REQUEST FOR PROPOSALS

Sealed proposals must be received no later than **3:00 PM on August 24, 2026,** by the City Clerk's office for the City of Monterey Park, for a Utility Billing Software Application, RFP # 841

Packets may be obtained from the Finance Services Department by emailing Maria Espinosa-Chavez at: *mespinosa-chavez@montereypark.ca.gov*.

Please refer to specifications for complete details and bid requirements.

The specifications in this notice are a part of any contract awarded in accordance with this RFP.

CITY OF MONTEREY PARK
Utility Billing Software Application

PROPOSAL # 841

PROPOSALS ARE DUE: NO LATER THAN 3:00pm, on August 24, 2026.

The City of Monterey Park is seeking proposals from qualified vendors to provide, install and service a Utility Billing Software Application.

1. Submit Proposal to:
   City of Monterey Park
   Att: City Clerk
   UTILITY BILLING SOFTWARE APPLICATION.
   RFP # 841
   320 W. Newmark Avenue
   Monterey Park, CA. 91754

2. Proposer must honor proposal prices for sixty (60) days.

3. Proposals must include this Proposal form and be signed by the vendor's authorized representative.

4. Award of a contract will be made by the City Council based upon the criteria set forth in this RFP and will be made based upon the best qualified proposer rather than lowest price.

PROPOSER TO READ

I have, read, understood, and agree to the terms and conditions on all pages of this proposal. The undersigned agrees to furnish the commodity or service stipulated on this proposal as stated above.

Company	Address
Name (Print)	Signature
Company Phone No.	Title of Person Signing Bid

PROPOSAL INSTRUCTIONS

1. Submitting Proposals. (a) Proposals must include this form, in its entirety, in a sealed envelope with the wording "Proposal," proposal number and closing date marked on the outside; (b) Proposals/corrections received after the closing time will not be opened. The City is not responsible for proposals not properly marked and delivered. Upon award, all submissions become a matter of public record.

2. Alternatives. Any changes or alternatives must be set forth in a letter attached to this proposal. The City has the option of accepting or rejecting any alternative proposal.

3. Currency. All references to dollar amount in this solicitation and in vendor's response refer to United States currency.

4. Preparation. All proposals must be typed or written in black ink. Errors may be crossed out and corrected in ink, then initialed in ink by the person signing the proposal.

5. Rejection. The City may reject any or all proposals and waive irregularity in any proposal.

6. Default. In case of default by the vendor of any of the conditions of this proposal or contract resulting from this proposal, the vendor agrees that the City may procure the services from other sources and may deduct from the unpaid balance due the vendor, or collect against the bond or surety, or may invoice the vendor for excess costs so paid, and prices paid by the City will be considered the prevailing market price at the time such purchase is made.

7. Assignment. No assignment by the vendor of contract or any part hereof, or of funds to be received hereunder, is binding upon the City unless the City gave written consent before such assignment.

8. Sub-contractors. The Bidder must list any subcontractors that will be used, the work to be performed by them, and total number of hours or percentage of time they will spend on the project.

9. Indemnification. The extent of a successful contractor's obligation to indemnify and defend the City is set forth in the sample contract attached to this RFP.

10. Bonds. When deemed necessary by the City, bid bonds must be furnished by all proposers in the amount of at least 10% of the bid to guarantee that proposers will enter into contract to furnish goods at prices stated. Likewise, a Performance Bond must be required of the successful proposer when stated in the specification (cash deposit, certified or cashier's check or money order may be substituted in lieu of either bond).

11. Insurance. This is a contract involving services and the City requires insurance.

Insurance must be primary insurance and must name the City of Monterey Park as an additional insured. Proof of insurance in the following amounts must be provided prior to contract signing; Commercial general liability: $2,000,000.00, professional liability in the amount of $1,000,000, automotive in the amount of $1,000,000, worker's compensation in accordance with California law and Pollution Liability or Errors & Omissions of $1,000,000 each occurrence/$2,000,000 policy aggregate. Specific insurance requirements are set forth in the sample contract.

BIDDERS MUST SIGN AND RETURN EXHIBIT "A", INSURANCE REQUIREMENTS, WITH THEIR PROPOSAL.

12. Proposal Rejection: The City may reject the proposal of any proposer who previously failed to perform properly, or complete on time, contracts of a similar nature, or to reject the proposal of a proposer who is not in a position to perform such a contract satisfactorily. The City may reject the proposal of any proposer who is in default of the payment of taxes, licenses or other monies due to the City of Monterey Park.

13. Contract Pricing: Except as otherwise provided, price proposals must remain consistent through the term of this contract.

14. Proposal Questions: Questions should be forwarded by email to:

    Maria Espinosa-Chavez
    mespinosa-chavez@montereypark.ca.gov. *(For prompt response, in email Subject enter* "Utility Billing Software Application *RFP #841 Question")*.

    The last day for questions will be **5:00 pm. on August 10, 2026.** Questions received after this date will not receive a response.

CONTRACT SAMPLE

The successful bidder will be required to enter into the sample contract that is attached as **Exhibit "B"**

STATEMENT OF WORK AND FORMAT

The City of Monterey Park (City) requests proposals for the following purpose according to the terms and conditions attached. In the preparation of this Request for Proposal the words "Bidder," "Contractor," and "Consultant" are used interchangeably.

1. **Purpose:** The purpose and intent of this RFP is to establish a Contract (Agreement) with a qualified vendor to provide a Utility Billing Software Application for the City of Monterey Park's utility billing process.

2. **Proposal Schedule:** Following is a tentative schedule of events:

   Proposal Requirements: An original and one (1) electronic copy of the proposal must be received no later than **3:00 pm on August 24, 2026.**

   Emailed proposals must be submitted to: *mespinosachavez@montereypark.ca.gov*
   Reference: Utility Billing Software Application RFP # 841 in subject line.
   The electronic proposal must be received no later than **3:00 pm on August 24, 2026.**
   Emailed proposals will be monitored for timely receipt.

   The hard copy proposal must be received no later than **3:00 pm on August 24, 2026,** at the following address:

   City of Monterey Park
   Attn: City Clerk
   320 W. Newmark Avenue
   Monterey Park, CA. 91754
   UTILITY BILLING SOFTWARE APPLICATION.
   RFP # 841

   Evaluation of Proposals

   The proposals will be reviewed by City staff during the week of August 31, 2026.

   1. All proposals will be evaluated to identify the vendor/company/system deemed fully qualified and best suited, per factors listed below (not in priority order):

      - Understanding the needs, operational requirements of the City.
      - Scope of services offered, including degree of automation.
      - Relevant experience managing similar services with governmental agencies.

- Professional experience and qualifications of the individuals assigned to the Account.
- Responsiveness to proposal format and inclusion of all required exhibits/reports.
- Local decision-making authority to handle emergency needs.
- Value of any new product or service suggestions or other new ideas and Enhancements.
- Quality and scope of the conversion plan.
- Ability to provide services as outlined in the Scope of Services and quality of the Proposal.
- Quality of the references.
- Proposed cost.
- Contractor's understanding of scope of work.
- Contractor's approach to providing the services and performing the tasks defined in the Scope of Work.
- Capability of firm and key project personnel to handle the project in terms of workload experience, and efficient staff utilization.

Recommendation to City Council for Contract Award:

Interviews of the top three (3) firms may be required. The successful contractor will be selected by the City Council based upon the criteria set forth above and the City's sole discretion. The Council is under no obligation to contract with any applicant.

3. **Introduction/Background:**

The City of Monterey Park (City) is located at the western gateway to the San Gabriel Valley, in Los Angeles County, just a few miles east of downtown Los Angeles. The CITY encompasses an area of 7.73 square miles with a population of 56,544.

Monterey Park was incorporated in 1916 as a general law city and operates under the council-manager form of government. The City council, which consists of five members, is elected by district and each serves a term of four years. The City Clerk and the City Treasurer are also elected by the citizens. The City of Monterey Park is a full-service municipal government, offering its residents police protection, fire and emergency medical services, water, sewer and refuse collections, public infrastructure improvements and culture and leisure programming.

The City is seeking a utility billing software application that will meet current core functions and future needs of the City, and will integrate all aspects of utility services, including maintaining accounts, billing and collection, payment interface solutions with mobile apps and cloud-based technology. Also preferred, ability to interface with InvoiceCloud (digital billing and payment platform), and the City's Water Advanced Metering Infrastructure (AMI) Meter system. In addition to the installation of the new utility billing software, the vendor must also convert current utility billing data, including customer information, account balances, meter number, service

address, etc. into the new software database, train City staff, and extend technical support as long as the City contracts with the vendor.

4. **Objective(s)/Work Products:** Refer to the terms of the Agreement included as **Exhibit "B."**

5. **Work Statement**: Refer to the terms of the Agreement included as **Exhibit "B."**

6. **Required Qualifications -**

The City is looking for a highly experienced vendor with an established track record providing solutions to municipalities that can meet all the requirements identified.

Scope of Work: (Refer to Scope of Work, Exhibit "C").

7. **Time Schedule:**

RFP Issue Date	**July 27, 2026**
Cutoff date for questions	**August 10, 2026, 5:00 PM**
Proposal Due Date	**August 24, 2026 (No later than 3:00 PM)**
Award of Contract	**October 21, 2026**

9. **Response Submittal Requirements**:

(a) CONTENTS OF PROPOSAL

Submitted proposals must follow the format outlined below and all requested information must be supplied. Failure to submit proposals in the required format will result in elimination from proposal evaluation. **(Refer to Scope of Work, Exhibit "C.")**

FORMAT:

Each proposal must be submitted in three parts:

Part I must respond to each item in the General Requirements section. Part II must relate to the Technical Proposal and Part III must relate to the Cost Proposal

PART I – GENERAL REQUIREMENTS

PART II– TECHNICAL PROPOSAL

Cover Letter - Must include the name, address, and telephone number of the company, and be signed by the person or persons authorized to represent the firm.

Table of Contents - Clearly identify material contained in the proposal by section and page number.

Introduction (Section 1) Contents to be determined by contractor.

Project Analysis (Section 2) - Provide an explanation and interpretation of the challenges identified in this RFP.

Objective, Scope, Nature of Proposed Program (Section 3) - Describe the overall approach to the challenges, including the objective and scope of work to be performed by the contractor

Work Program (Section 4) - Describe the work or tasks to be performed.

Methodology (Section 5) - Describe the methodology and techniques to be employed.

Project Management (Section 6) - Describe the proposed management structure, organization of contracting group, and facilities available.

Assigned Personnel (Section 7) - Identify the principals having primary responsibility for implementing the proposal. Discuss their professional and academic backgrounds. Provide a summary of similar work they have previously performed. List the amount of time, on a continuous basis, that each principal will spend on this project. Describe the responsibilities and capacity of the technical personnel involved. Substitution of project manager and/or lead personnel will not be permitted without prior written approval of the City.

Schedule (Section 8) - List the proposed schedule of activities including labor hours.

Program Monitoring (Section 9) - Describe the quality control procedures to be utilized during the project to ensure conformance with the scope of work.

City Resources (Section 10) - Describe the City services and staff resources needed to supplement contractor activities to achieve identified objective(s).

Subcontractors (Section 11) - If subcontractors are to be used, identify each of them in the proposal. Describe the work to be performed by them and the number of hours or the percentage of time they will devote to the project. Provide a list of their assigned staff, their qualifications, relationship to project management, schedule, costs, and hourly rates.

Contractor Capability and References (Section 12) - Provide a summary of the firm's relevant background experience. Discuss the applicability of such experience to this RFP. Include examples of projects completed for other similar agencies that are of a similar nature and a contact person for each of those clients.

Alternative Proposals (Section 13) - Provide statements of alternative proposals, if any, labeled "Alternative Proposal Number One, Alternative Proposal Number Two," etc. The format of each alternative proposal submitted may be abbreviated to address just the following:

a. Work Program
b. Methodology
c. Assigned Personnel

Conflict of Interest (Section 14) - Address possible conflicts of interest with other clients affected by actions performed by the firm on behalf of the City. Although the bidder will not be automatically disqualified by reason of work performed for other parties, the City reserves the right to consider the nature and extent of such work in evaluating the proposal.

PART III - COST PROPOSAL (Refer to Scope of Work, Exhibit "C")

Name and Address
The Cost Proposal must list the name and complete address of the bidder in the upper, left-hand corner.

Cost Proposal
The Cost/Price format for the proposal must be as outlined in the Agreement for services. Exhibit B

Total cost must be clearly indicated at the end of the Cost Proposal and entered on the first page of the proposal.

Costs must be itemized per the agreement for services.

Charges for supplies, equipment, travel, and subcontractors will be paid at cost. It is expected that general, overhead, and administrative costs are included in the hourly rate for labor. Bids submitted will be held to the total cost given in the response quote. It will be assumed that all contingencies and/or anticipated escalations are included. No additional funds will be paid above and beyond the original quote given by the selected bidder.

(b) PROPOSAL SUBMISSION

All proposals must be submitted according to specifications set forth in Section 8 (a) - Contents of Proposal and this section. Failure to adhere to these specifications may be cause for rejection of proposal.

I. Signature. An authorized representative of the bidder MUST sign all proposals.

II. Due Date. An original and one (1) electronic copy of the proposal must be received **no later than 3:00 pm on August 24th, 2026.**

Emailed proposals must be submitted to: *mespinosachavez@montereypark.ca.gov*
Reference: Utility Billing Software Application RFP # 841 in subject line.
The electronic proposal must be received no later than 3:00 pm on August 24, 2026.
Emailed proposals will be monitored for timely receipt.

The hard copy proposal must be received no later than 3:00 pm at the following address:

City of Monterey Park
Attn: City Clerk
UTILITY BILLING SOFTWARE APPLICATION
RFP # 841
320 W. Newmark Avenue Monterey Park, CA. 91754

Late bids/proposals will not be accepted. Any correction or resubmission done by the proposer will not extend the submittal due date.

III. Addenda. City may modify the proposal and/or issue supplementary information or guidelines relating to the RFP during the proposal preparation period of 07/27/2026 to 08/07/2026.

IV. Rejection. A proposal may be deemed nonresponsive and may be immediately rejected if:
- It is received at any time after the exact date and time set for receipt of proposals and/or;
- It is not prepared in the format prescribed and/or;
- It is signed by an individual not authorized to represent the firm.

V. Disposition of Proposals. The City reserves the right to reject any or all proposals. All responses become the property of the City. One copy of the proposal must be retained for City files. Additional copies and materials will be returned only if requested and at the bidder's expense.

VI. Proposal Changes. Once submitted, proposals, including the composition of the contracting team, cannot be altered without the prior written consent of the City. All proposals constitute an offer to the City and may not be withdrawn for a period of sixty (60) days after the last day to accept proposals.

Proposals will be evaluated on the following criteria:

1. Contractor's understanding of scope of work.

2. Contractor's approach to performing the tasks defined in the Scope of Work.

3. Capability of firm and key project personnel to handle the project in terms of workload, experience, and efficient staff utilization

During the selection process, the evaluation panel may wish to interview bidders with scores above a natural break, for clarification purposes only. No new material will be permitted at this time.

Exhibit "A"

INSURANCE REQUIREMENTS
[MUST BE SUBMITTED WITH PROJECT PROPOSAL]

To be awarded this contract, the successful bidder must procure and maintain the following types of insurance with coverage limits complying, at a minimum, with the limits set forth below:

Type of Insurance	**Limits**
Commercial general liability:	$2,000,000.00
Professional liability	$1,000,000.00
Business automobile liability	$1,000,000.00
Workers compensation	Statutory requirement.

Commercial general liability insurance must meet or exceed the requirements of the most recent ISO-CGL Form Number. The amount of insurance set forth above must be a combined single limit per occurrence for bodily injury, personal injury, and property damage for the policy coverage. Liability policies must be endorsed to name the City, its officials, and employees as "additional insureds" under said insurance coverage and to state that such insurance will be deemed "primary" such that any other insurance that may be carried by the City will be excess thereto. Such insurance must be on an "occurrence," not a "claims made," basis and will not be cancelable or subject to reduction except upon thirty (30) days prior written notice to the City.

Professional liability coverage must be on an "occurrence basis" if such coverage is available, or on a "claims made" basis if not available. When coverage is provided on a "claims made basis," the Consultant must continue to maintain the insurance in effect for a period of three (3) years after this Agreement expires or is terminated ("extended insurance"). Such extended insurance must have the same coverage and limits as the policy that was in effect during the term of this Agreement and cover the Consultant for all claims made by the City arising out of any errors or omissions of the Consultant, or its officers, employees or agents during the time this Agreement was in effect.

Automobile coverage must be written on ISO Business Auto Coverage Form CA 00 01 06 92, including symbol 1 (Any Auto).

The Consultant must furnish to the City duly authenticated Certificates of Insurance evidencing maintenance of the insurance required under this Agreement, endorsements as required herein, and such other evidence of insurance or copies of policies as may be reasonably required by the City from time to time. Insurance must be placed with admitted insurers with a current A.M. Best Company Rating equivalent to at least a Rating of "A:VII." Certificate(s) must reflect that the insurer will provide thirty (30) day notice of any cancellation of coverage. The Consultant will require its insurer to modify such certificates to delete any exculpatory wording stating that failure of the insurer to mail written notice of cancellation imposes no obligation, and to delete the word "endeavor" with regard to any notice provisions.

By signing this form, the bidder certifies that it has read, understands, and will comply with these insurance requirements if it is selected as the City's consultant. Failure to provide this form may render the bidder's proposal "nonresponsive."

_____ _____

Date Bidder

EXHIBIT "B"

AGREEMENT NO. Click here to enter text.
PROFESSIONAL SERVICES AGREEMENT
BETWEEN
THE CITY OF MONTEREY PARK AND
Consultant name
FOR Click here to enter text.

THIS AGREEMENT is entered into this Click here to enter text. day of Click here to enter text. 20Click here to enter text., by and between the CITY OF MONTEREY PARK, a municipal corporation and general law city ("CITY") and Consultant name, a type of organization, e.g., corporation, and state of incorporation ("CONSULTANT").

1. **CONSIDERATION**.

   A. As partial consideration, CONSULTANT agrees to perform the work listed in the SCOPE OF SERVICES, below;

   B. As additional consideration, CONSULTANT and CITY agree to abide by the terms and conditions contained in this Agreement;

   C. As additional consideration, CITY agrees to pay CONSULTANT a sum not to exceed Click here to enter text. for CONSULTANT's services. CITY may modify this amount as set forth below. Unless otherwise specified by written amendment to this Agreement, CITY will pay this sum as specified in the attached Exhibit "Click here to enter text.," which is incorporated by reference.

2. **SCOPE OF SERVICES**.

   A. CONSULTANT will perform services listed in the attached Exhibit "Click here to enter text.," which is incorporated by reference.

   B. CONSULTANT will, in a professional manner, furnish all of the labor, technical, administrative, professional and other personnel, all supplies and materials, equipment, printing, vehicles, transportation, office space and facilities, and all tests, testing and analyses, calculation, and all other means whatsoever, except as herein otherwise expressly specified to be furnished by CITY, necessary or proper to perform and complete the work and provide the professional services required of CONSULTANT by this Agreement.

EXHIBIT "B"

3. **PERFORMANCE STANDARDS**. While performing this Agreement, CONSULTANT will use the appropriate generally accepted professional standards of practice existing at the time of performance utilized by persons engaged in providing similar services. CITY will continuously monitor CONSULTANT's services. CITY will notify CONSULTANT of any deficiencies and CONSULTANT will have fifteen (15) days after such notification to cure any shortcomings to CITY's satisfaction. Costs associated with curing the deficiencies will be borne by CONSULTANT.

4. **PAYMENTS**. For CITY to pay CONSULTANT as specified by this Agreement, CONSULTANT must submit a detailed invoice to CITY which lists the hours worked and hourly rates for each personnel category and reimbursable costs (all as set forth in Exhibit "Click here to enter text.") the tasks performed, the percentage of the task completed during the billing period, the cumulative percentage completed for each task, the total cost of that work during the preceding billing month and a cumulative cash flow curve showing projected and actual expenditures versus time to date.

5. **NON-APPROPRIATION OF FUNDS**. Payments due and payable to CONSULTANT for current services are within the current budget and within an available, unexhausted and unencumbered appropriation of the CITY. In the event the CITY has not appropriated sufficient funds for payment of CONSULTANT services beyond the current fiscal year, this Agreement will cover only those costs incurred up to the conclusion of the current fiscal year.

6. **ADDITIONAL WORK**.

A. CITY's city manager ("Manager") may determine, at the Manager's sole discretion, that CONSULTANT must perform additional work ("Additional Work") to complete the Scope of Work. If Additional Work is needed, the Manager will give written authorization to CONSULTANT to perform such Additional Work.

B. If CONSULTANT believes Additional Work is needed to complete the Scope of Work, CONSULTANT will provide the Manager with written notification that contains a specific description of the proposed Additional Work, reasons for such Additional Work, and a detailed proposal regarding cost.

C. Payments over $Click here to enter text. for Additional Work must be approved by CITY's city council. All Additional Work will be subject to all other terms and provisions of this Agreement.

7. **FAMILIARITY WITH WORK**.

A. By executing this Agreement, CONSULTANT agrees that it has:

EXHIBIT "B"

i. Carefully investigated and considered the scope of services to be performed;

ii. Carefully considered how the services should be performed; and

iii. Understands the facilities, difficulties, and restrictions attending performance of the services under this Agreement.

B. If services involve work upon any site, CONSULTANT agrees that CONSULTANT has or will investigate the site and is or will be fully acquainted with the conditions there existing, before commencing the services hereunder. Should CONSULTANT discover any latent or unknown conditions that may materially affect the performance of the services, CONSULTANT will immediately inform CITY of such fact and will not proceed except at CONSULTANT's own risk until written instructions are received from CITY.

8. **TERM**. The term of this Agreement will be from Click here to enter a date. to Click here to enter a date.. Unless otherwise determined by written amendment between the parties, this Agreement will terminate in the following instances:

A. Completion of the work specified in Exhibit "Click here to enter text.";

B. Termination as stated in Section **16**.

9. **TIME FOR PERFORMANCE**.

A. CONSULTANT will not perform any work under this Agreement until:

i. CONSULTANT furnishes proof of insurance as required under Section 23 of this Agreement; and

ii. CITY gives CONSULTANT a written notice to proceed.

B. Should CONSULTANT begin work on any phase in advance of receiving written authorization to proceed, any such professional services are at CONSULTANT's own risk.

10. **TIME EXTENSIONS**. Should CONSULTANT be delayed by causes beyond CONSULTANT's control, CITY may grant a time extension for the completion of the contracted services. If delay occurs, CONSULTANT must notify the Manager within forty-eight hours (48 hours), in writing, of the cause and the extent of the delay and how such delay interferes with the Agreement's schedule. The Manager will extend the completion time, when appropriate, for the completion of the contracted services.

EXHIBIT "B"

11. **CONSISTENCY**. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement takes precedence over the attached Exhibits; this Agreement supersedes any conflicting provisions. Any inconsistency between the Exhibits will be resolved in the order in which the Exhibits appear below:
List exhibits with scope of work first; budget second; and proposal last (all if applicable)

12. **CHANGES**. CITY may order changes in the services within the general scope of this Agreement, consisting of additions, deletions, or other revisions, and the contract sum and the contract time will be adjusted accordingly. All such changes must be authorized in writing, executed by CONSULTANT and CITY. The cost or credit to CITY resulting from changes in the services will be determined in accordance with written agreement between the parties.

13. **TAXPAYER IDENTIFICATION NUMBER**. CONSULTANT will provide CITY with a Taxpayer Identification Number.

14. **PERMITS AND LICENSES**. CONSULTANT, at its sole expense, will obtain and maintain during the term of this Agreement, all necessary permits, licenses, and certificates that may be required in connection with the performance of services under this Agreement.

15. **WAIVER**. CITY's review or acceptance of, or payment for, work product prepared by CONSULTANT under this Agreement will not be construed to operate as a waiver of any rights CITY may have under this Agreement or of any cause of action arising from CONSULTANT's performance. A waiver by CITY of any breach of any term, covenant, or condition contained in this Agreement will not be deemed to be a waiver of any subsequent breach of the same or any other term, covenant, or condition contained in this Agreement, whether of the same or different character.

16. **TERMINATION**.

A. Except as otherwise provided, CITY may terminate this Agreement at any time with or without cause.

B. CONSULTANT may terminate this Agreement at any time with CITY's mutual consent. Notice will be in writing at least thirty (30) days before the effective termination date.

C. Upon receiving a termination notice, CONSULTANT will immediately cease performance under this Agreement unless otherwise provided in the termination notice. Except as otherwise provided in the termination notice, any additional work performed by CONSULTANT after receiving a termination notice will be performed at CONSULTANT'' own cost; CITY will

EXHIBIT "B"

not be obligated to compensate CONSULTANT for such work.

D. Should termination occur, all finished or unfinished documents, data, studies, surveys, drawings, maps, reports and other materials prepared by CONSULTANT will, at CITY's option, become CITY's property, and CONSULTANT will receive just and equitable compensation for any work satisfactorily completed up to the effective date of notice of termination, not to exceed the total costs under Section 1(C).

E. Should the Agreement be terminated pursuant to this Section, CITY may procure on its own terms services similar to those terminated.

F. By executing this document, CONSULTANT waives any and all claims for damages that might otherwise arise from CITY's termination under this Section.

17. **OWNERSHIP OF DOCUMENTS; EXCEPTIONS; WARRANTY**. Except as otherwise provided below, all documents, data, studies, drawings, maps, models, photographs and reports prepared by CONSULTANT (collectively, "Documents") under this Agreement are CITY's property. CONSULTANT may retain copies of such Documents as desired but will deliver all original materials to CITY upon CITY's written notice. CITY agrees that use of CONSULTANT's completed work product, for purposes other than identified in this Agreement, or use of incomplete work product, is at CITY's own risk. CONSULTANT warrants that all Documents it drafts and completes pursuant to this Agreement constitutes original work. Specifically, CONSULTANT understands and agrees that use of artificial intelligence (AI) tools including, without limitation, ChatGPT, Microsoft's Bing Chat, Google's Bard, and Meta's LLaMA (Large Language Model Meta AI), in the performance of this Agreement does not constitute an original work, i.e., submitting Documents generated by such AI tools to CITY and representing it as CONSULTANT's original work constitutes a material breach of this Agreement, constitutes a false claim, and may also violate applicable intellectual property right laws including, without limitation, United States Copyright Law. Accordingly, and notwithstanding any other provision of this Agreement as to ownership, CITY specifically rejects ownership of such Documents. CONSULTANT is required to indemnify and defend CITY to the fullest extent allowed by applicable law should it violate this Section.

18. **PUBLICATION OF DOCUMENTS**. Except as necessary for performance of service under this Agreement, no copies, sketches, or graphs of materials, including graphic art work, prepared pursuant to this Agreement, will be released by CONSULTANT to any other person or public CITY without CITY's prior written approval. All press releases, including graphic display information to be published in newspapers or magazines, will be approved and distributed solely by CITY, unless otherwise provided by written agreement between the parties.

EXHIBIT "B"

19. **INDEMNIFICATION**.

A. CONSULTANT agrees to the following:

i. *Indemnification for Professional Services*. CONSULTANT will save harmless and indemnify and at CITY's request reimburse defense costs for CITY and all its officers, volunteers, employees and representatives from and against any and all suits, actions, or claims, of any character whatever, brought for, or on account of, any injuries or damages sustained by any person or property resulting or arising from any negligent or wrongful act, error or omission by CONSULTANT or any of CONSULTANT's officers, agents, employees, or representatives, in the performance of this Agreement, except for such loss or damage arising from CITY's sole negligence or willful misconduct.

ii. *Indemnification for other Damages*. CONSULTANT indemnifies and holds CITY harmless from and against any claim, action, damages, costs (including, without limitation, attorney's fees), injuries, or liability, arising out of this Agreement, or its performance, except for such loss or damage arising from CITY's sole negligence or willful misconduct. Should CITY be named in any suit, or should any claim be brought against it by suit or otherwise, whether the same be groundless or not, arising out of this Agreement, or its performance, CONSULTANT will defend CITY (at CITY's request and with counsel satisfactory to CITY) and will indemnify CITY for any judgment rendered against it or any sums paid out in settlement or otherwise.

B. For purposes of this section "CITY" includes CITY's officers, officials, employees, agents, representatives, and certified volunteers.

C. It is expressly understood and agreed that the foregoing provisions will survive termination of this Agreement.

D. The requirements as to the types and limits of insurance coverage to be maintained by CONSULTANT as required by Section 23, and any approval of said insurance by CITY, are not intended to and will not in any manner limit or qualify the liabilities and obligations otherwise assumed by CONSULTANT pursuant to this Agreement, including, without limitation, to the provisions concerning indemnification.

20. **ASSIGNABILITY**. This Agreement is for CONSULTANT's professional services. CONSULTANT's attempts to assign the benefits or burdens of this Agreement without CITY's written approval are prohibited and will be null and void.

EXHIBIT B

21. **INDEPENDENT CONTRACTOR**. CITY and CONSULTANT agree that CONSULTANT will act as an independent contractor and will have control of all work and the manner in which is it performed. CONSULTANT will be free to contract for similar service to be performed for other employers while under contract with CITY. CONSULTANT is not an agent or employee of CITY and is not entitled to participate in any pension plan, insurance, bonus or similar benefits CITY provides for its employees. Any provision in this Agreement that may appear to give CITY the right to direct CONSULTANT as to the details of doing the work or to exercise a measure of control over the work means that CONSULTANT will follow the direction of the CITY as to end results of the work only.

22. **AUDIT OF RECORDS**. CONSULTANT will maintain full and accurate records with respect to all services and matters covered under this Agreement. CITY will have free access at all reasonable times to such records, and the right to examine and audit the same and to make transcript therefrom, and to inspect all program data, documents, proceedings and activities. CONSULTANT will retain such financial and program service records for at least three (3) years after termination or final payment under this Agreement.

23. **INSURANCE**.

A. Before commencing performance under this Agreement, and at all other times this Agreement is effective, CONSULTANT will procure and maintain the following types of insurance with coverage limits complying, at a minimum, with the limits set forth below:

Type of Insurance	Limits
Commercial general liability:	$2,000,000
Professional Liability	$1,000,000
Business automobile liability	$1,000,000
Workers compensation	Statutory requirement

B. Commercial general liability insurance will meet or exceed the requirements of the most recent ISO-CGL Form. The amount of insurance set forth above will be a combined single limit per occurrence for bodily injury, personal injury, and property damage for the policy coverage. Liability policies will be endorsed to name CITY, its officials, and employees as “additional insureds” under said insurance coverage and to state that such insurance will be deemed “primary” such that any other insurance that may be carried by CITY will be excess thereto. Such endorsement must be reflected on

EXHIBIT B

ISO Form No. CG 20 10 11 85 or 88, or equivalent. Such insurance will be on an "occurrence," not a "claims made," basis and will not be cancelable or subject to reduction except upon thirty (30) days prior written notice to CITY.

C. Professional liability coverage will be on an "occurrence basis" if such coverage is available, or on a "claims made" basis if not available. When coverage is provided on a "claims made basis," CONSULTANT will continue to renew the insurance for a period of three (3) years after this Agreement expires or is terminated. Such insurance will have the same coverage and limits as the policy that was in effect during the term of this Agreement, and will cover CONSULTANT for all claims made by CITY arising out of any errors or omissions of CONSULTANT, or its officers, employees or agents during the time this Agreement was in effect.

D. Automobile coverage will be written on ISO Business Auto Coverage Form CA 00 01 06 92, including symbol 1 (Any Auto).

E. CONSULTANT will furnish to CITY duly authenticated Certificates of Insurance evidencing maintenance of the insurance required under this Agreement and such other evidence of insurance or copies of policies as may be reasonably required by CITY from time to time. Insurance must be placed with insurers with a current A.M. Best Company Rating equivalent to at least a Rating of "A:VII."

F. Should CONSULTANT, for any reason, fail to obtain and maintain the insurance required by this Agreement, CITY may obtain such coverage at CONSULTANT's expense and deduct the cost of such insurance from payments due to CONSULTANT under this Agreement or terminate pursuant to Section 16.

G. Self-Insured Retention/Deductibles. All policies required by this Agreement must allow CITY, as additional insured, to satisfy the self-insured retention ("SIR") and deductible of the policy in lieu of CONSULTANT (as the named insured) should CONSULTANT fail to pay the SIR or deductible requirements. The amount of the SIR or deductible is subject to the approval of the Assistant City Attorney and the Finance Director. CONSULTANT understands and agrees that satisfaction of this requirement is an express condition precedent to the effectiveness of this Agreement. Failure by CONSULTANT as primary insured to pay its SIR or deductible constitutes a material breach of this Agreement. Should CITY pay the SIR or deductible on CITY's behalf upon the CONSULTANT'S failure or refusal to do so in order to secure defense and indemnification as an additional insured under the policy, CITY may include such amounts as damages in any action

EXHIBIT "B"

against CONSULTANT for breach of this Agreement in addition to any other damages incurred by CITY due to the breach.

24. **USE OF SUBCONTRACTORS**. CONSULTANT must obtain CITY's prior written approval to use any consultants while performing any portion of this Agreement. Such approval must approve of the proposed consultant and the terms of compensation.

25. **INCIDENTAL TASKS**. CONSULTANT will meet with CITY monthly to provide the status on the project, which will include a schedule update and a short narrative description of progress during the past month for each major task, a description of the work remaining and a description of the work to be done before the next schedule update.

26. **NOTICES**. All communications to either party by the other party will be deemed made when received by such party at its respective name and address as follows:

If to CONSULTANT:	If to CITY:
Attention: Click here to enter text.	Attention: Click here to enter text.
Click here to enter text.	City of Monterey Park
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.
phone	phone
email	email

Any such written communications by mail will be conclusively deemed to have been received by the addressee upon deposit thereof in the United States Mail, postage prepaid and properly addressed as noted above. In all other instances, notices will be deemed given at the time of actual delivery. Changes may be made in the names or addresses of persons to whom notices are to be given by giving notice in the manner prescribed in this paragraph.

27. **CONFLICT OF INTEREST**. CONSULTANT will comply with all conflict of interest laws and regulations including, without limitation, CITY's conflict of interest regulations.

28. **SOLICITATION**. CONSULTANT maintains and warrants that it has not employed nor retained any company or person, other than CONSULTANT's bona fide employee, to solicit or secure this Agreement. Further, CONSULTANT warrants that it has not paid nor has it agreed to pay any company or person, other than CONSULTANT's bona fide employee, any fee, commission, percentage, brokerage fee, gift or other consideration contingent upon or resulting from the award or making of this Agreement. Should CONSULTANT breach or violate this warranty, CITY may rescind this Agreement without liability.

EXHIBIT "B"

29. **THIRD PARTY BENEFICIARIES**. This Agreement and every provision herein is generally for the exclusive benefit of CONSULTANT and CITY and not for the benefit of any other party. There will be no incidental or other beneficiaries of any of CONSULTANT's or CITY's obligations under this Agreement.

30. **INTERPRETATION**. This Agreement was drafted in, and will be construed in accordance with the laws of the State of California, and exclusive venue for any action involving this agreement will be in Los Angeles County.

31. **COMPLIANCE WITH LAW**. CONSULTANT agrees to comply with all federal, state, and local laws applicable to this Agreement.

32. **ENTIRE AGREEMENT**. This Agreement, and its Attachments, sets forth the entire understanding of the parties. There are no other understandings, terms or other agreements expressed or implied, oral or written. There are Click here to enter text. Attachments to this Agreement. This Agreement will bind and inure to the benefit of the parties to this Agreement and any subsequent successors and assigns.

33. **RULES OF CONSTRUCTION**. Each Party had the opportunity to independently review this Agreement with legal counsel. Accordingly, this Agreement will be construed simply, as a whole, and in accordance with its fair meaning; it will not be interpreted strictly for or against either Party.

34. **SEVERABILITY**. If any portion of this Agreement is declared by a court of competent jurisdiction to be invalid or unenforceable, then such portion will be deemed modified to the extent necessary in the opinion of the court to render such portion enforceable and, as so modified, such portion and the balance of this Agreement will continue in full force and effect.

35. **AUTHORITY/MODIFICATION**. The Parties represent and warrant that all necessary action has been taken by the Parties to authorize the undersigned to execute this Agreement and to engage in the actions described herein. This Agreement may be modified by written amendment. CITY's Manager, or designee, may execute any such amendment on behalf of CITY.

36. **ELECTRONIC SIGNATURES.** This Agreement may be executed by the Parties on any number of separate counterparts, and all such counterparts so executed constitute one Agreement binding on all the Parties notwithstanding that all the Parties are not signatories to the same counterpart. In accordance with Government Code §16.5, the Parties agree that this Agreement, Agreements ancillary to this Agreement, and related documents to be entered into in connection with this Agreement will be considered signed when the signature of a party is delivered by electronic transmission. Such electronic signature will be treated in all respects as having the same effect as an original signature.

EXHIBIT "B"

37. **CAPTIONS**. The captions of the paragraphs of this Agreement are for convenience of reference only and will not affect the interpretation of this Agreement.

38. **TIME IS OF ESSENCE**. Time is of the essence for each and every provision of this Agreement.

39. **FORCE MAJEURE**. Should performance of this Agreement be prevented due to fire, flood, explosion, acts of terrorism, war, embargo, government action, civil or military authority, the natural elements, or other similar causes beyond the Parties' reasonable control, then the Agreement will immediately terminate without obligation of either party to the other.

40. **STATEMENT OF EXPERIENCE**. By executing this Agreement, CONSULTANT represents that it has demonstrated trustworthiness and possesses the quality, fitness and capacity to perform the Agreement in a manner satisfactory to CITY. CONSULTANT represents that its financial resources, surety and insurance experience, service experience, completion ability, personnel, current workload, experience in dealing with private consultants, and experience in dealing with public agencies all suggest that CONSULTANT is capable of performing the proposed contract and has a demonstrated capacity to deal fairly and effectively with and to satisfy a public CITY.

EXHIBIT "B"

IN WITNESS WHEREOF, the parties hereto have executed this Agreement the day and year first hereinabove written.

CITY OF MONTEREY PARK

Consultant name

_____
Enter Name, City Manager

_____
Click here to enter text.

ATTEST:

_____
Enter Name, City Clerk

APPROVED AS TO FORM:

_____
Karl H. Berger, City Attorney

Taxpayer ID No. enter no.
Click here to enter text.

EXHIBIT "B"

CITY OF MONTEREY PARK
Request for Proposal No. 841
for UTLITY BILLING SOFTWARE
EXHIBIT "C"

The City of Monterey Park (City) is located at the western gateway to the San Gabriel Valley, in Los Angeles County, just a few miles east of downtown Los Angeles. The CITY encompasses an area of 7.73 square miles with a population of 56,544.

The City is responsible for providing water and sewage services for the City's residents. The City also maintains the customer water and sewage service accounts and provides billing and payment services. In 2024/25 the City issued a total of 153,387 open/current, and 9,382 delinquent account statements. The City's bill cycle is 01-04 on week 1, cycle 05-09 on week 2, cycle 10-14 on week 3 and cycle 15-18 on week 4. Files are transmitted for billing every Thursday (except holidays).

The City is seeking a utility billing software application that will meet current core functions and future needs of the City, and will integrate all aspects of utility services, including maintaining accounts, billing and collection, payment interface solutions with mobile apps and cloud-based technology. Also preferred, ability to interface with InvoiceCloud (digital billing and payment platform), and the City's Water Advanced Metering Infrastructure (AMI) Meter system. In addition to the installation of the new utility billing software, the vendor must also convert current utility billing data, including customer information, account balances, meter number, service address, etc. into the new software database, train City staff, and extend technical support as long as the City contracts with the vendor.

The following scope of work is a summary of the general requirements identified by the CITY for this new system- in no specific order of importance: Proposals must respond to each item in this section by listing the item number and providing a complete response to each question.

PART I GENERAL REQUIREMENTS

1. SYSTEM REQUIREMENT:

   All software is to be free from defects in design, material, workmanship, capable of sustained performance in the operating environment and provide the following:

   a. System should expedite processes such as setting up new accounts, meter change outs and creating service orders.

   b. Provides various levels of security. Access should allow each user group to be granted full access, read-only access, or limited access. Allow for administration of user access and password administration including but not limited to Single-Sign-On connectivity with City's Active Directory.

   c. Support an unlimited number of accounts.

d. Ability to query an account based on various search criteria such as customer name, account number, social security number, phone number, parcel number, service address, or meter number.

e. Provides administration including the ability to change or update field values within the system.

f. Ability to define, add, change and delete an unlimited number of account types.

g. System should allow for an unlimited number of user logins without additional fees.

h. Provides technical support for software and hardware Monday through Friday.

i. Provides a Coding Accuracy Support System (CASS) certification process to ensure and maintain accurate postal information.

j. True-Cloud based SaaS solution.

k. Real-time integration has already been built to Invoice Cloud.

l. Interface to cash register, general ledger, meter reading, remittance processing software, parcel inventory, and mapping and web application.

m. Capability to efficiently handle and track deposits.

n. Ability for unlimited notes on accounts with the ability to assign alert flags to accounts with notes.

o. Ability to provide an audit trail for changes to an account.

p. Support unlimited transaction and consumption history.

q. Robust reporting module.

r. Application Programing Interface (API) to work with other internal systems within Monterey Park, such as asset management systems.

s. Ability to track an unlimited number of user-defined events on an account (i.e. late notices, shut off, etc.).

t. Non-ticket-based support system.

u. 12-month recorded uptime average of 99% or better.

v. Live data backup to the keystroke.

2. CUSTOMER PORTAL:

The system should offer a full-service customer portal that includes but is not limited to:

a. Ability for customers to make payment through a variety of platforms including online web payments, automatic withdrawal from bank accounts, credit cards, cash and/or check. Additionally, customers should have the option to opt out of paper billing and/or receive e-mail notification.

b. System provides summary and detail level inquiry of customer records.

c. Provides new account set up and account maintenance on-line in real time.

d. Accommodates new customers at an existing service change of address through an automated transfer function.

e. Ability to transfer customer balance, deposits and other occupant related information to a new account when a customer transfers to a new service address.

f. Ability to track information through the system by contact or property. Ability to see all accounts at a given property (current and prior) and be able to view all accounts associated with a customer.

g. Ability to track information through system by customers.

h. Ability to view all current and closed accounts that customer has and status of accounts.

i. Ability to display account information via web application.

3. RATES AND FEES MANAGEMENT

The system should provide a wide range of user-friendly functions to meet City needs that include but are not limited to:

a. Ability to define, add, change, and delete an unlimited number of rate code types and amounts.

b. Ability to define an effective date for rate tables and prorate charges based on the effective date.

c. Ability to define service rates that are consumption based, fixed, percentages, subtract meters, budget based, tiered, or seasonally averaged.

d. Ability to base charges for non-metered services such as sewer on water consumption with the ability to cap sewer charges (for example based on average water consumption over a 3-month period).

e. Ability to define distribution of fees to multiple general ledger accounts based on user-defined account type, fee category, service type, or reason code.

f. Ability to define, add, change, and delete an unlimited number of service types.

g. Ability to assess various types of penalties for high use during mandatory water conservation based upon various criteria such as water budget and percent reduction.

h. Ability to enter stop and start dates for individual fees on an account.

4. BILLING MANAGEMENT

The system should provide a wide range of user-friendly billing management functions to meet City needs that include but are not limited to:

a. Supports a multi-cycle billing system.

b. Provides a complete or exception only billing pre-list for review prior to bill printing.

c. Allows printing of multiple cycles in one billing run.

d. Generates one utility bill covering all services and charges and itemizes charges separately.

d. Maintains a file of comments for inclusion on utility bills, reminder notices or shut-off notices.

f. Provides user-defined free form message on bills.

g. Bill includes billing date, account number, service period, current read, prior read, consumption billed, itemized charges, balance forward, amount due, due date, numerical and graphical prior-same period usage, average gallons used per day and a comments section.

h. Generates a return stub so that cash receipts can be read with an optical character reader, scanning the account and amount.

i. Ability to view and reprint a past bill at any time.

j. Produces final notices.

k. Ability to produce statements for customers with multiple utility accounts.

l. Ability to sort bills by zip plus four to take advantage of postage discounts.

m. Ability to export bills to a file for 3rd party printing.

n. Ability to prorate bills for new and closed accounts.

o. Supports calculation of consumption using current and previous meter readings multiplied by user defined multipliers (such as number of dwelling units).

p. Calculates final bills during any cycle based on the internal issuance of a turn off service order or closing a customer account.

q. Supports billing adjustments such as read errors, automatically adjusts billing amounts and history.

r. Allows printing of third party (dual notification) bills during bill run.

s. Ability to not print a paper bill and email the bill to the customer.

5. FINANCIAL MANAGEMENT

The system should provide a wide range of user-friendly financial management functions to meet City needs that include but are not limited to:

a. Allows positive or negative transaction adjustments with a complete audit trail.

b. System automatically generates the appropriate journal entries for "internal" accounts.

c. Provides automatic allocation of payments to billed service with ability to adjust or override the default distribution.

d. Accepts overpayment credit adjustment with amount maintained as unapplied credit balance or be applied to the next service bill.

e. Provides complete audit trail of payments processed for reconciliation prior to general ledger cash posting.

f. Ability to generate a counter invoice detailing charges and balance due.

g. Ability to import payment records from bank websites and remittance processing software.

h. Ability to accept full, over, partial, and pre-payments.

i. Ability to distribute partial payments based on user-defined preference (due date, service type, or percentage).

j. Provision for data entry correction of any distribution errors.

k. Provides for auto-pay option for customers to pay from customer's bank account or credit card.

l. Ability to scan payment information directly into the system using a bar code or OCR scanner.

m. Ability to support payment arrangements for customers to schedule payments for outstanding balances.

n. Ability to recognize pending payments to prevent customers from being included on the shut-off list.

o. Ability to display transaction history including bills, receipts adjustments, credits and refunds for an account.

p. Ability to display details of transaction and drill down to transaction.

q. Accepts only one deposit per customer account.

r. Ability to automatically apply deposits to a final bill or an account that has been in good standing for a user-defined period.

s. Ability to automate the credit/refund process by batch.

t. Ability to automatically apply deposits to the correct revenue accounts.

u. Ability to display account transaction history via web application.

v. Ability to pay outstanding balances or set up automatic payment from credit card or checking account via web application.

6. DELINQUENCY MANAGEMENT

The system should provide delinquency account management capability that includes the following:

a. Ability to age accounts in 30-, 60-, 90- and 120-day increments.

b. Ability to automatically add late penalties or interest to delinquent accounts according to a flexible rate structure determined by the user.

c. Automatic printing of shut off notices and service orders through interface to service order system.

d. Ability to produce delinquent bills for customers that have already received a final bill but continue to maintain an unpaid balance.

e. Automated special payment arrangements allowing customer to pay amount due over time.

f. Ability to automatically assess a charge to an account if a shut off is processed.

g. Allows selected accounts to be flagged as exempt from receiving past due notices.

h. Processes accounts for write off and collection.

i. Maintains a dynamic shut-off list that can be automatically or manually updated.

j. Produces shut off and restore door tags for accounts that are being shut off.

k. Ability to deliver shut off and restore tags to account holders via email.

7. SERVICE ORDER MANAGEMENT

The proposed system will include the following:

a. Ability to define, add, change, and delete service order types.

b. Service order system provides automated updates to the utility system upon completion of service order.

c. A history of all service orders related to a service address should remain with the service address record. Service orders should provide drill down functionally for details of actual service order.

8. REPORTING

A vital tool for the City's utility services, the proposed system should include:

a. Includes standard financial, operational, service work order reports and audit reports.

b. Includes the ability to run reports for any given period in history.

c. Includes end-user reporting tool to create reports based on any field combination or partial field within the utility billing system, including three custom reports at launch.

d. Ability to export reports to Microsoft Excel and Word.

e. Ability to generate a list of accounts, customers, or meters based on user-defined

selection criteria.

f. Ability to generate analysis reports with user-defined parameters with flexible selection criteria and grouping options.

9. HARDWARE AND SOFTWARE STANDARDS

The City requires solutions that comply with the following standards:

- If the solution is on-premises (not in the cloud), then it must be compatible with
  Virtual Infrastructure (VI): VMWare, Hyper-V, ProxMox or compatible VI
  Server Operating System: Minimum – Windows 2019, Preferred - Windows 2022
  Database: Microsoft SQL Server 2022

- If on the cloud-hosted (online), then it must be compatible with
  Browser: Chrome, Edge, Firefox, Safari
  Security: Minimum TLS 1.2, Standard TLS 1.3

PART II - TECHNICAL PROPOSAL

A. QUALIFICATIONS AND EXPERIENCE

The City is looking for a highly experienced vendor with an established track record providing solutions to municipalities that can meet all the requirements identified.

B. KEY PERSONNEL

1. Provide the name, title, address, phone number, and email address of the primary contact person(s) assigned to this account.

2. Describe your firm's policy on changing the primary contact person on an account.

3. Name the individuals who will work with the City on a day-to-day basis. Information should include:

   a. Biographical information

   b. Experience working with other governmental entities

c. Proposed role concerning the City's account

d. Number of years of experience in this field

e. Number of years with your agency.

f. Describe the level of local decision-making authority these individuals have to handle emergency needs of the City as they arise.

4. Will a specific customer service representative/Government Services Division be assigned to handle day-to-day transactions for the City?

   a. Describe the responsibilities of the customer service personnel, including the chain of command for problem resolutions.

   b. Is local customer service support available?

   c. What are the hours of operation of each customer service unit involved in supporting the proposed services?

   d. If the City discovers any error, how would you propose to resolve it (i.e. who should the City contact)?

5. After the initial transition, how often will the primary relationship manager attend on-site meetings with City staff? Describe a typical meeting agenda for this on-site meeting.

D. IMPLEMENTATION/CONVERSION

1. Please provide a detailed implementation and conversion plan which will identify all tasks, estimated timeframes for the tasks, milestones, roles and responsibilities for the City and your agency's personnel. Include a list of the minimum anticipated deliverables.

E. REFERENCES

Provide at least three (3) local governmental references that are of similar size (i.e. scope of service utilization) as the City. Please include the following information for each reference:

- Contact name and title
- Name and address of the government
- Phone number and email address
- Services provided
- Number of years as customer and services provided

F. CONTRACT/REPORTS TO BE INCLUDED IN THE PROPOSAL.
- Year End Reports
- Past Due Reports
- Cycle reports
- Revenue reports; water vs sewer

PART III COST PROPOSAL

The Cost Proposal must list the name and complete address of the bidder in the upper, left-hand corner.

The Cost/Price format for the proposal must be as outlined in the Agreement for services, Exhibit "A."

Total cost must be clearly indicated at the end of the Cost Proposal and entered on the first page of the proposal.

Costs must be itemized per the agreement for the proposed services.

Charges for supplies, equipment, travel, and subcontractors will be paid at cost. It is expected that general, overhead, and administrative costs are included in the hourly rate for labor. Bids submitted will be held to the total cost given in the response quote. It will be assumed that all contingencies and/or anticipated escalations are included. No additional funds will be paid above and beyond the original quote given by the selected bidder.