

INVITATION TO BIDDERS
Montgomery County Government
Purchasing Department

P.O. Box 368
Clarksville, TN 37041-0368

Phone: (931) 648-5720
Fax: (931) 553-5151

DATED BID OPENING DATE REQ. NO DELIVERY DATE ALLOT. NO.
FY:

SEALED BIDS AT THE MONTGOMERY COUNTY PURCHASING DEPARTMENT ARE SUBJECT TO THE CONDITIONS INCLUDED
WITHIN HEREOF AND WILL BE RECEIVED BY THE MONTGOMERY COUNTY PURCHASING DIRECTOR.

UNTIL _____ O'CLOCK _____ C.S. TIME ON _____ AND THEN PUBLICLY OPENED, FOR FURNISHING THE FOLLOWING
SUPPLIES AND/OR SERVICES TO BE DELIVERED IN ACCORDANCE WITH THE FOLLOWING INSTRUCTIONS.

DELIVER TO :

CONSIGNEE

ADDRESS OF CONSIGNEE

F.O.B:

EXACT LOCATION OF DELIVERY DESTINATION

ITEM NO.	QUANTITY	UNIT	BIDDER MUST INDICATE BRAND AND/OR GRADE (IN SPACE PROVIDED ON BID FORM) OF ITEM THEY PROPOSE TO FURNISH IN CONNECTION WITH THIS BID	BRAND OR GRADE	UNIT PRICE	AMOUNT DOLLARS / CENTS
MONTGOMERY COUNTY GOVERNMENT IS EXEMPT FROM ALL FEDERAL AND STATE TAX; BIDDERS MUST QUOTE PRICES WHICH DO NOT INCLUDE SUCH TAX. DELIVERY CHARGES ARE TO BE PREPAID AND INCLUDED IN THE BID PRICING.						TOTAL DATE _____
IN COMPLIANCE WITH THE ABOVE INVITATION FOR BIDS, AND SUBJECT TO ALL THE CONDITIONS THEREOF, THE UNDERSIGNED OFFERS, AND AGREES, IF THIS BID BE ACCEPTED, TO FURNISH ANY OR ALL OF THE ITEMS UPON WHICH PRICES ARE QUOTED, AT THE PRICE SET OPPOSITE EACH ITEM AND, UNLESS OTHERWISE SPECIFIED WITHIN.						
BIDDERS FIRM NAME _____			STREET ADDRESS _____		PHONE NUMBER _____	
BY _____ SIGNATURE OF PERSON AUTHORIZED TO SIGN BID	TITLE _____			CITY _____	STATE _____	
ACCEPTANCE DATE _____ ACCEPTED AS TO ITEMS NUMBERED _____						
<i>Invitation to Bidders: Rev. 04/24</i>						
						PURCHASING DIRECTOR

**RFP INVITATION INSTRUCTIONS
(READ CAREFULLY)**

(1) ALTERATIONS- Any alterations, additions or omissions of required information, changes of the specifications or RFP schedule, are at the risk of the vendor and may result in the rejection of the bid, unless the approver authorizes such changes.

(2) PROPOSALS- All proposals must be typed or written legibly in ink. **Vendors, verify bids before submission. No proposal may be withdrawn or changed after the official opening.**

(3) DELIVERIES- Montgomery County Government assumes no liability for merchandise or other materials delivered without written order of the purchasing director.

(4) RESPONSIBLE VENDORS- Failure of a vendor to execute a purchase order awarded to him or to comply with any of the terms and conditions therein may disqualify him from receiving future business.

(5) PROPOSING FIRM- The agent of the proposing firm hereby certifies to the best of his knowledge and belief that this bid/proposal submitted to Montgomery County has not been prepared in collusion with any other seller of similar products. The prices, terms and conditions of said bid/proposal have not been communicated by the undersigned nor by any employee or agent of the proposing firm to any other seller of similar products and will not be communicated to any such seller prior to the official opening of said proposal. The affiant further states that no official or employee of Montgomery County Government has promised any personal financial or other beneficial interest, either directly or indirectly in order to influence award of this RFP.

(6) IMPORTANT- To be acceptable, all bid/proposals must be on the correct form, and each such bid/proposal must be addressed and delivered to the Purchasing Director, Montgomery County, Tennessee, **350 Pageant Lane, Suite 101-E, Clarksville, TN 37040**, prior to the Bid/Proposal opening. Bid/Proposal envelopes must be **sealed** and **clearly** indicate the words, "BID – (name of item or service)". Such bids/proposals delivered to other persons, locations, or on another form will not be acceptable. ***Electronic is an acceptable submission method via Bonfire or mocobids@mcgtn.net***

All vendors, awarded contracts agree to the terms and conditions herein set forth.

The Purchasing Director reserves the right to reject any or all bids.

Elizabeth L. Black
Purchasing Director
Telephone: (931) 648-5720
elblack@mcgtn.net

- I. **Description:** Bi-County Solid Waste Management System is a component unit of Montgomery County Government that operates the landfill and convenience centers located throughout Montgomery and Stewart Counties. We are currently looking to upgrade our software for billing and collection of the landfill user fee charge, data conversion and testing from our current software to the new software, and training/orientation of the new software. The landfill user fee charge is a fee billed to every household in Montgomery and Stewart Counties in order to help cover the cost of operating the landfill and convenience centers, which are available to our residents. The landfill user fee is billed at \$15 per quarter.

Timeline for RFP:

Request for Proposal: Thursday, Nov. 14, 2024

Questions due from potential Proposers: Monday, Nov. 25, 2024, at 1 p.m. CST Questions should be submitted by email to Elizabeth Black, Purchasing Director, at mocobids@mcgtn.net

Answers due: Monday, Dec. 2, 2024

Proposals due: Thursday, Dec. 5, 2024, at 10 a.m. CST

Proposal Due Date Extension: Monday, Dec 16, 2024 at 10:30 a.m. CST

Proposals submitted after the deadline will not be opened. Proposals must be sealed and may be mailed, or hand delivered to the Montgomery County Purchasing Department, 350 Pageant Lane, Suite 101-E, Clarksville, TN 37040. All proposals should include all necessary documents and have the name of the proposer and the words "RFP – Bi-County User Fee Software" on the outside of the envelope. Proposals may also be submitted by email and can be sent to mocobids@mcgtn.net. If submitting by email, allow plenty of time for delivery as proposals must be received by the deadline. Make sure to put "RFP – Bi-County User Fee Software" in the subject of the email. Vendors must guarantee that all information included in the proposal will remain valid for a period of at least 90 days from the date of proposal opening to allow for evaluation of all proposals. Montgomery County is not responsible for any costs incurred by any vendor pursuant to the RFP. The vendor shall be responsible for all costs incurred in connection with the preparation and submission of its proposal.

Term of Contract:

The contract resulting from this solicitation shall remain in effect for a period of three (3) years at the rates offered by the Proposer in their proposal for the lease period. After the initial contract period, the County shall have the option to renew for an additional two (2) years and will discuss any pricing adjustments at that time. The County does reserve the right to refuse any and all proposals.

II. Current user fee Billing and Collection Process

1. Please see attached documents Attachment A and Attachment B
2. The attached documents represent our process with our current system. We understand that we may need to alter some of our current processes in order to upgrade to a new system.

III. Required Functionality

1. Email and traditional (printed) billing capabilities
2. Customer portal capabilities
3. Ability to upload files with customer data to create new accounts
4. Ability to upload files with customer data to close accounts
5. Ability to upload files with customer payment data to post payments such as a lockbox file
6. Ability for customers to pay via automatic ACH if they choose

7. Ability to make updates/changes to multiple accounts at once
8. Interactive Voice Response capabilities

IV. Hardware and Software Requirements

1. Software As A Service
2. Must be PCI compliant

V. Requested Quotes and Other Requested Information

1. Quote: Software
2. Quote: Conversion and testing – Please provide a quote for both options
 - a. All Accounts with historical data (See Attachment C)
 - b. All Active Accounts and Closed accounts 0 to 7 years (See Attachment D)
 - c. All Active Accounts and Closed Accounts With Balances (See Attachment E)
3. Quote: Training and orientation
4. Quote: Any additional costs to complete the software implementation
5. Quote: Any optional services or additions such as printing and mailing
6. Please provide your payment processing rates/fees.
7. Please provide references.
8. Please provide an estimated implementation timeline with milestones.
9. Will you be willing to provide a performance guarantee, which will guarantee customer satisfaction with the software prior to going live? If so please provide a copy of the proposed guarantee.
10. Will you be willing to schedule a demo of your software?

Attachment A

Bi-County User Fee Process

I. Creating new accounts

A. New Connect Files From Electric Companies

1. The primary way that we receive new customers is through the local electric companies (CDE and CEMC). These companies send us daily files of new customers that we are able to upload into our system. Once the files are uploaded the system automatically creates the new accounts with the information included in the files and each account having a unique account number. The files include the following information: Property Location Number, Name, Connect Date, Billing Address, and Service Address. We do not receive any additional information such as phone number, e-mail address, social security number, etc.

B. Customer Contact and Bi-County Research

1. There are also instances where we discover new customers through a resident contacting us with a question or when doing our own research. When we discover a customer who should have an account, but does not, we create these accounts manually.

II. Billing

A. Quarterly Billings

1. The primary user fee billing is done quarterly (July, October, January, & April). During the quarterly billing active customers are charged \$15 for the upcoming quarter. For example, in July they are charged \$15 for the period of July through September. Late fees are also added during the quarterly billings. The late fees are \$10 for accounts that are 90 days past due at the time the billing is processed.

B. "In Between" Billings

2. We also process a billing during the months in between quarters in order to catch the new accounts. These are billed at \$5 per month in the billing period. For example, In August we will bill new accounts \$10 for the period of August through September. In September we will bill new accounts \$5 for the period of September. No late fees are added during the "in between" billings.

C. User Fee Billing Considerations

1. All open/active accounts with positive balances will receive a new user fee charge and a bill
2. Open/active accounts who have a \$0 balance, credit balance, or are enrolled in the automatic monthly ACH payments will receive a new charge, but no physical bill.
3. Customers with closed accounts having past due balances marked "Do Not Suspend" and open/active customers on "Tax Relief" with balances due will not receive a new charge, but still receive a bill for their past due balances.
 - a. "Due Not Suspend" is a check box in our current system that allows a closed account with a past due balance to continue to be billed. As long as this box is checked the customer will continue to receive a bill until the past due amount is paid. We check this box to cause closed accounts with balances due to receive one additional bill (collection attempt) after the account is closed. We also will check this box when we find that the customer has an open/active account in addition to their closed account and will attempt to collect the amounts due from their closed account along with their current amount due from their open/active account.

- b. When a customer qualifies for the tax relief program they are not charged any new user fees on their primary residence from the date they qualify. "Tax Relief" is a box that is checked in our current system that allows an open/active account to stop receiving new user fee charges.
- 4. Certain accounts do not receive any new charges or bills. They are: open/active accounts on Tax Relief with no prior balances, closed accounts w/ balances marked "Suspend", closed accounts with a \$0 balances, open/active accounts with a hold status such as bankruptcy, deployed, or vacant.
 - a. "Suspend" is a check box in our current system that stops a closed account with a past due balance from being billed. As long as this box is checked the customer will not receive a bill even if the account has a past due amount. We check this box to keep closed accounts with balances from receiving a bill when the collection is highly unlikely. This minimizes any unnecessary printing and mailing costs.

D. Printing

- 1. When billing is processed a csv file is generated and sent to a third party printing vendor who prints and mails our bills. A return envelope is included with the bill. The vendor is also able to combine any bills going to the same customer into one envelope.

III. Closing Accounts

A. Disconnect Files From Electric Companies

- 1. The primary way that we receive customer account disconnect/closing information is through the local electric companies (CDE and CEMC). These companies send us daily files of customer account closures that we are able to upload into our system. Once the files are uploaded the system automatically closes the account, adds the disconnect date, and updates the billing address. The files include the following information: Property Location Number, Name, Disconnect Date, Billing Address, and Service Address. After uploading the files, account balances are reviewed and any needed adjustments are made manually.

B. Customer Contact and Bi-County Research

- 1. There are also instances where we discover account closures through a resident contacting us with a question or when doing our own research. When we discover a customer account that should be closed, but is not, we close these accounts manually and make any needed adjustments to the account balances.

IV. Payments

A. Lockbox Deposits

- 1. Payments are mailed to our lockbox. These payments are processed by our bank. The bank provides us with a file containing the payment information. This file is uploaded into our system and the payment information is automatically updated to the accounts.

B. Online Credit Card Payments

- 1. Customers are able to make credit card payments online. The card processor deposits the payments into our bank account and provides us with a file containing the payment information. This file is uploaded into our system and the payment information is automatically updated to the accounts.

C. In Person Payments At The Office

- 1. We currently accept cash, checks, and money orders in person at our office. These payments are manually entered into the system by our employees.

D. Monthly Automatic ACH Payments

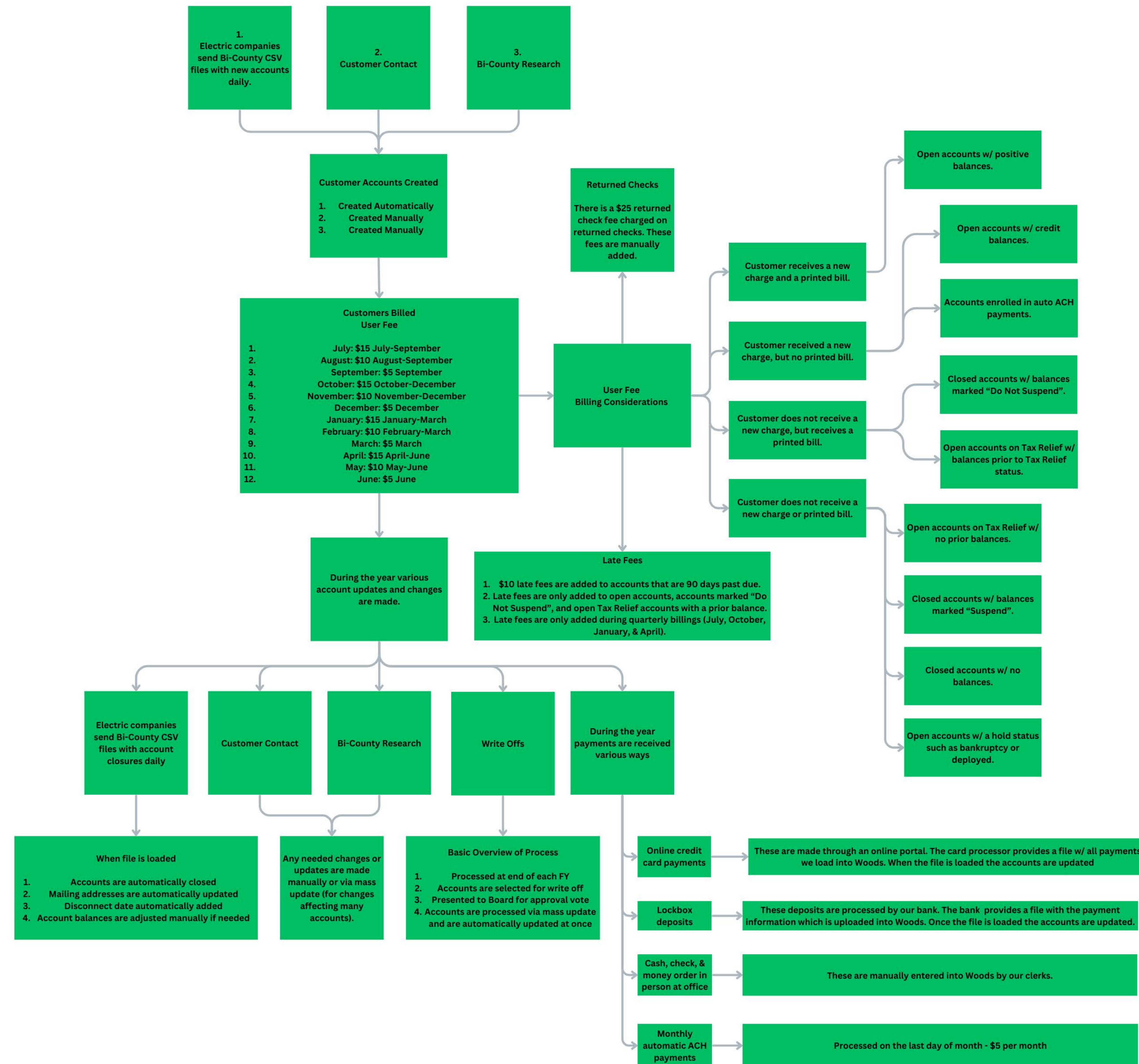
1. The customer has the option to sign up for monthly automatic ACH payments in the amount of \$5 per month.

V. Write Offs

A. Write offs are processed once per year at the end of every fiscal year as follows:

1. During the month of June a report is run showing all accounts with a balance
 - a. The report is downloaded in excel format
 - b. The report contains all account information shown on the customer screen.
2. Remove all accounts from the spreadsheet (report) except accounts with all of the following criteria (must meet all criteria):
 - a. Accounts set to "No Bill"
 - b. Accounts that have been billed at least once since closing
 - c. Accounts NOT checked "DNS" (Do Not Suspend)
 - d. Accounts NOT set to Tax Relief
3. Produce a report to present to the board showing total dollar amount and number of accounts to be written off.
4. Board votes to approve write offs presented during the meeting.
5. Once approved by the board the following columns of the spreadsheet are updated to reflect the write off data for each account:
 - a. Write Off
 - b. Write Off Amount
 - c. Write Off Date
6. The spreadsheet is then uploaded into the system using the Mass Update module where it automatically updates the accounts based on the changes made to the spreadsheet
7. A mass update notes file is then created and uploaded into the Woods mass update note file module. This will automatically leave a note on each of the accounts regarding the write off of the account.

Current User Fee Process



**Attachment C
Data Conversion**

**Open Accounts: All
Closed Accounts: All
Write Off Accounts: All**

Account Years	Open Accounts	Closed Accounts	Write Off Accounts	Total Accounts
0 to 1 Years	19,477.00	3,473.00	240.00	23,190.00
1.01 to 2 years	13,307.00	7,775.00	2,969.00	24,051.00
2.01 to 3 Years	10,655.00	9,441.00	4,930.00	25,026.00
3.01 to 4 Years	8,234.00	10,780.00	6,059.00	25,073.00
4.01 to 5 Years	5,840.00	10,916.00	7,005.00	23,761.00
5.01 to 6 Years	4,914.00	11,639.00	7,531.00	24,084.00
6.01 to 7 Years	4,158.00	11,911.00	8,369.00	24,438.00
7.01 to 8 Years	3,316.00	12,265.00	9,187.00	24,768.00
8.01 To 9 Years	3,159.00	16,459.00	6,668.00	26,286.00
9.01 To 10 Years	29,638.00	48,435.00	9,323.00	87,396.00
Totals	102,698.00	143,094.00	62,281.00	308,073.00

**Attachment D
Data Conversion**

Open Accounts: All

Closed Accounts: Closed < = 7 Years Ago

Write Off Accounts: Written Off < = 7 Years

Account Years	Open Accounts	Closed Accounts	Write Off Accounts	Total Accounts
0 to 1 Years	19,477.00	3,473.00	240.00	23,190.00
1.01 to 2 years	13,307.00	7,775.00	2,969.00	24,051.00
2.01 to 3 Years	10,655.00	9,441.00	4,930.00	25,026.00
3.01 to 4 Years	8,234.00	10,780.00	6,059.00	25,073.00
4.01 to 5 Years	5,840.00	10,916.00	7,005.00	23,761.00
5.01 to 6 Years	4,914.00	11,638.00	7,531.00	24,083.00
6.01 to 7 Years	4,158.00	11,906.00	8,369.00	24,433.00
7.01 to 8 Years	3,316.00	8,468.00	9,187.00	20,971.00
8.01 To 9 Years	3,159.00	5,021.00	6,598.00	14,778.00
9.01 To 10 Years	29,637.00	15,149.00	9,018.00	53,804.00
Totals	102,697.00	94,567.00	61,906.00	259,170.00

Attachment E
Data Conversion

Open Accounts: All

Closed Accounts: Only Closed Accounts W/ Balances

Write Off accounts: No Written Off Accounts

Account Years	Open Accounts	Closed Accounts	Write Off Accounts	Total Accounts
0 to 1 Years	19,477.00	1,423.00	-	20,900.00
1.01 to 2 years	13,307.00	3,022.00	-	16,329.00
2.01 to 3 Years	10,655.00	2,339.00	-	12,994.00
3.01 to 4 Years	8,234.00	2,012.00	-	10,246.00
4.01 to 5 Years	5,840.00	1,623.00	-	7,463.00
5.01 to 6 Years	4,914.00	1,347.00	-	6,261.00
6.01 to 7 Years	4,158.00	1,157.00	-	5,315.00
7.01 to 8 Years	3,316.00	971.00	-	4,287.00
8.01 To 9 Years	3,159.00	744.00	-	3,903.00
9.01 To 10 Years	29,638.00	1,620.00	-	31,258.00
Totals	102,698.00	16,258.00	-	118,956.00



Montgomery County Government

Purchasing

350 Pageant Lane
Suite 101-E
Clarksville, Tennessee 37041

Elizabeth L Black
Purchasing Director

Phone: (931) 648-5720
elblack@mcgtn.net

IRAN DIVESTMENT ACT Certification of Non-inclusion

NOTICE: Pursuant to Divestment Act, Tenn. Code Ann. 12-12-106 requires the State of Tennessee Chief Procurement Officer to publish, using creditable information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in 12-12-105. Inclusion on this list makes a person ineligible to contract with the State of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here:

[https://www.tn.gov/assets/entities/generalservices/cpo/attachments/List of persons pursuant to Tenn. Code Ann. 12-12-106, Iran Divestment Act-July.pdf](https://www.tn.gov/assets/entities/generalservices/cpo/attachments/List%20of%20persons%20pursuant%20to%20Tenn.%20Code%20Ann.%2012-12-106,%20Iran%20Divestment%20Act-July.pdf)

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. 12-12-106.

Vendor Name (Printed)	Address
By (Authorized Signature)	Date Executed
<i>Printed Name and Title of Person Signing</i>	



Montgomery County Government

Purchasing

350 Pageant Lane
Suite 101-E
Clarksville, Tennessee 37041

Elizabeth L. Black
Purchasing Director

Phone: (931) 648-5720
elblack@mcgtn.net

**Non-Boycott of Israel Act
TCA 12-4-1**

Concerning the Non-Boycott of Israel Act (TCA 12-4-1 et seq.), by submission of this bid/quote/proposal, it is certified by each supplier and each person signing on behalf of any supplier. In the case of a joint bid/quote/proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each supplier is not boycotting Israel pursuant to § 12-4-1 and will not during the term of any award. **Note: Applicable only to contracts of \$250,000 or more and to suppliers with 10 or more employees.**

The undersigned hereby acknowledges receipt of these affidavits and certifies that submittal in response to this solicitation is in full compliance with the listed requirements. Failure to give proper acknowledge to issues concerning the above is grounds for bid rejection and may subject the signer to penalties as directed by the appropriate laws.

Organization Representative/Designee

Date

Organization Name

Address

Phone



Montgomery County Government

Purchasing

350 Pageant Lane
Suite 101-E
Clarksville, Tennessee 37041

Elizabeth L. Black
Purchasing Agent

Phone: (931) 648-5720
elblack@mcgtn.net

Contract Number

TITLE VI CONTRACT ASSURANCE

It is the policy of Montgomery County Government not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices; or in admission to, access to, or operation of its programs, services, and activities. With regard to all aspects of this contract, Contractor certifies and warrants it will comply with this policy.

Please Print:

Contractor's Name

Street Address

City

State

Zip Code

Contractor's Phone Number

I, _____, hereby agree to

abide by the Title VI Regulations.

Signature

Date

For Title VI compliance, we ask for voluntary disclosure of the following information:

Ownership Type (please check all that apply):

- African American Owned Business**
- Women Minority Owned Business**
- Female Owned Business**
- Native American Owned Business**
- Hispanic Owned Business**
- Asian Owned Business**
- Disabled Owned Business**
- All Others**