

Request for

Competitive Sealed Proposal

TAC978A Utility Bill Printing and Mailing

Services

Addendum 1

NIGP Commodity Code(s):

915-58-00 Mailing Services (Includes, Addressing, Collating, Packaging, Sorting and Delivery)

946-49-85 Utility Financial Services

966-27-00 Electrostatic Printing Services

Submit proposals (sealed) to:

Deputy City Clerk
City of Tulsa
175 E. 2ND St.
Suite 260
Tulsa, OK 74103



February 18, 2019

Addendum #1

Please note the following changes which have been made for clarification to this Invitation for Sealed Bid. **This addendum must be listed as Addendum #1 on Form #6** of the bid package as verification that you have received and are aware of the information contained herein.

QUESTIONS/CLARIFICATION/CHANGES:

CHANGE:

1. Corrected time of day for date submissions are due under A. General Requirements of the section titled II. INSTRUCTIONS FOR SUBMITTING A PROPOSAL:
2. Added to item 5 under SCOPE OF WORK: Option to print Cut-Off notices as needed if determined to be in the best interest of the City and authorized in writing by the City the Tulsa Utilities Systems Manager.
3. Added to the references: The second side to Attachment D
4. Added to Price Sheet Summary – Exhibit A: Cut-Off Notice – 2 sided -Printed as needed on orange paper. This item is optional. Delivery must be authorized in writing by the City's Utilities Systems Manager.

Questions and answers appear below.

1. Can the perforation be 3-1/4" or 3-1/2" instead of 3-1/8"? 3-1/8" is not a standard perforation for us but we can get it if needed.
Answer: No. Spacing options in the bill design prevent the perforation from being higher.
2. On page 6, Item 5 (now page 5) under Scope of Work, there is a list of items to store on-site for inserting. May the chosen vendor print these items at time of mailing as an alternative course of action?
Answer: Yes. However, this option will be limited to Cut-Off Notices and made available only if it is in the best interest of the City of Tulsa (City). Side two for Attachment D has been added for reference and a line for the optional cost to print appears as part of Exhibit A. Envelopes and Brochures are subject to existing agreements.
3. Does the City currently produce these statements in-house or outsource this work?
Answer: The City currently uses a vendor to produce and mail statements.
4. If outsourced, who is the City's current print and mail vendor?
Answer: Technical Programming Services Inc.
5. If outsourced, please provide current pricing or pricing that won the previous contract.
Answer: \$.0685 with postage as a direct pass thru charge.

6. How much did the City pay for postage in the latest utility statement mailing?
How many envelopes did that include?
Answer: Postage for both bills and letters run around \$55,000 per month which includes an average of monthly envelope usage of 144,850.
7. Is there a local vendor preference? If so, why is that the case?
Answer: The timing of mail delivery as well as any postage variation if coming from a different Automated Area Distribution Center will be considered.
8. Has the City experienced problems previously with late mailings?
Answer: Not in recent years.
9. Is there any interest in your print and mail vendor also managing online payments and billing?
Answer: Not at this time.
10. Will it be possible for us to get an accurate copy of your bill which includes the blue color/paper?
Answer: The bill provided in the Bid contains the specs for the most recent draft.
11. Will the City consider mailing their regular bill statements on White paper?
Answer: No. Citizen feedback has specifically requested the bill color to remain the same.
12. Can we bid this using our #10 large window envelope along with our return window envelope instead of needing the City to supply the envelopes?
Answer: Bidding the #10 large envelopes is outside the scope for this bid. The City requests quotes for envelopes annually in a separate solicitation.
13. On page 7, number 7 it states, "Respondent shall perform pick-up and delivery at no additional cost to the City". Can you clarify what this pertains to?
Answer: The requirement pertains to item 4h (which has otherwise been accomplished by electronic review in the past), as well as 4j. On occasion (1-2 times per year), the City has provided recycled cut-off notices (4e and Attachment D) that has been picked up by the current vendor to be re-used.

THE REST OF THIS PAGE LEFT INTENTIONALLY BLANK

I. STATEMENT OF PURPOSE:

With this Competitive Sealed Proposal (CSP) request, we are searching to secure services to provide comprehensive utility bill processing which includes printing, sorting, stuffing and mailing bills.

We enthusiastically look forward to receiving your proposal.

II. INSTRUCTIONS FOR SUBMITTING A PROPOSAL:

A. General Requirements

1. The proposal **must** be received by **5:00 p.m. on Wednesday, February 27, 2019, Central Standard Time**. Proposals must be sealed in an envelope or box clearly labeled **"TAC978A Utility Bill Printing and Mailing Services"**.

Proposals arriving late will be **returned unopened**.
2. Proposals must be delivered sealed to:

**Deputy City Clerk
City of Tulsa
175 E. 2nd St.
Suite 260
Tulsa, OK 74103**
3. All interested Respondents (Sellers) are required to register with the Buyer, Terry O. Thomas, in order to receive updates, addenda or any additional information required. The City is not responsible for any failure to register.
4. Inquiries to the Buyer requesting clarification regarding this CSP request or the content herein must be made via e-mail and must be received prior to the end of the business day on **February 12, 2019**.

Terry O. Thomas, Senior Buyer

tthomas@cityoftulsa.org

Any questions regarding this CSP request will be handled as promptly and as directly as possible. If a question requires only clarification of CSP request instructions or specifications, it will be handled via e-mail, or verbally. If any question results in material changes or additions to the CSP request, those changes or additions will be forwarded to all registered Respondents as quickly as possible by addendum.

5. Respondents shall designate a contact person, with appropriate contact information, to address any questions concerning a proposal. Respondents shall also state the name and title of individuals who will make final decisions regarding contractual commitments and have legal authority to execute a contract on the Respondent's behalf.

6. Proposals will be opened on the morning after the due date, at 8:30am, at the:

**Standards, Specifications, and Awards Committee Meeting
175 East 2nd Street, 2nd Floor
City Council Chamber**

B. General Notifications

1. With this Competitive Sealed Proposal request, the City reserves the right to do the following:
 - a. To conduct oral or written discussions with Respondents, after proposals are received, concerning technical and Price aspects of the proposals and/or to allow Respondents to revise their proposals, including Price;
 - b. To evaluate, after proposals are received, the relative abilities of Respondents to perform, including their technical or professional experience and/or expertise;
 - c. To conduct a comparative evaluation, after proposals are received, of the differing Price, service, quality, contractual factors, technical content and/or technical and performance capability of the proposals;
 - d. To negotiate mutually agreeable terms in a contract;
2. The City of Tulsa notifies all possible Respondents that no person shall be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, sex, age, ethnicity, or on any other basis prohibited by law.
3. All Respondents shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination.
4. All Respondents shall comply with the Americans with Disabilities Act (ADA) and all proposals and any subsequent contract shall include the following statement:

“Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act.”

It is understood that the program of the Respondent is not a program or activity of the City of Tulsa. The Respondent agrees that its program or activity will comply with the requirements of the ADA. Any costs of

such compliance will be the responsibility of the Respondent. Under no circumstances will the Respondent conduct any activity which it deems to not be in compliance with the ADA.

5. Although it is the City's intent to choose only the most qualified Respondents to interview, the City reserves the right to choose any number of qualified finalists for interview and/or final selection.
6. This Competitive Sealed Proposal request does not commit the City of Tulsa to pay any costs incurred in the submission of a proposal or the costs incurred in making necessary studies and designs for preparation thereof, or contract for service or supplies.

III. BACKGROUND:

The Utilities Services Division bills all Tulsa Water, Sewer, Refuse, Stormwater and EMSA utility customers. Approximately 145,000 bills are printed and mailed each month. The inclusion of more information on the bill requires an 8 ½ x 11 inch bill printed on blue paper and laser or other non-impact printing.

The bill print file provided daily by the City will be one or more raw data files. Normally two to five files will be provided each business day that may contain more than one full billing cycle.

For bill data transfers in an XML (eXtensible Markup Language) format, an XML field will populate with an indicator on each bill's data with a "Y" or "N" that will identify a bill as clerical inspect. All clerical inspect bills are to be returned electronically to the city each day.

Occasionally there will be modifications made to the City's bill print file which may require minor programming changes by the Respondent to its bill print software. See example XML Layout Attachment A and bill sample Attachment B.

IV. SCOPE OF WORK:

1. The Respondent shall sort, print, stuff and mail, via US Postal Service, all bills by 6:00 p.m. on the same day data is received. The City will transmit billing data each day at 10:00 AM. Both the City and the Respondent are responsible to notify each other of any failure to meet these routine deadlines. The Respondent must have the contingency arrangements to assure adherence to these hours in the event of equipment or other operational failure.
2. The Respondent shall perform minor programming changes at no additional cost throughout the contract period. These changes may occur two or three times a year and include modifications to the placement of a bill message or to the terminology of the bill message.
 - a. In addition, as billing software revisions are received, test files will be sent to the Respondent for generation of sample bills to prove the billing revisions.
 - b. No additional fees will be paid for such services.
3. The Respondent shall allow the City to initiate all file transfers; both inbound

and outbound. The Munis Utility Billing system supports bill data file transfer in XML or PDF (Portable Document Format) to the Respondent by internet FTP (File Transfer Protocol) preferred.

- a. If billing data is transferred in a PDF format, the Respondent will provide the ability to read the PDF to determine the following:
 - i. When a multipage bill stops, and another begins.
 - ii. When a bill insert is needed (based on text on a predetermined area of the bill.)
 - iii. The ability to add the appropriate USPS IMB (Intelligent Mail Barcode) at the time of printing based upon data read on the PDF file.
- b. The Respondent will provide a daily file of bills that do not qualify for the lowest possible postage rate (zip + 4) due to incorrect/insufficient address. File will contain customer name, account number, and mailing address. No additional fee will be paid for this service.

4. The Respondent shall custom develop the print and format instruction for all of the equipment used in this application. The Respondent is expected to format the data received from the City's XML daily files into the bill format, and print the bills using laser or similar non-impact printing equipment. The XML data file layout is not alterable. Sample bills are attached as part of this specification and should be followed as close as possible for bill data, layout, fonts and graphics. See Attachment B for examples.
 - a. The bill is to be printed on standard 8 ½ x 11 inch, 24# bond colored paper that is Pantone® PMS317 or a substantially similar shade of blue (e.g. Boise's Fireworx®, Bottle Rocket Blue™), which the Respondent will provide. The City's approval of the paper to be used for the bill is required. The City will provide the pre-printed outer window envelopes, and the inner return envelopes, the brochures and the Cut-Off notices to be inserted. The brochure must be folded for insertion.
 - b. The bill is to be printed on dual sides. Different messages will be required to be printed on various bills, as indicated in specified XML fields. On occasion, the City will request that a message be printed on specific bills; the City will provide the text of the message in the identified XML field.
 - c. The bill is to be perforated across the lower portion at 3 1/8" from the bottom, to facilitate the easy removal of the return portion of the bill by our customers.
 - d. Bills, averaging 7,000 per cycle, will be double folded by the Respondent, and inserted by the Respondent into City provided window envelopes; the Respondent will also insert one (1) City provided brochure (**see Attachment C**) and a return envelope if appropriate, into the outer envelope with the bills. The City will provide an XML indicator on each bill's data record to indicate whether to insert the return envelope. Generally, only one cycle is billed per day. However, at least twice each month, the Respondent will be required to produce bills for two cycles on a single day, and there will be other occasions which will necessitate doubling up on

billing. Most of these other incidents can be scheduled by the City and the Respondent provided with at least a week's prior notification. If, on rare occasions, the City fails to produce the day's bill data file, the Respondent will be required to produce bills for two cycles on the following business day.

- e. Additionally, for those bills in arrears, averaging 700 of the 7,000 per cycle, the City will provide a "Cut-Off" notice (**see Attachment D**), which must also be inserted in the outer envelope with the appropriate bills. The City will provide an XML field with text on each bill's data record to indicate whether or not to insert the "Cut-Off" notice.
- f. In certain months, an additional brochure may be requested to be inserted with specific bills. The criteria for the bills that will receive these inserts will be based on a data field or fields in a bill's data record. The City will provide the data field information and test any program modifications to verify bills are coded to receive the insert. Inserts range from single-sheet 20lb third-folded sheets on white or Astrobrights® paper to a single 20lb 11"X17" sheet folded into booklet shape and tri-folded again for insertion. Inserts include City newsletters, important account information such as cutoff notices, and program information documents.
- g. Clerical inspect bills, averaging 65 per cycle, will be returned to the City. The City will provide a single character XML data field on each bill's data record to indicate whether the bill is to be pulled for inspection. If PDF files are provided in place of XML files, the clerical inspect bill will be at the back of the file and identified appropriately. A small number of these bills will be mailed directly from City Hall and will not be returned to the Respondent.
- h. Occasionally, the City may request the Respondent to print and sort a cycle of bills for review on a Saturday. Should the City exercise this additional service, the Respondent would be given at least 24 hours' notice. The Respondent is to state whether this service can be accommodated and if so, bid a separate price for the City's exercise of this service.
- i. The City may request the Respondent to deliver to the City a complete cycle of printed and sorted bills for review. The City may also request the Respondent to pick up a cycle of examined bills for stuffing, inserting, sealing and mailing. The Respondent is to state whether this service can be accommodated, and if so bid a separate price for the City's exercise of this option.

5. The Respondent shall provide secure storage for all insert materials which will be delivered by the City or its agents in the following quantities

- 1) A minimum six (6) month's supply of inner and outer envelopes.
- 2) A minimum one (1) month's supply of brochures.
- 3) A minimum six (6) month's supply of Cut-Off notices.

Option to print Cut-Off notices as needed if determined to be in the best interest of the City and authorized in writing by the City the Tulsa Utilities Systems Manager.

6. The Respondent shall provide complete confidentiality for all information contained in the bill data file and the printed bills while in the Respondent's possession. The Respondent is to destroy the daily bill data file as soon as the bills for the day have been successfully printed, folded, inserted, sorted and mailed. The Respondent may not use or disclose the City of Tulsa bill information, including the City's customer names or addresses, for any purpose other than those specifically requested and approved in writing by the City.
7. The Respondent shall perform pickup and delivery at no additional cost to City.
8. The Respondent will provide for printing and mailing of special letters.
 - a. Printing and sorting of letters provided in ASCII (American Standard Code for Information Interchange), CSV (comma-separated values), or PDF file format along with folding, inserting into City envelope, sealing, and delivery to post office. Letters are to be printed on standard 8½ x 11-inch City letterhead paper provided by the City or laser generated City letterhead for the letter. (Generated letterhead must be submitted and approved by City) The letter files are provided in partially formatted print file. The original intent was for local printing on impact or laser printers
 - i. Approximately 40,000 total letters annually. Daily PDF files and CSV files with a mail merge template will be sent daily. The file will be sent by internet FTP.
 - ii. Approximately 5,000 letters needed annually during April and May.
 - b. Printing and sorting of letters provided in a CSV list and master text document letter will use the PAVE sort list (volume permitting), merge with master letter document, print, insert into City envelope, seal and deliver to post office.
 - c. The City may request the Respondent to insert additional brochures with the letters in either requirement for mailing of special letters listed above.
 - d. The Respondent must provide services for special or "rush" projects (e.g. printing and mailing out survey forms) in which the turnaround time may be less than a week.

V. TIME FRAME FOR REVIEW:

The review of proposals is expected to be three (3) weeks, but City reserves the right to vary that as necessary to meet its objectives. This period may vary due to the volume of responses and interviews.

VI. DELIVERABLES:

The products, reports, and plans to be delivered to the City will include:

- 1) producing, sorting, inserting and mailing bills Monday through Friday each week for an average total of 21 days per month.
- 2) daily reports of the number of bills processed and mailed,
- 3) monthly report of the numbers of bills, inserts, letters and postage rates for each Cycle,
- 4) a summary report of Postage rates and numbers of bills processed and mailed on each monthly invoice.
- 5) monthly invoices for all services provided and for any postage required to mail the bills.
- 6) a weekly electronic file which should be a compilation of all previous week's billed. File should be in the same "PDF" format on a CD (compact disc). This file will be delivered to Utilities Services, 15th floor, City Hall, by 4 p.m. of the third business day of the following week.

VII. RESPONDENT AND PROPOSAL REQUIREMENTS:

To be considered, interested Respondents should submit or address the following:

- A. One (1) unbound original and one (1) bound copies of the proposal plus one electronic (1) copy on CD, DVD, or flash drive.
- B. A description of the Respondent's qualifications and experience and that of key personnel assigned to this project (and that of each firm proposed as part of the Respondent's team). It is noted that equipment, material and staff shall be provided by the Respondent.
- C. A description of previous projects that Respondent's firm has conducted for organizations of similar size and complexity. Provide contact names and telephone numbers of references from these organizations.
- D. At the discretion of the City, one or more Respondents may be invited to be interviewed for purposes of clarification or discussion of the proposal.
- E. Any expenses incurred by the Respondent(s) in appearing for an interview or in any way providing additional information as part of the response to this Competitive Sealed Proposal request are solely the responsibility of the Respondent. The City of Tulsa is not liable for any costs incurred by Respondents in the preparation of proposals or any work performed by the Respondent prior to the approval of an executed contract by the City of Tulsa. The City assumes no responsibility or liability for any costs you may

incur in responding to this CSP request, including attending meetings or contract negotiations.

- F. State whether services for special or “rush” projects can be accommodated, and if so, describe how it plans to accomplish such projects.
- G. Contingency arrangements to provide dependable uninterrupted service must be described in detail.
- H. Complete the Respondent Questionnaire
- I. Indicate ability to provide and include pricing for the following:
 - 1. Price per item printed, folded, stuffed, sealed, sorted and delivered to the US Postal Service
 - 2. Price per item a cycle of printed and sorted bills delivered to the City on Saturday for review

VIII. EVALUATION OF PROPOSALS:

A panel consisting of not less than four (4) City of Tulsa employees will evaluate proposals. Selection shall be determined to be in the best interest of the City as evaluated by the City of Tulsa using a point based system. The approval of the selected Respondent will be subject to the final determination of the City and will be contingent on the successful completion of a contract between the City and the successful Respondent.

The submitted bids will be evaluated on the following basis:

Description	Percentage
Cost of Printing, Sorting, Stuffing and Mailing identified in Form 3a (Delivery and Pricing)	40%
Acceptability, benefits, and quality of services identified in narrative responses to questions and requests for information stated in this proposal	50%
Quality of past performance, experience, financial soundness, and reputation of Respondent	10%
TOTAL	100%

IX. AWARD OF PROPOSALS:

The City evaluates proposals based on the general criteria identified in Tulsa Revised Ordinance (TRO) Title 6, Chapter 4, and listed below:

1. The ability, capacity and skill of the Respondent to perform the contract or provide the service required,
2. Whether the Respondent can perform the contract or provide the service promptly or within the time specified, without delay or interference,
3. The character, integrity, reputation, judgment, experience and efficiency of the Respondent,
4. The quality of performance by Respondent of previous contracts or services,
5. The previous and existing compliance by the Respondent with laws and ordinances relating to the contract or service,
6. The sufficiency of the financial resources and ability of the Respondent to perform the contract or provide the service,
7. The quality, availability and adaptability of the Services offered by Respondent to the particular use required,
8. The ability of the Respondent to provide future maintenance, support and service related to Respondent's offer,
9. Where an earlier delivery date would be of great benefit to the Using Department, the date and terms of delivery may be considered in the Proposal award,
10. The degree to which the Proposal submitted is complete, clear, and addresses the requirements in the CSP request specifications,
11. If a point system has been utilized in the CSP request specifications, the number of points earned by the Respondent.
12. The total cost of ownership, including the costs of supplies, materials, maintenance, and support necessary to perform the item's intended function.
13. If an evaluation committee performs the evaluation, the recommendation of such committee.

X. MISCELLANEOUS :

- A.** Your response to this CSP request will be considered part of the contract, if one is awarded to you.
- B.** All data included in this CSP request, as well as any attachments, are proprietary to the City of Tulsa.
- C.** The use of the City of Tulsa's name in any way as a potential customer is strictly prohibited except as authorized in writing by the City of Tulsa.
- D.** Your proposal must clearly indicate the name of the responding organization, including the Respondent's e-mail address and web site information, if applicable, as well as the name, address, telephone number and e-mail address of the organization's primary contact for this proposal. Your proposal must include the name, address, telephone number and e-mail address of the Respondent and/or team of Respondents assigned to the City account.
- E.** The City is bound to comply with Oklahoma's Open Records Act, and information submitted with your proposal, with few exceptions, is a matter of public record. For specifics on the Oklahoma Open Records Act, see the link below:

<https://libraries.ok.gov/law-legislative-reference/library-laws/statutes-open-records/>

The City shall not be under any obligation to return any materials submitted in response to this CSP request.

- F.** The City expects to enter into a written Agreement with the chosen Respondent that will incorporate this CSP request and your proposal. In addition to any terms and conditions included in this CSP request, the City may include in the Agreement other terms and conditions as deemed necessary.

INTEREST AFFIDAVIT

STATE OF _____)
)ss.
COUNTY OF _____)

I, _____, of lawful age, being first duly sworn, state that I am the agent authorized by Seller to submit the attached Proposal. Affiant further states that no officer or employee of the City of Tulsa either directly or indirectly owns a five percent (5%) interest or more in the Respondent's business or such a percentage that constitutes a controlling interest. Affiant further states that the following officers, including any Trustee, and/or employee of the City of Tulsa own an interest in the Respondent's business which is less than a controlling interest, either direct or indirect.

By: _____
Signature

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public

My Commission Expires: _____

Notary Commission Number: _____

County & State Where Notarized: _____

**The Affidavit must be signed by an authorized agent and
notarized**

NON-COLLUSION AFFIDAVIT

(Required by Oklahoma law, 74 O.S. §85.22-85.25)

STATE OF _____)
)ss.

COUNTY OF _____)

I, _____, of lawful age, being first duly sworn, state that:

(Seller's Authorized Agent)

1. I am the authorized agent of Seller herein for the purposes of certifying facts pertaining to the existence of collusion between and among Respondents and municipal officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the Proposal to which this statement is attached.
2. I am fully aware of the facts and circumstances surrounding the making of Seller's Proposal to which this statement is attached, and I have been personally and directly involved in the proceedings leading to the submission of such Proposal; and
3. Neither the Seller nor anyone subject to the Seller's direction or control has been a party:
 - a. to any collusion among Respondents in restraint of freedom of competition by agreement to Propose at a fixed price or to refrain from responding,
 - b. to any collusion with any municipal official or employee as to quantity, quality, or price in the prospective contract, or as to any other terms of such prospective contract, nor
 - c. in any discussions between Respondents and any municipal official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

By: _____
Signature

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public

My Commission Expires: _____

Notary Commission Number: _____

County & State Where Notarized: _____

**The Affidavit must be signed by an authorized agent and
notarized**

AFFIDAVIT OF CLAIMANT

STATE OF _____)
)ss.
COUNTY OF _____)

The undersigned person, of lawful age, being first duly sworn on oath, says that all invoices to be submitted pursuant to this agreement with the City of Tulsa will be true and correct. Affiant further states that the work, services or material furnished will be completed or supplied in accordance with the plans, specifications, orders, requests and/or contract furnished or executed by the affiant. Affiant further states that (s)he has made no payment directly or indirectly to any elected official, officer, or employee of the City of Tulsa, or of any public trust where the City of Tulsa is a beneficiary, of money or any other thing of value to obtain payment of the invoice or procure the contract or purchase order pursuant to which an invoice is submitted. Affiant further certifies that (s)he has complied with all applicable laws regarding equal employment opportunity.

Company: _____

Remit to
Address: _____

City, State
Zip: _____

Phone: _____

Name (print): _____

Signature: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public

My commission expires: _____

My commission number: _____

County and State where notarized: _____

**The Affidavit must be signed by an authorized agent and
notarized**

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS

I hereby acknowledge receipt of the following addenda or amendments, and understand that such addenda or amendments are incorporated into the Bid Packet and will become a part of any resulting contract.

List Date and Title/Number of all addenda or amendments: (Write "None" if applicable).

Sign Here ►

Printed Name:

Title:

Date:

RESPONDENT INFORMATION SHEET

Respondent's Legal Name: _____
(Must be Respondent's company name exactly as reflected on its organizational documents, filed with the state in which Respondent is organized; not simply a DBA.)

State of Organization: _____

Respondent's Type of Legal Entity: (check one)

- () Sole Proprietorship () Limited Liability Company
() Partnership () Limited Liability Partnership
() Corporation
() Limited Partnership () Other: _____

Address: _____
Street
City
State
Zip

Website Address:_____ **Email Address:** _____

Sales Contact:

Name: _____

Street: _____

City: _____

State: _____

Phone: _____

Fax: _____

Email: _____

Legal or Alternate Sales Contact:

Name: _____

Street: _____

City: _____

State: _____

Phone: _____

Fax: _____

Email: _____

FORM #6

**ACKNOWLEDGMENT OF RECEIPT OF
ADDENDA/AMENDMENTS**

I hereby acknowledge receipt of the following addenda or amendments and understand that such addenda or amendments are incorporated into the Bid Packet and will become a part of any resulting contract.

List Date and Title/Number of all addenda or amendments: (Write "None" if applicable).

Sign Here ►

Printed Name:

Title:

Date:

THE REST OF THIS PAGE LEFT INTENTIONALLY BLANK

Form 3A -_Respondent Questionnaire

QUESTIONS:

Responses to the following questions are required:

Vendor Qualifications

1. Describe your qualifications for performing the services required. Include years of experience with similar sized projects, number of personnel and equipment used to perform the services requested.
2. Describe your contingency arrangements to assure adherence to hours specified for service delivery in the event of equipment or other operational failure.
3. Specifically state whether or not you can support each of the Additional Services identified on the Delivery and Pricing Sheet. Note: Bid will only be awarded to a vendor who can currently provide all primary and additional services identified. The exception to this will be if no respondents can meet an additional service requested, in that case, the additional service will be dropped.
4. State hours/days available for direct customer contact.
5. State availability of FTP (File Transfer Protocol) capabilities.
6. State availability of secure testing website.
7. State availability of using the .PDF or XML format, and the pricing for each.

Programming Support

8. Do you do programming changes internally or do you contract out for such services? If you do programming changes in-house, identify the number of programmers on staff and the qualifications of the personnel. If you contract out such services, identify the subcontractor and describe contingency arrangements in the event that the primary subcontractor is unavailable.
9. How many days will be required for minor programming changes? An example of a minor programming change is modification of an OCR (Optical Character Recognition) line on the bill to insert a Mod 10 check digit.
10. How much lead time, number of days, is required to begin delivering the services specified in the bid?

Sorting Procedure

11. Describe the sorting procedure you utilize to sort bills/letters to guarantee lowest postal rates (Zip + 4).
12. What PAVE certified software will you use, and what plans do you have for future upgrades?

References

12. Provide at least three (3) references of customers that you have provided the specific service described in this section.

Price Sheet Summary – Exhibit A

DELIVERY AND PRICING

1. Delivery. You must be able to deliver the Goods and/or Services as specified in your Bid. Failure to do so may result in City terminating your contract or canceling the Purchase Order, pursuing collection under any performance bond, as well as any other damages to which it may be entitled in law and in equity.

2. Pricing. You agree to sell City the following Goods and/or Services according to the fixed prices shown below. You must state the total cost necessary to provide all Goods and/or Services, including all shipping F.O.B Tulsa,

Quantities Shown are Estimates for Comparison Purposes

Item	Description	QTY	Unit Cost	Extended Cost
1	Bills - Printed per page	1,800,000	\$	\$
2	Bills - PAVE sort, fold, insert brochure, insert return envelope, seal and deliver to post office	1,780,000		
3	Fold brochure	1,800,000		
4	Insert cut off notices	180,000		
5	Clerical inspect bills printed and delivered to post office	16,000		
6	Electronic Bill Image Files; monthly compilation	12		
7	Fold and insert additional brochures	365,000		
8	Saturday printed and sorted	7,000		
Sub Total for lines 1-8			\$ _____	

Additional Services:

9	Single Page Letters - Print, fold, insert, seal and deliver to post office. (11A)	45,000		
10	Cut-Off Notice – 2 sided -Printed as needed on orange paper. This item is optional. Delivery must be authorized in writing by the City's Utilities Systems Manager.	20,000		
Sub Total for lines 9 and 10			\$ _____	

Other Costs to City Please identify other services for which there may be a charge.

11	Other (describe):			

Subtotal for Additional Cost to the City, if any			\$ _____	
Total cost for Items 1-11			\$ _____	

Company Name: _____

Date: _____

Signature: _____

Name Printed: _____

Title: _____

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City of Tulsa General Contract Terms

It is anticipated that the City of Tulsa will enter into a contract with the selected Respondent for an initial term ending one (1) year from the date of its execution by the City's Mayor, with four (4) one-year renewals available at the option of the City. Contracts entered into by the City of Tulsa generally include, but are not limited to, the following terms:

1. **Renewals.** Contractor understands and acknowledges that any future contracts or renewals are neither automatic nor implied by this Agreement. The continuing purchase by City of the Services set forth in this Agreement is subject to City's needs and to City's annual appropriation of sufficient funds in City's fiscal year (July 1st to June 30th) in which such Services are purchased. In the event City does not appropriate or budget sufficient funds to perform this Agreement, this Agreement shall be null and void without further action by City.
2. **No Indemnification or Arbitration by City.** Contractor understands and acknowledges that City is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, City shall not indemnify nor hold Contractor harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorneys' fees and costs. In addition, Contractor shall not limit its liability to City for actual loss or direct damages for any claim based on a breach of this Agreement and the documents incorporated herein. City reserves the right to pursue all legal and equitable remedies to which it may be entitled. City will not agree to binding arbitration of any disputes.
3. **Intellectual Property Indemnification by Contractor.** Contractor agrees to indemnify, defend, and save harmless City and its officers, employees and agents from all suits and actions of every nature brought against them due to the use of patented, trademarked or copyright-protected appliances, products, materials or processes provided by Contractor hereunder. Contractor shall pay all royalties and charges incident to such patents, trademarks or copyrights.
4. **General Liability.** Contractor shall hold City harmless from any loss, damage or claims arising from or related to the performance of the Agreement herein. Contractor must exercise all reasonable and customary precaution to prevent any harm or loss to all persons and property related to this Agreement.
5. **Liens.** Pursuant to City's Charter (Art. XII, §5), no lien of any kind shall exist against any property of City. Contractor agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and material furnished by Contractor or Contractor's subcontractors under the scope of this Agreement.
6. **No Confidentiality.** Contractor understands and acknowledges that City is subject to the Oklahoma Open Records Act (51 O.S. §24A.1 *et seq.*) and therefore cannot assure the confidentiality of contract terms or other information provided by Contractor pursuant to this Agreement that would be inconsistent with City's compliance with its statutory requirements there under.
7. **Compliance with Laws.** Contractor shall be responsible for complying with all applicable federal, state and local laws. Contractor is responsible for any costs of such compliance. Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act. Contractor certifies that it and all of its subcontractors to be used in the performance of this agreement are in compliance with 25 O.S. Sec. 1313 and participate in the Status Verification System. The Status Verification System is defined in

25 O.S. Sec. 1313 and includes, but is not limited to, the free Employee Verification Program (E-Verify) available at www.dhs.gov/E-Verify.

8. **Right to Audit.** The parties agree that books, records, documents, accounting procedures, practices, price lists or any other items related to the Services provided hereunder are subject to inspection, examination, and copying by City or its designees. Contractor shall retain all records related to this Agreement for the duration of the contract term and a period of three years following completion and/or termination of the contract. If an audit, litigation or other action involving such records begins before the end of the three year period, the records shall be maintained for three years from the date that all issues arising out of the action are resolved or until the end of the three year retention period, whichever is later.
9. **Governing Law and Venue.** This Agreement is executed in and shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principles, which shall be the forum for any lawsuits arising under this Agreement or incident thereto. The parties stipulate that venue is proper in a court of competent jurisdiction in Tulsa County, Oklahoma and each party waives any objection to such venue.
10. **No Waiver.** A waiver of any breach of any provision of this Agreement shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.
11. **Entire Agreement/No Assignment.** This Agreement and any documents incorporated herein constitute the entire agreement of the parties and supersede any and all prior agreements, oral or otherwise, relating to the subject matter of this Agreement. This Agreement may only be modified or amended in writing and must be signed by both parties. Notwithstanding anything to the contrary herein, the City does not agree to the terms of any future agreements, revisions or modifications that may be required under this Agreement unless such terms, revisions or modifications have been reduced to writing and signed by both parties. Contractor may not assign this Agreement or use subcontractors to provide the Goods and/or Services without City's prior written consent. Contractor shall not be entitled to any claim for extras of any kind or nature.
12. **Equal Employment Opportunity.** Contractor shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination

The undersigned agrees to the inclusion of the above provisions, among others, in any contract with the City of Tulsa.

Company Name: _____

Date: _____

Signature: _____


Name Printed: _____

Title: _____

Attachment B – Bill Sample page 2

Customer: TANISHA PEARSON Address: 541 E 40TH ST N Account # - Customer ID 123123-2069391 Class: SINGLE FAM

Charge Details:

 Water									\$26.84
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total	
Water Use Single-Fam IN	NP89308241	11/20/2018	220	225	A	5	4.13	\$20.65	
Water Fixed Fee 3/4 IN		11/20/2018						\$6.19	
 Sewer									\$43.50
Sewer Vol Residential IN						5	7.30	\$36.50	
Sewer Fee MTR 3/4 - 5/8 IN								\$7.00	
 Refuse and Recycling									\$15.42
Residential Refuse - 96 Gal	\$15.42	Residential Recycling 96 Gal	\$0.00						
 Miscellaneous									\$12.48
Medical Services Program	\$5.45								
Stormwater Chrg IN	\$7.03								

Terms and Conditions

The Customer agrees:

1. to pay for such services in the manner established by the City, and that the Security Deposit, Bond, or Letter of Credit may be applied to any delinquent or unpaid charge;
2. to comply with all ordinances and regulations now or hereafter adopted by the City;

3. that all plumbing facilities upon the customer's premises, including septic tank or other devices for sewage disposal, will be installed and maintained in accordance with the City's ordinances, specifications, and regulations, and that the City may inspect such facilities at reasonable times to ensure compliance; and in the event that the devices are unsatisfactory to the City, to correct defects promptly upon notice, and that water service may be disconnected and not restored until defects are remedied;

4. that water sold to the Customer shall be for use upon the Customer's premises, and will not be re-sold nor given away for any use elsewhere;
5. and hereby releases the City of and from all liability for damage resulting from utility services by the City, or the suspension, interruption, or discontinuation of any such service.

Billing Inquiries

If you have a question about your bill, please call Customer Care at (918) 596-9511, 7:30 a.m. - 6 p.m. Monday through Friday. Our fax number is (918) 699-3170. You may also speak with one of our representatives in person by coming to City Hall at One Technology Center, 2nd and Cincinnati, between 7:30 a.m. and 5 p.m. Monday through Friday.

Payment Options

AutoPay:

The City of Tulsa offers direct payment of your utility bill from your bank account. Call Customer Care for more details at (918) 596-9511 or visit: www.cityoftulsa.org

By Phone or Online:

Call Customer Care at (918) 596-9511 to pay by phone or pay online at: www.cityoftulsa.org

By Mail:

City of Tulsa Utilities Services
Tulsa, OK 74187-0002

PLEASE DO NOT SEND CASH

Payments that are mailed may not be posted to your account for several days. Therefore, if your account is past due, it is advisable to make payment at City Hall at One Technology Center or by phone.

In Person

Cashiers are available from 7:30 a.m. until 5 p.m. Monday through Friday at City Hall at one Technology Center, 2nd and Cincinnati. A night depository is located on the plaza, just west of the entrance to City Hall. Please do not place cash in the night depository. For other authorized payment centers near you, please visit: www.cityoftulsa.org

Attachment B – Bill Sample page 3



Utility Services
Tulsa, OK 74187-0002

Questions? Call 311 or visit
www.cityoftulsa.org

Se habla Español

Customer:
SOUTHWESTERN REGIONAL
MEDICAL

Address:
10109 E 79TH ST

Account # - Customer ID
010029-2108577

Class:
COMMERCIAL

Your Total Due as of 11/11/2018

\$36,054.36

Due: December 02, 2018

Current Charges:	Previous Balance:	Payment Received:
\$8,026.41	\$28,027.95	\$0.00
Adjustments	Penalties	Past Due:
\$0.00	\$0.00	\$28,027.95

A 1.5% late fee will be charged on total due if full payment is not received by the due date

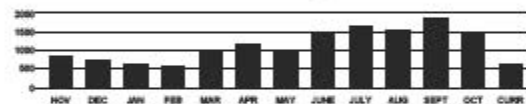
To avoid cut-off, past due amount must be paid by 01/11/2019

Your Charge Summary:

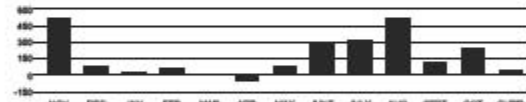
[**More details on back](#)

Water**	\$2,541.58
Sewer**	\$3,934.24
Stormwater	\$1,391.94
Refuse	\$19.05
Total	\$8,026.41

Total Domestic Usage:



Total Irrigation Usage:



Payment Options: Pay online at www.cityoftulsa.org, by phone at (918) 596-9511, or by mail. Fees apply to online and phone payments.

Account - Customer ID:
010029-2108577

Important Notice:

BILL MESSAGE
XX
XXXXXXXXXXXXXXXXXXXX
BILL MESSAGE
YY
BILL MESSAGE
ZZ
ZZZZZZZZZZZZ
BILL MESSAGE
TTT

\$36,054.36

Please mail payment to:

December 02, 2018

Total Amount Enclosed:

SOUTHWESTERN REGIONAL MEDICAL
5900 BROKEN SOUND PKWY NW
BOCA RATON, FL 334872797

City of Tulsa Utilities
Tulsa, OK 74187-0003

Past due notice.
Cut-off after 01/11/2019

10086042019802000007100036054369

Attachment B – Bill Sample page 4

Customer: Address: Account # - Customer ID Class:
SOUTHWESTERN REGIONAL... 10109 E 79TH ST 010029-2108577 COMMERCIAL

Charge Details:

Water								\$2,541.58
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Water Use Cons Meter IN	NP70171049H	11/02/2018	9856	9958	A	200	3.49	\$698.00
Water Use Commercial IN	NP70171049L	11/02/2018	2770	2870	A	0	3.49	\$0.00
Water Use Commercial IN	NP51585356	11/02/2018	501	601	A	100	3.49	\$349.00
Water Use Cons Meter IN	NP70182765H	11/02/2018	2969	3069	A	200	3.49	\$698.00
Water Use Commercial IN	NP70182765L	11/02/2018	3991	4091	A	0	3.49	\$0.00
Water Use Commercial IN	NP60430728	11/02/2018	192	292	A	100	3.49	\$349.00
Water Use SPK COM IN	SE64213962	11/02/2018	23621	23631	A	10	3.49	\$34.90
Water Use SPK COM IN	SE64213961	11/02/2018	21854	21864	A	10	3.49	\$34.90
Water Use SPK COM IN	NP51121873	11/02/2018	890	900	A	10	3.49	\$34.90
Water Use SPK COM IN	NP49984580	11/02/2018	405	415	A	10	3.49	\$34.90
Water Use DET COM IN	NP18084202	11/02/2018	424	474	A	2	0.00	\$0.00
						48.00	3.49	167.52
Water Fixed Fee 3/4 IN		11/02/2018						\$6.19
Water Fixed Fee 4 IN		11/02/2018						\$75.14
Water Fixed Fee 4 IN		11/02/2018						\$75.14
Water Fixed Fee 2 IN		11/02/2018						\$21.26
Water Fixed Fee 2 IN		11/02/2018						\$21.26
Water Fixed Fee 1.5 IN		11/02/2018						\$12.77
Water Fixed Fee 1 IN		11/02/2018						\$10.16
Water Fixed Fee 3/4 IN		11/02/2018						\$6.19
Water Fireline 8 Inch IN		11/02/2018						\$51.95

Terms and Conditions

The Customer agrees:

1. to pay for such services in the manner established by the City, and that the Security Deposit, Bond, or Letter of Credit may be applied to any delinquent or unpaid charge;
2. to comply with all ordinances and regulations now or hereafter adopted by the City;
3. that all plumbing facilities upon the customer's premises, including septic tank or other devices for sewage disposal, will be installed and maintained in accordance with the City's ordinances, specifications, and regulations, and that the City may inspect such facilities at reasonable times to ensure compliance; and in the event that the devices are unsatisfactory to the City, to correct defects promptly upon notice, and that water service may be disconnected and not restored until defects are remedied;
4. that water sold to the Customer shall be for use upon the Customer's premises, and will not be re-sold nor given away for any use elsewhere;
5. and hereby releases the City of and from all liability for damage resulting from utility services by the City, or the suspension, interruption, or discontinuation of any such service.

Billing Inquiries

If you have a question about your bill, please call Customer Care at (918) 596-9511, 7:30 a.m. - 6 p.m. Monday through Friday. Our fax number is (918) 699-3170. You may also speak with one of our representatives in person by coming to City Hall at One Technology Center, 2nd and Cincinnati, between 7:30 a.m. and 5 p.m. Monday through Friday.

Payment Options

AutoPay:

The City of Tulsa offers direct payment of your utility bill from your bank account. Call Customer Care for more details at (918) 596-9511 or visit: www.cityoftulsa.org

By Phone or Online:

Call Customer Care at (918) 596-9511 to pay by phone or pay online at: www.cityoftulsa.org

By Mail:

City of Tulsa Utilities Services
Tulsa, OK 74187-0002

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In Person

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Attachment B – Bill Sample page 1

Customer: SOUTHWESTERN REGIONAL... Address: 10109 E 79TH ST Account # - Customer ID 010029-2108577 Class: COMMERCIAL

Charge Details:

 Sewer				\$3,934.24
Sewer Vol DET IN	2	0.00		\$0.00
	48.00	7.30		\$50.40
Sewer Vol IDP IN	99	4.55		\$450.17
Sewer Vol BOD IN	206	0.58		\$120.35
Sewer Vol TSS IN	206	0.31		\$63.14
Sewer Vol IDP IN	149	4.55		\$677.53
Sewer Vol BOD IN	310	0.58		\$181.10
Sewer Vol TSS IN	310	0.31		\$95.02
Sewer Vol IDP IN	198	4.55		\$900.35
Sewer Vol BOD IN	413	0.58		\$241.28
Sewer Vol TSS IN	413	0.31		\$128.59
Sewer Vol IDP IN	99	4.55		\$450.17
Sewer Vol BOD IN	206	0.58		\$120.35
Sewer Vol TSS IN	206	0.31		\$63.14
Sewer Vol CT Intake with BD	0	0.00		\$0.00
Sewer Fee MTR 3/4 - 5/8 IN				\$7.00
Sewer Fee MTR 4 IN				\$33.67
Sewer Fee MTR 4 IN				\$33.67
Sewer Fee MTR 3/4 5/8 DED IN				\$6.41
Sewer Fee MTR 1.5 IN				\$13.90
 Refuse and Recycling				\$19.05
Commercial Hauler 3X Week	\$19.05			
 Miscellaneous				\$1,391.94
Stormwater Chrg IN	\$1,391.94			

01 SAVE OUR STREAMS KEEP STORM SEWERS POLLUTANT-FREE

The City of Tulsa's storm sewer system is the series of outside drains located in our streets that route rainwater to creeks, lakes and rivers. The water that goes into these drains is not cleaned or treated before it reaches them. It's makes it very important to not let pollutants spill on the ground and enter our storm sewer system.

City workers regularly monitor the system for pollution. Crews also routinely remove debris from drains and sewers to prevent water from backing up into streets and homes. It's illegal to introduce pollutants into the system. Pollutants include lawn chemicals, car fluids, soaps, leaves and grass, pet waste and basically anything that isn't pure rainwater.

It is important to protect the quality and control the quantity of the water flowing into the drainage system. Here are steps you can take to protect Tulsa's creeks and reduce flood risks.

- **Maintain vehicles to prevent fluid leaks. Don't pour used motor oil, antifreeze, pesticides or other pollutants into storm drains.**
- **Pick up pet waste and dispose of it in the sanitary sewer, throw it in the trash or bury it in the yard to prevent harmful bacteria from entering our storm sewer system.**
- **Use a mulching mower or bag grass and leaves instead of blowing them into streets. Yard wastes clog storm drains and deplete oxygen in the water. Fish need oxygen to survive.**
- **Apply fertilizers and pesticides properly. Read labels to determine how much and when to apply. The Master Gardener program has volunteers trained to answer questions about pesticides and fertilizers. Call the Master Gardener Hotline at (918) 748-3701 or visit www.tulsamastergardeners.org**
- **Pick up litter around your home or business so that it doesn't collect on drain inlets or clog sewer pipes.**
- **Report storm drain issues such as blockage, improper disposal of yard wastes and/or illegal fluid discharges by calling 311 or visiting www.Tulsa311.com**



CITY LIFE

JANUARY 2019

IN THIS EDITION OF CITY LIFE

01

KEEP STREAMS CLEAN

Protect stormwater pollution. Submit a complaint to 311 or call 811, 888-3899.

02

SANITARY SEWER SAFETY

Call immediately if you have a sewage overflow or blockage. 811, 888-3899.

03

BENEFICIAL BUGS

Sustainable program uses wastewater residue as nutrition for crops.

04

GET A BUILDING PERMIT

E-safety or new construction or structural repairs in a floodplain.

—PLUS: PREPARE TO BESEGE IN WINTER STORMS

WWW.CITYOFTULSA.ORG | 1.855.311.5678 | 311 | CALL 311



A New Kind of City.

02 SEWAGE OVERFLOW REPORT BACKUPS/PREVENT BLOCKAGES

If you see, hear, or smell anything that may be a sewage overflow or backup in your home, call (918) 586-6563. The City's Sewer Operations and Maintenance Division is available to take your call around the clock. If needed, our work crews can inspect and take action. When calling, please be ready to describe where you see the overflow. Helpful details include an address and a specific location such as a street intersection, backyard, alleyway, garage drain, etc.

To prevent many of these sewer line blockages, never pour fats, oils or grease down the drain. These materials harden and block your sewerage lines, causing costly plumbing repairs to your private lines. Fats, oils, and grease also create problems for your neighbors when the blockages occur in the City's lines. Proper disposal is easy. Just pour fats, oils and grease into a coffee can or other durable container and place in your trash.

Other problematic items include disposable wipes (as so known as flushable wipes), poppy seeds, and personal hygiene products. Although these products may flush from your toilet, they cause maintenance issues for our sanitary sewer system.

The Water & Sewer Department cleans approximately 600 miles of sanitary sewer lines each year, but we still need your help in preventing sewer overflows. For more details, visit: www.trapthegreasetulsa.com

27

04 PERMITS NECESSARY CONSTRUCT SAFELY IN A FLOODPLAIN

To ensure safe construction, get a building permit when constructing in flood-prone areas.

Tulsa's permitting process is designed to ensure that new construction and building repairs are reasonably safe from flooding. Before beginning construction or adding on to an existing building, find out which permits are needed by contacting the Permit Center at (918) 596-9456.

Buildings in the floodplain are valuable investments and must be protected from damaging floods. To help protect your home, building codes require that new residential buildings be elevated at least one (1) foot above the regulatory flood elevation. Non-residential buildings may be elevated or floodproofed a minimum of one (1) foot above the regulatory flood elevation.

When planning substantial improvements to existing buildings, elevating or floodproofing may be required for new additions or major remodels if improvements cost 50 percent or more of the market value of the existing building.

Permits also are required for building repair for anything more than just cleanup after a storm or other damaging event. If property is substantially damaged (the cost of restoring the building to its previous condition is 50 percent or more of the market value of the building), regulations may require elevating or floodproofing before rebuilding or repairing damage.

Even if you're not constructing a building, a floodplain permit must be obtained from the City before commencing any grading, filling, or excavation including the installation of safe rooms. Be sure to get a building permit when installing safe rooms in flood-prone areas and avoid flood-prone areas when taking shelter during tornado events.

To find out if your property is located in the floodplain, contact the City's Customer Care Center at 311 with the property address or view detailed floodplain boundary maps online at <http://maps.cityoftulsa.org/floodplains/>



WINTER PREPAREDNESS MAKE SAFETY YOUR TOP PRIORITY

Each year, Tulsa usually experiences a few winter storms with potentially hazardous conditions. Here are some steps for "readiness in case of winter storms."

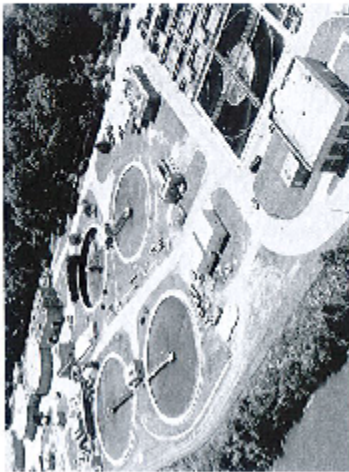
HAVE A PLAN

- Discuss with your family what to do if a winter storm watch or warning is issued.
- Download the TulsaReady App on your phone
- Check that family, friends, neighbors, especially the elderly, are prepared.
- Remember your pets. Make sure they have food, water and shelter.
- Have your car winterized by checking antifreeze, washer blades, tire pressure, etc.

IF YOU MUST GO OUT IN A WINTER STORM, ASSEMBLE A KIT FOR YOUR CAR INCLUDING:

- Cell phone with extra battery or two-way radio
- Windshield scraper and small broom for ice and snow removal
- Blankets or sleeping bags
- Rain gear and extra sets of dry clothing, mittens or gloves, socks and a cap
- Non-perishable snacks like dried fruit or nuts
- Bottled water
- Sand or cat litter for generating traction under wheels and a set of tire chains or traction mats
- Jumper cables, flashlight with extra batteries and first aid kit

*Source: Tulsa Area Emergency Management Agency, U.S. Army Corps of Engineers, U.S. Army Management Information System



03 RE-USING BIOSOLIDS WASTEWATER RESIDUALS AS FERTILIZER

Did you know that municipal wastewater treatment plants in Tulsa separate the liquid and residual portions of wastewater for processing and treatment? Biosolids are the residuals that have undergone additional treatment (stabilization) to prepare them for environmentally acceptable beneficial use or disposal.

The City's biosolids are stabilized and applied to land in an environmentally acceptable manner in compliance with Environmental Protection Agency (EPA) and Oklahoma Department of Environmental Quality (ODEQ) regulations.

Land application of biosolids is a common disposal method that has been used for decades. It involves spreading the biosolids on the soil surface or injecting them into the soil. Biosolids enrich the soil by providing organic matter and nutrients needed for crops. The most common crop utilizing biosolids is potatoes and used for hay production.

Applying biosolids to land is another way the City of Tulsa's Water and Sewer Department strives for sustainability with our resources. We are able to save landfill space, provide a beneficial product for the local community, and reduce cost of service for our customers.

For additional information about the City of Tulsa's Biosolids Program, please call the City's Customer Care Center at 311.

Attachment D – Cutoff Notice – Side 1

CUT – OFF NOTICE FOR PAST DUE WATER BILLS

Dear Valued Customer,

Our records indicate your payment is now past due and must be posted to your account to avoid service interruption.

You can stop the cut-off by paying the full amount of the past due portion of your bill (see options below), or by making satisfactory payment arrangements if the account is eligible. Before the cut-off date shown on your bill, you may call or visit Customer Service to apply for a deferred payment plan. You may dispute any part of the charges shown on your bill prior to the cut-off date on this notice by contacting Utilities Customer Care at (918) 596-9511. Upon request, you may be provided with the names of local government or social agencies that may be able to assist eligible persons with utility payments. You may also wish to call 2-1-1 for assistance.

Warning: Payments mailed or made through an unauthorized pay agency may take up to 10 days for the payment to post to your account. Termination of service will occur if payment is not posted to your account by the stated cut-off date.

Payment options (fees apply, except *in person* at City Hall):

- **Phone**
Call Customer Care at (918) 596-9511 to make a payment from your checking or savings account, or with a debit or credit card (fees apply). Representatives are available Monday through Friday 7:30 a.m. until 6:00 p.m., excluding City holidays.
- **Online**
Visit our website anytime at www.cityoftulsa.org (fees apply).
- **In Person**
Bring your payment to Customer Service at City Hall for immediate credit to your account. Representatives are available at City Hall @ One Technology Center, 175 E 2nd St. in Tulsa, Monday through Friday 7:30 a.m. until 5:00 p.m., excluding City holidays.
Note: We do not accept debit or credit card payments at City Hall for utility bills.
- **Authorized Payment Center**
A list of authorized walk-in payment locations is shown on the back of this notice (cash only, fees apply).

To avoid disconnection, call Customer Care at (918) 596-9511 to report a payment made by any means other than in-person at City Hall. If a payment is reported after a disconnection order is generated, the following fees are applicable, even if the disconnection can be intercepted before completion.

- \$15 disconnection fee (payment in full of past due balance is required before restoring service)
- \$15 reconnect fee to restore service after disconnect
- \$20 pull fee if meter is removed
- \$35 fee to reset if meter has been pulled
- \$15 additional after-hour fee requesting same-day restoration after 4:00 p.m.

City of Tulsa Utilities Services

03/01/2017

Attachment D – Cutoff Notice – Side 2



Authorized In-Person
Payment Centers

MoneyGram* and Fidelity Express** are authorized payment centers for your City of Tulsa utility bill.
A \$1.50 fee will be added to payments made at these locations.

****Important:** Pay at any one of our walk-in Authorized Payment Centers (cash only). When paying at a MoneyGram location, please provide MoneyGram Biller Code 16404.

<u>Tulsa</u>	<u>Address</u>	<u>Center</u>	<u>Hours of Operation</u>
--------------	----------------	---------------	---------------------------

*Payments may be made at any ACE Cash Express, Advance America, CVS, or Wal-mart offering MoneyGram services, or the following locations:

11th & Garnett	1140 S. Garnett Rd.	Las Americas Super Mercado	Daily 8 a.m. - 9 p.m.
11th & Lewis	2613 E. 11th St.	Budget Finance	Mon. - Thu. 9 a.m. - 6 p.m.; Fri. 9 a.m. - 7 p.m.
21st & Garnett	11330 E. 21st St.	Supermercados Las Americas	Daily 8 a.m. - 8 p.m.
21st & Garnett	* 2118 S. Garnett Rd.	Supermercados Morelos	Daily 8 a.m. - 9 p.m.
21st & Garnett	2176 S. Garnett Rd.	Perez's Abarrotes	Daily 9 a.m. - 9 p.m.
21st & I-44	9948 E. 21st St.	Ryan's Convenience Store	Daily 6 a.m. - 11 p.m.
31st & 145th	3235 S. 145th E. Ave.	Lucky Stop Food Stores	Daily 6 a.m. - 12 a.m.
36th St. N. & Peoria	736 E. 36th St. N.	SPC Payment Center	Mon. - Fri. 8 a.m. - 5 p.m.
41st & Mingo	12821 E. 41st St.	One Stop Convenience Store	Daily 6 a.m. - 12 a.m.
51st & Union	1423 W. 51st St.	Everyone's Cash	Mon. - Fri. 9 a.m. - 7 p.m.; Sat. 9 a.m. - 6 p.m.
51st & Yale	5051 S. Yale Ave.	American Check Cashers	Mon. - Fri. 9 a.m. - 7 p.m.; Sat. 9 a.m. - 5 p.m.
61st & Peoria	6207 S. Peoria Ave.	Everyone's Cash	Mon. - Fri. 9 a.m. - 7 p.m.; Sat. 9 a.m. - 6 p.m.
64th St. N. & Peoria	* 6411 N. Peoria Ave.	Fast Bucks Pawn	Daily 7 a.m. - 11 p.m.
Admiral & Harvard	* 4 N. Harvard Ave.	Top Dollar Pawn	Mon. - Sun. 9 a.m. - 6 p.m.
Admiral & Lewis	2415 E. Admiral Pl.	Supermercados Las Americas	Daily 8 a.m. - 8 p.m.
I-44 & Yale Ave	4711 S. Braden Ave.	Ryan's Store	Daily 6 a.m. - 11 p.m.
Pine & Harvard	1402 N. Harvard Ave Ste E	Panteras Video	Daily 10 a.m. - 9 p.m.
Pine & Harvard	* 1515 N. Harvard Ave.	Supermercados Morelos	Daily 9 a.m. - 9 p.m.
Pine & Mingo	1444 N. Mingo Rd.	Batman's Good Food	Mon. - Sat. 5 a.m. - 8 p.m.

<u>City</u>	<u>Address</u>	<u>Center</u>	<u>Hours of Operation</u>
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*Payments may be made at any area ACE Cash Express, Advance America, CVS, or Wal-mart which offer MoneyGram services, or the following locations:

Bixby	15028 S. Memorial Dr.	Doc's Food Stores	Daily 7 a.m. - 10 p.m.
Broken Arrow	* 409 E. Kenosha St.	La Reyna Mexican Grocery	Daily 9 a.m. - 9 p.m.
Collinsville	112 N. 17th St.	JB's Market	Daily 8 a.m. - 8 p.m.
Coweta	13937 S. State Hwy. 51	Country Mart	Daily 7 a.m. - 10 p.m.
Glenpool	14189 S. Elm St.	Country Mart	Daily 7 a.m. - 10 p.m.
Sapulpa	2020 S. Hickory St.	Pop Shoppe	Daily 5 a.m. - 11 p.m.

NOTE: Locations and/or hours subject to change at the discretion of the agent without notice.

2/7/2019