney negotiated amount for bankruptcy (needs flexibility).

q) Connection Charge Financing/Installment Agreement – We offer an installment agreement option where customers can finance the connection charges over 5 years. The financing fee set at the time of the agreement (prime plus 3%; presently 5.25%). The customer has the option to make payments (or not) but the account accumulates interest on the unpaid balance. At 5 years the total remaining amount is due or the property is assessed a lien and then annual lien amendments to reflect the total due to the District.

r) Reporting
   i) Daily
      (1) Payment batch reports
      (2) Payment Posting
   ii) Monthly
      (1) Customer Status Summary
      (2) Count of customers behind 1, 2, or 3 quarters
      (3) Transaction Summary
      (4) Audit by Revenue Codes
      (5) Accounts Receivables
      (6) Billing Units Summary
   iii) Quarterly Billing
      (1) QA/QC Data review – ex. active mailing address or email address, payment agreement compliance, autopay coding, and others to insure billing is correct.

s) **Microsoft Access Tools** – systems built by the District to manage specific tasks/functions.
   i) *Water* - management of water consumption data from Town of Jupiter, Village of Tequesta and several private properties.
      (1) Needs configurable data import function and manual entry
   ii) *Commercial Billing Tool* – matches LRD accounts to water meter data to process and compute water consumption for bill calculation by updating billing unit field for non-residential customers.
      (1) Presently only use 12-month rolling average/balanced/levelized billing
         (a) Needs to accommodate new customers with less than 12-months of water reads
         (b) Would like option for customer to opt in/out of balanced/levelized billing
      (2) For some customers the consumption is the sum of multiple water meters (ex. shopping center).
      (3) Calculations from water use are subject to a minimum charge
      (4) Irrigation/non-sewer water credit management – we offer credits for metered water that does not come to the sewer system
      (5) Leak credit – at the request of the customer we have a policy to grant a credit for unusual water consumption from a leak based on the 12-month average of water use (historical and/or subsequent readings).

(6) Archives commercial account charges up manual run just prior and after billing.
(7) QA/QC tools and reports of water consumption and bill calculation for customers

iii) *Digital Payments Tool* – review of payments data files received from providers and creation of data files for loading into CIS. Includes QA/QC queries and various reporting. Providers include:
(1) First Billing credit/debit card and eCheck payments
(2) FIS Global – customer's bank online banking payments
(3) FISERV – customer's bank online banking payments
(4) ACI – customer's bank online banking payments

iv) *UTP Link* – A myriad of queries on the SQL data tables for reporting.

v) *Billing File Modification Tool* – manipulates the data file for our 1) print and 2) email bill providers to show:
(1) toilet count text for residential bills (ex. 2 toilets, 3 toilets)
(2) ready to provide average water consumption for commercial accounts (not yet implemented)

vi) *Property Control Number (PCN) Exception Database* – system to account for all properties listed in county property appraiser's database within our service area and the properties in our CIS.

t) Periodic archive and database maintenance functions – presently use a series of SQL queries to annually archive and cleanup unneeded data in the SQL database.

2) **New Functions** we would like to have:

a) Option to opt in/out of balanced/levelized billing (12-month average of water use) for commercial customers.

b) Additional bill and payment management
i) Reuse (Irrigation Quality) Water Billing – we provide reuse water to roughly 40 customers that are invoiced and pay monthly.
ii) Integration with Assessment Payments Tool – for customers that rolled their sewer assessment onto the tax roles for 20 years. Data managed in separate system, but some data integration would be beneficial.

c) Function to compare Customer info (name, address, etc.) to information in a data file from the Palm Beach and Martin County Property Appraisers data. This functionality is particularly beneficial for Delinquent Account Review and Processing.

d) General Ledger Integration to Microsoft Dynamics Business Central hosted in Microsoft 365.

e) Estoppel/Statement of Account charge ($25 ea) and payment management (title companies and one-off customers). Ability to store and manage prepayments, log charges and provide balances, etc.

f) Leak credit calculation tool to select specific months of water use for calculation and application of the water use credit.

g) LRD welcomes the opportunity to work with the provider on data cleanup and standardization through the implementation process, as well as identifying opportunities and formulating a plan for additional cleanup following implementation.