



City of Norwich

Norwich Public Utilities
100 Broadway, Room No. 105
Norwich, CT 06360

Phone: (860)823-3706
Fax: (860)823-3812
rcastronova@cityofnorwich.org

REQUEST FOR PROPOSAL

RFP No.: 20-17

Due Date and Time: July 31, 2020 at 2:00 P.M.

Title: Invoice Print and Mail Services

Norwich Public Utilities is soliciting proposals for Invoice Print and Mail Services.

The following information must appear in the lower left-hand corner of the envelope:

Sealed Proposal No: RFP 20-17

Not to be opened until **July 31, 2020** at 2:00 P.M.

Return Proposals to:

Robert Castronova,
Purchasing Agent City of Norwich
100 Broadway, Room 105
Norwich, CT 06360-4431



CITY OF NORWICH, CONNECTICUT

PLEASE RETURN THIS FORM IMMEDIATELY!

Acknowledgement: Receipt of RFP Documents

RFP No.: 20-17

Title: Invoice Print and Mail Services

Please take a moment to acknowledge receipt of the attached documents. Your compliance with this request will help the City of Norwich to maintain proper follow-up procedures and will ensure that your firm will receive any addendum that may be issued.

Date Issued: 07/06/2020

Date Documents Received: _____ / _____ / _____

Do you plan to submit a response? _____ Yes _____ No

Print or type the following information:

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

E-mail Address: _____

Received by: _____

Note: Faxed or e-mailed acknowledgements are requested.

Fax No.: (860)823-3812

E-mail: rcastronova@cityofnorwich.org

Fax or e-mail this sheet only. A cover sheet is not required.

DO NOT FAX OR E-MAIL YOUR RESPONSE TO THIS RFP



City of Norwich

Norwich Public Utilities
100 Broadway, Room No. 105
Norwich, CT 06360

Phone: (860)823-3706
Fax: (860)823-3812
rcastronova@cityofnorwich.org

Request for Proposal 20-17

The Purchasing Agent for the City of Norwich, on behalf of Norwich Public Utilities, will receive sealed proposals for Invoice Print and Mail Services until 2:00 p.m. prevailing time on **July 31, 2020** at which time they will be publicly opened and read aloud. All proposals are to be delivered to Robert R. Castronova, Purchasing Agent, City of Norwich, 100 Broadway, Room 105, Norwich, CT 06360.

Copies of the Proposal Documents may be downloaded from the following websites:

City of Norwich

<http://www.norwichct.org/bids.aspx>

State of Connecticut

https://das.ct.gov/SCP_Search/Default.aspx

Questions regarding this request for proposal must be submitted in writing no later than **July 20, 2020 at 12:00 P.M.** and be directed to Robert Castronova, Purchasing Agent, 100 Broadway, Room 105, Norwich, CT 06360, or by e-mail to rcastronova@cityofnorwich.org, or by fax to (860)823-3812.

Norwich Public Utilities reserves the right to accept or reject any and all responses, in whole or in part, to waive technical defects, minor irregularities and omissions if, in its judgment, the best interests of Norwich Public Utilities will be served.

All proposers must submit an original hard copy, and a digital copy (Compact Disk or USB drive) of their proposal in a sealed envelope bearing the responder's name and the RFP number. The following information must appear in the lower left-hand corner of the envelope: **RFP 20-17**.

Responders must ensure that employees and applicants for employment are not discriminated against because of their race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, intellectual disability, mental disability or physical disability, including, but not limited to, blindness, unless it is shown by such bidder that such disability prevents performance of the work involved.

Introduction

Norwich Public Utilities (NPU) is owned by the City of Norwich, CT and is the provider of natural gas, electricity, water, and wastewater for all of Norwich, and in some cases, the surrounding towns of Lisbon, Franklin, Bozrah, Lebanon, Preston, Montville, and Sprague. Norwich is a City located in southeastern Connecticut with a population of approximately 40,000.

Overview

Norwich Public Utilities provides utility bills to approximately 25,000 customers per month using multiple billing routes which results in bills being sent to customers daily. These bills are a mixture of electric, gas, water, and wastewater and customers may have one or all services on a single bill along with miscellaneous charges. NPU currently uses 8 ½ by 14 paper for distributing statements and notices. The NPU billing system is currently Cogsdale, a Harris product.

Billing Requirements

1. The service provider must be able to receive the data in an agreed upon automated format each day.
2. NPU must be able to monitor the process of each batch file from file receipt through delivery to the post office. This includes:
 - File confirmation notification within one hour of receipt of each billing file
 - Confirmation notification for each file of the total billed amount and the number of statements printed
 - Notification must be received within four hours of receipt of the billing files excluding files received on Saturday which must be confirmed by noon on the following Monday.
3. NPU will require each billing file to be post marked within one business day of receipt.
4. NPU must have the ability to withdraw certain bills prior to mailing.
5. Statements must contain historical consumption graphs for all four services.
6. Symbols and messages must appear on the bill depending on the services included or the billing status.
 - The bill message can vary by batch. This is currently determined by the billing file name.
7. Appropriate postal requirements should be met by the service provider to obtain the most cost-effective first-class mailing.
8. The service provider must have the ability to prevent duplicate billings.
9. The service provider must be able to “household” invoices.

10. The Vendor must be able to select statements for priority mail
11. The Vendor must have a means to allow NPU to send, process, and return to NPU test files/statements.
12. The remittance slip must contain a postal barcode on the bottom left and the account number and account balance in an OCR font on the bottom right.

Service agreement- The printing and mailing of NPU's bills and notices is a critical piece of the utility's cash flow, and as such, a service level agreement is required with this RFP. The service agreement should include the average time from file receipt to time of postmark as well as the process for handling production and/or mailing delays. Vendor must indicate where invoices will be mailed from.

- The service agreement must include a dedicated support representative that is available Monday through Friday from 8 A.M. to 5 P.M. eastern time.

Invoice Design

Although it is not part of the current scope of services, Vendors are asked to provide a price for invoice re-design as part of their pricing proposal. Several copies of NPU's invoice are included in this RFP.

Submittal Requirements

- A letter of transmittal indicating the firm's interest in providing the services and any other information that would assist NPU in making the selection.
- Statement of Vendor's Qualifications (form included)
- References (form included)
- Pricing Proposal (form included)
- Proposed Service Agreement
- Implementation Approach including timeframes
- How the Vendor plans to optimize the mail process,

Term

The initial contract period shall be for three years, July 1, 2020 through June 30, 2023. Subsequent one (1) year renewals, at the option of Norwich Public Utilities, may be available for two (2) additional years. There may be annual negotiations of price, terms and discounts with any changes taking effect on the anniversary date of the contract. All requests for price changes must be justified and based upon verifiable criteria such as the Bureau of Labor Statistics Consumer Price Index (CPI-U) Northeast.

Selection

Although pricing will be an important aspect of selection, it will not be the sole determining factor. A committee will evaluate all vendor submissions based on the Vendor's response to the proposal requirements as well as the Vendor's response to follow up questions should additional clarification be needed to fully understand the proposal. NPU may interview the prospective vendor prior to final selection. Decisions made by NPU will be final and not subject to review.

Award Consideration

NPU reserves the right to accept or reject any and all responses, in whole or in part, to waive technical defects, irregularities and omissions, if, in its judgment, the best interests of NPU will be served. NPU also reserves the right to negotiate further with one or more of the firms as to any features of their qualifications and submittals and to accept modifications of the work and price when such negotiations will be in the best interest of NPU.

Upon receipt of a **Notice of Award**, the selected Vendor will have ten days to sign and return the Award Notice along with a Certificate of insurance that meets the insurance requirements contained in section 15 of the Standard Proposal and Contract Terms and Conditions included with the Proposal documents.

Work performed under this contract shall be authorized by a service contract signed by both a designated authority from the awarded firm and the General Manager of NPU or his designee.



PRICING PROPOSAL

Vendor Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

RFP 20-17			
PRINT AND MAIL SERVICES-PRICING PROPOSAL			
	DESCRIPTION	Unit Price	
1.	8 ½ X 14 24#, 2/1, Stock Statements <ul style="list-style-type: none"> • Includes 8 ½ X 14, 24#, 2/1, • Standard #10 envelope with double window • Standard return #9 envelope with single window 		
2.	Programming Fees after initial set-up		
3.	Additional Pages Inserting (from 2 to 6 pages)		
4.	Address Change Service (ACS)		
5.	Address Validation		
6.	Online Document Storage and Retrieval (Includes 3 Years)		
7.	Duplex		
8.	Color statements/invoices		
9.	Bill Inserts/Stuffers Provided by the Client (inserting fee)		
10.	Production of Custom Bill Inserts		
11.	Double window mailing envelope with single window return envelope		
12.	File Transfers/Minimum Run		
13.	Data Processing Reports-receipt of file		
14.	File Tracker-delivery confirmation		
15.	Return of daily statement PDF		
16.	Statement re-design		
NAME (SIGNED)		TITLE	TELEPHONE NO. & EXTENSION
NAME (PRINTED)		FEIN/SSN	DISCOUNT PAYMENT TERMS _____% , _____ days, Net 30
EMAIL ADDRESS		FAX NO.	

STATEMENT EXAMPLES



Norwich Public Utilities

Save a stamp- pay your bill online or sign up for pay-by-text. Visit norwichpublicutilities.com or call us at 860-887-2555 for more information.

Questions? Call Customer Service at (860) 887-2555 Visit us online at www.norwichpublicutilities.com

Statement Date: 02/04/2020 Statement #: 4515130 Budget Start Date: 02/04/2020 Account #: 501473-1066 Service Address: 52 ST

Table with 2 columns: Description, Amount. Previous Balance: \$ -365.24, Payments as of 02/03/2020: -315.00, Balance Forward: \$ -680.24, Late Charges: 0.00, Miscellaneous Charges / Credits: 680.24, Current Charges: 370.19, Account Balance: \$ 370.19

Table with 2 columns: Description, Amount. Budget Installment #1 of 12 of Calculated Budget \$ 3,180.00, Monthly Budget Amount: 265.00, Remaining Budget Balance: 3,180.00, Overdue Budget Balance: \$ 0.00, AutoPay Budget Payment: 265.00. AutoPay will be made on or after 02/28/2020.

METER READING SUMMARY

Table with 8 columns: Description, Service Period, No of Days, Meter Number, Reading Type, Previous Reading, Current Reading, Total Consumption. Electric, 12/30/2019-01/30/2020, 31, E267650, Actual, 91316, 93388, 2072 kWh

Next meter reading on or about 02/29/2020

DETAIL OF CURRENT USAGE AND CHARGES

ELECTRIC

Rate: ERES

Charges

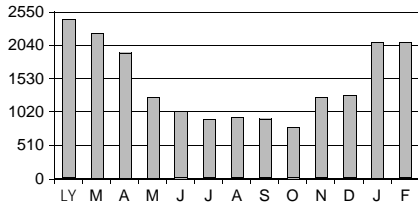


Table with 3 columns: Description, Formula, Amount. Customer Charge \$ 14.02, Electricity Used (kWh) 1000 x 0.13750 x 1 137.50, Purchased Power Adj 1072 x 0.13172 x 1 141.20, Energy Efficiency Fund 2072 x 0.03333 x 1 69.06, Electric Capital Tracker 2072 x 0.00278 x 1 5.76, Electric Total Charges \$ 370.19

MISCELLANEOUS CHARGES/CREDITS

Table with 2 columns: Description, Amount. To Refund Credits \$ 680.24, Total Miscellaneous Charges/Credits \$ 680.24

Total Current Charges \$370.19

Please see reverse side for additional information including payment options.

Please return this stub with your Operation Fuel donation and include your ACCOUNT NUMBER on your check or money order. Thank you.



173 North Main Street Norwich, CT 06360-4701

Norwich Public Utilities

Table with 4 columns: ACCOUNT NUMBER, AUTOPAY DATE, AUTOPAY AMOUNT, AMOUNT ENCLOSED FOR OPERATIONAL FUEL. 501473-1066, 02/28/2020, 265.00

Thank you for using AutoPay. If your bank or credit card information changes, please remember to log onto our website at www.norwichpublicutilities.com and update your information.

Please consider sending a separate donation to help those in need.

Enclosed is a donation of \$1 \$2 \$3 Other \$ for Operation Fuel.

102069 000889721

BRENDA 52 ST NORWICH, CT 06360-4

NORWICH PUBLIC UTILITIES 173 NORTH MAIN ST NORWICH, CT 06360-4701



5014735 1 69 000265000



Norwich Public Utilities

Property owners are responsible for maintaining their own natural gas piping on their property. For more information, visit bit.ly/NPUgas_safety.

Questions? Call Customer Service at (860) 887-2555 Visit us online at www.norwichpublicutilities.com

Statement Date: 01/03/2020 Statement #: 4488482 Budget Start Date: 02/01/2019 Account #: 501473-1066 Service Address: 52 ST

Table with account balance details: Previous Balance, Payments as of 01/02/2020, Balance Forward, Late Charges, Miscellaneous Charges / Credits, Current Charges, Account Balance.

Table with budget details: Budget Installment #12 of 12 of Calculated Budget, Monthly Budget Amount, Remaining Budget Balance, Overdue Budget Balance, AutoPay Budget Payment.

METER READING SUMMARY

Table with meter reading summary: DESCRIPTION, SERVICE PERIOD, NO OF DAYS, METER NUMBER, READING TYPE, PREVIOUS READING, CURRENT READING, TOTAL CONSUMPTION.

Next meter reading on or about 01/29/2020

DETAIL OF CURRENT USAGE AND CHARGES

ELECTRIC

Rate: ERES

Charges

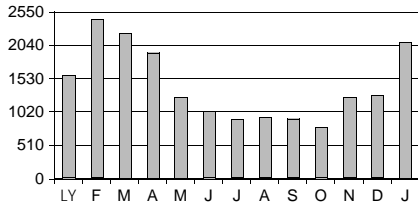


Table with charge breakdown: Customer Charge, Electricity Used (kWh), Purchased Power Adj, Energy Efficiency Fund, Electric Capital Tracker, Electric Total Charges, Total Current Charges.

Please see reverse side for additional information including payment options.

Please return this stub with your Operation Fuel donation and include your ACCOUNT NUMBER on your check or money order. Thank you.



173 North Main Street Norwich, CT 06360-4701

Norwich Public Utilities

Table with account and autopay information: ACCOUNT NUMBER, AUTOPAY DATE, AUTOPAY AMOUNT, AMOUNT ENCLOSED FOR OPERATION FUEL.

Thank you for using AutoPay. If your bank or credit card information changes, please remember to log onto our website at www.norwichpublicutilities.com and update your information.

Please consider sending a separate donation to help those in need.

Enclosed is a donation of \$1 \$2 \$3 Other \$ for Operation Fuel.

102069 176020161

BRENDA 52 ST NORWICH, CT 06360-0

NORWICH PUBLIC UTILITIES 173 NORTH MAIN ST NORWICH, CT 06360-4701



5014735 1 69 000315000



Questions? Call Customer Service at
(860) 887-2555
 Visit us online at www.norwichpublicutilities.com

Statement #: 4515279

Statement Date: 02/04/2020 Account #: 501636-17[REDACTED]6

Service Address: 258 B [REDACTED]

A MESSAGE FROM NPU

Save a stamp- pay your bill online or sign up for pay-by-text. Visit norwichpublicutilities.com or call us at 860-887-2555 for more information.

Previous Balance:	\$ 789.80
Payments as of 02/03/2020:	-789.80
Balance Forward:	\$ 0.00
Late Charges:	0.00
Miscellaneous Charges / Credits:	0.00
Current Charges:	701.85
Amount Now Due:	\$ 701.85
Pay before 03/02/2020 to avoid 1 1/2% late fee	

METER READING SUMMARY

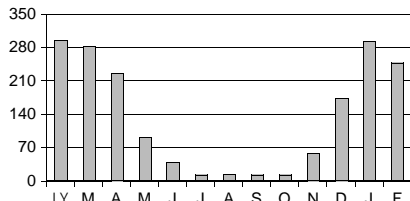
DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
Natural Gas	12/30/2019-01/30/2020	31	G111290	Actual	7898	8146	248 CCF
Electric	12/30/2019-01/30/2020	31	E267521	Actual	58598	59486	888 kWh
Water	12/30/2019-01/30/2020	31	W400344	Actual	82	88	6 CCF

Next meter reading on or about 02/29/2020

DETAIL OF CURRENT USAGE AND CHARGES

NATURAL GAS

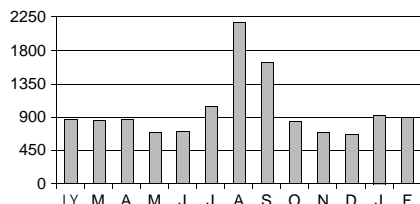
Rate: GR



Charges		
Customer Charge		\$ 19.55
Natural Gas Used (CCF)	30 x 1.67890 x 1	50.37
	218 x 1.35580 x 1	295.56
Purchased Gas Adj	248 x 0.12961 x 1	32.14
Gas Efficiency Fund	248 x 0.02200 x 1	5.46
Gas Capital Tracker	248 x 0.10033 x 1	24.88
Natural Gas Total Charges		\$ 427.96

ELECTRIC

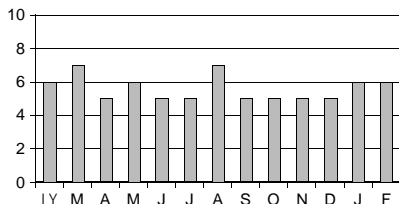
Rate: ERES



Charges		
Customer Charge		\$ 14.02
Electricity Used (kWh)	888 x 0.13750 x 1	122.10
Purchased Power Adj	888 x 0.03333 x 1	29.60
Energy Efficiency Fund	888 x 0.00278 x 1	2.47
Electric Capital Tracker	888 x 0.00128 x 1	1.14
Electric Total Charges		\$ 169.33

WATER / SEWER

Rate: WRES-5/8



Charges		
Customer Charge		\$ 20.29
Water Used (CCF)	6 x 3.72000 x 1	22.32
Water Capital Tracker	6 x 0.80000 x 1	4.80
Water Total Charges		\$ 47.41

Rate: SRES

Customer Charge		\$ 8.69
Sewer Charge (CCF)	6 x 7.43300 x 1	44.60
Mandatory Upgrades Charge	6 x 0.64300 x 1	3.86
Sewer Total Charges		\$ 57.15

Total Current Charges \$701.85

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
501636-17[REDACTED]6	03/02/2020	\$701.85	

Please make check payable to NPU. Thank you for your prompt payment.

Payments received after 03/02/2020 will be charged 1 1/2% late payment fee added to unpaid balance.

Added to my payment is a donation of
 \$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 000890309

THOMAS [REDACTED]
 258 B [REDACTED]
 NORWICH, CT 06360-3[REDACTED]

NORWICH PUBLIC UTILITIES
 173 NORTH MAIN ST
 NORWICH, CT 06360-4701



5016369 17 [REDACTED] 8 000701850



Questions? Call Customer Service at
(860) 887-2555
 Visit us online at www.norwichpublicutilities.com

Statement #: 4489108
Statement Date: 01/03/2020 Account #: 502416-1
Service Address: 567 E ST

REMINDER

Thank you for your recent payment; however your account still shows a balance that is now past due. If you have paid this balance, thank you and please disregard this message.

Previous Balance:	\$ 866.25
Payments as of 01/02/2020:	<u>-616.00</u>
Balance Forward:	\$ 250.25
Late Charges:	12.99
Miscellaneous Charges / Credits:	615.68
Current Charges:	<u>1,182.02</u>
Amount Now Due:	\$ 2,060.94
Pay before 01/28/2020 to avoid 1 ½% late fee	

METER READING SUMMARY

DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION	ACTUAL DEMAND	BILLED DEMAND
Natural Gas	11/27/2019-12/30/2019	33	G112034	Actual	8384	8772	388 CCF		
Electric	11/27/2019-12/30/2019	33	E200360	Actual	34362	36335	1973 kWh	13.63800	13.63800
Water	11/27/2019-12/30/2019	33	W405591	Actual	13	15	2 CCF		

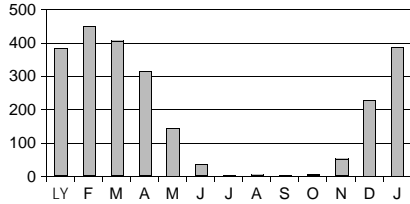
Next meter reading on or about 01/29/2020

DETAIL OF CURRENT USAGE AND CHARGES

NATURAL GAS

Rate: GSH

Charges

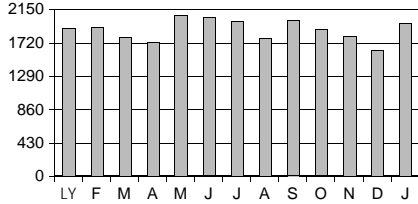


Customer Charge		\$ 61.48
Natural Gas Used (CCF)	388 x 1.24790 x 1	484.19
Purchased Gas Adj	388 x 0.13114 x 1	50.88
Gas Efficiency Fund	388 x 0.02200 x 1	8.54
Gas Capital Tracker	388 x 0.10152 x 1	39.39
State Sales Tax		40.93
Natural Gas Total Charges		\$ 685.41

ELECTRIC

Rate: ECOMEC

Charges

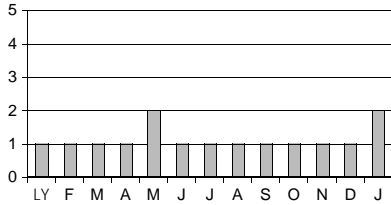


Electricity Used (kWh)	1973 x 0.13436 x 1	\$ 265.09
Purchased Power Adj	1973 x 0.03375 x 1	66.59
Energy Efficiency Fund	1973 x 0.00278 x 1	5.48
Electric Capital Tracker	1973 x 0.00130 x 1	2.56
Demand Charge	3.638 x 6.25000 x 1	22.74
	10 KW	62.50
State Sales Tax	less sales tax exemption of \$150	17.47
Electric Total Charges		\$ 442.43

WATER / SEWER

Rate: WCOM-5/8

Charges



Customer Charge		\$ 20.29
Water Used (CCF)	2 x 3.72000 x 1	7.44
Water Capital Tracker	2 x 0.80000 x 1	1.60
Water Total Charges		\$ 29.33

Rate: SCOM

Customer Charge		\$ 8.69
Sewer Charge (CCF)	2 x 7.43300 x 1	14.87
Mandatory Upgrades Charge	2 x 0.64300 x 1	1.29
Sewer Total Charges		\$ 24.85

MISCELLANEOUS CHARGES/CREDITS

Returned Payment	\$ 20.00
Voided Payment	<u>595.68</u>
Total Miscellaneous Charges/Credits	\$ 615.68

Total Current Charges \$1,182.02

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
502416-1	Upon Receipt	\$2,060.94	

Please make check payable to NPU. **Thank you for your prompt payment.**

Payments received after **01/28/2020** will be charged 1 ½% late payment fee added to unpaid balance.

Added to my payment is a donation of
 \$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 176020239

AUTO WAREHOUSE
 567 E ST
 NORWICH, CT 06360-5911

NORWICH PUBLIC UTILITIES
 173 NORTH MAIN ST
 NORWICH, CT 06360-4701



5024163 1 72 002060940



**Norwich
Public Utilities**

Save a stamp- pay your bill online or sign up for pay-by-text. Visit norwichpublicutilities.com or call us at 860-887-2555 for more information.

Questions? Call Customer Service at
(860) 887-2555
Visit us online at www.norwichpublicutilities.com

Statement #: 4520573

Statement Date: 02/10/2020 Account #: 506255-1 [REDACTED] 3

Service Address: 108 [REDACTED] AVE FL [REDACTED]

Previous Balance:	\$	511.91
Payments as of 02/09/2020:		-102.00
Balance Forward:	\$	409.91
Late Charges:		0.00
Miscellaneous Charges / Credits:		0.00
Current Charges:		262.01
Special Payment Arrangement Amt Due:		68.32
Amount Now Due:	\$	330.33
Pay before 03/06/2020 to avoid 1 1/2% late fee		

METER READING SUMMARY

DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
Natural Gas	01/06/2020-02/05/2020	30	G110346	Actual	6533	6651	118 CCF
Electric	01/06/2020-02/05/2020	30	E267542	Actual	11608	11774	166 kWh

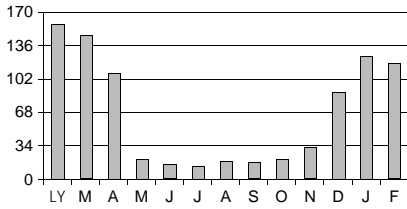
Next meter reading on or about 03/06/2020

DETAIL OF CURRENT USAGE AND CHARGES

NATURAL GAS

Rate: GR

Charges

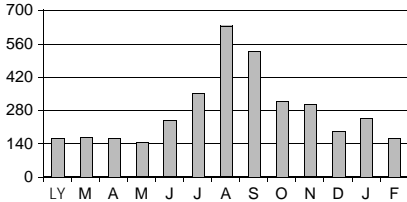


Customer Charge		\$	19.55
Natural Gas Used (CCF)	30 x 1.67890 x 1		50.37
	88 x 1.35580 x 1		119.31
Purchased Gas Adj	118 x 0.12961 x 1		15.29
Gas Efficiency Fund	118 x 0.02200 x 1		2.60
Gas Capital Tracker	118 x 0.10033 x 1		11.84
Natural Gas Total Charges		\$	218.96

ELECTRIC

Rate: ERES

Charges



Customer Charge		\$	14.02
Electricity Used (kWh)	166 x 0.13750 x 1		22.83
Purchased Power Adj	166 x 0.03333 x 1		5.53
Energy Efficiency Fund	166 x 0.00278 x 1		0.46
Electric Capital Tracker	166 x 0.00128 x 1		0.21
Electric Total Charges		\$	43.05

Total Current Charges \$262.01

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



173 North Main Street
Norwich, CT 06360-4701

**Norwich
Public Utilities**

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
506255-1 [REDACTED] 3	03/06/2020	\$330.33	

Please make check payable to NPU.
Thank you for your prompt payment.

Payments received after 03/06/2020 will be charged 1 1/2% late payment fee added to unpaid balance.

Added to my payment is a donation of
 \$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 001020240

MARY [REDACTED]
108 [REDACTED] FL 1
NORWICH, CT 06360-4 [REDACTED] 3

NORWICH PUBLIC UTILITIES
173 NORTH MAIN ST
NORWICH, CT 06360-4701



5062558 1 [REDACTED] 2 000671927



Questions? Call Customer Service at
(860) 887-2555
 Visit us online at www.norwichpublicutilities.com

Statement #: 4520695

Statement Date: 02/10/2020 Account #: 506400-1[REDACTED]8

Service Address: 109 [REDACTED] AVE

REMINDER

Thank you for your recent payment; however your account still shows a balance that is now past due. If you have paid this balance, thank you and please disregard this message.

Previous Balance:	\$	417.04
Payments as of 02/09/2020:		-196.16
Balance Forward:	\$	220.88
Late Charges:		3.31
Miscellaneous Charges / Credits:		0.00
Current Charges:		180.14
Amount Now Due:	\$	404.33
Pay before 03/06/2020 to avoid 1 1/2% late fee		

METER READING SUMMARY

DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
Water	01/06/2020-02/05/2020	30	W402413	Actual	165	177	12 CCF

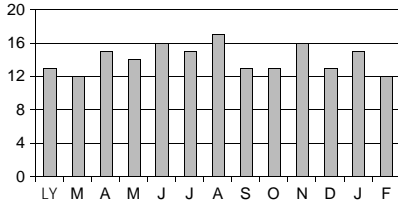
Next meter reading on or about 03/06/2020

DETAIL OF CURRENT USAGE AND CHARGES

WATER / SEWER

Rate: WRES-5/8

Charges



Customer Charge	\$	20.29
Water Used (CCF)	12 x 3.72000 x 1	44.64
Water Capital Tracker	12 x 0.80000 x 1	9.60
Water Total Charges	\$	74.53

Rate: SRES

Customer Charge	\$	8.69
Sewer Charge (CCF)	12 x 7.43300 x 1	89.20
Mandatory Upgrades Charge	12 x 0.64300 x 1	7.72
Sewer Total Charges	\$	105.61

Total Current Charges \$180.14

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
506400-1[REDACTED]8	Upon Receipt	\$404.33	

Please make check payable to NPU. Thank you for your prompt payment.

Payments received after 03/06/2020 will be charged 1 1/2% late payment fee added to unpaid balance.

Added to my payment is a donation of
 \$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 001019864

ALAN [REDACTED]
 109 [REDACTED] AVE APT [REDACTED]
 NORWICH, CT 06360-4[REDACTED]2

NORWICH PUBLIC UTILITIES
 173 NORTH MAIN ST
 NORWICH, CT 06360-4701



5064002 1 [REDACTED] 89 000404333



Questions? Call Customer Service at
(860) 887-2555
 Visit us online at www.norwichpublicutilities.com

Statement #: 4497184
 Statement Date: 01/13/2020 Account #: 509026-1-3
 Service Address: 18 PKY

A MESSAGE FROM NPU

Property owners are responsible for maintaining their own natural gas piping on their property. For more information, visit bit.ly/NPUgas_safety.

Previous Balance:	\$ 493.35
Payments as of 01/12/2020:	-493.35
Balance Forward:	\$ 0.00
Late Charges:	0.00
Miscellaneous Charges / Credits:	-155.15
Current Charges:	895.24
Amount Now Due:	\$ 740.09
Pay before 02/07/2020 to avoid 1 1/2% late fee	

METER READING SUMMARY

DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
Natural Gas	12/06/2019-12/20/2019	14	G8122	Actual	2713	2987	274 CCF
Natural Gas	12/20/2019-01/08/2020	20	G115771	Actual		103	103 CCF
Electric	12/06/2019-01/08/2020	33	E241761	Estimate	14152	14960	808 kWh
Water	12/06/2019-01/08/2020	33	W403165	Actual	37	43	6 CCF

Next meter reading on or about 02/07/2020

DETAIL OF CURRENT USAGE AND CHARGES

NATURAL GAS

Rate: GR

Charges

Customer Charge		\$ 19.55
Natural Gas Used (CCF)	30 x 1.67890 x 1	50.37
	347 x 1.35580 x 1	470.46
Purchased Gas Adj	377 x 0.12961 x 1	48.86
Gas Efficiency Fund	377 x 0.02200 x 1	8.29
Gas Capital Tracker	377 x 0.10033 x 1	37.82
Natural Gas Total Charges		\$ 635.35

ELECTRIC

Rate: ERES

Charges

Customer Charge		\$ 14.02
Electricity Used (kWh)	808 x 0.13750 x 1	111.10
Purchased Power Adj	808 x 0.03333 x 1	26.93
Energy Efficiency Fund	808 x 0.00278 x 1	2.25
Electric Capital Tracker	808 x 0.00128 x 1	1.03
Electric Total Charges		\$ 155.33

WATER / SEWER

Rate: WRES-5/8

Charges

Customer Charge		\$ 20.29
Water Used (CCF)	6 x 3.72000 x 1	22.32
Water Capital Tracker	6 x 0.80000 x 1	4.80
Water Total Charges		\$ 47.41

Rate: SRES

Charges

Customer Charge		\$ 8.69
Sewer Charge (CCF)	6 x 7.43300 x 1	44.60
Mandatory Upgrades Charge	6 x 0.64300 x 1	3.86
Sewer Total Charges		\$ 57.15

MISCELLANEOUS CHARGES/CREDITS

Write Off For Gas	\$ -155.15
Total Miscellaneous Charges/Credits	\$ -155.15

Total Current Charges \$895.24

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
509026-1-3	02/07/2020	\$740.09	

Please make check payable to NPU. Thank you for your prompt payment.

Payments received after 02/07/2020 will be charged 1 1/2% late payment fee added to unpaid balance.

Added to my payment is a donation of
 \$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 176553464

ROBERT [REDACTED] JR
 18 [REDACTED] PKY
 NORWICH, CT 06360-3 [REDACTED] 2

NORWICH PUBLIC UTILITIES
 173 NORTH MAIN ST
 NORWICH, CT 06360-4701



5090260 1 [REDACTED] 34 000740096



Questions? Call Customer Service at
(860) 887-2555
 Visit us online at www.norwichpublicutilities.com

Statement #: 4514277

Statement Date: 02/03/2020 Account #: 509918-1[REDACTED]9

Service Address: 50 [REDACTED] ST APT [REDACTED]

FINAL STATEMENT

It has been our pleasure to provide utility service to you at this location.

Previous Balance:	\$	31.35
Payments as of 02/02/2020:		<u>-31.35</u>
Balance Forward:	\$	0.00
Late Charges:		0.00
Miscellaneous Charges / Credits:		0.00
Current Charges:		<u>178.76</u>
Amount Now Due:	\$	178.76
Pay before 02/28/2020 to avoid 1 ½% late fee		

METER READING SUMMARY

DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
Electric	01/09/2020-01/31/2020	22	E260876	Actual	8863	9805	942 kWh

Next meter reading on or about 03/01/2020

DETAIL OF CURRENT USAGE AND CHARGES

ELECTRIC

Rate: ERES

Charges



Customer Charge	\$	14.02
Electricity Used (kWh)	942 x 0.13750 x 1	129.52
Purchased Power Adj	942 x 0.03333 x 1	31.39
Energy Efficiency Fund	942 x 0.00278 x 1	2.62
Electric Capital Tracker	942 x 0.00128 x 1	1.21
Electric Total Charges	\$	178.76

Total Current Charges \$178.76

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



173 North Main Street
 Norwich, CT 06360-4701

Norwich Public Utilities

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
509918-1[REDACTED]9	02/28/2020	\$178.76	

Please make check payable to NPU.
 Thank you for your prompt payment.

Payments received after 02/28/2020 will be charged 1½% late payment fee added to unpaid balance.

Added to my payment is a donation of
 \$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 000872566

[REDACTED] LLC
 A [REDACTED]
 PO BOX [REDACTED] 04
 NORWICH, CT 06360-[REDACTED] 04



NORWICH PUBLIC UTILITIES
 173 NORTH MAIN ST
 NORWICH, CT 06360-4701



5099181 1 [REDACTED] 1 000178765



Questions? Call Customer Service at
(860) 887-2555
 Visit us online at www.norwichpublicutilities.com

Statement #: 4506795

Statement Date: 01/24/2020 Account #: 516976-1[REDACTED]5

Service Address: 54 [REDACTED] AVE

Property owners are responsible for maintaining their own natural gas piping on their property. For more information, visit bit.ly/NPUgas_safety.

Previous Balance:	\$	7,108.92
Payments as of 01/23/2020:		-1,421.00
Balance Forward:	\$	5,687.92
Late Charges:		0.00
Miscellaneous Charges / Credits:		120.00
Current Charges:		105.96
Special Payment Arrangement Amt Due:		1,900.00
Amount Now Due:	\$	2,005.96
Pay before 02/18/2020 to avoid 1 1/2% late fee		

METER READING SUMMARY

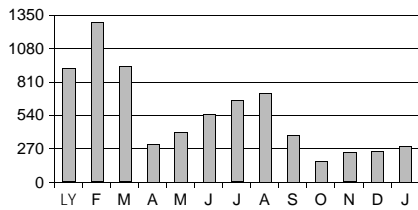
DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
Electric	12/18/2019-01/21/2020	34	E268851	Actual	45081	45369	288 kWh
Water	12/18/2019-01/21/2020	34	W400864	Actual	12	13	1 CCF

Next meter reading on or about 02/20/2020

DETAIL OF CURRENT USAGE AND CHARGES
ELECTRIC

Rate: ERES

Charges

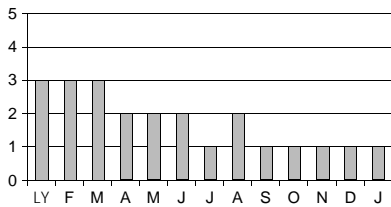


Customer Charge		\$	14.02
Electricity Used (kWh)	288 x 0.13750 x 1		39.60
Purchased Power Adj	288 x 0.03333 x 1		9.60
Energy Efficiency Fund	288 x 0.00278 x 1		0.80
Electric Capital Tracker	288 x 0.00128 x 1		0.37
Electric Total Charges		\$	64.39

WATER / SEWER

Rate: WRES-5/8

Charges



Rate: SRES

Customer Charge		\$	20.29
Water Used (CCF)	1 x 3.72000 x 1		3.72
Water Capital Tracker	1 x 0.80000 x 1		0.80
Water Total Charges		\$	24.81
Customer Charge		\$	8.69
Sewer Charge (CCF)	1 x 7.43300 x 1		7.43
Mandatory Upgrades Charge	1 x 0.64300 x 1		0.64
Sewer Total Charges		\$	16.76

MISCELLANEOUS CHARGES/CREDITS

Sewer Lien On Property	\$	60.00
Water Lien On Property		60.00
Total Miscellaneous Charges/Credits	\$	120.00

Total Current Charges \$105.96

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



173 North Main Street
 Norwich, CT 06360-4701

Norwich Public Utilities

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
516976-[REDACTED]5	02/18/2020	\$2,005.96	

Please make check payable to NPU. Thank you for your prompt payment.

Payments received after 02/18/2020 will be charged 1 1/2% late payment fee added to unpaid balance.

Added to my payment is a donation of

\$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 177241419

RON [REDACTED]
 AMY [REDACTED]
 54 [REDACTED] AVE
 NORWICH, CT 06360-6[REDACTED]

NORWICH PUBLIC UTILITIES
 173 NORTH MAIN ST
 NORWICH, CT 06360-4701





Questions? Call Customer Service at
(860) 887-2555
 Visit us online at www.norwichpublicutilities.com

Statement #: 4519206

Statement Date: 01/27/2020 Account #: 519059-1[REDACTED]7

Service Address: 12 [REDACTED] ST

REMINDER

THERE HAS BEEN AN ADJUSTMENT TO YOUR ACCOUNT. THIS IS YOUR NEW STATEMENT TO REFLECT THE CORRECTED CHARGES/INFORMATION.

Previous Balance:	\$	335.48
Payments as of 01/26/2020:		-270.00
Balance Forward:	\$	65.48
Late Charges:		0.99
Miscellaneous Charges / Credits:		0.00
Current Charges:		185.61
Amount Now Due:	\$	252.08
Pay before 02/21/2020 to avoid 1 1/2% late fee		

METER READING SUMMARY

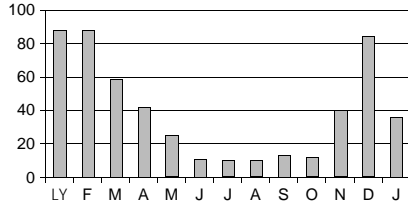
DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
Natural Gas	12/20/2019-01/23/2020	34	G4433	Actual	5506	5542	36 CCF
Electric	12/20/2019-01/23/2020	34	E265941	Actual	22638	23121	483 kWh

Next meter reading on or about 02/22/2020

DETAIL OF CURRENT USAGE AND CHARGES

NATURAL GAS

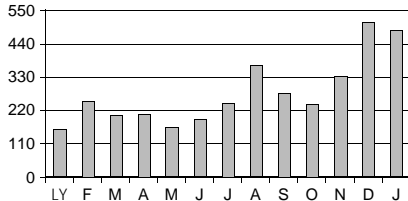
Rate: GR



	Charges	
Customer Charge	\$	19.55
Natural Gas Used (CCF)	30 x 1.67890 x 1	50.37
	6 x 1.35580 x 1	8.13
Purchased Gas Adj	36 x 0.12961 x 1	4.67
Gas Efficiency Fund	36 x 0.02200 x 1	0.79
Gas Capital Tracker	36 x 0.10033 x 1	3.61
Natural Gas Total Charges	\$	87.12

ELECTRIC

Rate: ERES



	Charges	
Customer Charge	\$	14.02
Electricity Used (kWh)	483 x 0.13750 x 1	66.41
Purchased Power Adj	483 x 0.03333 x 1	16.10
Energy Efficiency Fund	483 x 0.00278 x 1	1.34
Electric Capital Tracker	483 x 0.00128 x 1	0.62
Electric Total Charges	\$	98.49

Total Current Charges \$185.61

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
519059-1[REDACTED]7	Upon Receipt	\$252.08	

Please make check payable to NPU.
 Thank you for your prompt payment.

Payments received after 02/21/2020 will be charged 1 1/2% late payment fee added to unpaid balance.

Added to my payment is a donation of
 \$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 000994467

JA [REDACTED] S
 12 [REDACTED] ST
 NORWICH, CT 06360-4[REDACTED]

NORWICH PUBLIC UTILITIES
 173 NORTH MAIN ST
 NORWICH, CT 06360-4701



5190599 1[REDACTED]72 000252087



Questions? Call Customer Service at
(860) 887-2555
 Visit us online at www.norwichpublicutilities.com

Statement #: 4485749
 Statement Date: 12/30/2019 Account #: 521937-1 [REDACTED]
 Service Address: 12 [REDACTED] RD

A MESSAGE FROM NPU

Norwich Public Utilities wishes you a healthy, happy and safe holiday season! We look forward to serving all of your utility needs in 2020.

Previous Balance:	\$ 128.77
Payments as of 12/29/2019:	-128.77
Balance Forward:	\$ 0.00
Late Charges:	0.00
Miscellaneous Charges / Credits:	0.00
Current Charges:	175.93
Amount Now Due:	\$ 175.93
Pay before 01/24/2020 to avoid 1 1/2% late fee	

METER READING SUMMARY

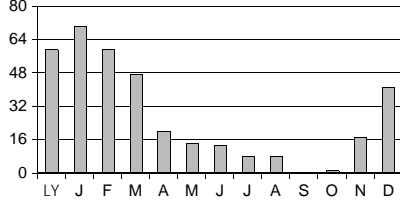
DESCRIPTION	SERVICE PERIOD	NO OF DAYS	METER NUMBER	READING TYPE	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
Natural Gas	11/26/2019-12/26/2019	30	G113543	Actual	1150	1191	41 CCF
Electric	11/26/2019-12/26/2019	30	E264191	Actual	52667	52883	216 kWh
Water	11/26/2019-12/26/2019	30	W300849	Actual	407	407	0 CCF

Next meter reading on or about 01/25/2020

DETAIL OF CURRENT USAGE AND CHARGES

NATURAL GAS

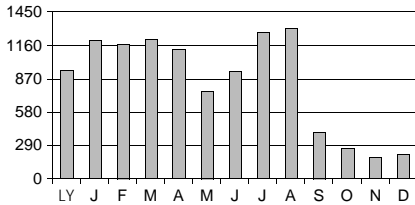
Rate: GR



Charges		
Customer Charge	\$	19.55
Natural Gas Used (CCF)	30 x 1.67890 x 1	50.37
	11 x 1.35580 x 1	14.91
Purchased Gas Adj	41 x 0.12961 x 1	5.31
Gas Efficiency Fund	41 x 0.02200 x 1	0.90
Gas Capital Tracker	41 x 0.10033 x 1	4.11
Natural Gas Total Charges	\$	95.15

ELECTRIC

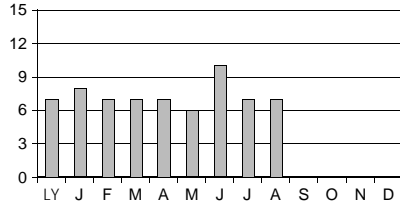
Rate: ERES



Charges		
Customer Charge	\$	14.02
Electricity Used (kWh)	216 x 0.13750 x 1	29.70
Purchased Power Adj	216 x 0.03333 x 1	7.20
Energy Efficiency Fund	216 x 0.00278 x 1	0.60
Electric Capital Tracker	216 x 0.00128 x 1	0.28
Electric Total Charges	\$	51.80

WATER / SEWER

Rate: WRES-5/8



Rate: SRES

Charges		
Customer Charge	\$	20.29
Water Total Charges	\$	20.29
Customer Charge	\$	8.69
Sewer Total Charges	\$	8.69

Total Current Charges \$175.93

Please see reverse side for additional information including payment options.

Please return this stub with your payment and include your ACCOUNT NUMBER on your check or money order. Thank you.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
521937-1 [REDACTED] 1	01/24/2020	\$175.93	

Please make check payable to NPU. Thank you for your prompt payment.

Payments received after 01/24/2020 will be charged 1 1/2% late payment fee added to unpaid balance.

Added to my payment is a donation of
 \$1 \$2 \$3 Other \$_____ for Operation Fuel.

102069 175628447

JAMES [REDACTED] S
 [REDACTED] S
 12 [REDACTED] RD
 NORWICH, CT 06360-7 [REDACTED] 8

NORWICH PUBLIC UTILITIES
 173 NORTH MAIN ST
 NORWICH, CT 06360-4701



5219373 1 [REDACTED] 18 000175937

Customer Service Center
173 North Main Street
Norwich, Connecticut 06360
(860) 887-2555
www.norwichpublicutilities.com

Normal Hours of Operation: 8:00 A.M. - 5:00 P.M. Monday - Friday

Emergency Telephone Numbers:

Natural Gas - (860) 887-7207
Electric, Water & Sewer - (860) 887-2555

Payment Options

- By Mail - Mail the bottom portion of your bill to NPU, Customer Service Center, 173 North Main Street, Norwich CT 06360
- Online - Credit/Debit card payments can be made online at www.norwichpublicutilities.com
- In Person - Drop Box or inside Customer Service Center at the address shown above.

Please review website for more information on payment options.

Meter Information

NPU makes every effort to read all meters on a monthly basis.

Some meters cannot be installed outdoors. If you have an outside remote reading device that works with your indoor meter, please be aware these devices periodically stop functioning or recording the data. It is important to know that you are responsible for the actual consumption recorded on the inside meter.

Meter tampering is a crime. If you are aware of a meter that has been tampered with or know of anyone receiving the benefit of stolen utility services, please contact Norwich Public Utilities immediately. All information will be handled confidentially.

Explanation of Billing Terms

Rate: Rate is the price of what the customer is charged for service. The rate assigned to a customer class is based on the availability described in the published rate tariff.

Customer Charge: The Customer Charge covers customer services including billing, meter reading, meter services and maintaining the services that a customer receives. This assures that our entire system is always ready to provide both routine and emergency services.

Balance Forward: This is the difference between the balance from your last statement minus any payments made prior to the issuance of the current statement. This amount is added to any current charges, late charges, and miscellaneous charges or credits to make up the current amount now due.

What is Operation Fuel?

Operation Fuel is a private, not-for-profit (501)(c)(3) organization that provides emergency energy assistance to state residents who do not qualify for government assistance. 100% of your tax-deductible donation is used to assist elderly, disabled and low-income working poor families who are facing financial crisis and are not eligible for government benefits.

Important information

Ważne informacje Prosimy o ich przetłumaczenie

Información importante Por favor traducir

Enfòmasyon ki enpòtan. Tanpri souple, fè yo trad-i

Customers' Rights

If you have received a termination notice from NPU and you don't agree with our calculations, you have the right to request a review of your bill. A copy of *Residential Customers Rights* is available upon request.

If you have a question or complaint about your NPU bill or payment arrangement, you have 90 days to dispute our calculations or records. The NPU Customer Service Center is open between 8:00 am and 5:00 pm, Monday through Friday.

NPU is governed by a five-member Board of Utility Commissioners and Sewer Authority, which meets at 6:00 pm on the fourth Tuesday of each month at 16 South Golden Street, Norwich, CT 06360. These meetings always include an opportunity for public comment.

To contact the State of Connecticut Public Utility Regulatory Authority:

State of Connecticut Public Utility Regulatory Authority
10 Franklin Square, New Britain, Connecticut 06051
(860) 827-2645 or (800) 382-4586 (toll free)

Third Party Notice

You can ask us at any time to notify a third party if your service is subject to being shut off. Please call NPU at (860) 887-2555 for more information.

Purchased Power Adjustment: The purchased power adjustment (PPA) reflects the actual power costs not captured in the base rate. The PPA enables us to accommodate price fluctuations in the cost of power. The PPA is applied to all kilowatt-hours billed and results in either a credit or a debit.

Purchased Gas Adjustment: The purchased gas adjustment (PGA) is an element of gas pricing structure that enables NPU to accommodate price fluctuations in the cost of natural gas. The PGA is applied to all natural gas accounts billed and results in either a credit or a debit.

Non Metered Charges: These are flat-rate charges billed based on a term of use (per month) rather than based on actual consumption as measured through a meter.

重要信息 (请翻译)

重要資訊 (請翻譯)

STATEMENT OF VENDOR'S QUALIFICATIONS

All questions must be answered and the data given must be clear and comprehensive. This statement must be notarized. If necessary, questions may be answered on separate attached sheets. The Vendor may submit any additional information he/she desires.

- A. Name, title, and full contact information of the primary contact:

- B. Permanent main office address:

- C. List of all pertinent offices and facilities and addresses:

- D. Web Site address:

- E. Number of years your company has been in business:

- F. Number of employees:

- G. Primary industries served:

- H. Utility experience, the number of utility companies served:

- I. Total number of utility statements printed and mailed monthly:

- j. Revenue for years 2017, 2018, and 2019

- J. Investment in R&D over the last three years.

VENDOR REFERENCES

Provide a list of (5) utility companies that have utilized your services. Include companies from similar industries if you do not have five utility companies.

1. Company:

Address:

Contact:

Email Address:

Telephone:

Type of Business:

Services Utilized:

Length of Relationship:

Number of invoices per month

2. Company:

Address:

Contact:

Email Address:

Telephone:

Type of Business:

Services Utilized:

Length of Relationship:

Number of invoices per month

3. Company:

Address:

Contact:

Email Address:

Telephone:

Type of Business:

Services Utilized:

Length of Relationship:

Number of invoices per month

4. Company:

Address:

Contact:

Email Address:

Telephone:

Type of Business:

Services Utilized:

Length of Relationship:

Number of invoices per month

5. Company:

Address:

Contact:

Email Address:

Telephone:

Type of Business:

Services Utilized:

Length of Relationship:

Number of invoices per month



NON-COLLUSION CERTIFICATION

CITY OF NORWICH,
CONNECTICUT

The undersigned certifies under penalty of false statement that this proposal or contract has been made, submitted and executed in good faith and without collusion or fraud with any other person, and without any agreement designed to limit independent bidding or competition. As used in this certification, the word person shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals.

The undersigned further certifies that it has not provided or directed to be provided gifts, meals or gratuities, as defined in Section 2-54(c) of the City of Norwich Code of Ordinances, to any official or employee of the City of Norwich responsible for awarding of this bid or contract.

Please complete and sign

Legal Name of Vendor: _____

Business Address: _____

Name of Authorized Agent: _____

Title: _____

Signature: _____ Date: _____

Phone Number: _____

Subscribed and sworn before me this _____ day of _____

_____, 20_____.

Notary Public

My Commission expires on _____

City of Norwich Connecticut

Department of Finance/Purchasing
100 Broadway, Room 105
Norwich, CT 06360-4431

Telephone Number:
(860)823-3706

Fax Number:
(860)823-3812

<http://www.norwichct.org>



Standard Proposal and Contract Terms and Conditions

All Requests for Proposals issued by the City of Norwich ("City") will bind Proposers to the terms and conditions listed below, unless specified otherwise in any individual Request for Proposals.

The contractor agrees to comply with the statutes and regulations as they exist on the date of this contract and as they may be adopted or amended from time to time during the term of this contract and any amendments thereto.

Submission of Proposals

1. Proposals must be submitted on forms supplied by the City Purchasing Department. Telephone, facsimile and e-mail Proposals will not be accepted in response to a Request for Proposals.
2. Proposers shall bear any and all costs associated with response to this invitation to Proposal, including the costs for any presentation and/or demonstrations (if applicable).
3. The time and date Proposals are to be opened is given in each Proposal issued. Proposals received after the specified time and date of Proposal opening given in each Proposal shall not be considered. **Proposal envelopes must clearly indicate the Proposal number** as well as the date and time of the opening of the Proposal. The name and address of the Proposers shall appear in the upper left hand corner of the envelope.
4. If it becomes necessary to revise any part of this request or if additional data is necessary to enable interpretation of provisions of this document, revisions or addenda will be provided to all prospective firms who receive this document; such revisions or addenda will additionally be posted on the following websites:
<http://www.norwichct.org>
<http://das.ct.gov>
5. This document includes an acknowledgement page; this page must be faxed back to the Purchasing Department, to ensure proper notification of changes to the published documents. The City of Norwich does not assume responsibility for any vendor that does not receive revisions or addenda, where the vendor has not acknowledged receipt of any portion thereof.
6. Incomplete Proposal forms may result in the rejection of The Proposal. Amendments to Proposals received by the City after the time specified for opening of Proposals, shall not be considered. Proposals shall be computer prepared, typewritten or handwritten in ink. All Proposals shall be signed by a person duly authorized to sign Proposals on behalf of the Proposers. Unsigned Proposals shall be rejected. Errors, alterations or corrections on both the original and copy of the proposal schedule to be returned must be

initialed by the person signing the Proposal or their authorized designee. In the event an authorized designee initials the correction, there must be written authorization from the person signing the Proposal to the person initialing the erasure, alterations, or correction. Failure to do so shall result in rejection of Proposal for those items erased, altered or corrected and not initialed.

7. The City of Norwich reserves the right to accept or reject any and all Proposal responses, in whole or in part, to waive technical defects, irregularities and omissions if, in its judgment, the best interests of the City will be served. Determination of the best interests of the City shall include consideration of pending civil litigation between the City and any firm submitting a Proposal to the City or its subcontractor or supplier.
8. Conditional Proposals are subject to rejection in whole or in part. A conditional Proposal is defined as one which limits, modifies, expands or supplements any of the terms and conditions and/or specifications of the invitation for Proposals.
9. Alternate Proposals will not be considered, unless specifically authorized in the invitation to Proposal. An alternate Proposal is defined as one which is submitted in addition to the Proposers primary response to the invitation for Proposals.
10. Prices should be extended in decimal, not fraction, to be net, and shall include transportation and delivery charges fully prepaid by the Contractor to the destination specified in the Proposal, and subject only to cash discount. In the event of a discrepancy between the unit price and the extension, the unit price shall govern.
11. Pursuant to Section 12-412 of the Connecticut General Statutes, municipalities are exempt from the payment of excise, transportation and sales taxes imposed by the Federal Government and/or the State. Such taxes must not be included in Proposal prices.
12. By its submission the Proposers represents that the Proposal is not made in connection with any other Proposers submitting a Proposal for the same commodity or commodities and is in all respects fair and without collusion or fraud.
13. All Proposals will be opened and read publicly and upon Award are subject to public inspection, subject to the provisions of Section 1-210 of the Connecticut General Statutes (Freedom of Information). Copies of information resulting from any Proposal opening are generally not available until a contract has been formally awarded.

City of Norwich Connecticut

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100 Broadway, Room 105
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14. Proposal and or performance bonds may be required, if Specifically required within the specifications. Bonds must meet the following requirements:

Corporation - must be signed by an official of the corporation above their official title and the corporate seal must be affixed over the signature; **Firm or Partnership** - must be signed by all the partners and indicate they are "doing business as"; **Individual** - must be signed by the owner and indicated as "Owner". The surety company executing the bond or countersigning must be licensed in Connecticut and the bond must be signed by an official of the surety company with the corporate seal affixed over their signature. Signatures of two witnesses for both the principal and the surety must appear on the bond. Power of attorney for the official signing the bond for the surety company must be submitted with the bond.

15. The City requires the Contractor to carry commercial General liability insurance to protect it from loss. The following minimum limits shall be met:

Bodily Injury and Property Damage: \$1,000,000 each occurrence; \$2,000,000 aggregate

Products or Completed Operations: \$1,000,000 each occurrence; \$2,000,000 aggregate

Professional Liability (Errors and Omissions): \$2,000,000 each occurrence

Commercial Automobile Coverage including owned, non-owned, leased and hired vehicles (if used on City property): \$1,000,000 combined single limit for each accident

Workers' Compensation: Shall be in accordance with State of Connecticut requirements at the time of Proposal. The policy must contain a waiver of subrogation in favor of the City of Norwich, executed by the insurance company.

Umbrella/Excess Liability: \$2,000,000 each occurrence; \$2,000,000 aggregate and providing coverage over the Commercial General Liability, Commercial Automobile Liability and the Employer Liability section of the Workers Compensation coverage.

The City of Norwich, its officers (both elected and appointed), employees, and agents shall be named as additional insured on all policies, except Professional Liability and Workers Compensation, on a primary and non-contributory basis.

All insurance required hereunder (except Workers' Compensation and Professional Liability) shall contain waivers of subrogation in favor of the City, its employees, agents and elected or appointed officers. The insurance required hereunder shall be primary insurance, not excess or contributory, without any right of contribution by any insurance maintained by or on behalf of the City.

Thirty (30) days' notice of cancellation is required and must be provided to the City of Norwich via certified mail.

Samples

16. Accepted Proposal samples do not supersede Specifications for quality unless sample is superior in quality. All deliveries shall have at least the same quality as the accepted Proposal sample. Samples are furnished free of charge. Samples may be held for comparison with deliveries.

Award

17. Award will be based on quality of the articles or services to be supplied, their conformance with specifications, delivery terms, price, administrative costs, past performance, and financial responsibility. The Purchasing Department may correct inaccurate awards resulting from clerical or administrative errors.

18. The Purchasing Department may reject any Proposers in default of any prior contract or guilty of misrepresentation or any Proposers with a member of its firm in default or guilty of misrepresentation.

Delinquent Tax Set Off

19. In accordance with §7-46 of the City of Norwich Code of Ordinances, the award of any contract for the performance of any work, or the furnishing of any services and/or materials or equipment, the vendor awarded the contractor shall agree that any taxes, landfill fees or special assessments due from the vendor to the City of Norwich, unless previously paid, may be set off against any monies that may be due from the City of Norwich to the vendor for the performance of work or the furnishing of services and/or materials or equipment under said contract.

20. Any person or vendor performing work or furnishing services, materials, or equipment to the City, or any department, board or agency thereof, shall, as a condition of doing such, agree that any delinquent taxes, landfill fees or special assessments due from him, her or it to the City, unless previously paid, may be set off against any monies that may be due from the City to such person or vendor for the performance of such work or the furnishing of services or materials or equipment.

Contract

21. The existence of the contract shall be determined in accordance with the requirements set forth above. However, the award of the contract is not an order to ship.

22. The Contractor shall not assign or otherwise dispose of their contract or their right, title or interest, or their power to execute such contract to any other person, firm or corporation



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without the prior written consent of the Purchasing Department.

23. Proposers have ten days after notice of award to refuse acceptance of the award; after ten days the award will be binding on the Contractor. If the Contractor refuses to accept the award within the ten day period, the award will be made to the next lowest responsible qualified Proposers.

24. Failure of a Contractor to deliver commodities or perform services as specified will constitute authority to purchase said commodities or services on the open market. Contractor agrees to promptly reimburse the City for excess cost of these purchases. The purchases will be deducted from the contracted quantities.

25. The Proposers hereinafter referred to as persons requesting the use of city facilities of the City of Norwich, or in contracting with the City of Norwich for goods, services, materials, labor and the like with the City of Norwich and its respective officers, agents and servants agrees to indemnify, defend and save harmless from and against any and all claims, damages, losses, litigation expenses, counsel fees and compensation arising out of any injuries (including death) sustained by, or alleged to have been sustained by, the servants, employees or agents of the City of Norwich and its respective officers, agents and servants, or of the Proposers or of any participant or spectator, and from injuries including death) sustained by, or alleged to have been sustained by, the public or any persons on or near the site or on any other person or damage to property, real or personal, including property of the City of Norwich and their respective officers, agents, and servants, caused in whole or in part by the acts or omission of the Proposers or any participant or spectator or anyone directly or indirectly employed or working for the Proposers while engaged in the activity in the City of Norwich.

26. Notwithstanding any provision or language in this contract to the contrary, the purchasing agent may terminate this contract whenever he/she determines in his/her sole discretion that such termination is in the best interests of the City. Any such termination shall be effected by delivery to the Contractor of a written notice of termination. The notice of termination shall be sent by registered mail to the Contractor address furnished to the City for purposes of correspondence or by hand delivery. Upon receipt of such notice, the Contractor shall both immediately discontinue all services affected (unless the notice directs otherwise) and deliver to the City all data, drawings, specifications, reports, estimates, summaries, and such other information and materials as may have been accumulated by the Contractor in performing his duties under this contract, whether completed or in progress. All such documents, information, and materials shall become the property of the City. In the event of such termination, the Contractor shall be entitled to

reasonable compensation as determined by the Office of Corporation Counsel for the City of Norwich, however, no compensation for lost profits shall be allowed.

27. The individual signing this submittal hereby declares that no person or persons other than members of his/her own organization are interested in this Project or in the contract proposed to be taken; that it is made without any connection with any other person or persons making a proposal for the same work and is in all respects fair and without collusion or fraud; that no person acting for or employed by the City of Norwich is directly or indirectly interested therein, or in the supplies or works to which it relates or will receive any part of the profit or any commission therefrom in any manner which is unethical or contrary to the best interests of the City of Norwich.

Delivery

28. All products and equipment delivered must be new, and shall include any and all manufacturer warranties, unless otherwise stated in the Proposal specifications.

29. Delivery will be onto the specified City loading docks by the Contractor unless otherwise stated in the Proposal specifications.

30. Payment terms are net 30 days after receipt of goods or properly executed invoice, whichever is later, unless otherwise specified. A contractor may quote payment discount terms which may be considered in making the award.

Saving Clause

31. The Contractor shall not be liable for losses or delays in the fulfillment of the terms of the contract due to wars, acts of public enemies, strikes, fires, floods, acts of God or any other acts not within the control of or reasonably prevented by the Contractor. The Contractor will give written notice of the cause and probable duration of any such delay.

Advertising

32. Contractors may not reference sales to the City for advertising and promotional purposes without the prior specific approval of the Purchasing Department.

Rights

33. All data collected by the contractor relative to the performance of services or delivery of materials shall remain the sole property of the City of Norwich. Such data includes historic usage of materials and services as collected by the contractor. The City of Norwich has sole and exclusive right and title to all printed material produced for the City, and the contractor shall not copyright any printed matter produced under the contract.



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34. The Contractor assigns to the City all rights title and interests in and to all causes of action it may have under Section 4 of the Clayton Act, 15 USC 15, or under Chapter 624 of the general statutes. This assignment occurs when the Contractor is awarded the contract.

35. Contractor agrees that it is in compliance with all applicable federal, state and local laws and regulations, including but not limited to Connecticut General Statutes Sections 4a-60 and 4a-60a, 4a-60g, and 46a-68b through 46a-68f, inclusive, as amended by the June 2015 Special Session Public Act No. 15-5, as well as the provisions of Title VI of the Civil Rights Act of 1964 and all amendments thereto. The Contractor also agrees that it will hold the City harmless and indemnify the City from any action which may arise out of any act by contractor concerning lack of compliance with these laws and regulations. All purchases will be in compliance with Section 22a-194 to Section 22a-194g of the Connecticut General Statutes related to product packaging.

36. This contract is subject to provisions of Executive Order No. Three of Governor Thomas J. Meskill promulgated June 16, 1971, the provisions of Executive Order No. Seventeen of Governor Thomas J. Meskill promulgated February 15, 1973 and section 16 of Public Act 91-58 nondiscrimination regarding sexual orientation, and the provisions of Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999 regarding Violence in the Workplace Prevention Policy.