

## SERVICE AGREEMENT NO. 5842

### Utility Bill Printing, Mailing and Insert Printing Services

THIS **Utility Bill Printing, Mailing and Insert Printing Services Agreement** ("Agreement") is entered into by and between the City of Corpus Christi, a Texas home-rule municipal corporation ("City") and USIO Output Solutions, Inc. ("Contractor"), effective upon execution by the City Manager or the City Manager's designee ("City Manager").

WHEREAS, Contractor has bid to provide Utility Bill Printing, Mailing and Insert Printing Services in response to Request for Bid/Proposal No. 5842 ("RFB/RFP"), which RFB/RFP includes the required scope of work and all specifications and which RFB/RFP and the Contractor's bid or proposal response, as applicable, are incorporated by reference in this Agreement as Exhibits 1 and 2, respectively, as if each were fully set out here in its entirety.

NOW, THEREFORE, City and Contractor agree as follows:

**1. Scope.** Contractor will provide Utility Bill Printing, Mailing and Insert Printing Service ("Services") in accordance with the attached Scope of Work, as shown in Attachment A, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety, and in accordance with Exhibit 2.

**2. Term.**

(A) The Term of this Agreement is one year beginning on the date provided in the Notice to Proceed from the Contract Administrator or the City's Procurement Division. The parties may mutually extend the term of this Agreement for up to four additional one-year periods ("Option Period(s)"), provided, the parties do so in writing prior to the expiration of the original term or the then-current Option Period.

(B) At the end of the Term of this Agreement or the final Option Period, the Agreement may, at the request of the City prior to expiration of the Term or final Option Period, continue on a month-to-month basis for up to six months with compensation set based on the amount listed in Attachment B for the Term or the final Option Period. The Contractor may opt out of this continuing term by providing notice to the City at least 30 days prior to the expiration of the Term or final Option Period. During the month-to-month term, either Party may terminate the Agreement upon 30 days' written notice to the other Party.

- 3. Compensation and Payment.** This Agreement is for an amount not to exceed \$925,670.00, subject to approved extensions and changes. Payment will be made for Services performed and accepted by the City within 30 days of acceptance, subject to receipt of an acceptable invoice. All pricing must be in accordance with the attached Bid/Pricing Schedule, as shown in Attachment B, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety. Any amount not expended during the initial term or any option period may, at the City's discretion, be allocated for use in the next Option Period.

Invoices must be mailed to the following address with a copy provided to the Contract Administrator:

City of Corpus Christi  
Attn: Accounts Payable  
P.O. Box 9277  
Corpus Christi, Texas 78469-9277

- 4. Contract Administrator.** The Contract Administrator designated by the City is responsible for approval of all phases of performance and operations under this Agreement, including deductions for non-performance and authorizations for payment. The City's Contract Administrator for this Agreement is as follows:

Name: Margaret Morin  
Department: Corpus Christi Water  
Phone: (361) 826-3628  
Email: MargaretP@cctexas.com

**5. Insurance; Bonds.**

(A) Before performance can begin under this Agreement, the Contractor must deliver a certificate of insurance ("COI"), as proof of the required insurance coverages, to the City's Risk Manager and the Contract Administrator. Additionally, the COI must state that the City will be given at least 30 days' advance written notice of cancellation, material change in coverage, or intent not to renew any of the policies. The City must be named as an additional insured. The City Attorney must be given copies of all insurance policies within 10 days of the City Manager's written request. Insurance requirements are as stated in Attachment C, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety.

(B) In the event that a payment bond, a performance bond, or both, are required of the Contractor to be provided to the City under this Agreement before performance can commence, the terms, conditions, and amounts required in the bonds and appropriate surety information are as included in the RFB/RFP or as

may be added to Attachment C, and such content is incorporated here in this Agreement by reference as if each bond's terms, conditions, and amounts were fully set out here in its entirety.

**6. Purchase Release Order.** For multiple-release purchases of Services to be provided by the Contractor over a period of time, the City will exercise its right to specify time, place and quantity of Services to be delivered in the following manner: any City department or division may send to Contractor a purchase release order signed by an authorized agent of the department or division. The purchase release order must refer to this Agreement, and Services will not be rendered until the Contractor receives the signed purchase release order.

**7. Inspection and Acceptance.** City may inspect all Services and products supplied before acceptance. Any Services or products that are provided but not accepted by the City must be corrected or re-worked immediately at no charge to the City. If immediate correction or re-working at no charge cannot be made by the Contractor, a replacement service may be procured by the City on the open market and any costs incurred, including additional costs over the item's bid/proposal price, must be paid by the Contractor within 30 days of receipt of City's invoice.

**8. Warranty.**

(A) The Contractor warrants that all products supplied under this Agreement are new, quality items that are free from defects, fit for their intended purpose, and of good material and workmanship. The Contractor warrants that it has clear title to the products and that the products are free of liens or encumbrances.

(B) In addition, the products purchased under this Agreement shall be warranted by the Contractor or, if indicated in Attachment D by the manufacturer, for the period stated in Attachment D. Attachment D is attached to this Agreement and is incorporated by reference into this Agreement as if fully set out here in its entirety.

(C) Contractor warrants that all Services will be performed in accordance with the standard of care used by similarly situated contractors performing similar services.

**9. Quality/Quantity Adjustments.** Any Service quantities indicated on the Bid/Pricing Schedule are estimates only and do not obligate the City to order or accept more than the City's actual requirements nor do the estimates restrict the City from ordering less than its actual needs during the term of the Agreement and including any Option Period. Substitutions and deviations from the City's product requirements or specifications are prohibited without the prior written approval of the Contract Administrator.

- 10. Non-Appropriation.** The continuation of this Agreement after the close of any fiscal year of the City, which fiscal year ends on September 30<sup>th</sup> annually, is subject to appropriations and budget approval specifically covering this Agreement as an expenditure in said budget, and it is within the sole discretion of the City's City Council to determine whether or not to fund this Agreement. The City does not represent that this budget item will be adopted, as said determination is within the City Council's sole discretion when adopting each budget.
- 11. Independent Contractor.** Contractor will perform the work required by this Agreement as an independent contractor and will furnish such Services in its own manner and method, and under no circumstances or conditions will any agent, servant or employee of the Contractor be considered an employee of the City.
- 12. Subcontractors.** In performing the Services, the Contractor will not enter into subcontracts or utilize the services of subcontractors.
- 13. Amendments.** This Agreement may be amended or modified only in writing executed by authorized representatives of both parties.
- 14. Waiver.** No waiver by either party of any breach of any term or condition of this Agreement waives any subsequent breach of the same.
- 15. Taxes.** The Contractor covenants to pay payroll taxes, Medicare taxes, FICA taxes, unemployment taxes and all other applicable taxes. Upon request, the City Manager shall be provided proof of payment of these taxes within 15 days of such request.
- 16. Notice.** Any notice required under this Agreement must be given by fax, hand delivery, or certified mail, postage prepaid, and is deemed received on the day faxed or hand-delivered or on the third day after postmark if sent by certified mail. Notice must be sent as follows:

**IF TO CITY:**

City of Corpus Christi  
Attn: Margaret Morin  
Title: Utility Business Office Manager  
Address: 1201 Leopard Street, Corpus Christi, Texas 78401  
Phone: (361) 826-3628  
Fax: (361) 826-3174

**IF TO CONTRACTOR:**

USIO Output Solutions, Inc.  
Attn: Sy Green  
Title: SVP  
Address: 2416 Brockton Street, Suite 105, San Antonio, Texas 78217  
Phone: (210) 826-4994

**17. CONTRACTOR SHALL FULLY INDEMNIFY, HOLD HARMLESS AND DEFEND THE CITY OF CORPUS CHRISTI AND ITS OFFICERS, EMPLOYEES AND AGENTS ("INDEMNITEES") FROM AND AGAINST ANY AND ALL LIABILITY, LOSS, CLAIMS, DEMANDS, SUITS, AND CAUSES OF ACTION OF WHATEVER NATURE, CHARACTER, OR DESCRIPTION ON ACCOUNT OF PERSONAL INJURIES, PROPERTY LOSS, OR DAMAGE, OR ANY OTHER KIND OF INJURY, LOSS, OR DAMAGE, INCLUDING ALL EXPENSES OF LITIGATION, COURT COSTS, ATTORNEYS' FEES AND EXPERT WITNESS FEES, WHICH ARISE OR ARE CLAIMED TO ARISE OUT OF OR IN CONNECTION WITH A BREACH OF THIS AGREEMENT OR THE PERFORMANCE OF THIS AGREEMENT BY THE CONTRACTOR OR RESULTS FROM THE NEGLIGENT ACT, OMISSION, MISCONDUCT, OR FAULT OF THE CONTRACTOR OR ITS EMPLOYEES OR AGENTS. CONTRACTOR MUST, AT ITS OWN EXPENSE, INVESTIGATE ALL CLAIMS AND DEMANDS, ATTEND TO THEIR SETTLEMENT OR OTHER DISPOSITION, DEFEND ALL ACTIONS BASED THEREON WITH COUNSEL SATISFACTORY TO THE CITY ATTORNEY, AND PAY ALL CHARGES OF ATTORNEYS AND ALL OTHER COSTS AND EXPENSES OF ANY KIND ARISING OR RESULTING FROM ANY SAID LIABILITY, DAMAGE, LOSS, CLAIMS, DEMANDS, SUITS, OR ACTIONS. THE INDEMNIFICATION OBLIGATIONS OF CONTRACTOR UNDER THIS SECTION SHALL SURVIVE THE EXPIRATION OR EARLIER TERMINATION OF THIS AGREEMENT.**

**18. Termination.**

(A) The City may terminate this Agreement for Contractor's failure to comply with any of the terms of this Agreement. The City must give the Contractor written notice of the breach and set out a reasonable opportunity to cure. If the Contractor has not cured within the cure period, the City may terminate this Agreement immediately thereafter.

(B) Alternatively, the City may terminate this Agreement for convenience upon 30 days advance written notice to the Contractor. The City may also terminate this Agreement upon 24 hours written notice to the Contractor for failure to pay or provide proof of payment of taxes as set out in this Agreement.

**19. Owner's Manual and Preventative Maintenance.** Contractor agrees to provide a copy of the owner's manual and/or preventative maintenance guidelines or instructions if available for any equipment purchased by the City pursuant to this Agreement. Contractor must provide such documentation upon delivery of such equipment and prior to receipt of the final payment by the City.

- 20. Limitation of Liability.** The City's maximum liability under this Agreement is limited to the total amount of compensation listed in Section 3 of this Agreement. In no event shall the City be liable for incidental, consequential or special damages.
- 21. Assignment.** No assignment of this Agreement by the Contractor, or of any right or interest contained herein, is effective unless the City Manager first gives written consent to such assignment. The performance of this Agreement by the Contractor is of the essence of this Agreement, and the City Manager's right to withhold consent to such assignment is within the sole discretion of the City Manager on any ground whatsoever.
- 22. Severability.** Each provision of this Agreement is considered to be severable and, if, for any reason, any provision or part of this Agreement is determined to be invalid and contrary to applicable law, such invalidity shall not impair the operation of nor affect those portions of this Agreement that are valid, but this Agreement shall be construed and enforced in all respects as if the invalid or unenforceable provision or part had been omitted.
- 23. Order of Precedence.** In the event of any conflicts or inconsistencies between this Agreement, its attachments, and exhibits, such conflicts and inconsistencies will be resolved by reference to the documents in the following order of priority:
- A. this Agreement (excluding attachments and exhibits);
  - B. its attachments;
  - C. the bid solicitation document including any addenda (Exhibit 1); then,
  - D. the Contractor's bid response (Exhibit 2).
- 24. Certificate of Interested Parties.** Contractor agrees to comply with Texas Government Code Section 2252.908, as it may be amended, and to complete Form 1295 "Certificate of Interested Parties" as part of this Agreement if required by said statute.
- 25. Governing Law.** Contractor agrees to comply with all federal, Texas, and City laws in the performance of this Agreement. The applicable law for any legal disputes arising out of this Agreement is the law of the State of Texas, and such form and venue for such disputes is the appropriate district, county, or justice court in and for Nueces County, Texas.
- 26. Public Information Act Requirements.** This paragraph applies only to agreements that have a stated expenditure of at least \$1,000,000 or that result in the expenditure of at least \$1,000,000 by the City. The requirements of Subchapter J, Chapter 552, Government Code, may apply to this contract and the Contractor agrees that the contract can be terminated if the Contractor knowingly or intentionally fails to comply with a requirement of that subchapter.

**27. Entire Agreement.** This Agreement constitutes the entire agreement between the parties concerning the subject matter of this Agreement and supersedes all prior negotiations, arrangements, agreements and understandings, either oral or written, between the parties.

**CONTRACTOR**

Signature:           *Sy Green*          

Printed Name:           Sy Green          

Title:           Senior Vice President          

Date:           August 18, 2024          

**CITY OF CORPUS CHRISTI**

\_\_\_\_\_  
Josh Chronley  
Assistant Director of Finance - Procurement

Date: \_\_\_\_\_

**Attached and Incorporated by Reference:**

- Attachment A: Scope of Work
- Attachment B: Bid/Pricing Schedule
- Attachment C: Insurance and Bond Requirements
- Attachment D: Warranty Requirements

**Incorporated by Reference Only:**

- Exhibit 1: RFB/RFP No. 5842
- Exhibit 2: Contractor's Bid/Proposal Response



## **Attachment A - Scope of Work**

### **1.1. General Requirements**

1. The Contractor is responsible for receiving and processing daily data file transfer, printing, and folding of bills and inserts, envelope inserting, presorting, metering, and mailing. Inserts are to be printed directly from industry-standard electronic files (e.g., Adobe, Photoshop, Illustrator, InDesign, PDF) on uncoated or coated paper and are mailed with utility bills.
2. Daily production averages approximately 108,802 monthly bills and 14,974 delinquency monthly bills. A billing schedule will be provided to the Contractor monthly, which includes but not limited to delinquent notices, E-Bills and cancel/rebills. Currently, there are 20 billing cycles and 20 delinquent notice cycles generated daily based upon due date. Billing cycles may contain a minimum of 6,000 to a maximum of 21,000 items.
3. The Contractor shall facilitate a re-design of the current utility bill form, front and back pages, working in conjunction with city staff. The purpose of the re-design is to make the utility bill more customer friendly.
4. The Contractor shall provide a high quality, accurate and timely printed bill for the City's utility customers.
5. The Contractor shall obtain the lowest possible postage costs throughout the contract term. The Contractor shall provide USPS CASS (US Postal Service Coding Accuracy Support System) certification and correcting of zip code and delivery information as necessary prior to printing. Contractor will assume liability of any penalties assessed for any erroneous bar coding.
6. The Contractor shall describe and provide details of the firm's qualifications and experience to perform this work (including expertise, training, certifications, licenses, etc.). Include a sample of printing, and list of references with the company name, contact information, and address.
7. Describe the organization, main areas of business, equipment availability, and resources for performing service to the City.

### **1.2. Scope of Work**

#### **A. General Services**

1. The City of Corpus Christi will provide data to the Contractor.
2. The Contractor shall provide security of information and supervision from start to finish.

3. The Contractor shall house envelopes in a climate-controlled environment.
4. The current software is Infor Public Sector.
5. The Contractor shall accept electronic data transmissions 24/7.
6. The Contractor shall perform custom programming, to modify the bill format as requested.
7. The Contractor shall have an emergency/disaster recovery plan to avoid out-of-service situations. Types of emergencies would include, but are not limited to, Acts of God, system failure, strikes by Contractor employees, strikes by Contractor supplier, acts of terrorism and electrical outage. The plan will include a 48-hour turnaround. Please describe your plan.
8. The Contractor shall provide a web service or a type of Application Program Interface to allow for the extraction of statements for automation purposes and displaying content line. This web service or Application Program Interface shall provide methods to pull individuals statements by bill date and account number and will allow for the statements to be returned to the client in a file or provide a URL to the statement online. Minimally, 12 months of statement data should be available via this web service or Application Program Interface. The city requires SFTP as a file transfer protocol.
9. Contractor shall not outsource any of its work regarding City of Corpus Christi information to a third party and/or subcontractor.
10. The City of Corpus Christi will require proposals to include a secure data management plan.
  - a. The Contractor is required to integrate data protection methods to guarantee data security that adhere to an industry standard cyber security framework. Provisions are required to be put in place to safeguard sensitive data, even in instances of unauthorized access. The system is required to comply with all applicable federal and state data protection and privacy laws. Additionally, the Contractor is required to have an audit trail to monitor data access and alterations, aiding in adherence of the secure data management plan.
  - b. The Contractor is required to show a dedication to preserving the confidentiality, integrity, and accessibility of City confidential data during transmission, processing and at rest. The Contractor is required to encompass a comprehensive strategy to conduct security audits to continually assess and improve the security safeguards of the system and notify the City of a security compromise and/or breach.

## B. Daily Transmission of Electronic Data

1. XML output files will be provided by the City. All calculations are included in the XML file.
2. The Contractor shall provide a secure electronic means for file transmission.
3. The Contractor shall confirm receipt of the file daily by noon, local time, via a return email to the person transmitting the file when the file is received.
4. The Contractor shall provide a report daily when the file has been processed for printing. The report will include billing cycles, number of pulled bills, and account classes. Also included in the report shall be the amount of postage charges for the billing including number of pieces of mail and postage rate classes. Parameters may be subject to change.
5. Data may be transmitted by the city in multiple files throughout the day. Files received by the Contractor prior to noon, local time, will be processed and mailed the same day.
6. The Contractor must be able to process multiple data files that all contain data related to the same batch upload.
7. The Contractor must have at least four full-time programmers on staff who can perform complex implementations and transform into modern-looking bills. Programmers must have the ability to work around limitations during document processing.
8. The Contractor must backup all client document processing programs at least once per week and perform monthly backups. Contractor must be able to restore a backup copy if a live document processing application has any sort of issue that makes restoring to backup necessary.
9. The Contractor must provide a web-based interface to:
  - Track the status of job types through the production process
  - View reports
  - Manage inserts
  - Process exception or special handling of documents
  - Manage ad hoc messages displayed on job output
  - Upload test files
  - Contact Contractor customer service
10. The Contractor must provide City the ability to view and approve sample bills online before they are printed and mailed. Included with the sample bills must be a summary of the total counts of printed bills, suppressed bills, and a count of any inserts included with the batch.

11. The Contractor must mail documents the same day of receipt of file transfer.
12. The Contractor must have the capability to suppress the printing of bills and/or envelopes for certain customers, based on agency requirements. Suppression could be on a one-time or ongoing basis.
13. The Contractor must provide an interface that will allow agency to update requirements for bill messages and bill inserts on an ad-hoc basis. Interface must allow the City to include/exclude inserts and messages based on City requirements including customer type, account number, or other parameter within the data file.
14. The Contractor must have in place and provide as part of the Proposal a comprehensive Quality Control plan for ensuring the data, printing and mailing is error free.
15. The Contractor must provide a process of "pulling" a bill from live production file. Contractor must indicate in the Proposal whether fees apply.
16. The Contractor must provide a daily with date and timestamp of each individual inserted piece. Please provide a sample file with submission.
17. The Contractor must have mailing equipment that can keep track of mail piece sequencing to prevent mailing errors and explain how redundancy is achieved in the event of equipment failure at the facility. Please provide a sample file with submission.
18. The Contractor must be able to optionally print 8.5x11" inserts "on demand". These inserts must print in line with the bills and letters as additional pages and folded and inserted by the mail inserter instead of being printed and folded separately. On demand insert printing should be available to support simplex and duplex printing, black or grayscale printing, and full color printing.
19. The Contractor must print variable information in full color. Printing must be done on full-color printers.
  - o The Contractor must be able to archive as PDF files, or document images. PDF images must be available on the same day that data files are processed. At least 12 months of bills need to be available.
  - o The Contractor must supply an online interface to City to view the document images produced. Must be capable of indexing at least 5 data fields for searching via online interface. Contractor must provide details about the interface capabilities.

C. Bill Formatting

The Contractor will provide the following information on each bill:

1. Pro-rated amounts for items such as new rates, partial months, etc.
2. A defined graph to indicate usage to reflect for water services, gas services, and irrigation services.
3. Any payment plan amounts.
4. A designation of defined bills but not limited to, current bill, final bill, corrected bill and notice of delinquency.
5. Amount Due total must match total of line items.
6. A message center notification area. Messaging will be provided via email with direct text or attachment containing message.
7. The top portion of the bill shall be for customer retention and shall contain billing information.
8. The bottom shall be perforated to produce a return stub to be returned by customer with payment.
9. Postal bar codes and OCR A scan line is required.
10. Change of statement notice and delinquency notice design, unlimited per year, at no charge.

D. Envelope Requirements

The Contractor will provide the following envelopes:

1. Mail out envelopes. The envelopes that will be used to mail the bills and delinquent notices shall include the City logo and a return address and the envelope must be windowed.
2. The ancillary endorsement "Return Service Requested" option will be mandated. The process communicates to the USPS the City of Corpus Christ expects the USPS to return any mail pieces that require an address change with the new address information applied to the mail piece. This allows for City of Corpus Christi to apply the change to their address in the database and re-process the account.
3. Return envelopes. Return envelopes are included inside the mail out envelope with the bill to allow customers to return payments. Return envelopes must be #8 5/8 windowed envelopes. The envelope will also have a "don't forget" message printed on the backside of the envelope and a sample of this language will be provided by the City. The glue on the envelope flap must extend from end to end of the closure flap for proper sealing.

4. Bulk envelopes. Bulk envelopes are used to mail bills to customers such as apartment complexes who have multiple accounts going to the same address in a single envelope.

E. Approval of Forms and Envelope Orders

1. The City will approve print stock and envelopes. Any changes during the term of the contract will require City approval.
2. Bill proofs shall be provided to the City for approval prior to first printing and at any time a change in format is made.
3. All artwork remains the property of the City of Corpus Christi.

F. Data Processing and Mail Preparation

1. The Contractor shall selectively exclude bill types from printing (PULL BILLS, EBILL, CITY, PARK AND STATE USE) and others identified in the file.
2. The Contractor must provide the NCOA (National Change of Address) link service.
3. The Contractor must be able to provide proof of delivery to the USPS on an as-requested basis.
4. The Contractor must be able to match multiple bills destined to the same customer and mailing address in the same batch. Matched bills must be inserted into one appropriate size envelope and metered first-class separately, and delivered to the USPS at the same time as all other bills are delivered. Upon request, send certified mail for single or multiple billing statements to an identified location.
5. The Contractor must be able to optionally provide outbound USPS tracking data for individual mail pieces. Contractor must provide an interface in its online account management portal to facilitate searching for and viewing tracking data for individual mail pieces. The tracking data source must come from the USPS (IMb-Intelligent Mail Barcode Tracing data).
6. The Contractor must provide an email confirming receipt of file transmission for data processing.
7. The Contractor must provide daily production confirmation reports. This report should contain the following details, at a minimum:
  - o Number of bills received for processing
  - o Number of bills printed
  - o Number of suppressions
  - o Postage presort breakdown including actual rates

- Inserts used and inserted counts
  - Total dollar value of bills contained in data file
8. The Contractor must provide an NCOA or ACS Move update report that includes customer name, account number, previous address, updated (new) address.
  9. The Contractor must have Coding Accuracy Support System (CASS) certification to ensure the lowest possible postage costs.
  10. Bills going to the same mailing address are to be inserted up to three into the standard mail-out envelope or four or greater for stuffing into one bulk envelope.
  11. All outgoing mail shall conform to postal requirements for automated processing.
  12. Provide the ability for the City to pull bills and delinquent notices, no later than noon, local time, if needed.
  13. Have designated bills, but not limited to, all pulled statements, cancel/rebill statements, and final statement sent directly to the City before 3:00 PM, instead of being mailed to the individual customers.

#### G. Bill Printing

1. The Contractor shall utilize high quality print, with two colors, preferred color teal/black to be used, and double-sided capability.
2. The Contractor shall use a minimum of 20-pound bond paper for bills and inserts.
3. No postcards will be utilized for billing purposes.

#### H. Insert Printing

1. The Contractor must be able to provide a one- or two-sided insert, with the option of up to four color imprint. Pricing Sheet provides estimate of a monthly number to be printed. Sizes are as follows:
  - Small – 8½" x 3½"
  - Medium – 8½ x 5½"
  - Large – 8½ x 11"

#### I. Utility Bill Folding and Inserting

1. Contractor shall fold statement to fit mail out or bulk envelope, as appropriate.

2. The Contractor's equipment must have multiple page and selective inserting capabilities.

J. Typical bills include the statement, a return envelope, and up to two additional inserts.

Mailing

1. The Contractor will process, and mail bills received by noon, local time, from the City the same day they are received.

2. The Contractor shall provide a postage usage report monthly. Usage information will be utilized by the City of Corpus Christi to adjust the monthly postage check amount as needed.

3. The Contractor must provide confirmation of all bills processed and mailed on bill run days.

K. Access to Electronic Bill and Notice Images

1. The Contractor shall provide access for City staff via password secured internet site to exact replicas of customer bills in PDF format for a period of 12 months. After 12 months, Contractor must purge all electronic data.

2. The Contractor shall provide search capability based on account number, date and date range and bill number.

3. The Contractor shall have the capability to email bill image from the Contractor's site.

4. The Contractor shall provide PDF images of each statement processed after mailing is completed.

L. Invoicing

1. The Contractor shall invoice monthly. Invoicing must include itemized postage for a number of daily mail outs and daily postage rates.

2. The Contractor shall only invoice for work completed.

3. The Contractor shall provide a separate invoice for insert printing.

4. The Contractor shall itemize the services provided in accordance with the contract price sheet.

5. The Contractor shall list the number of bills printed for the period on the invoice.

6. The cost shown must be all-inclusive of any applicable charges – i.e. including equipment, materials, delivery, labor, overhead, direct cost, indirect cost,



travel, equipment, supplies, programming and profit necessary to achieve the scope of services.

7. The Contractors are advised that the City needs proposers to define costs on a per month basis plus implementation costs. Proposers are also advised to include a sample invoice. Invoices need to be sent the following month for the previous month's activity. Contractors are advised also that they will need to write the programming for real-time integration and coordinate with city staff.

M. Warranty

The Contractor is responsible for all costs associated with errant printing and mailing of bills that are at no fault of the City.

N. Sample Documents

Please see attached sample documents that illustrate acceptable samples of the various documents described in this scope of work. Subject to change periodically.

**1.3. Timeline and Implementation**

A. Timeline and Implementation

1. Contractor will work with the Contract Administrator or Designee to coordinate between the City of Corpus Christi Utility Billing Office (UBO) staff members for all development, formatting bill, XML.



# Bill Sample

Monthly Statement of Utility Services  
City of Corpus Christi  
P.O. Box 9257 • Corpus Christi, TX 78469-9257  
(361) 826-CITY • www.cctexas.com

Account Name:  
Account Number:  
Statement Date:  
Due Date:  
Page:

3/15/2024  
4/5/2024  
Page 1 of 2

## SERVICE INFORMATION

Account Name:  
Account Number:  
Service Address:  
Account Type: SINGLE  
Invoice Number: 8415045  
Cycle: 13

## QUESTIONS ABOUT YOUR BILL?

Utility Billing Office Call Center  
Monday - Friday:  
8:00am - 5:00pm  
(361) 826-CITY(2489)  
WWW.CCTEXAS.COM

## IMPORTANT MESSAGES

As of February 29, 2024, the City of Corpus Christi remains under Stage 1 water restrictions.

- Stage 2 water restrictions could be implemented by the end of March 2024.
- Visit [www.cctexas.com](http://www.cctexas.com) or follow Corpus Christi Water on Facebook for the latest water restriction information.

The City's Inner Harbor Seawater Desalination Treatment Plant is a promising water solution that will relieve water scarcity for Corpus Christi Water customers across seven counties of the Coastal Bend. World-renowned experts continue working with Corpus Christi Water to ensure seawater intake and return flow are handled in an environmentally responsible manner. Visit [www.desal.cctexas.com](http://www.desal.cctexas.com) for more information.

## ACCOUNT SUMMARY

PREVIOUS BALANCE	\$90.73
TOTAL PAID SINCE LAST BILL	-\$90.73
<b>NEW CHARGES</b>	
WATER	\$12.02
RWCA \$1.12/TGAL	\$1.12
TOTAL WATER	\$13.14
WASTE WATER	\$33.58
TOTAL WASTEWATER	\$33.58
STORM WATER FEE	\$8.84
TOTAL STORMWATER FEES	\$8.84
SOLID WASTE (GARBAGE)	\$25.73
TAX	\$2.12
TOTAL SOLID WASTE	\$27.85
<b>NEW CHARGES DUE BY 4/5/2024:</b>	<b>\$83.41</b>
<b>AMOUNT DUE</b>	<b>\$83.41</b>

PLEASE ALLOW 5 BUSINESS DAYS BEFORE DUE DATE TO ENSURE PROPER CREDIT.

KEEP TOP PORTION FOR YOUR RECORDS AND RETURN BOTTOM STUB WITH YOUR PAYMENT.



P.O. Box 9257 • Corpus Christi, TX 78469-9257  
(361) 826-CITY • www.cctexas.com

Service Address:  
Cycle-Route #: 13-63

Account Number	Due Date	Amount Due
	4/5/2024	\$83.41

If payment is received after the due date, a five percent penalty will be assessed.

AMOUNT ENCLOSED \$

MAKE CHECKS PAYABLE TO: CITY OF CORPUS CHRISTI

# Working to Serve YOU Better.

8591 BATCH 1



Address  
CORPUS CHRISTI TX 78415-2462



CITY OF CORPUS CHRISTI  
PO BOX 659880  
SAN ANTONIO TX 78265-9143



200823160000083410

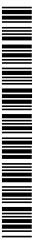
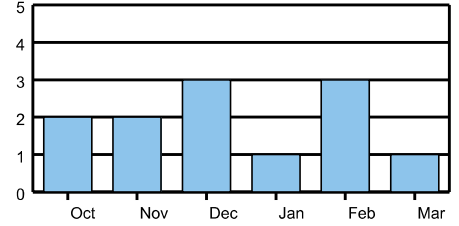


METER INFORMATION

Table with 5 columns: Meter ID, Service Type, Current Read, Previous Read, Consumption 3/12/2024. Row 1: WT00005819, WA, 209, 208, 1

CONSUMPTION HISTORY

Meter ID: WT00005819



Moving or Discontinuing your Services?
To stop or change utility services, please call Customer Call Center
(361) 826-CITY (2489)

PLEASE HELP US TO SERVE YOU BETTER

- DO NOT SEND CASH
Sign your check or money order
Write account number on your check
Enclose your stub with your check
No Staples, No Paper Clips
Thank you for your assistance

OPTIONS AVAILABLE TO PAY YOUR BILL

- Mail payment along with stub in return envelope provided.
Bank Draft available via Dynamic Portal at www.cctexas.com.
Online Payment - Register via Dynamic Portal at www.cctexas.com available 24/7.
By phone 24/7 with a credit or debit card at 361-885-0751.

AUTHORIZED PAY STATIONS

All local HEB locations
Please allow 2 business days before due date to ensure proper credit.

# Delinquent Notice Example



CITY OF  
CORPUS  
CHRISTI

City of Corpus Christi  
P.O. Box 9257 • Corpus Christi, TX 78469-9257  
(361) 826-CITY • www.cctexas.com

## DISCONNECT NOTICE

1111 BATCH1



CORPUS CHRISTI TX 78415

Past Due Amount: \$562.77

Disconnect Date After: 04/26/2024

Notice Date: 04/12/2024

Account Number: [REDACTED]

Request a Payment Arrangement  
by visiting [cctexas.com](http://cctexas.com)

## YOUR UTILITY ACCOUNT REQUIRES ATTENTION

**Payment of \$562.77 must be received or payment arrangements made by 04/26/2024 to avoid disconnection of service\*\*. If the disconnect date falls on a holiday or weekend, the disconnect date will be moved to the next working business day.**

**\*\*In the case of a vacant, or Storm Water Only property, disconnection of services may not occur. Please reach out to the Storm Water Hotline (361) 561-1100 to leave a message and our team will reach out to assist.**

Accounts with late payments, returned checks, or disconnects for nonpayment may be subject to a deposit to continue or reconnect service. If service is disconnected, the City of Corpus Christi may require full payment of the past due amount and related service charges before reconnection.

Reconnection may be available with a payment arrangement, which includes a down payment. Please note, mailed payments must be received prior to the disconnect date to prevent service interruption.

**By debit or credit card\*: Visit [ccpay.cctexas.com/IPSUB/PortalAccount/Login](http://ccpay.cctexas.com/IPSUB/PortalAccount/Login) or call (361) 885-0751.  
Check, cash, or money order\*: In person at 1201 Leopard St, 1st Floor, Corpus Christi TX, 78401.**

\*Please have account number available at time of payment.

If you feel you have received this notice in error, please call 311 or (361) 826-CITY (2489) if outside city limits.



CITY OF  
CORPUS  
CHRISTI

City of Corpus Christi  
P.O. Box 9257 • Corpus Christi, TX 78469-9257  
(361) 826-CITY • www.cctexas.com

## AVISO DE DESCONEXIÓN

**Pago atrasado: \$562.77**

**Fecha de desconexión después: 04/26/2024**

**Fecha de notificación: 04/12/2024**

**Número de cuenta:** [REDACTED]

**Solicite un acuerdo de pago  
visitando [cctexas.com](http://cctexas.com)**

## SU CUENTA DE SERVICIOS PÚBLICOS REQUIERE ATENCIÓN

**Se debe recibir el pago de \$562.77 o hacer arreglos para el 04/26/2024 para evitar la desconexión del servicio\*\*. Si la fecha de desconexión cae en un día festivo o fin de semana, la fecha de desconexión se moverá al siguiente día hábil.**

**\*\*En el caso de una propiedad desocupada o solo para aguas fluviales, es posible que no se produzca la desconexión de los servicios. Comuníquese con la línea directa de aguas pluviales (361) 561-1100 para dejar un mensaje y nuestro equipo se comunicará con usted para ayudarlo.**

Las cuentas con pagos atrasados, cheques devueltos o desconexiones por falta de pago pueden estar sujetas a un depósito para continuar o reconectar el servicio. Si se desconecta el servicio, la ciudad de Corpus Christi puede requerir el pago total del monto adeudado y los cargos de servicio relacionados antes de la reconexión.

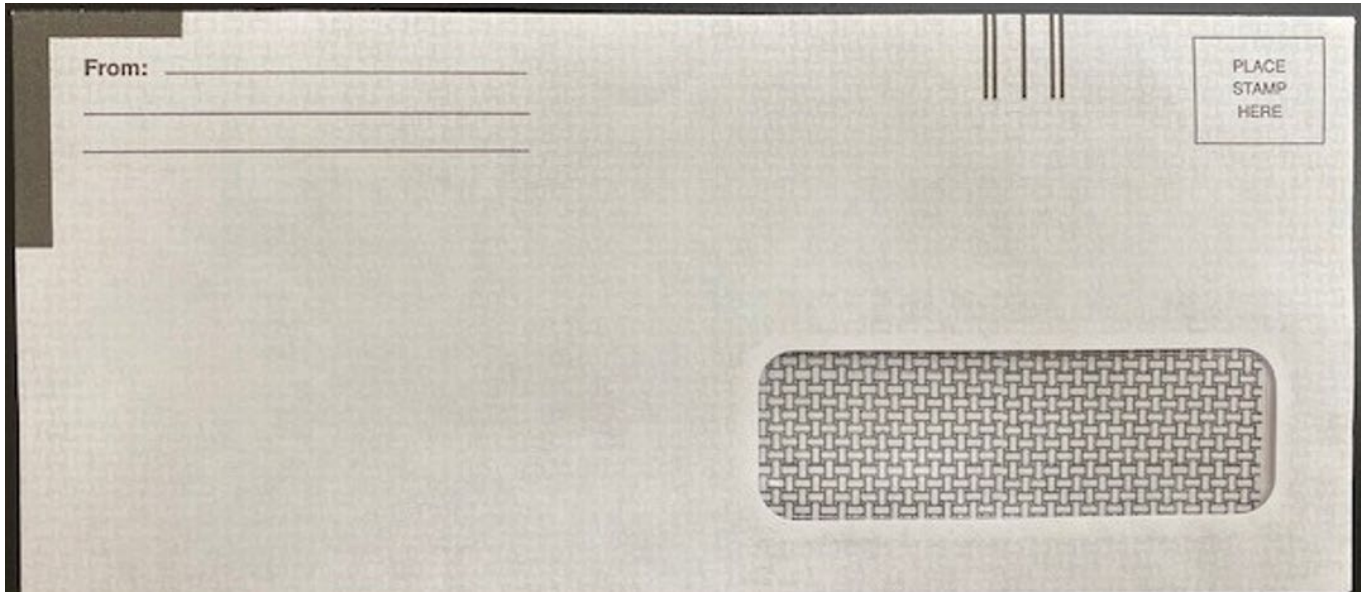
La reconexión puede estar disponible con un acuerdo de pago, que incluye un pago inicial. Tenga en cuenta que los pagos enviados por correo deben recibirse antes de la fecha de desconexión para evitar la interrupción del servicio.

**Con tarjeta de débito o crédito\*: visite la pagina [ccpay.cctexas.com/IPSUB/PortalAccount/Login](http://ccpay.cctexas.com/IPSUB/PortalAccount/Login) o llamar al (361) 885-0751. Con Cheque, efectivo o giro postal\*: En persona en el 1201 Leopard St, 1st Floor, Corpus Christi TX, 78401.**

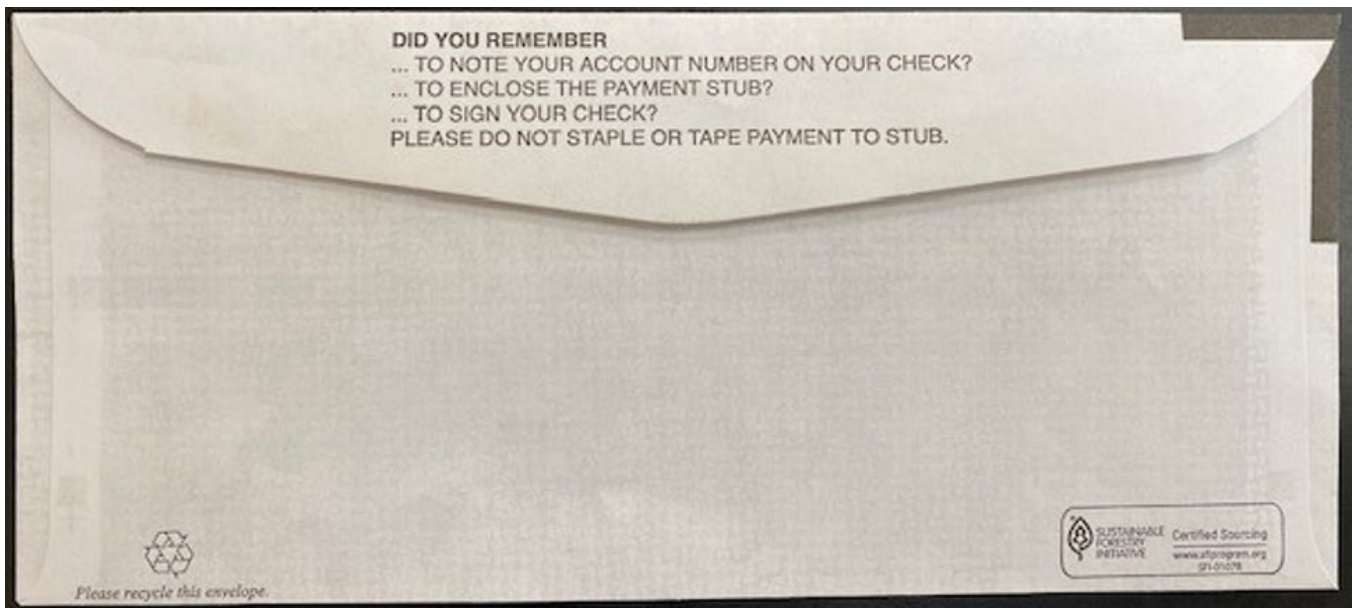
**\*Por favor tenga el número de cuenta disponible al momento del pago.**

Si cree que ha recibido este aviso por error, llame al 311 o al (361) 826-CITY (2489) si está fuera de los límites de la ciudad.

## Envelope Return Example

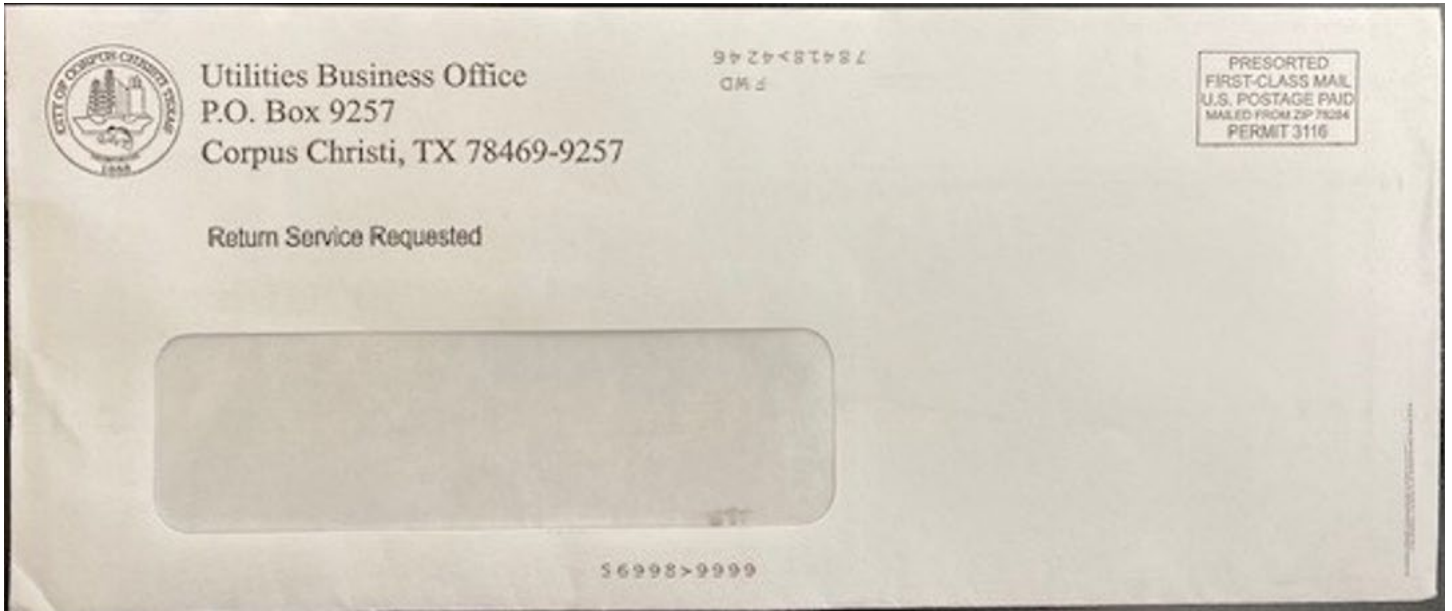


Front

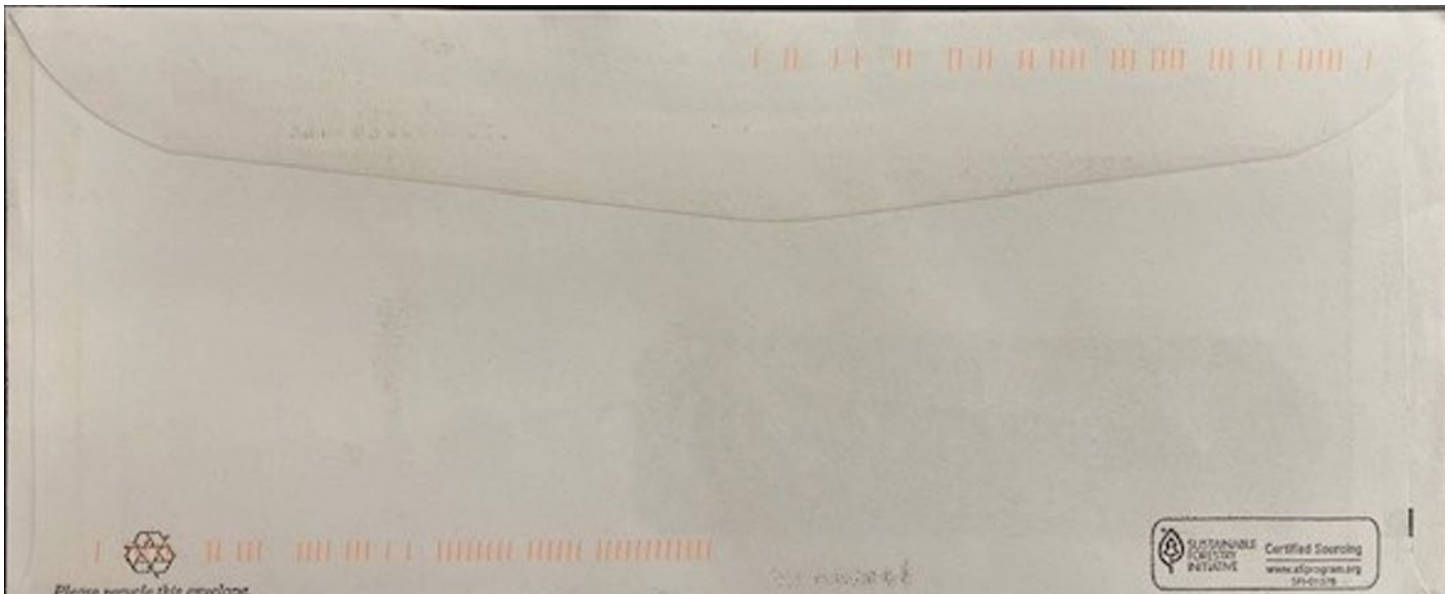


Back

## Envelope Samples



Front



Back

Monthly Calendar Sample




# December

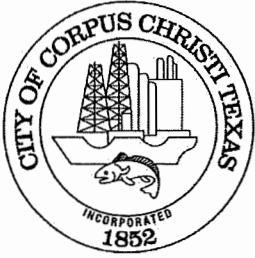


2023



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Upload 1,2,3,4  No Re-Reads Work Billing	2
3	4 Upload 6  No Re-Reads Billing Work 1,2,3,4	5 Upload 7  No Re-Reads Billing Work 6	6 Upload 8  Re-Reads 1,2,3,4 Billing Work 7	7 Upload 9/10  Re-Reads 6 Billing Work 8	8 Upload 11&12  Re-Reads 7 Billing Work 9&10	9
10	11 No Upload  Re-Reads 8 Billing Work 11&12	12 Upload 13&14  No Re-Reads Work Billing	13 Upload 15&16  Re-Reads 9,10,11,12 Billing Work 13&14	14 No Upload  No Re-Reads Billing Work 15&16	15 No Upload  Re-Reads 13&14 Work Billing	16
17	18 No Upload  Re-Reads 15&16 Work Billing	19 No Upload  No Re-Reads Work Billing	20 Upload 17&18  No Re-Reads Work Billing	21 Upload 19&20  No Re-Reads Billing Work 17&18	22 Upload 21  No Re-Reads Billing Work 19&20	23
24	25 City Holiday  	26 No Upload  Re-Reads 17&18 Billing Work 21	27 No Upload  Re-Reads 19&20 Work Billing	28 No Upload  Re-Reads 21 Work Billing	29 No Upload  No Re-Reads Work Billing	30
31						





Attachment B-Pricing Schedule

**CITY OF CORPUS CHRISTI**  
**Pricing Form**  
**CONTRACTS AND PROCUREMENT**  
**RFP No. 5842**

**Utility Bill Printing, Mailing and Insert Printing Services**

PAGE 1

DATE: 5/9/2024

Usio Output Solutions, Inc.

*Sy Green*  
 AUTHORIZED SIGNATURE

PROPOSER

1. Refer to "Instructions to Proposers" and Contract Terms and Conditions before completing proposal.
2. Provide your best price for each item.
3. In submitting this proposal, Proposer certifies that:
  - a. the prices in this proposal have been arrived at independently, without consultation, communication, or agreement with any other Proposer or competitor, for the purpose of restricting competition with regard to prices;
  - b. Proposer is an Equal Opportunity Employer; and the Disclosure of Interest information on file with City's Contracts and Procurement office, pursuant to the Code of Ordinances, is current and true.
  - c. Proposer has incorporated any changes issued through Addenda to the RFP in this pricing.

ITEM	DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL PRICE
1.0	Implementation	1	LS	0.000	\$0.00
2.0	Printing and mailing of statements and notices	1,490,000	EA	0.119	\$177,310.00
3.0	Printing and processing of Small inserts up to four colors, front and back	90,000	EA	0.018	\$1,620.00
4.0	Printing and processing of Medium inserts up to four colors, front and back	90,000	EA	0.027	\$2,430.00
5.0	Printing and processing of Large inserts up to four colors, front and back	90,000	EA	0.032	\$2,880.00
6.0	City supplied Pre-Printed insert processing fee	90,000	EA	0.001	\$900.00
7.0	Postage price per mailing	1,490,000	EA	0.497	\$740,530.00
8.0	Utility Bill Re-Design	1	LS	0.000	\$0.00
<b>Grand Total</b>				<b>\$ 925,670.00</b>	

## Attachment C - Insurance Requirements

### LIABILITY INSURANCE

1. Contractor must not commence work under this agreement until all insurance required herein has been obtained and approved by the City's Risk Manager or designee. Contractor must not allow any subcontractor to commence work until all similar insurance required of the subcontractor has been so obtained.
  
2. Contractor must furnish to the City's Risk Manager and Contract Administrator, one (1) copy of Certificates of Insurance with applicable policy endorsements showing the following minimum coverage by an insurance company(s) acceptable to the City's Risk Manager or designee. The City must be listed as an additional insured for the General Liability and Auto Liability policies **by endorsement**, and a waiver of subrogation is required on all applicable policies. **Endorsements** must be provided with Certificate of Insurance. Project name and/or number must be listed in Description Box of Certificate of Insurance.

TYPE OF INSURANCE	MINIMUM INSURANCE COVERAGE
<b>30-day advance written notice of cancellation, non-renewal, material change or termination required on all certificates and policies.</b>	<b>Bodily Injury and Property Damage</b> Per occurrence - aggregate
Commercial General Liability including: 1. Commercial Broad Form 2. Premises – Operations 3. Products/ Completed Operations 4. Contractual Liability 5. Independent Contractors 6. Personal Injury- Advertising Injury	\$1,000,000 Per Occurrence
Errors and Omissions	\$1,000,000 Per Occurrence \$2,000,000 Aggregate
CYBER LIABILITY	\$1,000,000 Per Occurrence \$2,000,000 Aggregate

3. In the event of accidents of any kind related to this project, Contractor must furnish the Risk Manager with copies of all reports of such accidents within 10 days of the accident.

Additional Requirements -

1. Applicable for paid employees, Contractor must obtain workers' compensation coverage through a licensed insurance company. The coverage must be written on a policy and endorsements approved by the Texas Department of Insurance. The workers' compensation coverage provided must be in an amount sufficient to assure that all workers' compensation obligations incurred by the Contractor will be promptly met. An All States endorsement shall be required if Contractor is not domiciled in the State of Texas.
2. Contractor shall obtain and maintain in full force and effect for the duration of this Contract, and any extension hereof, at Contractor's sole expense, insurance coverage written on an occurrence basis, by companies authorized and admitted to do business in the State of Texas and with an A.M. Best's rating of no less than A- VII.
3. Contractor shall be required to submit replacement Certificate of Insurance to City at the address provided below within ten days of any change made by the Contractor or as requested by the City. Contractor shall pay any costs incurred resulting from said changes. All notices under this Article shall be given to City at the following address:

City of Corpus Christi  
Attn: Risk Management  
P.O. Box 9277  
Corpus Christi, TX 78469-9277

4. **Contractor agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following required provisions:**
  - List the City and its officers, officials, employees, and volunteers, as additional insureds by endorsement with regard to operations, completed operations and activities of or on behalf of the named insured performed under contract with the City, with the exception of the workers' compensation policy.
  - Provide for an endorsement that the "other insurance" clause shall not apply to the City of Corpus Christi where the City is an additional insured shown on the policy;
  - Workers' compensation and employers' liability policies will provide a waiver of subrogation in favor of the City; and

- Provide 30 calendar days advance written notice directly to City of any cancellation, non-renewal, material change or termination in coverage and not less than ten calendar days advance written notice for nonpayment of premium.
5. Within five calendar days of a cancellation, non-renewal, material change or termination of coverage, Contractor shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend Contractor's performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this contract.
  6. In addition to any other remedies the City may have upon Contractor's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Contractor to stop work hereunder, and/or withhold any payment(s) which become due to Contractor hereunder until Contractor demonstrates compliance with the requirements hereof.
  7. Nothing herein contained shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from Contractor's or its subcontractor's performance of the work covered under this contract.
  8. It is agreed that Contractor's insurance shall be deemed primary and non-contributory with respect to any insurance or self-insurance carried by the City of Corpus Christi for liability arising out of operations under this contract.
  9. It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this agreement.

2024 Insurance Requirements Exhibit  
Purchasing – UBO  
Customer Utility Billing Services  
05/02/2024 Risk Management – Legal Dept.

## **Attachment D - Warranty Requirements**

"No manufacturer's warranty required for this Agreement."