

OFFICIAL NOTICE NO. 174

**Department of Public Works-Water Works
Frank P. Zeidler Municipal Building
841 North Broadway
Milwaukee, WI 53202**

NOTICE TO CONTRACTORS

Separate sealed copies of Bid presented in accordance with specifications listed will be received in this office until **Tuesday, April 17, 2012 at 10:30 A.M.** at which time the Department of Public Works will undertake their review towards the selection of a vendor to **furnish labor, service and materials to provide Lock Box, Automated Clearing House (ACH), Web-based payment and Interactive Voice Response (IVR) collection services to the Milwaukee Water Works for the processing of water, sewer and other municipal service charges and fees collected by the Milwaukee Water Works. Late Proposals will not be accepted.** Submission will be in accord with the request for proposal including plans, specifications, contract documents, and proposed form of contract.

Copies of the Bid documents will not be at the Administrative Office of the Department of Public Works, Room 506, Frank P. Zeidler Municipal Building, 841 N. Broadway, Milwaukee, WI 53202. They must be obtained from **http://www.mpw.net/services/bids_notice?174**, and click on the Official Bid Notices button at the bottom of page.

PROSPECTIVE VENDORS ARE TO CAREFULLY EXAMINE AND REVIEW ALL AFORESAID DOCUMENTS AND MATERIALS IN SAID OFFICE BEFORE SUBMITTING PROPOSAL.

Contract Term: This contract will be for a period of three (3) years with a projected start date of June 1, 2012 with four (4) one-year options for renewal.

Bid Security Required: A bid bond, certified check, or cashier's check in the amount of Five Thousand Dollars (\$5,000) must accompany the bid. Corporate surety is required on bid bonds and performance bonds. All applicable charter and statutory provisions and ordinances are imported into documents.

The City of Milwaukee will accept the bid of the lowest responsible and qualified bidder submitting a responsive bid. The Commissioner of Public Works will decide tie responsive low bids by lottery. The Commissioner of Public Works reserves the right to reject any and all bids and accept only such bid as is in the best interest of the City of Milwaukee.

THERE IS AN (0) % MWSBE REQUIREMENT INCLUDED IN THIS CONTRACT. DUE TO THE UNIQUE NATURE OF THIS CONTRACT, THERE IS NO RESIDENCY REQUIREMENT.

A MANDATORY PRE BID MEETING is scheduled for Thursday, March 15, 2012, at 10:00 A.M. in Conference Room 412, 841 North Broadway, Milwaukee, Wisconsin.

Ghassan Korban
Commissioner of Public Works

PUBLISH SIX (6) TIMES, INSERTION WITHOUT FAIL, MONDAY, FEBRUARY 20, 2012

Milwaukee Water Works

**Specifications
&
Bid Documents**

**Bank Payment
Processing & Collection
Services
for
Water, Sewer and
Municipal Services Payments
for the
Milwaukee Water Works**

Official Notice 174

**Compiled by the
Milwaukee Water Works
Business Division**

February 2012

2/14/2012

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DEPARTMENT OF PUBLIC WORKS FORMS

Form 126-Bid Bond and Affidavit of No Interest

Non-Collusion Affidavit

Signature Page for Official Notice 174

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The City of Milwaukee will accept the bid of the lowest responsible and qualified bidder submitting a responsive bid. The Commissioner of Public Works will decide tie responsive low bids by lottery. The Commissioner of Public Works reserves the right to reject any and all bids and accept only such bid as is in the best interest of the City of Milwaukee.

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Ghassan Korban
Commissioner of Public Works

PUBLISH SIX (6) TIMES, INSERTION WITHOUT FAIL, MONDAY, FEBRUARY 20, 2012

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

1. SPECIAL INSTRUCTIONS TO BIDDERS

The bidder shall acquaint him/herself with the specifications in order that he/she may satisfy him/herself that all terms and conditions can be met at the time of bidding. The full complement of collectors and the security vehicle shall be available to provide service on the effective date of the contract as hereinafter provided. Each bidder shall furnish with his/her bid all qualifying evidence as specified herein:

- A. Bid Bond and Affidavit of No Interest.
- B. Non –Collusion Affidavit
- C. Signature Page for Official Notice 174
- D. Proof of ability to meet the “Criteria for Service Acceptability” as defined in paragraph IV of the specifications. Complete Schedules “H” & “Ha”.
- E. Complete Detailed Price List -Schedules “B”, “C”, “D” “E”, “F” & I.
- F. Complete Detailed Price List -Schedule “J”-Vendor Contract Bid Pricing Schedule.
- G. Complete Detailed Price List -Schedule “G”-Credit Card & E-Check Customer.

NOTE: All of the reports, information, data, etc. prepared or assembled by the bidder under this bid are confidential and the bidder agrees that they shall not be made available to any individual or organization other than an appropriate agency of the United States Government, without the prior written approval of the City of Milwaukee.

All insurance and performance bond requirements shall be satisfied and a contract executed by the Contractor and bonding company within ten (10) days after notice of award has been given in order that the services specified may be provided effective **Friday, June 1, 2012.**

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

2. INSTRUCTIONS TO BIDDERS

- A. BIDS. Each bid shall be legibly typed, written or printed in black ink on the Bid Form provided in this copy of proposed contract documents. No alterations to the printed forms shall be permitted. All addenda to the contract documents, properly signed by the bidder, shall accompany the bid submittal.

Each bid shall be enclosed in a sealed envelope or wrapping, addressed to the Department of Public Works, identified on the outside with the words **BANK PAYMENT PROCESSING AND COLLECTION SERVICES FOR MILWAUKEE WATER WORKS BID**", and filed with the Commissioner of Public Works, Room 506, Zeidler Municipal Building, 841 North Broadway, Milwaukee, Wisconsin 53202 by the bid deadline.

- B. BID GUARANTEE. A Bid Bond, certified check, or cashier's check in the amount of Five Thousand Dollars (\$5,000) shall accompany each bid. The bid guarantee shall be made payable without condition to the City of Milwaukee, hereinafter referred to as "City". The bid guarantee may be retained by and shall be forfeited to the City if the bid is accepted and a contract based thereon is awarded and Contractor fails to enter into the contract in the form prescribed, with legally responsible sureties and insurance, within sixty (60) days after such award is made by the City.
- C. RELEASE OF BID GUARANTEE. The bid guarantee of the successful bidder shall be retained until the successful bidder has executed an agreement and furnished the required contract security, whereupon it will be returned. The Commissioner of Public Works will return the bid guarantee of the remaining bidders to them following a decision of contract award.
- D. WITHDRAWAL OF BID. A bidder may withdraw his/her bid any time prior to the bid opening with a written request. No bid may be withdrawn within a period of sixty (60) days after the bid opening without the express written approval of the Commissioner of Public Works.
- E. SIGNATURE OF BIDDERS. Each bidder shall sign the bid on the enclosed forms using bidder's usual signature and stating bidder's full business address. Bids by partnerships shall be signed with the partnership name followed by the signature and designation of one of the partners or other authorized representative. Bids by corporations shall bear the corporate seal and shall be signed with the name of the corporation followed by the signature and designation of the president, secretary, or other person(s) authorized to bind the corporation.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

- F. INTERPRETATION OF CONTRACT DOCUMENTS AND QUESTION PERIOD. All questions regarding the Request For Bids and the selection process must be made in writing, to the Commissioner of Public Works, 841 North Broadway, Room 506, Milwaukee, WI 53202. Questions may be dropped of in person, faxed to (414) 286-2672. Questions can also be emailed to earl.smith@milwaukee.gov. No questions will be permitted after 5:00 P.M. on Thursday, March 23, 2012, so that all responses to can be prepared and made available to all bidders before the bid submittal deadline. Only written answers will be binding upon the City.
- i. ACCEPTANCE AND REJECTION OF BIDS. The contract will be awarded, subject to the Commissioner of Public Works' authority, to the lowest responsible bidder(s) submitting a responsive bid. In addition, the apparent low bidder(s) will be required to demonstrate to the Commissioner of Public Works an adequate financing plan to provide the necessary funds required to operate under the terms and conditions of this contract.
- ii. BASIS FOR CONTRACT AWARD. Bidders must submit a grand total bid amount equal to the sum of the monthly payment processing and collection service charges, monthly deposit services charges and monthly other services charges as out lined in Schedules "B", "C" D", "E", "I" and "J". The contract shall be awarded to the responsible bidder submitting the lowest responsive bid for the GRAND TOTAL ESTIMATED MONTHLY COSTS, as determined by the Commissioner of Public Works. There will be only ONE (1) contract. Contractor must provide proof that they can meet completely the "Criteria for Service Acceptability" and perform all of the tasks outlined in the bid specifications. Note, the primary emphasis will be on complete web/online services.
- G. LEGAL REQUIREMENTS. All bids shall be based upon compliance with all existing state and federal laws, city ordinances, and rules and regulations of state and federal regulatory agencies. Future amendments to laws, ordinances or regulations shall not serve as justification for termination of the contract.
- H. PERFORMANCE BOND. The Contractor to whom a contract is awarded will be required to furnish an annual performance bond to the City in the amount of One Hundred and Fifty Thousand Dollars (\$150,000) for the life of said contract. The bond shall be executed on the form included in the contract documents by a surety company authorized to do business in the State of Wisconsin and acceptable as surety to the City.

Accompanying the bond shall be a "Power of Attorney" authorizing the attorney-in-fact to bind the surety company and certified to include the date of the bond.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

- I. PAYMENT BOND. The Contractor to whom a contract is awarded will be required to furnish an annual payment bond to the City on forms provided with the contract in the amount of One Hundred Thousand Dollars (\$100,000).
- J. FIDELITY BOND. Within ten (10) days of contract award, the Contractor to whom a contract is awarded shall provide a fidelity bond to the City in the amount of Twenty Thousand Dollars (\$20,000).
- K. NO MINIMUM GUARANTEE. The City offers no minimum guarantee of the amount of business for the Contractor's service. Nothing in these specifications shall be construed to be otherwise, and no claims for additional compensation shall be considered. Services which are ordered and to be paid by the City shall be contingent upon appropriation of funds by the Common Council for this purpose.
- L. CONTRACT DOCUMENTS. The Official Notice, Instructions to Bidders, Bid, Contract Agreement, Performance Bond, Specifications, Addenda and all Change Orders issued by the City are each included in this contract and the work shall be completed in accordance therewith.
- M. DEFINITIONS. Words, phrases or other expressions used in these contract documents shall have meanings as follows:
 - i. "Contract" or "contract documents" shall include the items enumerated above under CONTRACT DOCUMENTS.
 - ii. "City" shall mean the City of Milwaukee, acting through its Commissioner of Public Works and his duly authorized agents.
 - iii. "Commissioner" shall mean the Commissioner of the Department of Public Works of the City of Milwaukee.
 - iv. "Contractor" shall mean the corporation, company, and partnership, firm or individual named and designated in the Contract Agreement or his/her duly authorized representatives.
 - v. "ACH" shall mean Automated Clearing House transactions, under the rules of the National Automated Clearing House Association and the Wisconsin Automated Clearing House Association.
 - vi. "Date of Contract", or equivalent words, shall mean the date written on the Contract Agreement.
 - vii. "Payments" shall mean amounts due for water and municipal services.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

- viii. "Due Date" shall mean the date of settlement and is the date the receiving account is charged.
- ix. "IVR" shall mean Interactive Voice Response system.
- x. "URL", abbreviation of Uniform Resource Locator, is the global address of documents and other resources on the World Wide Web.
- xi. "Website" shall mean a collection of web pages (documents that are accessed through the Internet).
- xii. "Credit/Debit Card Authorization" shall mean the process by which the available card balance is compared to the payment amount. If the card balance is sufficient, a "hold" is placed upon the Payer's card balance for the amount of the payment.
- xiii. "FTP" File Transfer Protocol. This protocol allows users to copy/transmit files between their system and Milwaukee Water Works. Information will be encrypted in the manner specified by the Milwaukee Water Works.
- xiv. "HTTPS" means a secure means of transferring data using hypertext transfer protocol secure, with secure socket layer encryption 125-bit SSL encryption.
- xv. "FTPS" File Transfer Protocol Secure. This protocol allows users to copy/transmit files between their system and Milwaukee Water Works. Information will be 125-bit encrypted in the manner specified by the Milwaukee Water Works.
- xvi. "Real-time" means a quality that a process occurs synchronously and on-demand as opposed to a process occurring some time after the "demand", or request, when other conditions traditional must be met, such as in "batch" processing.
- xvii. "Authentication" is the process by which a customer user submits identifying data to the Biller's Contractor, and by which that data is corroborated against verified data.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

3. CONTRACT BACKGROUND

This contract will furnish labor, materials and services to provide to provide Lock Box, ACH, Web-based payment and Interactive Voice Response (IVR) collection services to the Milwaukee Water Works for the processing of water, sewer and other municipal service charges and fees billed by Milwaukee Water Works.

The Contractor will provide the following services to Milwaukee Water Works customers:

- Lock Box Payment Processing Operations
- Automated Clearing House (ACH) Operations
- Payment via Credit Card/Debit Card, Master Card and Discover Card
 1. Via Milwaukee Water Works Website
 2. Via Milwaukee Water Works IVR System
- Non-reoccurring Automated Clearing House Operations
 1. Via Milwaukee Water Works Website
 2. Via Milwaukee Water Works IVR System
- Online web-based file transfers and other routine banking procedures including all system reporting and payment research functionality.

A. BASIC INFORMATION

The Milwaukee Water Works (MWW) is a self-financing business enterprise of the City of Milwaukee. MWW serves the City of Milwaukee and 15 suburban communities with a user population of approximately 833,000 people. Ten (10) wholesale clients operate their own water utilities, billing customers and maintaining the distribution systems in their communities. Wholesale customers are Brown Deer, Butler, Greendale, Menomonee Falls, Milwaukee County Grounds, New Berlin, Shorewood, Wauwatosa, West Allis, and Mequon/Thiensville. Four (4) retail customers receive full water service from MWW, including customer billing and distribution system maintenance. They are Greenfield, Hales Corners, St. Francis, a portion of Franklin and West Milwaukee.

Customer Service Section

In 2010, MWW upgraded the enQuesta Utility Suite product, its Customer Information and Billing System, and part of the upgrade project involved the upgrade of the utility's IVR system and the utility's self service website. The website and IVR upgrade allowed MWW customers to use Master Card and Discover Card and non-recurring ACH (E-Check) to make payments.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

The Customer Service Section responds to customer inquiries over the phone and at our service counter located in the Municipal building. This location also services walk in payments. In 2010, 162,334 calls were processed through the IVR system. MWW Customer Service Representatives: 70,452 customer contacts were handled in this manner. In 2010, the Customer Service and Cashiering stations on the 4th floor of the Municipal Building handled 30,612 customer contacts, 21,194 counter cashiering transactions, and processed 40,353 payments that were dropped off at the MWW offices.

Online/Web-Based Banking Services:

Since 2006, the MWW has replaced all manual CD's with online web-based systems for the purpose of payment research and payment correction decisions. File transfers and other routine banking procedures are now all done online. This includes all system reporting functionality. This is the contract standard.

Billing & Collection Cycles:

The MWW is responsible for the generation and collection of the Municipal Services Bill. This statement involves the following charges:

- Water Services
- Sewer User Fee
- Sewer Maintenance Fee
- Ice and Snow Fee
- Extra Card Fee

The MWW operates its billing and collection operation on a quarterly and monthly cycle. The majority of the over 162,011 MWW customers are billed quarterly, with the 1,200 largest MWW customers being billed monthly. Statements are processed and mailed weekly to approximately 15,000 customers; this equals over 780,000 annually. In 2010, the utility, through its vendors, processed 514,823 transactions equaling \$179,807,449 in payments.

The transfer file format is critical to the MWW billing and accounting system. The transfer file format mandated by this contract must be designed to interface with the MWW Customer Information/Billing System, enQuesta. The system's Oracle database and browser interfaces allocate and post all amounts including late and other penalty fees. All links to the City system will be as secure as technology can make them and must be approved by the appropriate City personnel before they are installed.

**Specifications for Bank Payment Process & Collection Services for
Water, Sewer and Municipal Services Payments Milwaukee Water Works**

2011 Transaction Traffic:

<u>Collection Channel</u>	<u>Transactions</u>	<u>Annual Amount</u>
Lock Box	357,535	\$122,635,584.85
Checks-Cashier	9,737	\$6,738,058.32
ACH	30,830	\$8,768,950.61
Mail/Drop Off	38,551	\$32,574,167.22
Cash-Cashier	6,680	\$2,932,188.26
<u>Web</u>		
- E-Check	31,571	\$7,616,197.09
- Master Card	7,003	\$1,617,233.56
- Discover Card	620	\$167,943.82
<u>IVR</u>		
- E-Check	1,943	\$622,991.30
- Master Card	477	\$147,974.66
- Discover Card	156	\$14,248.21
Electronic Fund Transfers	<u>1,699</u>	<u>\$3,966,774.19</u>
Total for 2011	502,102	\$187,802,322.09

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

Specifications for Bank Lock Box Services For Milwaukee Water Works Water and Sewer Payments

I. General

- A. It is the intent of this specification to describe the minimum requirements for providing Bank Lock Box, Automated Clearing House (ACH) transaction, Web-based payment and Interactive Voice Response (IVR) collection services to be purchased by the Milwaukee Water Works (MWW).
- B. All services not specifically mentioned, which are regularly furnished in order to provide Bank Lock Box, ACH transaction, Web-based payment and IVR collection services, shall be furnished at the bid price and shall conform to that usually provided by the practice indicated in this specification.

II. Award Authority

The Commissioner of Public Works (Commissioner) or his designee and will be the sole judges of the quality and suitability of the equipment, materials, and services offered in its determination of the successful bidder.

III. Contract Term

The contract to be awarded to the successful bidder shall be for a term of three (3) years with a projected starting date of June 1, 2012 and continuing through and including May 31, 2015.

The contract will be subject to four (4) one-year extensions by mutual consent. If, at the time of the proposed extension, the Contractor requests a price adjustment, said request must be accompanied by written documentation substantiating the request. Generally speaking, the City of Milwaukee (City) will only consider price increases that are the lesser of 5% or the Consumers Price Index for all items for Milwaukee.

Continuation of this contract, or any subsequent extension beyond December 31st of any year, is contingent upon the proper City officials appropriating funds for this purpose.

IV. Criteria for Service Acceptability

All bidders must qualify as public depositories as defined by City Common Council Resolutions, File Number 930358, adopted July 6, 1993, and File Number 980598, adopted September 23, 1998.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

Each bidder must maintain a major branch office within the City financial district (downtown) that offers complete, full banking services, including investment services, which shall serve as the Contractor's point of contact to the City.

The Contractor must possess in-house lock box facilities within its corporate structure located within Milwaukee County. In addition, the Contractor must possess in-house facilities within its corporate structure to process the funds transfers and ACH transactions and to produce the account statements and transaction files required of this specification.

A Correspondence Bank relationship will not be considered for the purpose of fulfilling the specifications of this bid.

The Contractor must provide the City, primarily the MWW, the City Treasurer and the Office of the Comptroller, an online, fully interactive solution for all functions of this contract, including but limited to: transaction queries, payment process by the lock box operation, file transfer. File protocol must be HTTPS or FTPS 128-bit encryption.

The Contractor must demonstrate the ability to provide the City online, fully interactive solution for these tasks with a file protocol of HTTPS or FTPS 128-bit encryption. This system, for example, will:

1. Provide images of both sides of a payment correspondence (checks, money order, etc), credit card and non-recurring ACH daily.
2. Allow daily payment file transmissions.
3. Electronic payment tracking.

The Contractor must demonstrate the ability to provide the City an online, fully interactive solution for MWW customers to interface with the MWW Website "Web Touch" via a URL to make payments using Master Card, Discover Card and non-recurring ACH at all account levels including accounts that have a zero (0) or credit balance.

The Contractor must demonstrate the ability to provide the City an interactive solution for MWW customers to interface with MWW IVR to make payments using Master Card, Discover Card and non-recurring ACH at all account levels including account that have a zero (0) or credit balance.

The Contractor must demonstrate the ability to provide the City an online, fully interactive solution for the review and correction of possible rejected payments, thus reducing the need to physically transport these items back to the MWW for disposition and redeposit.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

V. Site Inspection

All bidders must allow for an on-site inspection of their facilities prior to award, upon request, in order for the City to make a determination if bidders are fully capable of providing the services described herein. If any of the bidder’s non-lock box processing facilities is located outside of Milwaukee County, the bidder shall reimburse the City for the actual cost of such facility site inspections by no more than four (4) City staff members, regardless of whether or not the bidder is awarded a contract. All such facility site inspections by City staff shall be governed by Milwaukee City Ordinance 350-181, Authorized Travel Regulations and Procedures.

VI. Performance Bond

The successful bidder will be responsible for providing the MWW with a performance bond in the full amount of the contract price.

Under no circumstances will work commence under this contract until such proper certificate/evidence of bonding is submitted to the **Department of Public Works, 841 North Broadway, Room 516, Milwaukee, Wisconsin, 53202** and approved by the City Attorney.

VII. Insurance

- A. The successful bidder will be responsible for providing the MWW with a copy of its Banker's Blanket Bond.
- B. The successful bidder and all possible subcontractors shall provide the MWW with evidence of insurance coverage as follows:

1.	<u>Workers Compensation and Employers Liability</u>		
	Bodily Injury by Accident	Each accident	<u>Statutory</u> \$100,000
	Bodily Injury by Disease	Each employee	\$100,000
	Policy limit		\$500,000

To Include:
Other states coverage.

2.	<u>Commercial General Liability</u>		
	Bodily Injury/Property Damage:		
	Each Occurrence		\$1,000,000
	General Aggregate		\$1,000,000
	Operations Aggregate		\$1,000,000
	Personal Injury Aggregate		\$1,000,000

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

To Include:

Occurrence coverage, premises/operations coverage, and contractual liability for risks assumed in the contract.

- 3. Automobile Liability
Bodily Injury/Property Damage:
Each Accident \$1,000,000

To Include:

Coverage for all owned, non-owned, and hired vehicles.

- 4. Umbrella Liability
Bodily Injury/Personal Injury:
Each Occurrence \$5,000,000
Aggregate \$5,000,000

- 5. Errors and Omission Policy
The successful bidder must also maintain in place for the entirety of the contract an Errors and Omissions insurance policy with limits of no less than Twenty-Five Million Dollars (\$25,000,000). A copy of the Errors and Omission insurance policy must be on file with the Department of Public Works prior to commencement of the contract.

The Errors and Omission coverage is to apply exclusively to the work and service required under the contract and these specifications. Evidence of coverage is to apply for not less than eighteen (18) months beyond the termination of the contract

- C. The MWW shall be named as an additional insured with respect to liability coverage and will be given thirty (30) days notice in advance of cancellation, non-renewal, or material change in any coverage.
- D. The successful bidder's Certificate of Insurance shall be approved by the City Attorney and placed on file with the Department of Public Works/MWW prior to the commencement of any work under this contract.
- E. Bidders must be able to provide insurance coverage as stated above in order for this bid to be considered.
- F. The successful bidder shall also provide an "Affidavit of No Interest", which provides that no official or employee of the City, MWW by inclusion has, or will, receive anything of value in connection with the issuance of the contract.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

- G. Under no circumstances will work commence under this contract until such proper certificate/evidence of insurance is submitted to the Department of Public Works, 841 North Broadway, Room 516, Milwaukee, Wisconsin, 53202, and approved by the City Attorney.

VIII. Demand Deposit Account

- A. The successful bidder may be required to open a new, demand deposit account (checking account) to receive lock box receipts and to serve as the settlement account for ACH entries related to the direct debit of property tax payments due taxpayers accounts, if an account is not presently available to the City at the Contractor for this purpose.

Regardless of whether a new or existing demand deposit account is to be used, the Contractor will supply the City with account deposit books and business account checks in formats mutually agreed upon by the City and the Contractor at the costs quoted in Schedule "B" as required.

At the end of each month, the Contractor shall provide the City with a bank statement showing all account activity within the given month. All supporting documentation to be separated and sorted as follows:

Credit Memo's – Chronologically
Debit Memo's – Chronologically
Checks – Numerical Sequence

- B. Funds Transfer Services
 - 1. Authorization to Transfer Funds
The City Treasurer shall provide the Contractor with a completed authorization form for each staff member assigned funds transfer authority. It shall be the responsibility of the City Treasurer to provide the Contractor with an updated authorization form in a timely manner whenever there are additions to, deletions from, or changes to the list of staff members assigned funds transfer authority.
 - 2. Security Procedures
The Contractor shall implement and use any and all security procedures it deems appropriate to prevent execution of an unauthorized funds transfer order. The City Treasurer and staff members assigned funds transfer authority shall use and follow the security procedures established by the Contractor.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

The Contractor shall bear full liability for the execution of unauthorized funds transfer orders where the City has complied with the Contractor's security procedures and the unauthorized funds transfer orders were placed and confirmed by individuals outside of those staff members assigned funds transfer authority. The City shall bear full liability for funds transfer orders placed and confirmed by authorized staff members that are determined to be unauthorized by the City Treasurer.

3. Processing of Funds Transfer Orders

a. **Authorization**

The Contractor is authorized to receive, process, and execute funds transfer orders from City Treasurer staff members assigned funds transfer authority from covered accounts maintained at the Contractor for the City to any other account at the Contractor or another financial institution.

b. **Submission of Funds Transfer Orders**

The City will submit funds transfer orders to the Contractor on a daily basis as required. The Contractor shall provide the City Treasurer with the means and software to place funds transfer orders verbally via telephone with an authorized bank representative, by automated touch tones via telephone, and electronically by computer via the Internet over a secure connection – i.e., HTTPS or FTPS.

c. **Accuracy**

The City shall be responsible for providing all funds transfer order information required by the Contractor to the Contractor in a complete and accurate manner. The Contractor shall not be liable to the City for any information provided by the City in a funds transfer order that is found inaccurate, incomplete, or otherwise incorrect.

d. **Method of Execution**

The Contractor shall process authorized funds transfer orders placed by City Treasurer staff assigned funds transfer authority from only covered accounts maintained at the Contractor for the City. The Contractor shall process and execute authorized funds transfer orders by such means and routes as appropriate under the circumstances in compliance with the Contractor's established security procedures.

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The City acknowledges and agrees that, if a funds transfer order describes the beneficiary or beneficiary's financial institution inconsistently by name and account, or other identifying number, the Contractor and the other financial institution may execute and accept such funds transfer on the basis of the account number, or other identifying number, even if such number identifies a person or entity other than the beneficiary or beneficiary's financial institution, and the City's obligation to pay the amount of such a funds transfer is not excused under the circumstances.

If more than one (1) funds transfer order is placed at or about the same time and the total amount of the orders exceeds the available funds balance in the covered account, the Contractor is to contact the City Treasurer's Investment Officer for instructions on which orders, if any, to execute.

e. Timing

The City shall submit its funds transfer orders to the Contractor by the daily cut off time set by the Contractor. The City acknowledges and agrees that, funds transfer orders received by the Contractor after the daily cut off time may be processed the next business day.

f. Repetitive Transfers

The Contractor shall assign repetitive transfer codes upon request by the City to those funds transfer orders that are placed on a regular, repetitive basis.

g. Cancellation

Upon request by the City, the Contractor shall make every effort to cancel a previously authorized funds transfer request prior to its execution. However, the City acknowledges and agrees that, the Contractor shall not be held liable if such cancellation is not effected after a good faith effort.

h. Operating Rules

The rights and obligations of the City and Contractor with respect to any funds transfer executed through the Fedwire system shall be governed by the Fedwire regulations in force at the time of the order. In addition, the City acknowledges and agrees that, all funds transfer orders placed by the City with the Contractor are subject to the rules, regulations, and bylaws governing the funds transfer networks used by the Contractor.

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The Contractor shall provide the City Treasurer's Contractor Administrator with a copy of all applicable Fedwire regulations and the rules, regulations, and bylaws governing the funds transfer networks used by the Contractor upon award of a contract. In addition, the Contractor shall provide the City Treasurer with any and all updates to such rules, regulations, and bylaws, as they are made known.

4. Notification on Discovery of Discrepancy
Funds transfer orders executed by the Contractor on behalf of the City shall be reflected on the City's monthly-consolidated bank accounts statement for the covered accounts. The City shall notify the Contractor of any discrepancies found between the City's records and the Contractor's monthly-consolidated bank accounts statement as soon as possible, but no later than six (6) months following the receipt by the City of the Contractor's monthly-consolidated bank accounts statement.
5. Restitution Recovery
The City will extend its cooperation to the Contractor to the extent it is able to assist the Contractor in the recovery of any restitution to which the Contractor may be due under the law governing mistakes and restitution relative to funds transfer orders executed by the Contractor on behalf of the City.

C. Prior Day Account Balances Reporting

The Contractor shall provide the required secure electronic link via the Internet, system and communications software, and system access to allow the City to inquire and receive prior day account balances reports on the City's accounts maintained at the Contractor.

If the City is unable, for any reason, to electronically link to and access the Contractor's system to inquire and receive prior day account balances reports on its accounts, the Contractor shall provide touch-tone telephone access to the account balances at no charge.

IX. Online/Web Service Requirements

All Bidders must demonstrate the ability to accept and process payments through Lock Box, ACH, over the Web and over the telephone via a IVR system.

All Bidders must demonstrate the ability to provide the City an online, fully interactive solution for these tasks with a file protocol of HTTPS or FTPS 125-bit encryption. This system will:

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1. Provide images of both sides of a payment correspondence (checks, money order, etc), credit card and non-recurring ACH daily.
2. Allow daily payment file transmissions.
3. Electronic payment tracking.

All Bidders must demonstrate the ability to provide the City an online fully interactive solution for the review and correction of possible rejected payments.

X. SERVICE REQUIRMENTS

LOCK BOX OPERATIONS

A. Form W-540 and W-541 Return Remittance Envelopes

The MWW will supply the necessary Return Remittance Envelope for use by customers making payments by mail.

Contractor is to provide the appropriate remittance address to complete the composition of the face of the envelope. The MWW requires a nine-digit zip code be used on all remittance envelopes and will use the corresponding "FIMA" and "Bar Code" assigned by the U.S. Postal Service for the remittance address provided by the Contractor.

B. Mailed Remittances Pick-Up

The Contractor shall pick up the mailed payments at the U.S. Post Office according to their standard Post Office sweep schedule, providing for a minimum of at least three (3) pick-ups per day, except Saturday and Sunday. The Contractor shall provide a copy of the Post Office sweep schedule to the MWW Contract Administrator upon execution of this contract and shall submit revised schedules to MWW as they are implemented.

C. Payment Remittance Processing

The MWW will not be making major form changes to accommodate the Contractor's lock box services remittance processing equipment. The Contractor's remittance processing equipment must, for the most part, accommodate the MWW's needs and forms in use. (See Appendix A and B).

D. Lock Box Process

1. Process the following payments:
 - a. Payment equals the stub.
 - b. Payment does not equal the stub.
 - c. Payments with correspondence included.
 - d. Payments that have multiple stubs and one check; all stubs must be recorded.
 - e. Payments that are composed of multiple checks and one stub.

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- f. Payments accompanied with a "copy" of the stub.
 - g. Payments that have severely mutilated stubs and/or checks, provided that the account numbers on the stub and/or check can be read.
 - h. Delinquent account payments transmitted in an envelope with a green edge.
 - i. Stubs that have address/name change specified.
2. The following items should be rejected and delivered to MWW at 841 North Broadway, Room 406, Milwaukee, Wisconsin 53202:
 - a. Checks that have no payment stub.
 - b. Payment forms tendered in other than Check, Cashier's Check, Money Order, Traveler's Check and/or Cash.
 - c. Correspondence (include account number on the envelope).
 - d. Payments that have a credit balance on the stub (identified by a "9" in the scan line field after the date field).
3. Online Decisioning
Rejected payments listed above shall be provided the MWW via an online, fully interactive solution for the review and correction prior to full rejection.
4. Manual Procedures:
 - a. Remittances composed of multiple checks and multiple stubs must be matched; if alignment is not possible, entire remittance should be sent to MWW at the above address.
 - b. Cash payments are to be deposited and a manual deposit ticket sent to MWW. The account number should be included on the deposit ticket.
5. Account numbers are to be inserted on the back of the check, money order, etc.
6. MICR encoding and endorsement of all checks with endorsement content to be mutually agreed upon by MWW and Contractor. Said endorsement is to be in full compliance with 1998 Expedited Funds Availability Act.
7. Electronic imaging of all checks and payment coupons processed.
Contractor to provide the City of Milwaukee an online, fully interactive solution for these tasks with a file protocol of HTTPS or FTPS 125-bit encryption. This system will:

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- a. Provide images of both sides of a payment correspondence (checks, money order, etc.), credit card and non-recurring ACH daily.
 - b. Allow daily payment file transmissions.
 - c. Electronic payment tracking.
8. Daily processing cut-off at a time mutually agreed upon by MWW and the Contractor in order to maximize clearings credited to MWW for investment purposes.
9. Daily automated investment of the collected balances available in the demand deposit account, maintained by MWW at the Contractor for lock box receipts, in an overnight repurchase agreement collateralized by bonds or securities issued, or guaranteed as to principal and interest, by the federal government. It is anticipated that the average daily collected balance will be approximately Three Hundred Thousand Dollars (\$300,000). Settlement of interest payable to the MWW by the Contractor to be paid according to a schedule mutually agreed upon by MWW and Contractor.
10. Daily telephone advice of lock box activity to the MWW.
11. Daily generation of a transaction file in the format furnished by MWW for posting purposes of all remittance coupons processed, date processed and amount paid. The transaction file must be available for remote retrieval by MWW at 2:00 P.M. daily, Monday through Friday.
12. The Contractor shall provide the requisite communication software necessary for the MWW to retrieve the daily transaction files. In addition, the Contractor shall train the MWW staff in the use of the communication software.
13. Contractor to archive transaction file for a minimum of five (5) business days. In addition to the transaction file, the Contractor shall also provide a hard copy report summarizing the data in the file. The format of the remitting summary report to be mutually agreed upon by Contractor and MWW. The remittance summary report shall accompany the returned work and be delivered to the MWW, 841 North Broadway, Room 406, Milwaukee, Wisconsin, 53202, by 3:30 P.M. daily, Monday through Friday.
14. Contractor will provide MWW with a batch number index.

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15. An audit trail is to be imprinted on each remittance coupon and check processed, which is to include the date processed, and sequence number. In addition, the audit trail on each remittance coupon shall also contain the amount paid. The audit trail on each check shall also contain MWW demand deposit account number and customer account number.
16. Contractor to redeposit Non-Sufficient Funds (NSF) checks a second time before return to MWW.

E. ACH Direct Debits for Water and Municipal Services Payments

1. Operating Rules

The Contractor shall act as the Originating Depository Financial Institution (ODFI), under the terms of this specification and the Rules of the National Automated Clearing House Association (NACHA) and the Wisconsin Automated Clearing House Association (WACHA), hereafter referred to as the "Rules" (as the same may, from time to time, be amended), for the purpose of providing ACH direct debits for payments.

Contractor and MWW agree to be bound by the Rules. However, if the Rules are inconsistent with the terms of this specification and the contract provisions, this specification and the contract shall govern.

The Rules shall govern all transactions involving "on us" items, where the Contractor acts as the ACH, except where the Rules conflict with the context of the transaction, a specific provision herein, or the contract.

The Contractor shall notify the MWW immediately of any amendments made to the Rules upon receipt of notice of the same.

Notwithstanding NACHA Rule Section 1.6, the laws of the State of Wisconsin shall apply to Contractor's services required hereunder, with the laws of the State of New York being instructional and informational where Wisconsin laws do not address a particular issue.

2. Preparation and Submission of Entries

a. **Authorization**

The MWW shall obtain the authorization of each customer before initiating any entries to their accounts. The MWW warrants that each ACH entry submitted will be authorized in writing by the respective customers selecting ACH direct debit for payments. The MWW will provide the Contractor with copies of any such authorizations upon request. In addition, the MWW shall provide a billing statement to each customer selecting ACH direct debits for payments.

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b. Record Retention

The MWW will retain the original or microfilm copy of each ACH authorization for a period of six (6) years after its termination.

c. Format and Medium

The MWW shall provide ACH direct debit entry information to the Contractor by remote data transmission for payments. (Appendix C has been added to provide file layout information.)

d. Pre-notification

The MWW shall send pre-notification that it intends to initiate an entry to a particular customer's account, when required in accordance with the Rules.

3. Receipt of Entries

a. Authorization of Contractor

Contractor is authorized to receive, process, and initiate entries for ACH direct debits for payments.

b. Security procedures

Entries conveyed to the Contractor by remote data transmission will be confirmed by control documents developed by the MWW; they will be sent by to the Contractor by **email, online web system or facsimile (FAX) transmission. Online web system to be first conveyance of choice.**

Entries conveyed to the Contractor must be properly identified according to mutually agreed upon security procedures, which will be developed when this amendment is accepted. The Contractor shall use such mutually agreed upon security procedures to detect unauthorized entries prior to processing of such entries.

c. Delivery of entries

A file will be created and transmitted by the MWW approximately five (5) times per month for the ACH direct debit entries required for payments. (Reference amended Schedule "A" for the schedule of file transmissions and ACH DATES.)

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Entries timely delivered to the Contractor by MWW shall be processed so that they are debited to the respective customers' accounts in accordance with the billing statement (subject only to delays caused by acts of God, strikes, war, emergency conditions, or other circumstances beyond Contractor's reasonable control, provided the Contractor exercises such diligence as the circumstances required).

4. Method of Processing

Contractor shall process all entries initiated by the MWW electronically using ACH or any other facilities available to the Contractor. The Contractor may process entries in any order convenient and may select such means and routes for the transfer of funds as appropriate under the circumstances. The MWW acknowledges and agrees that if an entry describes a customer inconsistently by name and account number, charging of the entry may be made by the Receiving Depository Financial Institution (or by the Contractor, in the case of an "on us" entry) on the basis of the account number, even if the account number identifies a person differently from the named customer.

5. Rejected Entries

The Contractor may reject any entry that does not meet the criteria for processing as set forth in the Rules. Upon notification from the ACH or any Receiving Depository Financial Institution that any entry (or group of entries) initiated by the MWW has been rejected, the Contractor shall notify the MWW and each rejected entry shall be returned and charged to the settlement account (described at IX, E-10).

A written confirmation of the action will be sent to the MWW the day the reject occurs, with the exception of returned items described below at X, E-6(a).

6. Returns, Reversals, Adjustments and Notifications of Change

a. **Returns**

The Contractor shall give the MWW written notice of returned entries on the day of occurrence. The Contractor shall automatically resubmit debit entries returned, due to "not sufficient funds" or "uncollected funds", two (2) business days after the debit entries are returned. Neither the MWW nor the Contractor shall knowingly resubmit debit entries returned due to stop payment, or revocation/termination of a customer's authorization.

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The MWW shall be responsible for collecting any such funds by other means. The Contractor may debit the settlement account for any funds the MWW has received for entries that are subsequently returned.

b. Reversals

The MWW or the Contractor, as need be, may initiate reversing entries, as permitted by the Rules, in the event that previously originated data is found erroneous or duplicated.

c. Adjustments

The Contractor shall give the MWW written notice of adjustment entries received by the Contractor on the day of occurrence and is authorized to debit or credit the settlement account for such adjustment entries.

d. Notifications of change

On the day of receipt, the Contractor shall give the MWW written notice of all Notifications of Change received by the Contractor from any Receiving Depository Financial Institution, which relates to any entry transmitted to the Contractor by the MWW.

7. Re-presented Returned Items

a. Compliance

The Contractor and the MWW shall not re-present any debit entry for payments that have been dishonored due to “not sufficient funds” or “uncollected funds”, unless the item is eligible for re-presentation under the Rules.

b. Re-presentation of returned items

The MWW or the Contractor will submit only one (1) re-presentation for any debit entry for payments returned because of “not sufficient funds” or “uncollected funds”.

c. Retention

If the MWW submits an entry to the Contractor for the purpose of re-presenting a returned item, the MWW shall retain the original returned item for seven (7) years after the due date.

d. Charge back

The Contractor may charge back to the MWW settlement account any entry that is presented for the purpose of re-presenting a returned item, if that entry is returned or reversed within sixty (60) days of the due date of the entry.

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8. Notice of Varying Transfer Amounts and Changes in Billing Date
The MWW shall notify customers in writing of any changes in the transfer amounts or billing dates, prior to the due date of any debit entries for payments in accordance with the Rules.
9. Right to Refund for Debit Entries
The MWW acknowledges the right of a customer to stop payment on a debit entry to their account and to obtain a return of the funds withdrawn from the customer's account, in accordance with the procedures set forth in the Rules. The MWW agrees to promptly reimburse the Contractor for all funds received, when a customer properly follows those procedures.
10. Daily processing cut-off at a time mutually agreed upon by MWW and the Contractor in order to maximize clearings credited to MWW for investment purposes.
11. Daily automated investment of the collected balances available in the demand deposit account, maintained by MWW at the Contractor for lock box receipts, in an overnight repurchase agreement collateralized by bonds or securities issued, or guaranteed as to principal and interest, by the federal government.

It is anticipated that the average daily collected balance will be approximately Three Hundred Thousand Dollars (\$300,000). Settlement of interest payable to the MWW by the Contractor to be paid according to a schedule mutually agreed upon by MWW and Contractor.
12. Daily telephone advice of lock box activity to the MWW.
13. Daily generation of a transaction file in the format furnished by MWW for posting purposes of all remittance coupons processed, date processed and amount paid. The transaction file must be available for remote retrieval by MWW at 12:00 P.M. and 3:30 P.M. daily, Monday through Friday.
14. The Contractor shall provide the requisite communication software necessary for the MWW to retrieve the daily transaction files. In addition, the Contractor shall train the MWW staff in the use of the communication software.
15. Hard copy of the file "dump" to be available to MWW upon request for a period of two (2) weeks from the date the file was generated.

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Thereafter, a hard copy of the file "dump" must be available from microfiche or some form of electronic media.

In addition to the transaction file, the Contractor shall also provide a hard copy report summarizing the data in the file. This remittance summary report is to include the payment category number and description, coupons, and checks, as well as total dollars processed, and grand totals for each heading. The remittance summary report shall accompany the returned work and be delivered to the MWW, 841 North Broadway, Room 406, Milwaukee, Wisconsin, 53202, by 3:30 P.M. daily, Monday through Friday.

16. Contractor will provide MWW with a batch number index.

F. Payments Made Over the MWW Website for Water, Sewer and Municipal Services Payments

1. Credit and Debit Card and Non-Reoccurring ACH Payment Remittance Processing

The Public Service Commission (PSC) governs the way the MWW receives and processes payments. The PSC has stated that water utilities cannot include the cost of credit card/debt card "and non-recurring ACH fees" in its rate structure, and it must collect the full amount of payments when collected.

Remittance Processing Service Fee

The PSC has stated that water utilities cannot include the cost of credit card/debit card "fees" in its rate structure. The utility is further prohibited for charging any type of payment process to its customers. This excludes the MWW from collecting fees at its cashiering station as prescribed by Discover Card and Master Card.

The PSC has approved the use of third party vendor and their charging the remittance processing fees now being using in the electronic payment processing market place. The Vendor involved in this contract will take the payment and charge a "fee" to MWW customers who use its service.

The MWW expects the Vendor to create a fee structure that will recover all costs involved in the credit/debit card processing operation and remit to the MWW the full amount of the payment made by the customer in the manner specified by the contract.

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The size of the “fee” will be based on the following factors and cost considerations:

- Costs as they relate to processing of payments.
- Cost of processing non-recurring ACH payments.
- Costs as they relate to the risk of processing payments.
- Costs as they relate to Master Card and Discover Card system. This includes any and all merchant agreement costs.
- Any other cost not listed within the above that is necessary to profitable operation of the Vendors business.

2. Website Payments

Vendor will interface with:

- MWW Website “Web Touch” via a URL.
- The Vendor will provide a set of standard payment page templates for the registration, authorization, payment scheduling and confirmation.
- MWW shall be able to place in conjunction with the Vendor a top banner. However the bottom banner will say “Powered by “Vendor”.
- All payment screens must provide a URL link to allow the Payer to view the Vendor’s privacy statement.

Payer authentication

- Any Payer authentication information collected by the Biller shall be passed to the Contractor’s Electronic Receipting Service through a Session Transfer Variable or XML file along with the bill amount and due date. To that end, the authentication process may vary depending on the identifying information the Biller has collected at their Website.

Initiate authorization request into the NOVA Network

- After collecting the necessary payment information, an authorization request shall be sent to NOVA. Authorization request or failure with the appropriate failure code shall be received back from NOVA.

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Real-time return of authorization results to Biller Web application

- The Contractor shall return the authorization data below to the Biller. The Biller shall have the option to receive the authorization results through a real-time XML file upon the event of the Payer clicking the confirm button for the payment.
 - a. Transaction confirmation ID
 - b. Biller product code
 - c. Payment amount
 - d. Convenience fee
 - e. Payment effective date
 - f. Amount due
 - g. Due date
 - h. Transaction mode (sent, return, refund)
 - i. Replaces transaction confirmation number (if cancel or edit)
 - j. Any product parameters sent in the session transfer or collected from the Payer confirmation screens/e-mail.
- The Payer shall be presented with detailed payment information to be verified before processing the payment. Only valid payments shall be presented for verification (the Bank RTN numbers have been successfully checked or credit card numbers have been successfully authorized).
- The Payer may choose at this time to receive a confirmation e-mail. Upon clicking the Confirm button, Payers shall be presented a printable confirmation page that shall include a confirmation number.
- The Payer confirmation screens shall be customizable for each application to allow the display of product parameter data entered by the payer or passed in the session transfer. Any of the data elements interfaced under Section 3.1 may be included on the confirmation page. In addition, a customizable, 500-character instruction field shall be available near the top of the confirmation page. The field shall be customizable at the application level to include additional Payer instructions. This functionality is not currently available, see Section 14.0 for availability.

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Response time

- The Contractor shall release a payment success or failure response from its Web server within an average of three (3) seconds from the time the payment authorization request is received by the Contractor to the time the response is released by the contractor (excluding delays caused by NOVA). In the event the Contractor's server complex is unable to successfully support this response time, the Contractor shall be responsible for re-engineering and upgrading its server complex to meet the standard.

Duplicate payments and payment statuses

- The Contractor shall provide safeguards that prevent duplicate payments from occurring. Clicking the "Back" or "Submit" buttons inappropriately and similar scenarios that might produce a duplicate payment shall be eliminated. The Contractor shall track all payments that are initiated but the authorization is denied, along with the reason code.

Settlement batching options

- The Biller may select manual or automatic batch settlement for each application (Merchant ID). Under manual batch settlement, Billers must manually select each transaction using the Administrative Tool. Under automatic batch settlement, each successful authorization is automatically initiated for settlement at 2:30 A.M. Central Time. This functionality is not currently available, see Section 14.0 for availability.

Deposit of settled transaction amount to Biller's bank account

- For Master Card and Discover Card transactions, the Contractor shall provide settlement to the Biller such that the proceeds from the charges and credits are deposited through the Automated Clearing House into the Biller's bank account no later than two (2) business days after the settlement records are transmitted.

Account and sub-account numbers

- The Contractor shall provide a unique set of account and sub-account numbers within a single Biller application.

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E-mail confirmation

- If a Payer requested a confirmation via e-mail message or has entered an e-mail address as a registered Payer, the Contractor shall send a confirmation an email message to the Payer within two (2) minutes of the completion of the payment transaction. The email shall reference the confirmation number. In addition, an e-mail message shall be sent to the Payer if the payment is subsequently returned for any reason.

Supported Internet Browsers

- The Contractor's Electronic Receipting Service shall support and test against a range of Internet Browsers. At contract execution, the following browser versions are supported:
 - Netscape Navigator (version 4.7 or higher, excluding version 6.0);
 - Microsoft Internet Explorer (version 5.0 or higher)

On a bi-annual basis, the Contractor will test new browser versions of Netscape and Internet Explorer. The Contractor will repair the application to the best of its ability, retest and migrate the modified code to the production platform. Upon the conclusion of this test, the Contractor shall notify the State Contract Administrator in the event it cannot support any new versions of these browsers.

Compliance with credit/debit card operating rules

- The Contractor shall, at its sole expense, perform the necessary maintenance and upgrades to ensure that the Electronic Receipting Services are compliant with all credit/debit card operating rules.

3. Functional and Technical Requirements for ACH Payments Received Through the Internet (I-Checks)

Check Payment Pages

- The Contractor shall provide a set of standard payment page templates for enrollment, authorization, payment scheduling and confirmation. The pages shall incorporate a standard style specified by the State, limited to banners, logos, left-hand navigation background and browser titles. Any application specific customization must be described in the Statement of Work. Real-time communications shall be used for enrollment, payment scheduling and confirmation of each transaction.

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All payment screens must provide a URL link that shall allow the Payer to view the Biller's privacy policy. The Contractor hosted I-Check payment pages shall accept data from the Biller's Web application. The Contractor shall allow the Biller to push the application transaction data through Session Transfer Variables and XML. Session transfer variables shall be passed in an encrypted HTTPS POST method from the Biller Website to the Contractor's payment site.

The following data elements may be interfaced from the Biller's Web application:

- Merchant ID
- Application ID
- Sub-application ID
- Payer Name
- Payer Address
- Order or Cart No.
- Payment Amount
- Transaction Date and Time
- General Ledger Accounting Code

Payment instructions

The Contractor must allow the following options for payment instructions (options shall be configurable at the product level):

- Accept the payment amount from the Biller-hosted web application;
- Allow the Payer to specify the amount and date of the payment;
- Allow the Payer to edit scheduled payments up until one (1) business day before the settlement date;
- Allow the Payer to make one (1) payment for multiple bills (assumes that when and if the payment amounts are passed to the Contractor from the Biller's website through a session variable, each will contain a unique identifier).

Non-recurring payments

- The Contractor must support user authorization of online, non-recurring payments by requiring the authenticated Payer to accept the online Terms and Conditions. Authorization shall be displayed for the Payer during payment initiation and the Payer must authorize the transaction by clicking the Accept button before a payment can be processed.

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Daily processing cut-off time

- All ACH payments initiated by the Payer by 4:00 P.M. Central Time on a banking business day shall be transmitted to the Biller's Originating Depository Financial Institution (ODFI) by 5:30 P.M. Central Time that same day. Payment information initiated by the Payer after 4:00 P.M. Central Time on a banking business day or any other day shall be transmitted to the State's ODFI by 5:30 P.M. Central Time on the next banking business day.

ACH record formats

- The Contractor must create ACH files in either the CCD format or the WEB Standard Entry Class (SEC) code, depending on the entity making the payment. The Contractor shall provide the following additional file formats:
 - NACHA PPD
 - TEL

Settlement

- Funds shall be settled through the ACH on the scheduled settlement date or two (2) business days after the transmission of the ACH file to the Biller's ODFI, whichever is later. Credit transactions shall be posted to the Biller's settlement account from 5:00 A.M. to 9:00 A.M. and shall be considered collected funds at that time. Debit transactions shall be posted at the end of the business day and shall also affect the collected balance for that day. Any debits received throughout the day and credits received after the 9:00 A.M. window are reported to the Contractor's Information Reporting system for intra-day reporting and to wire transfer for daylight overdraft monitoring but post at end of day. The Contractor must issue a warning message to the Payer if the Payer attempts to schedule a payment for a settlement date that is past the bill due date, or on weekends, federal, or state holidays. This assumes the Payer has elected to allow late payments.

Bank Returns and ACH Rejects

- The Contractor shall provide services to automatically redeposit, one time, all transactions returned for insufficient or uncollected funds. A report of all redeposit transactions shall be available through the Contractor's information reporting services, data transmission, fax or mail. The transaction shall be posted to the Biller's settlement account only if it is returned a second time.

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The Contractor shall help Billers handle returned items. ACH return items are matched on a combination of the trace number, receiving financial institution routing/transit number, credit versus debit transcode, dollar amount and account number. If one of these fields does not match, the Contractor's return item reporting shall provide the return as received and the originated information that differs from the return. Any unmatched returns shall be reviewed and settled to the Biller's settlement account. The Contractor shall provide a report of all unresolved returns. To facilitate the matching process, originated transactions shall automatically be kept on file for ten (10) days following the effective date.

Fraudulent transaction detection methods

- Depending on the technical model employed, the Payer shall be authenticated at the Biller or Contractor Website. If the Payer is authenticated at the Biller's Website, a secure Session Transfer Variable with Payer authorization is passed from the Biller's Website to the Contractor's Electronic Receipting Service. For enrolled Payers, they must enter their Payer Authenticator to proceed. If it does not match, they are returned to the Biller's site. On subsequent visits, the Payer Authorization sent during session transfer is verified against Payer Authorization in registration.
- The Contractor shall offer, at an additional cost, the ability for the Biller to regularly transmit authentication data (i.e. User ID's and Passwords) for loading into the Contractor's Electronic Receipting Service or else the same information is accessed from a Biller database in real-time.
- Validating a Payer's account number structure and routing numbers The Contractor shall verify the Payer's routing number at the time it is entered into the payment transaction. The routing numbers shall be verified by a mod 10 check and Thompson check. The Contractor shall also perform a calculation on the routing transit number to validate the check digit. As an optional feature, the account number can be scrubbed against a "bad check" database through eFunds Click Check or a similar product utilized by the Contractor.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

Daily Remittance File

- The Contractor shall electronically transmit a daily remittance file to the Biller at the end of the business day. All return shall be integrated into the remittance file. In addition, the Contractor shall use the NOC information to update the information for registered Payers.

NACHA Operating Rules

- All Payer authentication, enrollment, authorization, payment scheduling and confirmation shall be done in conformance with NACHA operating rules. The Contractor shall also follow NACHA rules for consumer (WEB) and corporate (CCD) entries.

NACHA Security Audit

- Upon request, the Contractor shall provide proof of a successful security audit.

G. Payments Made Over the Telephone By Way of the MWW IVR for Water, Sewer and Municipal Services Payments

Credit and Debit Card and Non-Recurring ACH Payment Remittance Processing

The PSC governs the way the MWW receives and processes payments. The PSC has stated that water utilities cannot include the cost of credit card/debit card “and non-recurring ACH fees” in its rate structure and it must collect the full amount of payments when collected.

Remittance Processing Service Fee

The PSC has stated that water utilities cannot include the cost of credit card/debit card “fees” in its rate structure. The Utility is further prohibited for charging any type of payment process to its customers. This excludes the MWW from collecting fees at its cashiering station as prescribed by Discover Card and Master Card.

The PSC has approved the use of third party vendor and their charging the remittance processing fees now being using in the electronic payment processing market place. The Vendor involved in this contract will take the payment and charge a “fee” to MWW customers who use its service.

The MWW expects the Vendor to create a fee structure that will recover all cost involved in the credit/debit card processing operation and remit to the MWW the full amount to the payment made by the customer in the manner specified by the contract.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

The size of the “fee” will be based on the following factors and cost considerations:

- Costs as they relate to processing of payments.
- Cost of processing non-recurring ACH payments.
- Costs as they relate to the risk of processing payments.
- Cost as they relate to Master Card and Discover Card system. This includes any and all merchant agreement costs.
- Any other cost not listed within the above that is necessary to profitable operation of the Vendors business.

1. Telephone – Interactive Voice Response System (IVR) Payments
Current IVR System by providing 12 telephone numbers

a. **Hours of Operation-Call Center**

Vendor will maintain a fully operational “call center”. This operation will be functional Monday through Friday from 7:30 A.M. to 5:00 P.M. This operation will process payments and respond to customer inquiries. This operation can use an automated system but must have “human” back up so that customers can ultimately talk to a “Person”.

b. **Service Level**

The vendor will commit to meeting a monthly Service Level as follows:

- Answers 95% of all calls within 120 seconds and 90% of all remaining calls within 180 seconds.
- Call Abandon Rate of < 5% monthly.
- Service Levels will be reported to MWW as a part of a monthly report.

c. **Quality**

- All Customer Service Representatives (CSR) will be monitored/evaluated for two (2) calls each month to ensure call accuracy and call quality.
 - Evaluations should at minimum include the categories of: Product Knowledge, Provided Correct Information and Customer Interaction.
- Each CSR is expected to maintain a monthly Call Quality average score of 98% or >.
- Evaluation scores will be reported to MWW as a part of a monthly report.
- If MWW quality standards are not met, the vendor agrees to resolve the issue within sixty (60) days of reporting.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

d. Escalation Procedures

- The vendor agrees to facilitating status meetings with MWW quarterly or as requested by MWW.
- The vendor agrees to provide MWW with Problem Resolution contact(s) who will respond to MWW reported issues within one (1) full business day.

e. Reporting

- The vendor will provide monthly reporting to MWW by the 10th of the month that includes Service Level, Quality Scores and Issue Status from the previous month.

f. Recorded Calls

- The vendor agrees to record all calls for MWW and maintain the call record for ninety (90) days.
- The vendor agrees to provide a summarized report of individual calls within three (3) business days, upon the request of MWW.

g. IVR and Online Payment Requirements:

- The ability to make phone payments using the IVR (touchtone system) vs. live CSR.
- Email confirmation that payment was made.
- Verbiage that funding account being approved may still result in returned payment based on individual Financial Institution rules.
- Ability to make Partial Payments with updated balance provided with confirmation. (Again with a note that payment may still be unsuccessful.)
- Provide payment methods that are/are not accepted (e.g., some Savings accounts are not accepted, most Credit Card checks are not accepted unless the card vendor allows it to be electronically used with the cards routing number/account number).
- Plus all current features in place for IVR and Online payment processing.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

X. Hours of Operation-Lock Box

Contractor to perform the services required of this specification five (5) days a week with the exception of the "banking industry" holidays delineated in Schedule "A".

XI. Itemized Invoice

Once a month the Contractor shall provide the City with an itemized invoice for services rendered under the terms of this specification based on the unit prices quoted in their bid. Invoice document will reflect the bid document in terms of terminology. No Changes will be accepted unless mutually agreed upon by the Vendor and the MWW. The invoice is to be addressed and sent to:

Milwaukee Water Works
841 North Broadway - Room 409
Milwaukee, Wisconsin 53202
Attn: Water Business Manager

XII. Project Liaison

Prior to bid award, all questions on this bid specification can be directed in writing to Earl Smith, Water Business Manager c/o Milwaukee Water Works at (414) 286-5177; fax number (414) 286-2672. Questions can be emailed to earl.smith@milwaukee.gov. **The deadline for questions is Friday, March 23, 2012.**

The successful bidder shall provide the MWW Contract Administrator with the names and telephone numbers of the Contractor's various department project liaisons (i.e., Lock Box processing, return items, data processing, cash management, account reconciliation) and their alternates upon award of a contract.

XIII. Contract Required

The successful bidder selected shall be required to execute a contract with the City using Department of Public Works standard contract.

XIV. Volume Sensitivity

The Contractor understands and agrees that the unit prices quoted in Schedules "B" and "C" is to be firm for the term of the contract. However, because this contract is volume sensitive, the City and Contractor agree that a contract amendment may be necessary to increase the total estimated cost of the contract, if actual volumes experienced exceed the volume estimates used to calculate the estimated total cost of the contract. Execution of such an amendment is contingent upon the proper City officials appropriating the necessary funds.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

XV. FDIC Insurance

The Contractor shall pass through the charge assessed by the FDIC on the ledger balance on deposit in the City's demand deposit account, used to receive lock box receipts, at the end of each quarter (3/31, 6/30, 9/30, and 12/31) and will include said charge on the monthly invoice for the month when it is assessed.

XVI. Mandatory Pre-Bid Conference

A mandatory pre-bid conference is scheduled on Thursday, March 15, 2012 at 10:00 A.M., to be held at Milwaukee Water Works, Room 412 Conference Room, 841 North Broadway, Milwaukee, Wisconsin, to provide prospective bidders with the opportunity to pose questions regarding this specification. Samples of the current billing statements, business reply envelopes, and reports will be available at the pre-bid conference for review by prospective bidders.

XVII. Bidder Information

Each bidder must complete and return Schedule "H and Ha" with their bid to facilitate the City's evaluation of the Contractor's qualifications to provide the services required of this specification. Failure to provide the information requested in Schedule "H and Ha" will result in bid rejection.

XVIII. Transferability

In the event MWW transfers the contract, Contractor will be responsible for providing said services for the duration of the contract period under the direction of the transferee.

XIX. Cooperation with Other Agencies

In the performance of the services set out herein, Contractor shall cooperate fully with the City, by and through its Commissioner or his designee; and cooperate fully with any and all Governmental and Private Customers doing business with the City, by and through its Commissioner or his designee.

XX. Protection of Security Procedures

The City and Contractor shall implement such safeguards as are deemed reasonably necessary to assure the confidentiality and integrity of all security procedures relevant to the implementation and operation of this service contract, which includes, but is not limited to, system access passwords, repetitive transfer codes, and personal identification codes. Upon discovery of a breach of security by either the City or Contractor, the party discovering the security breach shall immediately notify the other party by both telephone call and written notice.

**Specifications for Bank Payment Process & Collection Services for
Water, Sewer and Municipal Services Payments Milwaukee Water Works**

**OFFICIAL BID FORM
OFFICIAL NOTICE NO. 174**

City of Milwaukee
Department of Public Works
Room 506 - Municipal Building
841 North Broadway
Milwaukee, Wisconsin 53202

(Bids Close: Tuesday, April 17, 2012 at 10:30 A.M.)

At: Department of Public Works
Room 506, Municipal Building
841 North Broadway
Milwaukee, Wisconsin 53202

To: Commissioner of Public Works
City of Milwaukee
Room 506 - Municipal Building
841 North Broadway
Milwaukee, Wisconsin 53202

The undersigned _____
Indicate one: (A Corporation) (A Partnership) (An Individual)

of _____
Street City Zip Code Tel. No.

in conformity with Official Notice Number 174, having examined the scope of the work and the contract documents and being familiar with the conditions to be met, hereby submits the following proposal for furnishing the material, equipment, labor, and everything necessary for the completion of the work listed hereunder and agrees to execute the proposed contract and furnish the required bond for the completion of said work at the locations and for the prices set forth on the inside pages of this form.

THE UNDERSIGNED BIDDER, being familiar with the conditions to be met and fully understanding the extent and character of the work covered by this Bid, and all other factors and conditions affecting or which may be affected by the work,

HEREBY SUBMITS THE FOLLOWING BID FOR FURNISHING ALL LABOR, SERVICES SECURITY, AND MATERIALS FOR THE COMPLETION OF THE WORK LISTED HEREUNDER AND AGREES TO EXECUTE THE PROPOSED CONTRACT AND FURNISH THE REQUIRED BOND FOR THE WORK FOR THE PRICE SET FORTH HEREIN.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

NOTICE TO BIDDERS

BASIS FOR CONTRACT AWARD. Bidders must submit a grand total bid amount equal to the sum of the monthly payment processing and collection service charges, monthly deposit services charges and monthly other services **charges as out lined in Schedules “B”, “C” D”, “E”, “I” and “J”.** The contract shall be awarded to the responsible bidder submitting the lowest responsive bid for the **GRAND TOTAL ESTIMATED MONTHLY COSTS,** as determined by the Commissioner of Public Works. There will be only **ONE** (1) contract. Contractor must provide proof that they can meet completely the “Criteria for Service Acceptability” and perform all of the tasks outlined in the bid specifications. **Note the primary emphasis will be on complete web/online services.**

FOR FURNISHING labor, service and materials to provide Lock Box, Automated Clearing House (ACH), Web-based payment and Interactive Voice Response (IVR) collection services to the Milwaukee Water Works for the processing of water, sewer and other municipal service charges and fees collected by the Milwaukee Water Works:

Schedule “B”: Lock Box Services Charges

Bid based on total monthly service charges:

_____ Dollars
(words)
\$ _____

Schedule “C”: Depository Service Charges

Bid based on total monthly service charges:

_____ Dollars
(words)
\$ _____

Schedule “D”: Other Services Charges

Bid based on total monthly other service charges:

_____ Dollars
(words)
\$ _____

**Specifications for Bank Payment Process & Collection Services for
Water, Sewer and Municipal Services Payments Milwaukee Water Works**

Schedule "E": Web & Internet Service Charges

Bid based on total monthly other service charges:

_____ Dollars
(words)

\$ _____

Schedule "I" Information Services Charges to MWW Customers

Bid based on total monthly other service charges:

_____ Dollars
(words)

\$ _____

GRAND TOTAL ESTIMATED MONTHLY COST

BASED ON THE TOTAL OF SCHEDULES "B", "C", "D", "E" and "I":

_____ Dollars
(words)

\$ _____

ALL SCHEDULES MUST MATCH, INCLUDING SCHEDULE "J"

***** IMPORTANT NOTICE *****

ALL BID PRICES MUST BE ENTERED IN WORDS AND IN NUMERALS. IN CASE OF VARIATION BETWEEN THE TWO, THE WORDS WILL PREVAIL.

IF DOUBT EXISTS AS TO WHAT IS BID, THE BID WILL BE REJECTED.

**SCHEDULES
&
APPENDIX
&
DEPARTMENT
OF
PUBLIC WORKS FORMS**

Specifications for Bank Payment Processing and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Appendix "A"

Format of Scan Line

Water, Sewer and Municipal Services Payments Scan Line is 33 Characters (which includes 3 spaces)		
Field Description	Position	Length
Account Number	1	11
Julian Date	12	6
"9" - Credit Balance in Payment Field	18	1
Amount Field - Payment Due	19	11
Check Digit	30	1

Specifications for Bank Payment Processing and Collection Services
Milwaukee Water Works
Water, Sewer and Municipal Services Payments

Appendix "B"

Scan Line Check Digit Formula

A.

B.

C.

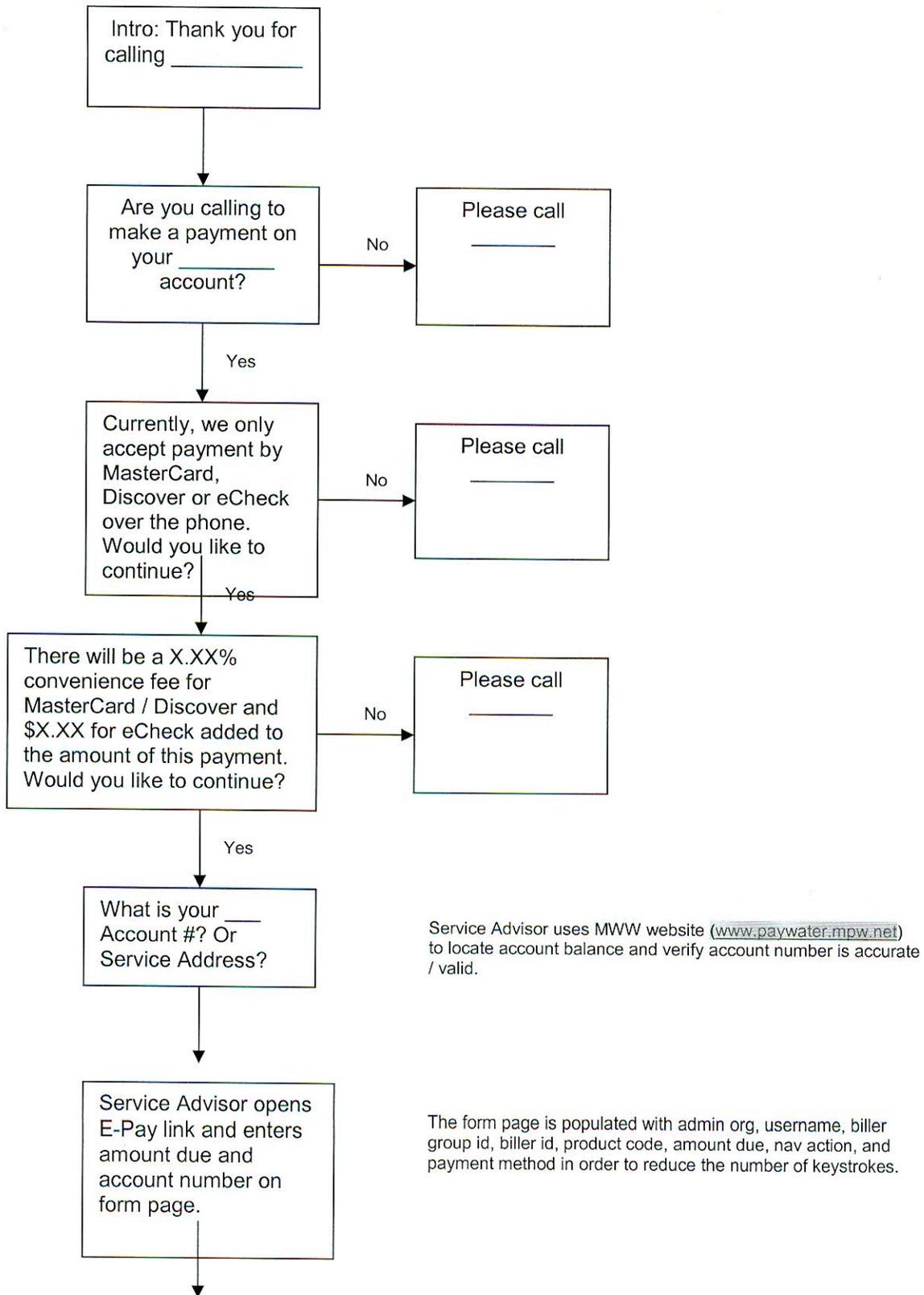
D.

E.

Specifications for Bank Payment Process & Collection Services for Milwaukee Water Works – Water, Sewer and Municipal Services Payments

CALL FLOW & PROCEDURES

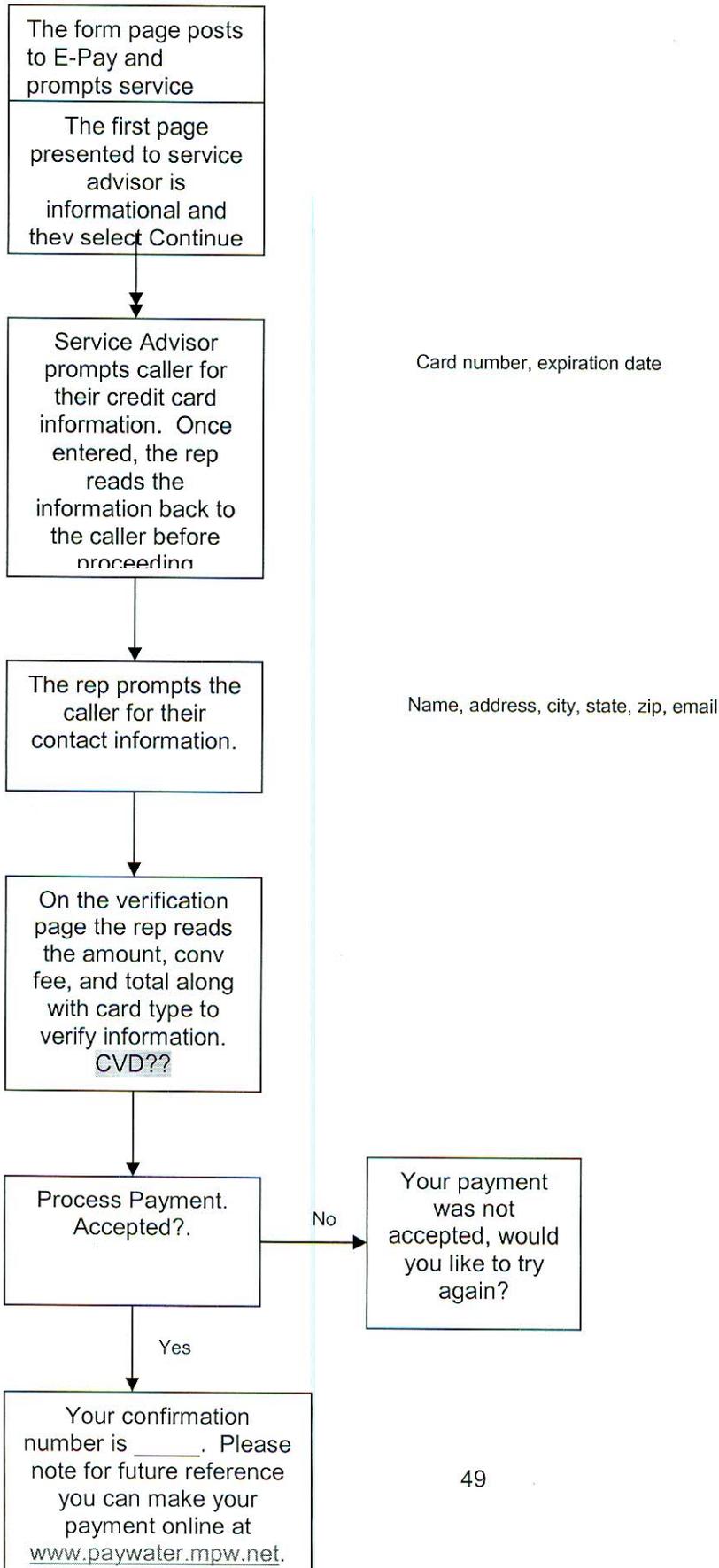
APPENDIX C



Specifications for Bank Payment Process & Collection Services for Milwaukee Water Works – Water, Sewer and Municipal Services Payments

CALL FLOW & PROCEDURES

APPENDIX C



**Specifications for Bank Payment Process & Collection Services for
Milwaukee Water Works – Water, Sewer and Municipal Services Payments**

CALL FLOW & PROCEDURES

APPENDIX C

Questions for Milwaukee Water Works

1. What name should be used to refer to MWW?
2. Where do we direct callers that don't wish to make a payment? Do we provide a phone number or transfer them?
3. Will MWW allow a payment for more or less than the balance due?
4. Do they plan to collect CVD for credit card payments?
5. Do they plan to allow users to future date payments?
6. Will they accept payments from all customers? Late, zero balance, etc

Common Rep Questions

1. Why are you charging a 3.95% convenience fee?
2. Why was my payment declined?
3. Why can't I pay with my bank account, Visa, Discover, etc?
4. Rep can't locate their account number on www.paywater.mpw.net

Monthly Metric Requirements

1. Total Calls
2. Total Rep Minutes
3. Calls dropped
4. Calls answered within 15 seconds
5. Total Payments
6. Calls Transferred to MWW

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"

Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS	
2012	MAY	1	ACH Direct Debit Due Date		
	MAY	2	ACH Direct Debit Transmission		
	MAY	8	ACH Direct Debit Due Date		
	MAY	9	ACH Direct Debit Transmission		
	MAY	15	ACH Direct Debit Due Date		
	MAY	16	ACH Direct Debit Transmission		
	MAY	22	ACH Direct Debit Due Date		
	MAY	23	ACH Direct Debit Transmission		
	MAY	25	2nd City of Milwaukee Furlough Day	Closed	
	MAY	28	Memorial Day	Closed	
	MAY	29	ACH Direct Debit Due Date		
	MAY	30	ACH Direct Debit Transmission		
	2012	JUN	5	ACH Direct Debit Due Date	
		JUN	6	ACH Direct Debit Transmission	
JUN		12	ACH Direct Debit Due Date		
JUN		13	ACH Direct Debit Transmission		
JUN		19	ACH Direct Debit Due Date		
JUN		20	ACH Direct Debit Transmission		
JUN		26	ACH Direct Debit Due Date		
JUN		27	ACH Direct Debit Transmission		

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"
 Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2012	JUL	3	ACH Direct Debit Due Date	
	JUL	4	Independence Day	Closed
	JUL	5	ACH Direct Debit Transmission	
	JUL	10	ACH Direct Debit Due Date	
	JUL	11	ACH Direct Debit Transmission	
	JUL	17	ACH Direct Debit Due Date	
	JUL	18	ACH Direct Debit Transmission	
	JUL	24	ACH Direct Debit Due Date	
	JUL	25	ACH Direct Debit Transmission	
	JUL	31	ACH Direct Debit Due Date	
2012	AUG	1	ACH Direct Debit Transmission	
	AUG	7	ACH Direct Debit Due Date	
	AUG	8	ACH Direct Debit Transmission	
	AUG	14	ACH Direct Debit Due Date	
	AUG	15	ACH Direct Debit Transmission	
	AUG	21	ACH Direct Debit Due Date	
	AUG	22	ACH Direct Debit Transmission	
	AUG	28	ACH Direct Debit Due Date	
	AUG	29	ACH Direct Debit Transmission	
2012	AUG	31	3rd City of Milwaukee Furlough Day	Closed
	SEP	3	Labor Day	Closed
	SEP	4	ACH Direct Debit Due Date	
	SEP	5	ACH Direct Debit Transmission	
	SEP	11	ACH Direct Debit Due Date	
	SEP	12	ACH Direct Debit Transmission	
	SEP	18	ACH Direct Debit Due Date	
	SEP	19	ACH Direct Debit Transmission	
	SEP	25	ACH Direct Debit Due Date	
	SEP	26	ACH Direct Debit Transmission	

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"
 Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2012	OCT	2	ACH Direct Debit Due Date	
	OCT	3	ACH Direct Debit Transmission	
	OCT	9	ACH Direct Debit Transmission	
	OCT	10	ACH Direct Debit Due Date	
	OCT	16	ACH Direct Debit Transmission	
	OCT	17	ACH Direct Debit Due Date	
	OCT	23	ACH Direct Debit Transmission	
	OCT	24	ACH Direct Debit Due Date	
	OCT	30	ACH Direct Debit Transmission	
	OCT	31	ACH Direct Debit Due Date	
2012	NOV	6	ACH Direct Debit Transmission	
	NOV	7	ACH Direct Debit Due Date	
	NOV	13	ACH Direct Debit Transmission	
	NOV	14	ACH Direct Debit Due Date	
	NOV	20	ACH Direct Debit Transmission	
	NOV	21	ACH Direct Debit Due Date	
	NOV	27	ACH Direct Debit Transmission	
	NOV	28	ACH Direct Debit Due Date	
	NOV	29	Thanksgiving Day	Closed
	NOV	30	Day After Thanksgiving	Closed

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"

Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS	
2012	DEC	4	ACH Direct Debit Due Date		
	DEC	5	ACH Direct Debit Transmission		
	DEC	11	ACH Direct Debit Due Date		
	DEC	12	ACH Direct Debit Transmission		
	DEC	18	ACH Direct Debit Due Date		
	DEC	19	ACH Direct Debit Transmission		
	DEC	24	Christmas Eve	Closed	
	DEC	25	Christmas Day	Closed	
	DEC	26	ACH Direct Debit Due Date		
	DEC	27	ACH Direct Debit Transmission		
	DEC	31	New Year's Eve	Closed	

2013	JAN	1	New Year's Day	Closed
	JAN	2	ACH Direct Debit Due Date	
	JAN	3	ACH Direct Debit Transmission	
	JAN	8	ACH Direct Debit Due Date	
	JAN	9	ACH Direct Debit Transmission	
	JAN	15	ACH Direct Debit Transmission	
	JAN	16	ACH Direct Debit Transmission	
	JAN	21	Dr. M. L. King Birthday	Closed
	JAN	22	ACH Direct Debit Due Date	
	JAN	23	ACH Direct Debit Transmission	
	JAN	29	ACH Direct Debit Due Date	
	JAN	30	ACH Direct Debit Transmission	
	2013	FEB	5	ACH Direct Debit Due Date

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"
 Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
	FEB	6	ACH Direct Debit Transmission	
	FEB	12	ACH Direct Debit Due Date	
	FEB	13	ACH Direct Debit Transmission	
	FEB	19	ACH Direct Debit Due Date	
	FEB	20	ACH Direct Debit Transmission	
	FEB	26	ACH Direct Debit Due Date	
	FEB	27	ACH Direct Debit Transmission	
2013	MAR	5	ACH Direct Debit Due Date	
	MAR	6	ACH Direct Debit Transmission	
	MAR	12	ACH Direct Debit Due Date	
	MAR	13	ACH Direct Debit Transmission	
	MAR	19	ACH Direct Debit Due Date	
	MAR	20	ACH Direct Debit Transmission	
	MAR	26	ACH Direct Debit Due Date	
	MAR	27	ACH Direct Debit Transmission	
	MAR	29	Good Friday	Closed
2013	APR	2	ACH Direct Debit Due Date	
	APR	3	ACH Direct Debit Transmission	
	APR	9	ACH Direct Debit Due Date	
	APR	10	ACH Direct Debit Transmission	
	APR	16	ACH Direct Debit Due Date	
	APR	17	ACH Direct Debit Transmission	
	APR	23	ACH Direct Debit Due Date	
	APR	24	ACH Direct Debit Transmission	
	APR	30	ACH Direct Debit Due Date	

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

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YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2013	MAY	1	ACH Direct Debit Transmission	
	MAY	7	ACH Direct Debit Due Date	
	MAY	8	ACH Direct Debit Transmission	
	MAY	14	ACH Direct Debit Due Date	
	MAY	15	ACH Direct Debit Transmission	
	MAY	21	ACH Direct Debit Due Date	
	MAY	22	ACH Direct Debit Transmission	
	MAY	27	Memorial Day	Closed
	MAY	28	ACH Direct Debit Due Date	
	MAY	29	ACH Direct Debit Transmission	
2013	JUN	4	ACH Direct Debit Due Date	
	JUN	5	ACH Direct Debit Transmission	
	JUN	11	ACH Direct Debit Due Date	
	JUN	12	ACH Direct Debit Transmission	
	JUN	18	ACH Direct Debit Due Date	
	JUN	19	ACH Direct Debit Transmission	
	JUN	25	ACH Direct Debit Due Date	
	JUN	26	ACH Direct Debit Transmission	
2013	JUL	2	ACH Direct Debit Due Date	
	JUL	3	ACH Direct Debit Transmission	
	JUL	4	Independence Day	Closed
	JUL	9	ACH Direct Debit Due Date	
	JUL	10	ACH Direct Debit Transmission	
	JUL	16	ACH Direct Debit Due Date	
	JUL	17	ACH Direct Debit Transmission	
	JUL	23	ACH Direct Debit Due Date	
	JUL	24	ACH Direct Debit Transmission	
	JUL	30	ACH Direct Debit Due Date	
	JUL	31	ACH Direct Debit Transmission	

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"
 Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2013	AUG	6	ACH Direct Debit Due Date	
	AUG	7	ACH Direct Debit Transmission	
	AUG	13	ACH Direct Debit Due Date	
	AUG	14	ACH Direct Debit Transmission	
	AUG	20	ACH Direct Debit Due Date	
	AUG	21	ACH Direct Debit Transmission	
	AUG	27	ACH Direct Debit Due Date	
	AUG	28	ACH Direct Debit Transmission	
2013	SEP	2	Labor Day	Closed
	SEP	3	ACH Direct Debit Due Date	
	SEP	4	ACH Direct Debit Transmission	
	SEP	10	ACH Direct Debit Due Date	
	SEP	11	ACH Direct Debit Transmission	
	SEP	17	ACH Direct Debit Due Date	
	SEP	18	ACH Direct Debit Transmission	
	SEP	24	ACH Direct Debit Due Date	
	SEP	25	ACH Direct Debit Transmission	

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"
 Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2013	OCT	1	ACH Direct Debit Due Date	
	OCT	2	ACH Direct Debit Transmission	
	OCT	8	ACH Direct Debit Due Date	
	OCT	9	ACH Direct Debit Transmission	
	OCT	15	ACH Direct Debit Due Date	
	OCT	16	ACH Direct Debit Transmission	
	OCT	22	ACH Direct Debit Due Date	
	OCT	23	ACH Direct Debit Transmission	
	OCT	29	ACH Direct Debit Due Date	
	OCT	30	ACH Direct Debit Transmission	
2013	NOV	5	ACH Direct Debit Transmission	
	NOV	6	ACH Direct Debit Due Date	
	NOV	12	ACH Direct Debit Transmission	
	NOV	13	ACH Direct Debit Due Date	
	NOV	19	ACH Direct Debit Transmission	
	NOV	20	ACH Direct Debit Due Date	
	NOV	22	ACH Direct Debit Transmission	
	NOV	23	ACH Direct Debit Due Date	
	NOV	26	ACH Direct Debit Transmission	
	NOV	27	ACH Direct Debit Due Date	
	NOV	28	Thanksgiving Day	Closed
	NOV	29	Day After Thanksgiving	Closed

Specifications for Bank Payment and Collection Services
Milwaukee Water Works
Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"

Holiday, and ACH Service Schedule
(May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2013	DEC	3	ACH Direct Debit Due Date	
	DEC	4	ACH Direct Debit Transmission	
	DEC	10	ACH Direct Debit Due Date	
	DEC	11	ACH Direct Debit Transmission	
	DEC	17	ACH Direct Debit Due Date	
	DEC	18	ACH Direct Debit Transmission	
	DEC	23	ACH Direct Debit Due Date	
	DEC	24	Christmas Eve	Closed
	DEC	25	Christmas Day	Closed
	DEC	26	ACH Direct Debit Transmission	
	DEC	31	New Year's Eve	Closed

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"
 Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2014	JAN	1	New Year's Day	Closed
	JAN	2	ACH Direct Debit Due Date	
	JAN	3	ACH Direct Debit Transmission	
	JAN	7	ACH Direct Debit Due Date	
	JAN	8	ACH Direct Debit Transmission	
	JAN	14	ACH Direct Debit Due Date	
	JAN	15	ACH Direct Debit Transmission	
	JAN	20	Dr. M. L. King Birthday	Closed
	JAN	21	ACH Direct Debit Due Date	
	JAN	22	ACH Direct Debit Transmission	
	JAN	28	ACH Direct Debit Due Date	
	JAN	29	ACH Direct Debit Transmission	
2014	FEB	4	ACH Direct Debit Due Date	
	FEB	5	ACH Direct Debit Transmission	
	FEB	11	ACH Direct Debit Due Date	
	FEB	12	ACH Direct Debit Transmission	
	FEB	18	ACH Direct Debit Due Date	
	FEB	19	ACH Direct Debit Transmission	
	FEB	25	ACH Direct Debit Due Date	
	FEB	26	ACH Direct Debit Transmission	
2014	MAR	4	ACH Direct Debit Due Date	
	MAR	5	ACH Direct Debit Transmission	
	MAR	11	ACH Direct Debit Due Date	
	MAR	12	ACH Direct Debit Transmission	
	MAR	18	ACH Direct Debit Due Date	
	MAR	19	ACH Direct Debit Transmission	
	MAR	25	ACH Direct Debit Due Date	
	MAR	26	ACH Direct Debit Transmission	
2014	APR	1	ACH Direct Debit Due Date	
	APR	2	ACH Direct Debit Transmission	
	APR	8	ACH Direct Debit Due Date	
	APR	9	ACH Direct Debit Transmission	
	APR	15	ACH Direct Debit Due Date	
	APR	16	ACH Direct Debit Transmission	
	APR	18	Good Friday	Closed
	APR	22	ACH Direct Debit Due Date	

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"
 Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
	APR	23	ACH Direct Debit Transmission	
	APR	29	ACH Direct Debit Due Date	
	APR	30	ACH Direct Debit Due Date	
2014	MAY	6	ACH Direct Debit Due Date	
	MAY	7	ACH Direct Debit Transmission	
	MAY	13	ACH Direct Debit Due Date	
	MAY	14	ACH Direct Debit Transmission	
	MAY	21	ACH Direct Debit Due Date	
	MAY	22	ACH Direct Debit Transmission	
	MAY	26	Memorial Day	Closed
	MAY	27	ACH Direct Debit Due Date	
	MAY	28	ACH Direct Debit Transmission	
2014	JUN	3	ACH Direct Debit Due Date	
	JUN	4	ACH Direct Debit Transmission	
	JUN	10	ACH Direct Debit Due Date	
	JUN	11	ACH Direct Debit Transmission	
	JUN	17	ACH Direct Debit Due Date	
	JUN	18	ACH Direct Debit Transmission	
	JUN	24	ACH Direct Debit Due Date	
	JUN	25	ACH Direct Debit Transmission	
2014	JUL	1	ACH Direct Debit Due Date	
	JUL	2	ACH Direct Debit Transmission	
	JUL	4	Independence Day	Closed
	JUL	8	ACH Direct Debit Due Date	
	JUL	9	ACH Direct Debit Transmission	
	JUL	15	ACH Direct Debit Due Date	
	JUL	16	ACH Direct Debit Transmission	
	JUL	22	ACH Direct Debit Due Date	
	JUL	23	ACH Direct Debit Transmission	
2006	AUG	5	ACH Direct Debit Due Date	
	AUG	6	ACH Direct Debit Transmission	
	AUG	12	ACH Direct Debit Due Date	
	AUG	13	ACH Direct Debit Transmission	
	AUG	19	ACH Direct Debit Due Date	
	AUG	20	ACH Direct Debit Transmission	
	AUG	26	ACH Direct Debit Due Date	
	AUG	27	ACH Direct Debit Transmission	

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"

Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2014	SEP	1	Labor Day	Closed
	SEP	2	ACH Direct Debit Due Date	
	SEP	3	ACH Direct Debit Transmission	
	SEP	9	ACH Direct Debit Due Date	
	SEP	10	ACH Direct Debit Transmission	
	SEP	16	ACH Direct Debit Due Date	
	SEP	17	ACH Direct Debit Transmission	
	SEP	23	ACH Direct Debit Due Date	
	SEP	24	ACH Direct Debit Transmission	
	SEP	30	ACH Direct Debit Due Date	
2014	OCT	1	ACH Direct Debit Transmission	
	OCT	7	ACH Direct Debit Due Date	
	OCT	8	ACH Direct Debit Transmission	
	OCT	14	ACH Direct Debit Due Date	
	OCT	15	ACH Direct Debit Transmission	
	OCT	21	ACH Direct Debit Due Date	
	OCT	22	ACH Direct Debit Transmission	
	OCT	28	ACH Direct Debit Due Date	
2014	NOV	4	ACH Direct Debit Due Date	
	NOV	5	ACH Direct Debit Transmission	
	NOV	11	ACH Direct Debit Due Date	
	NOV	12	ACH Direct Debit Transmission	
	NOV	18	ACH Direct Debit Due Date	
	NOV	19	ACH Direct Debit Transmission	
	NOV	25	ACH Direct Debit Due Date	
	NOV	26	ACH Direct Debit Transmission	
	NOV	27	Thanksgiving Day	Closed
	NOV	28	Day After Thanksgiving-City Holiday	Closed
2014	DEC	2	ACH Direct Debit Due Date	
	DEC	3	ACH Direct Debit Transmission	
	DEC	9	ACH Direct Debit Due Date	
	DEC	10	ACH Direct Debit Transmission	
	DEC	16	ACH Direct Debit Due Date	
	DEC	17	ACH Direct Debit Transmission	
	DEC	23	ACH Direct Debit Due Date	
	DEC	24	Christmas Eve-City Holiday	Closed
	DEC	25	Christmas Day	Closed
	DEC	26	ACH Direct Debit Transmission	
	DEC	30	ACH Direct Debit Due Date	
	DEC	29	New Year's Eve-City Holiday	Closed

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"

Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS	
2015	JAN	1	New Year Day City Holiday	Closed	
	JAN	2	ACH Direct Debit Transmission		
	JAN	6	ACH Direct Debit Due Date		
	JAN	7	ACH Direct Debit Transmission		
	JAN	13	ACH Direct Debit Due Date		
	JAN	14	ACH Direct Debit Transmission		
	JAN	19	Dr. M. L. King Birthday	Closed	
	JAN	20	ACH Direct Debit Due Date		
	JAN	21	ACH Direct Debit Transmission		
	JAN	27	ACH Direct Debit Due Date		
	JAN	28	ACH Direct Debit Transmission		
	2015	FEB	3	ACH Direct Debit Due Date	
		FEB	4	ACH Direct Debit Transmission	
FEB		10	ACH Direct Debit Due Date		
FEB		11	ACH Direct Debit Transmission		
FEB		17	ACH Direct Debit Due Date		
FEB		18	ACH Direct Debit Transmission		
FEB		24	ACH Direct Debit Due Date		
FEB		25	ACH Direct Debit Transmission		
2015	MAR	3	ACH Direct Debit Due Date		
	MAR	4	ACH Direct Debit Transmission		
	MAR	10	ACH Direct Debit Due Date		
	MAR	11	ACH Direct Debit Transmission		
	MAR	17	ACH Direct Debit Due Date		
	MAR	18	ACH Direct Debit Transmission		
	MAR	24	ACH Direct Debit Due Date		
	MAR	25	ACH Direct Debit Transmission		
	MAR	31	ACH Direct Debit Due Date		

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"
 Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
2015	APR	1	ACH Direct Debit Transmission	
	APR	3	Good Friday	Closed
	APR	7	ACH Direct Debit Due Date	
	APR	8	ACH Direct Debit Transmission	
	APR	14	ACH Direct Debit Due Date	
	APR	15	ACH Direct Debit Transmission	
	APR	21	ACH Direct Debit Due Date	
	APR	22	ACH Direct Debit Transmission	
	APR	28	ACH Direct Debit Due Date	
	APR	29	ACH Direct Debit Transmission	
2015	MAY	5	ACH Direct Debit Due Date	
	MAY	6	ACH Direct Debit Transmission	
	MAY	12	ACH Direct Debit Due Date	
	MAY	13	ACH Direct Debit Transmission	
	MAY	19	ACH Direct Debit Due Date	
	MAY	20	ACH Direct Debit Transmission	
	MAY	25	Memorial Day	Closed
	MAY	26	ACH Direct Debit Due Date	
MAY	27	ACH Direct Debit Transmission		
2015	JUN	2	ACH Direct Debit Due Date	
	JUN	3	ACH Direct Debit Transmission	
	JUN	8	ACH Direct Debit Due Date	
	JUN	10	ACH Direct Debit Transmission	
	JUN	16	ACH Direct Debit Due Date	
	JUN	17	ACH Direct Debit Transmission	
	JUN	24	ACH Direct Debit Due Date	
	JUN	23	ACH Direct Debit Transmission	
	JUN	30	ACH Direct Debit Due Date	
2015	JUL	3	ACH Direct Debit Transmission	
	JUL	3	Independence Day Holiday	Closed
	JUL	7	ACH Direct Debit Due Date	
	JUL	8	ACH Direct Debit Transmission	
	JUL	14	ACH Direct Debit Due Date	
	JUL	15	ACH Direct Debit Transmission	
	JUL	21	ACH Direct Debit Due Date	
	JUL	22	ACH Direct Debit Transmission	
	JUL	28	ACH Direct Debit Due Date	
JUL	29	ACH Direct Debit Transmission		
2015	AUG	4	ACH Direct Debit Due Date	
	AUG	5	ACH Direct Debit Transmission	
	AUG	11	ACH Direct Debit Due Date	
	AUG	12	ACH Direct Debit Transmission	
	AUG	18	ACH Direct Debit Due Date	
	AUG	19	ACH Direct Debit Transmission	
	AUG	25	ACH Direct Debit Due Date	
	AUG	26	ACH Direct Debit Transmission	

Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"

Holiday, and ACH Service Schedule
 (May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS	
2015	SEP	1	ACH Direct Debit Due Date		
	SEP	2	ACH Direct Debit Transmission		
	SEP	7	Labor Day	Closed	
	SEP	8	ACH Direct Debit Due Date		
	SEP	9	ACH Direct Debit Transmission		
	SEP	15	ACH Direct Debit Due Date		
	SEP	16	ACH Direct Debit Transmission		
	SEP	22	ACH Direct Debit Due Date		
	SEP	23	ACH Direct Debit Transmission		
	SEP	29	ACH Direct Debit Due Date		
	SEP	30	ACH Direct Debit Transmission		
	2015	OCT	6	ACH Direct Debit Due Date	
		OCT	7	ACH Direct Debit Transmission	
OCT		13	ACH Direct Debit Due Date		
OCT		14	ACH Direct Debit Transmission		
OCT		20	ACH Direct Debit Due Date		
OCT		21	ACH Direct Debit Transmission		
OCT		27	ACH Direct Debit Due Date		
OCT		28	ACH Direct Debit Transmission		
2015	NOV	3	ACH Direct Debit Due Date		
	NOV	4	ACH Direct Debit Transmission		
	NOV	10	ACH Direct Debit Due Date		
	NOV	11	ACH Direct Debit Transmission		
	NOV	17	ACH Direct Debit Due Date		
	NOV	18	ACH Direct Debit Transmission		
	NOV	24	ACH Direct Debit Due Date		
	NOV	25	ACH Direct Debit Transmission		
	NOV	26	Thanksgiving Day	Closed	
	NOV	27	Day After Thanksgiving	Closed	
2015	DEC	1	ACH Direct Debit Due Date		
	DEC	2	ACH Direct Debit Transmission		
	DEC	8	ACH Direct Debit Due Date		
	DEC	9	ACH Direct Debit Transmission		
	DEC	15	ACH Direct Debit Due Date		
	DEC	16	ACH Direct Debit Transmission		
	DEC	22	ACH Direct Debit Due Date		
	DEC	23	ACH Direct Debit Transmission		
	DEC	24	Christmas Eve-City Holiday	Closed	
	DEC	25	Christmas Day	Closed	
	DEC	29	ACH Direct Debit Due Date		
	DEC	30	ACH Direct Debit Transmission		
	DEC	31	Christmas Eve	Closed	
	2016	JAN	1	Christmas Day	Closed

Specifications for Bank Payment and Collection Services
Milwaukee Water Works
Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"

Holiday, and ACH Service Schedule
(May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
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Specifications for Bank Payment and Collection Services
Milwaukee Water Works
Water, Sewer and Municipal Services Payments

Based on a 3 Year Contract

Schedule "A"

Holiday, and ACH Service Schedule
(May 01, 2012 through December 31, 2015)

YEAR	MONTH	DATE	DESCRIPTION	WATER WORKS
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Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer Municipal Services Payments

Schedule "C"

Contractor Unit Pricing Schedule

Depository Services			
Description	Estimated Monthly Volume	Unit Cost	Estimated Monthly Total Cost
General Account & Depository Services			
Gen. Acct. Services-Maintenance Fee	1	\$ -	\$ -
Gen Acct. Services-Credits	30	\$ -	\$ -
Gen. Acct. Serv-Debit	120	\$ -	\$ -
ACH Credits	55	\$ -	\$ -
ACH Debit	10	\$ -	\$ -
ACH Reversals	1	\$ -	\$ -
ACH Direct Transmission Base Fee	1	\$ -	\$ -
On Us Items-Paper	4,305	\$ -	\$ -
On Us Items-Image	10,960	\$ -	\$ -
Rejected Items	200	\$ -	\$ -
Direct Exchange Items	7,520	\$ -	\$ -
Transit Items	4,570	\$ -	\$ -
Return Items-Deposited Item Returned Unpaid	40	\$ -	\$ -
Return Item with Reclear	50	\$ -	\$ -
RCPC Items	1,480	\$ -	\$ -
RCPC Items-Paper	4,990	\$ -	\$ -
RCPC Items-Image	1	\$ -	\$ -
Paper Statement Fee	1	\$ -	\$ -
Outgoing Standing Order-Peg	21	\$ -	\$ -
Items Dep paper-All Other Items	2,970	\$ -	\$ -
Items Dep paper-All Other Items	18,820	\$ -	\$ -
RLBX Fax-WI	27,200	\$ -	\$ -
RLBX Data Capture-WI	42,930	\$ -	\$ -
RLBX E-O-D Processing-WI	100	\$ -	\$ -
Security Keys(s) for Trs	1	\$ -	\$ -
Total Depository Monthly Service Charges			\$ -

Specifications for Bank Payment Processing and Collection Services
 Milwaukee Water Works
 Water, Sewer Municipal Services Payments

SCHEDULE B

Contractor Unit Pricing Schedule

Lock Box Service Charges			
Description	Estimated Monthly Volume	Unit Cost	Estimated Monthly Cost
Lock Box Service Charges			
RLBX Po Box Rental Fee	1	\$-	\$ -
RLBX Base Fee	1	\$-	\$ -
Automated Items Processed:			\$ -
RLBX Items Processed	61,385	\$-	\$ -
Lock Box Deposits	-	\$-	\$ -
RLBX Deposits	40	\$-	\$ -
Media View Retail Lox Box			
ACH Base Fee	1	\$-	\$ -
Media view LBX Per CD PerItem	53,565	\$-	\$ -
Media view LBX Per CD	2	\$-	\$ -
RLBX Packaging & labeling	20	\$-	\$ -
RLBX Exception Items-WI	300	\$-	\$ -
RLBX Unprocessed Items	1,660	\$-	\$ -
ACH Originated Items	4,065	\$-	\$ -
RLBX Cash Payment-WI	4	\$-	\$ -
RLBX MANUAL Opening	26,485	\$-	\$ -
RLBX Stop Files Per Item-WI	-	\$-	\$ -
Media view LBX Per Bin	10	\$-	\$ -
RLBX Data Capture Per Item-WI	52,370	\$-	\$ -
RLBX Database Inquiry-WI	200	\$-	\$ -
RLBX Transmission	1	\$-	\$ -
ACH Reversals	-	\$-	\$ -
RLBX Cash Payment-WI	2	\$-	\$ -
RLBX 360 Day-WI	-	\$-	\$ -
Information Services			
Webview RLBX Per Image from tape	5	\$-	\$ -
Treasury Prior Day Balances	1	\$-	\$ -
Treasury Prior Day Detail	1	\$-	\$ -
Treasury Current Day Balances	1	\$-	\$ -
Treasury Current Day Detail	1	\$-	\$ -
Treasury Detail Items	290	\$-	\$ -

Treasury Each Deposit Account	1	\$-	\$ -
Treasury Image Achive Search Package	1	\$-	\$ -
Treasury Image Achive Viewed Images	230	\$-	\$ -
Treasury Image Achive Viewed Images	-	\$-	\$ -
Treasury Image Achive Accounts	5	\$-	\$ -
Treasury Return Image Archeve Search Parckage	1	\$-	\$ -
Treasury Return Image Archeve Accounts	1	\$-	\$ -
Treasury ACH 729>Returns/NOC DI Module	1	\$-	\$ -
Treasury ACH 729>Returns/NOC DI Reporty	15	\$-	\$ -
MTW Base Fee	-	\$-	\$ -
Software License and Maintenance	1	\$-	\$ -
Fund Transfer Services			
MTW Base Fee	-	\$-	\$ -
Wire Activity Adjustment	-	\$-	\$ -
Outgoing Wire Transfer	5	\$-	\$ -
Incoming Wire Transfers	5	\$-	\$ -
Written of Wire Transfers	5	\$-	\$ -
ACH Services			
ACH Input Via Transmission	10	\$-	\$ -
ACH Debit/Credit On Us	345	\$-	\$ -
ACH Debits/Credits Regular (ACH Originated)	1,900	\$-	\$ -
ACH Returns	15	\$-	\$ -
ACH NOC's	10	\$-	\$ -
ACH Detail Change	10	\$-	\$ -
Securities Services			
SK Acct Maintenance	1	\$-	\$ -
SK Avg. Non-Book Par	440	\$-	\$ -
Non-Book Transfer	-	\$-	\$ -
General Account & Depository Services			
Maintenance Fee-Gen. Acct. Services	1	\$-	\$ -
Credits-Gen Acct. Services	30	\$-	\$ -
ACH Credits-Gen. Acct Services	55	\$-	\$ -
Gen. Acct. Serv-Debit	120	\$-	\$ -
ACH Debit/Credit	10	\$-	\$ -
Return Items-Deposited Item Returned Unpaid	40	\$-	\$ -
Return Item with Reclear	50	\$-	\$ -
On Us Items-Paper	4,305	\$-	\$ -
On Us Items-Image	10,960	\$-	\$ -
Rejected Items	200	\$-	\$ -
Direct Exchange Items	7,520	\$-	\$ -
RCPC Items	1,480	\$-	\$ -
Transit Items	4,570	\$-	\$ -
ACH Reversals	1	\$-	\$ -
ACH Direct Transmission Base Fee	1	\$-	\$ -
RCPC Items-Paper	4,990	\$-	\$ -

RLBX Fax-WI	27,200	\$-	\$ -
RCPC Items-Image	-	\$-	\$ -
Paper Statement Fee	-	\$-	\$ -
Outgoing Standing Order-Peg	21	\$-	\$ -
Items Dep paper-All Other Items	2,970	\$-	\$ -
Items Dep paper-All Other Items	18,820	\$-	\$ -
RLBX Data Capture-WI	42,930	\$-	\$ -
RLBX E-O-D Processing-WI	-	\$-	\$ -
Security Keys(s) for Trs	1	\$-	\$ -

Other Service Charges			
Outgoing Repetiitive internet or fax	85	\$-	\$ -
Deposit Adjustment-Deposit Services	1	\$-	\$ -
Bulk Coin/Curr Deposit per \$1	1	\$-	\$ -
WEBVIEW			
Webview base fee per acct	1	\$-	\$ -
Webview Returns base fee per acct	1	\$-	\$ -
Webview per Image Retrieved	35	\$-	\$ -
Webview Image from Tape	15	\$-	\$ -
Webview Returns per Image Retrieved	3	\$-	\$ -
Webview RLBX Monthly Group Count	1	\$-	\$ -
Webview RLBX Base Fee Per Acct	1	\$-	\$ -
Webview RLBX Index Request Inq	70	\$-	\$ -
Webview RLBX Per Image Retrieved	110	\$-	\$ -
INTERNET BANKING SERVICES			
Internet - Ed	1	\$-	\$ -
Internet Addtl Accounts	1	\$-	\$ -
Internet - Each Detail Item	300	\$-	\$ -
Internet Mail Messages	1	\$-	\$ -
Internet Image Viewed Commercial	-	\$-	\$ -
	268,888		\$ -
	Estimated		Estimated
	Monthly	Unit	Monthly
	Total	Cost	Cost

Specifications for Bank Lock Box Services
Milwaukee Water Works
Water and Sewer Payments

Schedule "D"

Contractor Unit Pricing Schedule

Other Service Charges			
Description	Estimated Monthly Volume	Unit Cost	Estimated Monthly Total Cost
Other Service Charges			
Outgoing Repetitive internet or fax	85	\$ -	\$ -
Deposit Adjustment-Deposit Services	1	\$ -	\$ -
Bulk Coin/Curr Deposit per \$1	1	\$ -	\$ -
Estimated Other Services Monthly Cost			\$ -



Specifications for Bank Payment and Collection Services
 Milwaukee Water Works
 Water, Sewer Municipal Services Payments

Schedule "E"

Contractor Unit Pricing Schedule

Web & Internet Banking Services			
Description	Estimated Monthly Volume	Unit Cost	Estimated Monthly Total Cost
WEBVIEW/ON LINE SERVICES			
Webview base fee per acct	1	\$ -	\$ -
Webview Returns base fee per acct	1	\$ -	\$ -
Webview per Image Retrieved	35	\$ -	\$ -
Webview Image from Tape	15	\$ -	\$ -
Webview Returns per Image Retrieved	3	\$ -	\$ -
Webview RLBX Monthly Group Count	1	\$ -	\$ -
Webview RLBX Base Fee Per Acct	1	\$ -	\$ -
Webview RLBX Index Request Inq	70	\$ -	\$ -
Webview RLBX Per Image Retrieved	110	\$ -	\$ -
INTERNET BANKING SERVICES			
Internet - Ed	1	\$ -	\$ -
Internet Addtl Accounts	1	\$ -	\$ -
Internet - Each Detail Item	300	\$ -	\$ -
Internet Mail Messages	1	\$ -	\$ -
Internet Image Viewed Commercial	-	\$ -	\$ -
Total Web & Internet Banking Monthly Service Charges			\$ -

Specifications for Bank Payment Processing and Collection Services
 Milwaukee Water Works
 Water, Sewer Municipal Services Payments

Schedule "F"

Contractor Unit Pricing Schedule

Start Up Charges			
Description	Estimated Start Up Volume	Unit Cost	Estimated Monthly Total Cost
Envelops	25		
Deposit Books	5		
Enrollement Forms	10		
Estimated Start Up Cost			

Specifications for Bank Lock Box Services
Milwaukee Water Works
Water and Sewer Payments

Schedule "G"

Credit Card and E Check Customer Fee Pricing

Credit Card and E Check Web & IVR Payment Customer Fees					
Description	Bill Statement Amount	Estimated Convenience Charge	Unit Cost		
Master Card-Web	\$ 200.00	0.00%	\$ -		
Master Card-Web	\$ 200.00	0.00%	\$ -		
Discovery Card-Web	\$ 200.00	0.00%	\$ -		
Discovery Card-Web	\$ 200.00	0.00%	\$ -		
Master Card-Telephone	\$ 200.00	0.00%	\$ -		
Master Card-Telephone	\$ 200.00	0.00%	\$ -		
Discovery Card-Telephone	\$ 200.00	0.00%	\$ -		
Discovery Card-Telephone	\$ 200.00	0.00%	\$ -		
E Check-Web	\$ 200.00	\$ -			
E Check-Telephone	\$ 200.00	\$ -			
Total Web & IVR Services Charges					

Specifications for Bank Lock Box Services for
Milwaukee Water Works
Water and Sewer Payments

Schedule "H"

Contractor Information

The CONTRACTOR shall provide the information requested below to facilitate the Water Works' evaluation of the CONTRACTOR'S qualifications to provide the services required of this specification.

1. Contractor Staffing of Automated Lock Box Services Area:	
Number of Management Employees	
Number of Non-Management Employees:	
Supervisors	
Clerical Support	
Total Number of Employees	
2. Bank Office to be Responsible for this Contract	
Name:	
Title:	
Phone:	
Address:	
3. Physical Location of In-House Automated Lock Box Facility:	
4. Please Provide a General Description of Your In-House Lock Box Facility:	

Specifications for Bank Payment Processing and Collection Services
 Milwaukee Water Works
 Water, Sewer Municipal Services Payments

SCHEDULE J

Vendor Contract Bid Pricing Schedule

Description	Estimated Monthly Cost
Schedule B-Lock Box & ACH Service Charges	\$ -
Schedule C-Depository Services	\$ -
Schedule D-Other Service Charges	\$ -
Schedule E-Web & Internet Banking Services	\$ -
Schedule I-Information Services	\$ -
Estimated monthly Cost	\$ -

**CITY OF MILWAUKEE, WISCONSIN
DEPARTMENT OF PUBLIC WORKS
LICENSED SURETY CORPORATION BID BOND**

KNOW ALL MEN BY THESE PRESENTS, That we.....

.....

of
(Street and Number) (City) (State)

as principal andof
(Home Office)

as surety are held and firmly bound unto the City of Milwaukee, Wisconsin, hereinafter called City in
the penal sum of

.....Dollars,

to be paid to the City, its successors and assigns, for which payment well and truly to be made, we bind ourselves, and our heirs, executors, and administrators, or successors and assigns, as the case may be, jointly and severally, firmly by these presents.

WHEREAS, the above bounden principal is making a proposal in writing dated.....
20, to the Commissioner of Public Works of the City, according to Official Notice No.....
20, of said Commissioner for furnishing all material, equipment, labor and everything necessary
for the completion of the work of ...

according to plans, specifications and the other contract documents on file in the office of said Commissioner, a copy of which proposal is by reference made a part hereof, and the said proposal is accompanied with this bond.

NOW, THE CONDITION OF THIS OBLIGATION IS SUCH, that if the above bounden principal shall execute the contract in quadruplicate, in accordance with the proposal as accepted, with approved licensed surety corporation bound thereto for the faithful performance and proper fulfillment of such

contract, and return the same to the office of the said Commissioner within the time limit specified in said proposal, then the above obligation shall be void, otherwise it shall be and remain in full force and effect.

In witness whereof, the above bounden parties have executed this instrument under their several seals at Milwaukee, Wisconsin, this..... day of 20....., the name and corporate seal of each corporate party being hereto affixed and this instrument signed by its duly authorized representative.

Bidder Witnesses

.....(Seal)
(Bidder)

.....
.....

By
(Name and Title)

Surety Witnesses

.....
(Surety)

.....
.....

By
(Attorney-in-Fact or Agent)

(Seal of Surety)

NOTE: The affidavit on the following page must be properly executed before this bond will be approved.

AFFIDAVIT

**STATE OF WISCONSIN }
MILWAUKEE COUNTY } ss.**

.....
being first duly sworn, on oath deposes and says that he is
(Attorney-in-Fact or Agent)

of
(Surety)

surety on the within bid bond executed by

Affiant further deposes and says that no city official or city employe of the City of Milwaukee has any interest, directly or indirectly in, or is receiving any premium, commission, fee or other thing of value on account of, the sale or furnishing of said bid bond.

.....
Subscribed and sworn to before me this

..... day of, 20

.....
Notary Public, Milwaukee County, Wisconsin

My commission expires

**SIGNATURE PAGE – IMPORTANT – THREE(3) SIGNATURES ARE REQUIRED
OR BID WILL BE CONSIDERED NONRESPONSIVE.**

Rev. 2/2012

Official Notice No.

174

In signing and submitting this bid, the bidder assures the City of Milwaukee that the Official Notice, Notice to Bidders, Special Conditions where applicable, Invitation to Bid and Bid, Detail Specifications, Special Provisions, schedule of fixed prices, Addenda, and Plans of this particular project have been read and understood and that the furnishing of the subject work, material, labor and services is under bidder's control. If the bidder's performance is contingent upon the acts of another party, the bidder assures that they have the necessary commitments to complete the contract which may be awarded.

Submitted by _____
Name of Bidder (person, firm or corporation)

Telephone No. _____

Fax No. _____

Address _____

(City, State, Zip Code)



Signed per _____
(Manual **signature required**)

MUST BE SIGNED

Official Capacity _____

BID DATED _____ M/W/S/BE Contractor: Yes/Designation: _____
No _____

If a Corporation, answer the following:

Incorporated under laws of what state? _____

If a foreign corporation, are you licensed to do business in Wisconsin? _____

**SWORN STATEMENT OF BIDDER
AS REQUIRED BY
SECTION 66.0901 (7) WISCONSIN STATUTES**

I, being first duly sworn at _____
(City, State)

on oath state on behalf of said bidder, that I have examined and carefully prepared this proposal from the plans, specifications, and the other contract documents and have checked the same in detail before submitting this proposal; and this sworn statement is hereby made a part of the foregoing proposal.



MUST BE SIGNED

Signature _____

(Title, if any)

Subscribed and sworn to before me this

_____ day of _____, 20__

Notary Public, _____ County

State of _____

(Notary **Signature**)

My commission expires _____

NON-COLLUSION AFFIDAVIT

State of _____)
) ss.
County of _____)

_____, being first
duly sworn, deposes and says that:

(1) He is _____

(owner, partner, officer, representative, or agent)

of _____, the Bidder
that has submitted the attached Bid;

(2) He is fully informed respecting the preparation and contents of the attached Bid and of all
pertinent circumstances respecting such Bid;

(3) Such Bid is genuine and is not a collusive or sham Bid;

(4) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives,
employees, or parties in interest, including this affiant, has in any way colluded, conspired,
connived, or agreed, directly or indirectly with any other Bidder, firm, or person to submit a
collusive or sham Bid in connection with the Contract for which the attached Bid has been
submitted or to refrain from bidding in connection with such Contract, or has in any manner,
directly or indirectly, sought by agreement or collusion or communication or conference with any
other Bidder, firm, or person to fix the price or prices in the attached Bid or of any other Bidder, or
to fix any overhead, profit, or cost element of the Bid price or the Bid price of any other Bidder, or
to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage
against the Commissioner of Public Works or any person interested in the proposed Contract;
and

(5) The price or prices quoted in the attached Bid are fair and proper and are not tainted by any
collusion, conspiracy, connivance, or unlawful agreement on the part of the Bidder or any of its
agents, representatives, owners, employees, or parties in interest, including this affiant.

(Check One) _____
Signature of

_____ Bidder if the bidder is an individual;

_____ Partner if the bidder is a partnership;

_____ Officer if the bidder is a corporation.

Subscribed and sworn to before me this

_____ day of _____, 20_____.

Notary Signature

My commission expires _____, 20_____.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

X. Hours of Operation-Lock Box

Contractor to perform the services required of this specification five (5) days a week with the exception of the "banking industry" holidays delineated in Schedule "A".

XI. Itemized Invoice

Once a month the Contractor shall provide the City with an itemized invoice for services rendered under the terms of this specification based on the unit prices quoted in their bid. Invoice document will reflect the bid document in terms of terminology. No Changes will be accepted unless mutually agreed upon by the Vendor and the MWW. The invoice is to be addressed and sent to:

Milwaukee Water Works
841 North Broadway - Room 409
Milwaukee, Wisconsin 53202
Attn: Water Business Manager

XII. Project Liaison

Prior to bid award, all questions on this bid specification can be directed in writing to Earl Smith, Water Business Manager c/o Milwaukee Water Works at (414) 286-5177; fax number (414) 286-2672. Questions can be emailed to earl.smith@milwaukee.gov. **The deadline for questions is Friday, March 23, 2012.**

The successful bidder shall provide the MWW Contract Administrator with the names and telephone numbers of the Contractor's various department project liaisons (i.e., Lock Box processing, return items, data processing, cash management, account reconciliation) and their alternates upon award of a contract.

XIII. Contract Required

The successful bidder selected shall be required to execute a contract with the City using Department of Public Works standard contract.

XIV. Volume Sensitivity

The Contractor understands and agrees that the unit prices quoted in Schedules "B" and "C" is to be firm for the term of the contract. However, because this contract is volume sensitive, the City and Contractor agree that a contract amendment may be necessary to increase the total estimated cost of the contract, if actual volumes experienced exceed the volume estimates used to calculate the estimated total cost of the contract. Execution of such an amendment is contingent upon the proper City officials appropriating the necessary funds.

Specifications for Bank Payment Process & Collection Services for Water, Sewer and Municipal Services Payments Milwaukee Water Works

XV. FDIC Insurance

The Contractor shall pass through the charge assessed by the FDIC on the ledger balance on deposit in the City's demand deposit account, used to receive lock box receipts, at the end of each quarter (3/31, 6/30, 9/30, and 12/31) and will include said charge on the monthly invoice for the month when it is assessed.

XVI. Mandatory Pre-Bid Conference

A mandatory pre-bid conference is scheduled on Thursday, March 15, 2012 at 10:00 A.M., to be held at Milwaukee Water Works, Room 412 Conference Room, 841 North Broadway, Milwaukee, Wisconsin, to provide prospective bidders with the opportunity to pose questions regarding this specification. Samples of the current billing statements, business reply envelopes, and reports will be available at the pre-bid conference for review by prospective bidders.

XVII. Bidder Information

Each bidder must complete and return Schedule "H and Ha" with their bid to facilitate the City's evaluation of the Contractor's qualifications to provide the services required of this specification. Failure to provide the information requested in Schedule "H and Ha" will result in bid rejection.

XVIII. Transferability

In the event MWW transfers the contract, Contractor will be responsible for providing said services for the duration of the contract period under the direction of the transferee.

XIX. Cooperation with Other Agencies

In the performance of the services set out herein, Contractor shall cooperate fully with the City, by and through its Commissioner or his designee; and cooperate fully with any and all Governmental and Private Customers doing business with the City, by and through its Commissioner or his designee.

XX. Protection of Security Procedures

The City and Contractor shall implement such safeguards as are deemed reasonably necessary to assure the confidentiality and integrity of all security procedures relevant to the implementation and operation of this service contract, which includes, but is not limited to, system access passwords, repetitive transfer codes, and personal identification codes. Upon discovery of a breach of security by either the City or Contractor, the party discovering the security breach shall immediately notify the other party by both telephone call and written notice.