**APPENDIX**

| Requirement | Yes | No | Partial | Explanation/Comments |
| --- | --- | --- | --- | --- |
| A. Communication | | | | |
| A.1. How do you receive the bill extract or letter file from us? |  |  |  |  |
| A.2. What file formats can you accept? |  |  |  |  |
|  |  |  |  |  |
| B. Security | | | | |
| B.1. Does your system have data transfer security? If so, what type? |  |  |  |  |
| B.2. Does your system have process security? If so, what type? |  |  |  |  |
|  |  |  |  |  |
| C. Bill Format Software | | | | |
| C.1. Do you support flexible bill formats? |  |  |  |  |
| C.2. Does your system provide the ability to  customize the bill print appearance? |  |  |  |  |
| C.3. Can you produce flexible, dynamic bills? |  |  |  |  |
| C.4. Can you produce unbundled bills? |  |  |  |  |
| C.5. Can you produce summary bills? |  |  |  |  |
| C.6. Can you produce bills with dynamic marketing messages? |  |  |  |  |
| C.7. Can you produce bills with dynamic logos? |  |  |  |  |
| C.8. Can you produce bills with dynamic graphs and charts? (*Future option*) |  |  |  |  |
| C.9. Can you produce bills with bar codes? (*Future option*) |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| C.10. Can you produce bills in multiple languages? (*Future option*) |  |  |  |  |
| C.11. Can you produce bills with the remittance coupon on the top, bottom or either? |  |  |  |  |
| C.12. Can you format flexible marketing letters, notices, and correspondence worksheets with the bill? |  |  |  |  |
| C.13. Number of colors able to use? |  |  |  |  |
| C.14. Can you print the SCAN LINE on the bill  using the font OCR-B? |  |  |  |  |
| C.15. Can your system supports "two-up" (11 ½ x 14) formats |  |  |  |  |
| C.16. Can you system supports 8 1/2 x 11 format |  |  |  |  |
| C.17. The system provides an out file of billing data for outsources printer and mailer |  |  |  |  |
| C.18. The system supports graphic images, shading, bolding and other format features for  bill formatting |  |  |  |  |
| C.19. The system will allow combining charges by type on the bill. e.g. All taxes roll up into a single tax line item. |  |  |  |  |
| C.20. At a minimum the bill can present the following discrete data on the bill: |  |  |  |  |
| * Bill Date |  |  |  |  |
| * Bill period for each service |  |  |  |  |
| * Previous and Current Meter readings by meter |  |  |  |  |
| * Rate Schedule per meter/service |  |  |  |  |
| * Rate Description |  |  |  |  |
| * Consumption being billed by service |  |  |  |  |
| * Meter size per service |  |  |  |  |
| * Meter number(s) per service |  |  |  |  |
| * Account Name |  |  |  |  |
| * Account Address |  |  |  |  |
| * Surcharges, fees, penalties and taxes with descriptions |  |  |  |  |
| * Past Due Balance |  |  |  |  |
| * Previous Balance |  |  |  |  |
| * Current Amount Due |  |  |  |  |
| * Bill Due Date |  |  |  |  |
| * Next meter reading date |  |  |  |  |
| * Consumption History Graph by service |  |  |  |  |
| * Subtotal by service |  |  |  |  |
| * Bill Messages |  |  |  |  |
| * User defined Scan Line (Mod10) |  |  |  |  |
| * Handling code. i.e. Opening bill, closing bill, group bill, etc. |  |  |  |  |
| * User defined data |  |  |  |  |
|  |  |  |  |  |
| D. Electronic Archive | | | | |
| D.1. Do you have electronic archive capabilities? If so, what type? |  |  |  |  |
| D.2. What method is used for retrieval of the archive? |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| D.3. Can you integrate bill view with the billing system? If so, how? |  |  |  |  |
| D.4. Can you reprint an exact copy of the bill from archive, including scan line, bar code, fonts, and graphs? If yes, what printer languages do you support for the reprint? |  |  |  |  |
| D.5. What types of viewers do you support? |  |  |  |  |
| D.6. What are your storage capabilities for printed data? |  |  |  |  |
| D.7. What is your purge process of the stored data? |  |  |  |  |
| D.8. Could customers view their historical bills on our website? If so, in what format? |  |  |  |  |
| D.9 Can you integrate bill view with the CC&B system? If so, how? |  |  |  |  |
|  |  |  |  |  |
| E. Internet Email Delivery | | | | |
| E.1. Can you e-mail bill notifications to customers? If so, what is the process for customers to view their bill from within the electronic notification? |  |  |  |  |
| E.2. Can you provide exact bill representation, of the bills accessed from the electronic notification? |  |  |  |  |
|  | | | | |
| F. Duplicate Bill | | | | |
| F.1. Can you provide duplicate bills for customers? If so, please explain your method. |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | | |
| G. Special Handling/Pull Bill | | | | |
| G.1. Can you pull a bill during production? If needed, could the bill be printed then returned to GUC? |  |  |  |  |
| G.1.1. If so, please explain your method for the following pull situations: pulling bill with a returned printed statement, pull a bill with archive only, and pull a bill to not process. |  |  |  |  |
| G.2. If necessary, could you pull a bill electronically? |  |  |  |  |
| G.3. Can you support special handling of certain accounts? Such as: archive only without a notification; archive and notify; archive, print and notify archive and print. |  |  |  |  |
|  | | | | |
| H. Printer | | | | |
| H.1. Do you support duplex printing? |  |  |  |  |
| H.2. How many different paper stocks can you co-mingle into an envelope? |  |  |  |  |
| H.3. What are the different paper stocks your printers are capable of using? |  |  |  |  |
| H.4. Can you print checks, i.e., MICR? If so, can you insert the refund check with the bill? |  |  |  |  |
|  |  |  |  |  |
| I. Finishers/Insertion Equipment | | | | |
| I.1. Do you have intelligent insertion stations? If so, how many? |  |  |  |  |
| I.2. How many pages can you send in a #10 envelope, i.e., tri-fold? |  |  |  |  |
| I.3. How many pages can you send in a #6 envelope, i.e., one-fold? (*Future option*) |  |  |  |  |
| I.4. Can you send bills in a flat envelope?  (*Future option*) |  |  |  |  |
|  | | | | |
| J. Mail | | | | |
| J.1. What steps do you take to insure lowest cost of postage? |  |  |  |  |
| J.2. Do you do address verification and postal sorting? If so, what software? |  |  |  |  |
| J.3. Do you support Indicia mailing? |  |  |  |  |
| J.4. What type of mailing classes do you use? Indicate which carriers you use for the classes. |  |  |  |  |
|  |  |  |  |  |
| K. Paper/Envelope | | | | |
| K.1. Do you sell paper? If so, what sizes and options (e.g., colors, perforated paper)? |  |  |  |  |
| K.2. Do you sell envelopes? If so, what sizes and options (e.g., window envelopes)? |  |  |  |  |
| K.3. Do you offer Paper Design services?  (*Future option*) |  |  |  |  |
| K.4. How do you handle inventory control? |  |  |  |  |
| K.4.1. Is there an additional cost for inventory control? |  |  |  |  |
| K.4.2. Is there an additional cost for delivery? |  |  |  |  |
|  | | | | |
| L. Processing Window | | | | |
| L.1. Do you offer same-day processing of the billing statements? |  |  |  |  |
| L.1.1 What is the cutoff for same-day processing? |  |  |  |  |
| L.1.2. What is the cutoff for same-day processing with a bill insertion? |  |  |  |  |
| L.2. Do you have enough capacity to handle large volume increases during a daily  cycle? |  |  |  |  |
|  |  |  |  |  |
| M. Disaster Recovery Plan | | | | |
| M.1. Do you have a Disaster Recovery Plan established? |  |  |  |  |
| M.1.1. If so, provide an overview of your Disaster Recovery Plan. Details should include testing scope and frequency as well as listing of any “hotsite” processing centers . |  |  |  |  |
| M.1.2 How and when will Greenville Utilities Commission be notified of an unplanned incident relevant to completion of a given print job |  |  |  |  |
|  | | | | |
| **N. Reporting** | | | | |
| N.1. Describe control handling for |  |  |  |  |
| -Balance Controls |  |  |  |  |
| -Out of balance procedures |  |  |  |  |
| N.2. How do you validate that transmittals sent by Greenville Utilities are complete and error free. How is the receipt of such files acknowledged? |  |  |  |  |
| N.3. How you communicate a mailing has been completed. |  |  |  |  |
| N.4. Can you provide a detailed timeline of each cycle/job, starting at receipt of the file to complete processing and mailing. |  |  |  |  |
|  | | | | |
| **O. Other Internet Services** | | | | |
| O.1. Describe any other services you may offer. |  |  |  |  |