

BID PROPOSAL PACKAGE

PLEASE SUBMIT IN DUPLICATE

Specification No. B01-117DPW

METER READING BILLING SYSTEM

TOWNSHIP OF FRANKLIN

SOMERSET COUNTY, NEW JERSEY

Opening Date: SEPTEMBER 20, 2000

Submitted by _____
Company Name

A

BID B01-117DPW, METER READING BILLING SYSTEM
BID OPENING—September 11, 2000

PROPOSAL

TO THE TOWNSHIP COUNCIL

TOWNSHIP OF FRANKLIN, SOMERSET COUNTY, NEW JERSEY

The undersigned bidder(s) declares that he/she is, or they are, the only person or persons interested in this bid as a principal or principals, and that no other person than hereinabove named has any interest in this proposal or in the contract proposed to be taken, that this proposal or bid is made without any connections with any person or persons making a bid or proposal for the same purpose, that the bid or proposal is in all respects fair and without collusion or fraud, that no officer, nor any person in the employ of the said township is directly or indirectly interested in this bid or in the material or work to which it relates or in any portion of the profit thereof, that he/she has or they have examined the Contract and Specifications, that he/she, or they proposes and agrees if this proposal is accepted, that he/she/they will contract for the furnishing of all materials and to perform all the work mentioned in said Contract and Specifications for the following prices to wit.

The undersigned is a corporation/partnership/individual under the laws of the State of _____

CIRCLE ONE

having its principal office at _____.

BID PRICES AS SHOWN ON THE FOLLOWING PAGES

ALL VENDORS MUST INITIAL
EACH CHECK LIST ITEM BELOW
CHECK LIST OF ENCLOSURES

Non-Collusion Affidavit _____

FIRM

Affirmative Action _____

ADDRESS

Bid Bond/Check N/A _____

Corporate Disclosure _____

SIGNATURE OF AGENT

Signed Proposal _____

Exceptions to Specifications _____

TYPED OR PRINTED NAME OF AGENT

Consent of Surety N/A _____

TELEPHONE NUMBER

List of Subcontractors _____

Acknowledgement of Receipt
Of Addendum _____

FAX NUMBER

Proof of Certifications N/A

FED TAX ID NO.

Qualification Questionnaire _____

Proof of State Contractor Registration N/A

b

**BID B01-116DPW, METER READING OPERATING SYSTEM
BID OPENING SEPTEMBER 11, 2000
PROPOSAL PAGE 2**

Price for Meter Reading Operating System as specified:

_____ **DOLLARS \$** _____

List below any additional costs for an add-on items, including software, hardware, installation, training, etc.

Company

Representative Name Type and Signature

Date

Following PAGES Must BE COMPLETED C

FUNCTIONAL REQUIREMENTS

Customer Information Systems Features	
Response Codes 3 = This feature is provided in the baseline product offering. 2 = The proposed user tools can be used to provide this functionality. 1 = This feature will be provided in a future release. 0 = This feature is not provided. A modification can be provided at an additional cost	
Requirement	Response Code
1. Customer Services	
* Ability to automatically assign customer numbers.	
* Ability to assign a single account number when a customer applies for service and never have to change the account number as the customer moves from one premise to another.	
* Provide the ability to transfer a customer account to another service address, while retaining billing, adjustment, payment and usage history.	
* Ability to establish an account and customer without linking the customer to a premise to allow billing for non-premise based products and services.	
* Ability to identify customers who have moved from the utility's system.	
* Ability to identify customers who have moved within the utility's system.	
* Ability to add and update all customer/tenant/premises information on-line.	
* Ability to prevent two customers from being billed for the same service.	
* Ability to provide a minimum of 48 months of billing history.	
* Ability to identify type of customer account (financial institution, type business, residential, etc.).	
* Ability to identify type of customer by use of standard SIC codes.	
* Ability to maintain owner information on premises independent from tenant data.	
* Ability to identify all premises for which a customer is being billed for services.	
* Ability to populate summary General Ledger transactions to a financial package. Proposed CIS will be the system of record for detailed charges, payments, deposits, pre-payments, adjustments, and write-offs.	
* Ability to support a multiple step-driven consumption table with base, minimum, and maximum billing amounts.	
* Provide ability to enter ninety-nine (99) metered and flat rate services per account with the ability to breakdown each service into ninety (99) revenue categories.	
* Ability to interface with third party hand held devices for meter reading.	
* Ability to accept tap fees when the application for service is taken.	

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Customer Information Systems Features

Response Codes

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Requirement	Response Code
* Ability to accept deposits when the application for service is taken.	
* Ability to bill deposits and associated service charges when the application for service is taken	
* Ability to require and track multiple deposits per account.	
* Provide the ability to have all or a portion of a customer's deposit automatically applied to charges after a user defined and maintained period of time, if a customer has a good payment history.	
* Ability to post to appropriate accounts in the General Ledger for all transactions related to deposit refunds.	
* Ability to provide audit trail for changes to customer, premises, services, account and rate rule changes.	
* Ability to set up a new service location without having a customer attached.	
* Ability to automatically reverse all transactions generated as a result of posting a check, which is returned for insufficient funds.	
* Ability to correctly age an account which has been adjusted as a result of posting a check which is returned for insufficient funds.	
* Ability to inquire and access all data for an account, including location, services, customer, services orders, meters, accounts receivable, notes, payment arrangements, credit history, etc. from a single inquiry.	
* Ability to view current and average charges, current and average usages, and due date for the customer's last bill, second bill notice and disconnect notice.	
* Ability to access each account by customer number, service location ID, social security number, meter number, partial name, service address.	
* Ability to associate unlimited notes with a customer.	
* Ability to associate unlimited contacts with a customer.	
* Ability to associate unlimited notes with the premises.	
* Ability to associate unlimited notes with a service order.	
* Ability to create/review customer notes by subject matter or topic.	
* Ability to create company defined data fields to associate with customers.	
* Ability to create company defined data fields to associate with premises.	
* Ability to create company defined data fields to associate with service orders.	
* Ability to automatically send copies of bills and/or notices to third parties.	
* Ability to transfer customer complaint history when the customer moves.	
* Ability to link an unlimited number of service locations for the purpose of generating a single bill to a customer account.	

E

Customer Information Systems Features

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Requirement	Response Code
* Ability to accept a single payment from the customer account covering all bills on the recap statement.	
* Provide ability to process customer short or over payments and post them according to user defined specifications.	
* Provide ability for payment receipts to be processed via bar-code reading.	
* Print receipts which include transaction date, receipt number, operator code, customer account number, customer name, amount due, amount paid, and balance due.	
* Ability to link an unlimited number of accounts for the purpose of generating a consolidated statement of the detailed bills to a master account.	
* Ability to include the century in date fields.	
* Ability to provide for zip plus 4.	
* Ability to access HELP at multiple levels on-line.	
2. Meters and Meter Reading	
* Ability to automatically extract and download routes to hand held devices for meter reading.	
* Ability to upload and update meter readings captured by handheld device.	
* Ability to support a route number and a sequence number to assign meter read order.	
* Ability to support a route number and a sequence number to allow multiple meters at a single stop.	
* Ability to support an automatic re-routing (bump-down) feature for re-arranging meter routes.	
* Ability to support an automatic re-numbering feature for re-arranging stops on a route to allow for addition of premises.	
* Ability to test for high/low consumption using user defined variances during meter reading entry.	
* Ability to identify and report usage on inactive, idle, and cut-off meters.	
* Ability to track the number of consecutive times that a meter reading is estimated.	
* Ability to allow the user to manually calculate and enter estimated meter readings.	
* Ability to adjust a meter reading without overriding an original or billed reading.	
* Ability to estimate consumption based upon an average of user selected prior billing periods.	
* Ability to accommodate compound, deduct, and subtractive metering.	
* Ability to calculate and post negative consumption.	
* Ability to make consumption adjustments without changing the amount actually used.	

Customer Information Systems Features

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Requirement	Response Code
* Ability to provide for positive or negative consumption adjustments with audit trail.	
* Ability to calculate usage based upon the sum of the usage of two or more meters.	
* Ability to calculate usage based upon the difference between the usage for one meter and the sum of the usage for two or more meters, each meter billed to a different account.	
* Ability to automatically generate service orders based upon trouble codes reported by meter readers.	
* Ability to re-sequence the meter reading sequence of a service.	
* Ability to maintain a full inventory of all meters (set or warehoused).	
* Ability to add meters to inventory in sequentially numbered series in mass quantities.	
* Ability to maintain meter inventory including meter location and reading history.	
* Ability to maintain meter repair and test history.	
* Ability to identify the type of meter.	
* Ability to maintain programmable electronic meters.	
* Ability to identify and mark meters that have been connected backwards so consumption and charges are calculated correctly.	
* Ability to create company defined data fields to associate with meters.	
* Allow for both gallon and/or cubic feet meters within a single route.	
* Provide ability to handle meter rollovers.	
* Manage different types of Backflow Prevention Equipment. Including the ability to maintain repairs and test history.	
* Manage Meter Interface Devices such as radio read equipment, vehicle read equipment and phone read equipment. Including the ability to maintain repairs and test history.	
* Ability to identify meters which are salvaged or junked.	
* Ability to connect each premise to a pump station.	
* Ability to enter readings and adjustments for pump stations in order to monitor the consumption pumped versus the consumption billed.	
3. Service Orders	
* Ability to automatically assign service order numbers.	
* Ability to generate "read only" service orders when meter reading fails the high/low tests.	
* Ability to generate service orders for theft investigations.	

Customer Information Systems Features

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Requirement	Response Code
* Ability to print duplicate copies of service orders.	
* Ability to assign multiple crews to a service order.	
* Ability to generate standard fees to the customer for each type service order.	
* Ability to override or update the standard fee attached to a service order.	
* Ability to access Service Order History by location.	
* Ability to access Service Order History by customer.	
* Ability to automatically generate a Service Order, if needed, when recording a contact with a customer.	
* Provide ability to inquire on open or closed service orders by service order number, account number, account name, or service address.	
* Ability to view the current status of the order, including its origin – a manual entry or an automatically generated work order via a hand held reading device by a field operative or by other processes.	
* Ability to manage equipment so that it can be added to a specific service order and the usage is logged and used in determining the total cost of the work performed. In addition, record the location of the equipment and define a default cost and price for the item.	
* Ability to define all employees who will be assigned to work orders and record their wage information for work order costing and pricing.	
* Ability to print a service order immediately to a designated printer.	
4. Billing	
* Ability to bill for water, sewer, taps, backflow devices, storm drainage, street lights and other misc. charges.	
* Ability to calculate charges or credits to sewer based upon water consumption	
* Ability to maintain inventories of meters, taps, and backflow devices.	
* Ability to bill multiple cycles on the same day.	
* Ability to switch billing from a tenant to a landlord when the tenant finals out.	
* Ability to bill customers for multiple services at a single premises	
* Ability to bill for miscellaneous charges.	
* Ability to bill metered and flat rate services.	
* Ability to calculate a bill using budget billing criteria.	
* Ability to establish budget or leveled billing amounts based upon consumption.	
* Ability to include and exclude services in budget calculations.	

H

Customer Information Systems Features

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Requirement	Response Code
* Ability to produce a duplicate bill on-line.	
* Ability to produce a corrected bill on-line.	
* Ability to produce multiple copies of a bill at billing time.	
* Ability to bill a service, based on a flat charge.	
* Ability to bill a service based on the consumption or usage of another service.	
* Ability to bill a base charge.	
* Ability to prorate the base charge.	
* Ability to calculate charges subject to a minimum billing amount.	
* Ability to allow the utility to specifically control the months in which each seasonal rate is billed.	
* Ability to set up multiple minimum charges for a rate dependent upon pipe or meter size.	
* Ability to set up and bill negative rates.	
* Ability to prorate the initial bill.	
* Ability to prorate the final bill.	
* Ability to produce a final bill when the final meter reading is received.	
* Ability to bill accounts when the meter readings are received from the reading device, even if the entire route is not read.	
* Ability to print messages on a bill to a single customer.	
* Ability to print a message on a bill to all customers.	
* Ability to combine the consumption on multiple meters and generate one charge.	
* Ability to itemize all charges on the bill.	
* Ability to calculate and print a single bill on-line.	
* Ability to bill a non metered charge to an account.	
* Ability to include charges for installment loans on a bill.	
* Ability to identify estimated consumption on customers' bills.	
* Ability to track and display payment detail on any payment	
* Ability to apply late charges to specific items on a bill and not to the entire balance.	
* Ability to specify payment prioritization so that specific items on a bill receive credit before others.	

1

Customer Information Systems Features

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Requirement	Response Code
* Ability to reverse payments on only those specific items to which payment was originally applied.	
* Ability to support the audit processes and provide ability to trace the source of missing or disputed data.	
* Ability to perform on-line cancel and re-bills of metered billings with on-line high-low processing validation.	
* Ability for end users to view and print a replica of the bill on-line.	
* Ability to print Postal Barcode on bills.	
* Ability to interface with a CASS Certification system.	
* Ability to incorporate bar code of account number on remittance slip.	
5. Accounts Receivable	
* Ability to maintain a record of open accounts receivable indefinitely.	
* Ability to vary re-payment agreement amounts and due dates.	
* Ability to post payments on-line.	
* Ability to generate bank drafts.	
* Ability to generate electronic bank drafts in ACH format.	
* Ability to receive and apply to customer accounts electronic bank drafts in ACH-CIE (Customer Initiated Entry) format.	
* Ability to set up re-payment agreements for accounts in arrears and calculate interest charges, if desired..	
* Ability to hold cut-off notices from being created when re-payment agreement terms are being met.	
* Ability to automatically generate a cut-off service order if terms of a re-payment agreement are broken.	
* Ability to write off an uncollectable account.	
* Ability to mass write-off customer accounts.	
* Ability to post payments to accounts which have been written-off.	
* Ability to post adjustments to accounts which have been written-off.	
* Ability to report accounts sent to a collection agency.	
* Ability to accept over-payments with automatic generation of proper accounting entries.	
* Ability to track pre-payments for services.	
* Ability to provide for positive or negative billing adjustments with audit trail.	
* Ability to produce past due and delinquency notices automatically.	

J

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Requirement	Response Code
* Ability to automatically generate cut-off service orders for accounts not paid on time.	
* Ability to calculate and apply a penalty when payment is not received on time.	
* Ability to exempt an account from a late charge.	
* Ability to exempt an account from cut-off notices.	
* Ability to identify accounts which have people on life support systems.	
* Ability to access through inquiry all delinquent receivables charges.	
* Ability to send delinquent notices to the customer and to a third party.	
* Ability to provide an on-line billing generation and calculation feature.	
* Ability to provide Electronic Bill Payment processing services.	
6. History	
* Ability to retain and report all transaction history for a minimum of 36 months (charges, payments, adjustments, consumption, meter readings, service orders, etc.).	
* Ability to maintain a history of all customers using services at each location.	
* Ability to maintain a history of meters at a location.	
* Ability to maintain a history of measured and billed consumption for each service.	
* Ability to make prior period adjustments without affecting current charges or consumption.	
* Ability to track meter tampering history by customer and by location.	
* Ability to access billing history by A/R account number.	
* Ability to access billing history by service location.	
* Ability to access billing history by partial customer name or location.	
* Ability to access payment history by A/R account number.	
* Ability to access payment history by service location.	
* Ability to access payment history by partial customer name or location.	
* Ability to access meter reading and consumption history by customer account number.	
* Ability to access meter reading and consumption history by service location.	
* Ability to access meter reading and consumption history by partial customer name.	

K

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Requirement	Response Code
* Ability to access meter reading and consumption history by meter number.	
* Ability to access adjustment history by A/R account number.	
* Ability to access adjustment history by service location.	
* Ability to access adjustment history by partial customer name.	
* Ability to identify all customers to which a specific service has been billed, in reverse chronological order (LIFO) with start and stop dates.	
* Ability to identify service order history by customer.	
* Ability to identify service order history by premises.	
* Ability to access from history, all or selected service orders for a customer regardless of location or premises, in reverse chronological order.	
* Ability to access from history, all or selected service orders for a premises, regardless of customer.	
7. Reporting	
* Ability to provide a complete audit trail of payments processed prior to general ledger posting.	
* Ability to preview all reports on screen before printing.	
* Ability to save reports to a file rather than print, if desired. In addition, the ability to print reports that were previously saved to a file.	
* Ability to provide an Aged Accounts Receivable report.	
* Ability to report current and year to date revenues by various revenue classifications.	
* Ability to provide an inventory of meters report.	
* Ability to provide a list of meter readings failing the high/low tests.	
* Ability to report payment arrangements showing agreements kept, broken, amounts past due, and due dates.	
* Ability to report deposits and surety bonds held showing deposit number, account, date of deposit, and credit rating of the account.	
* Ability to list service orders by type service order, and status.	
* Ability to provide rate analysis showing consumption, amount billed, number of accounts, etc., for each rate.	
* Ability to provide consumption data for number of accounts, amount billed, consumption, etc., for each user defined consumption block range.	
* Ability to produce a detailed billing register, which includes all accounts billed, and each detailed transaction applied since the previous billing.	
* Ability to list all adjustments with selections by type and/or reason.	
* Ability to report all accounts receivables and summarizing by age.	

Customer Information Systems Features

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Requirement	Response Code
* Ability to print refund checks and provide a refund check register.	
* Ability to list all accounts which have been turned over to a collection agency.	
* Ability to list all accounts which have been written off during a specified period of time.	
* Ability to report payments by type of payment and revenue classification	
* Ability to report revenue by rate code.	
* Ability to report service orders by status.	
8. Financial Systems Interface	
* Support a Chart of Accounts consisting of at least twenty-five (25) characters.	
* Support at least five (5) segments in the account structure to track funds, departments, cost centers, etc.	
* Provide automated interface to General Ledger by batch update.	
9. General	
* Ability to check for "errors" and unusual conditions that should not exist in the system such as a customer who is active with no attached premise and therefore not being billed.	
* Ability to link premises with GIS and Mapping Information.	
* Ability to schedule reminders or processes to be performed at a future time/date with notification of the success or failure via an electronic message.	
* Ability to setup warning or reminder parameters so that when an inquiry is done on a customer, premise or meter that meets or exceeds those parameters, the system will display a user-defined warning or reminder.	
* Internal messaging system that would allow users of the system to communicate information.	

M

CONTRACT TERMS AND CONDITIONS

Terms and conditions of contract are considered to be specific to each organization and are not included in this document. Provide a copy of a sample standard contract for review.

N

PLEASE LIST ALL EXCEPTIONS TO SPECIFICATIONS BELOW

_____ There are NO exceptions to the specifications

_____ Exceptions are taken to the specifications as noted below:

Company Name

NON-COLLUSION AFFIDAVIT

STATE OF NEW JERSEY)
) SS.
COUNTY OF)

I, _____, of the City of _____
_____, in the County of _____ and the State of _____,
of full age, being duly sworn according to law on my oath depose
and say that:

I am _____ of the firm of _____,
the bidder making the Proposal for the
above-named project, and that I executed the said project with full authority to do so; that said
bidder has not, directly or indirectly, entered into an agreement, participated in any collusion, or
otherwise taken any action in restraint of free, competitive bidding in connection with the above-
named project; and that all statements contained in said Proposal and in this Affidavit are true and
correct, and made with full knowledge that the Township of Franklin relies upon the truth of the
statements contained in said Proposal and in the statements contained in this Affidavit in awarding
the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure
such contract upon an agreement or understanding for a commission, percentage, brokerage or
contingent fee, except bona fide employees or bona fide established commercial or selling agencies
maintained by _____ (N.J.S.A. 52:34-25).
(Name of Contractor)

Signature of Authorized Representative

Print name and title of above

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

Seal Notary Public of New Jersey

My Commission Expires:

DISCLOSURE OF OWNERSHIP
All bidders must fill out this Disclosure Statement.

Chapter 33 of the Public Laws of 1977 provides that no Corporation or Partnership shall be awarded any State, County, Municipal or School District contracts for the performance of any work or the furnishing of any materials or supplies, unless prior to the receipt of the bid, or accompanying the bid of said Corporation or Partnership there is submitted a statement. The statement shall set for the names and addresses of all stockholders in the Corporation or Partnership who own ten percent (10%) or more of its stock of any class, or of all individual partners in the Partnership who own ten percent (10%) or greater interest therein.

Place an "X" in the appropriate spaces and sign below:

_____ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned. (Attached additional pages if needed.)

_____ I certify that no one stockholders owns 10% or more of the issued and outstanding stock of the undersigned.

_____ Partnership _____ Corporation _____ Sole Proprietorship

Stockholders

NAME	ADDRESS	PERCENTAGE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

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

Seal Notary Public of
New Jersey

Signature of Authorized Representative

Print or Type Name

Title

Date

My Commission Expires:

(Corporations should affix seal here)

Q

NOTICE TO BIDDERS

AFFIRMATIVE ACTION REGULATIONS P.L. 1975, C. 127 (N.J.A.C. 17:27)

If awarded a contract, all procurement and service contractors will be required to comply with the requirements of P.L. 1975, C. 127, (N.J.A.C. 17:27). Within seven (7) days after receipt of the notification of notice of award or receipt of the contract, whichever is sooner, the contractor should present one of the following to the Franklin Township Purchasing Agent:

1. A letter from the U. S. Department of Labor that the contractor has an existing federally-approved or sanctioned Affirmative Action program.
or
2. A Certificate of Employee Information Report Approval,
or
3. An Affirmative Action Employee Information Report (Form AA 302). This form is available from the Franklin Township Purchasing Agent.

The following questions must be answered by all bidders:

1. Do you have a federally-approved or sanctioned Affirmative Action program?

Yes _____ No _____

If yes, please submit a photostatic copy of such approval.

2. Do you have a State Certificate of Employee Information Report approval?

Yes _____ No _____

If yes, please submit a photostatic copy of such certificate.

The undersigned contractor certifies that he/she is aware of the commitment to comply with the requirements of P.L. 1975, C. 127 and agrees to furnish the required documentation pursuant to the law.

A contractor's bid **MUST** be rejected as non-responsive if a contractor fails to comply within the time frame state above.

COMPANY _____

SIGNATURE _____

TITLE _____

R

QUALIFICATION QUESTIONNAIRE

Please list below five municipalities which are currently using the proposed meter reading billing system, including the year the system was installed, the size of the municipalities, and the name and phone number of the contact person.

1.

2.

3.

4.

5.

Additional information that will aid the Township in evaluating the proposal should be attached.

5

Acknowledgement of Receipt of Addenda

Acknowledgement is hereby made of the following Addenda received since issuance of Specifications:

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Name of Bidder (Firm Name)

Signature of Agent

Typed of Printed Name of Agent