

**LEXINGTON FAYETTE URBAN COUNTY GOVERNMENT (LFUCG)**

**RFP (Request for Proposal)  
for  
Utility Billing System and IVR**

**Due Date:  
January 12, 2015**

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## **INTRODUCTION**

### **Proposal Solicitation**

The Lexington-Fayette Urban County Government hereby requests proposals for **RFP #19-2014 Billing System & IVR** to be provided in accordance with terms, conditions and specifications established herein.

Sealed proposals will be received in the Division of Central Purchasing, Room 338, Government Center, 200 East Main Street, Lexington, KY, 40507, until **2:00 PM**, prevailing local time, on January 12, 2015.

Proposals received after the date and time set for opening proposals will not be considered for award of a contract and will be returned unopened to the Proposer. It is the sole responsibility of the Proposer to assure that his/her proposal is received by the Division of Central Purchasing before the date and time set for opening proposals.

Lexington-Fayette Urban County Government's (LFUCG) is soliciting proposals for a utility billing system and a hosted Interactive Voice Response (IVR) solution which will meet its requirements and is capable of expansion to meet future needs.

Proposed Utility Billing software applications are to include, but are not limited to, Utility Billing, Customer Service & Management, Account Management, Premise Management, Rates, Financial Management, Cash Receipts, Billing & Accounts Receivables, Service Orders, Collections, Report Writing, a customer web based interface, online electronic payment capabilities, shutoff management, and interfaces to designated systems. While every effort has been made to ensure the accuracy and completeness of the information in this RFP, the information presented may not be complete in every detail and all work and materials may not be expressly mentioned in these specifications. Consequently, it is the

responsibility of the vendor to include in their proposal all software and materials which are manifestly necessary for the full and faithful performance of the system requirements in accordance with the objectives of LFUCG. The system offered shall be complete in every respect, inclusive of all design, components, recommendations for auxiliary equipment and required maintenance or licensing.

### **Mandatory Requirements for Proposed Billing Solutions**

LFUCG believes its needs can be met by an existing, off the shelf, billing software package with minimal, if any, modifications. LFUCG has identified the following general features as mandatory:

- Provides easy access to information
- Meets system requirements and stays up to date with current technology
- Integration of all modules and specified systems including but not limited to the vendor's proposed Integrated Voice Response (IVR) system
- Flexible point and click query and report writing capabilities
- Total conversion of existing data files
- Ability to easily interface with other LFUCG programs
- Has Executive Reporting tools (Dashboard)
- Online payment capabilities for LFUCG customers
- Meets functional requirements listed as 'mandatory' in Attachment A
- Capable of handling all LFUCG rates and tariffs
- Streamlines the process of receiving and successfully processing all customer and account data (including but not limited to usage data) from Kentucky American Water (KAWC) on an ongoing basis
- Minimizes the manual work required to facilitate water shutoffs with Kentucky American Water (KAWC)
- Meets other requirements listed in the RFP

## **Overview of LFUCG and LEXserv**

Lexington-Fayette Urban County Government (LFUCG) consists of a merged city-county government located in the central area of the Commonwealth of Kentucky. The Lexington-Fayette County area has a population of approximately 300,000.

Lexington has an elected mayor and city council-style of government. The Urban County Council is a 15-member legislative group. Twelve of the members represent specific districts and serve two-year terms; three are elected city-wide as at-large council members and serve four-year terms. The at-large member receiving the highest number of votes in the general election automatically becomes the Vice Mayor who, in the absence of the Mayor, is the presiding officer of the Council.

"LEXserv" is the city services billing program for Lexington. LEXserv covers the city services for Sanitary Sewer, Landfill, and Water Quality fees. On an annual basis, LEXserv bills the following; 110,000 sewer accounts totaling about \$48 million dollars, approximately 80,000 landfill accounts totaling about \$4.5 million dollars, and approximately 98,000 Water Quality Management (WQMF) fee accounts totaling about \$11.5 million dollars for a total annual billing of \$65.9 million dollars. Approximate number of bills issued to customers is 115,000 per month.

LEXserv does not bill for water. Water service is provided by Kentucky American Water (KAWC) and customers receive a separate KAWC bill for their water consumption.

The Sanitary Sewer Fee is calculated based on water consumption, and pays for the maintenance and operation of Lexington's sanitary sewer system. Wastewater from sinks, tubs and toilets flows into Lexington's system of pipes,

pump stations and treatment plants for processing. If customers do not receive this service from the city, the Sanitary Sewer Fee does not appear on the bill.

The Landfill Fee provides for the safe, sanitary and environmentally responsible management and disposal of solid waste. If customers do not receive waste pick-up services, the Landfill Fee does not appear on the LEXserv bill.

The Water Quality Management Fee allows the city to build and maintain its stormwater system to safely and efficiently remove rainwater from the city and neighborhoods. These efforts will improve water quality in streams in Fayette County by mitigating sanitary sewer overflows.

Lexington also bills for commercial solid waste disposal known as 'dumpster fees,' which will be billed through the new billing system as well.

### **Current Billing Methodologies**

LFUCG currently outsources billing and customer service to a third party . The Customer Information System (CIS) that the third party uses to generate LFUCG's LEXserv bills is known as Customer Suite. The billing system went live in September 2012 and included converted balances from the prior system that Kentucky American Water (KAWC) used in order to bill for LFUCG. LFUCG currently has 15 licenses for concurrent users on the billing/CIS system.

Kentucky American Water (KAWC) provides water in the area and owns the meters. LFUCG billing is based on meter reading information provided by KAWC. Bills are generated on a daily basis; bills are issued monthly. LFUCG's third party billing vendor currently bills for LFUCG's Sanitary Sewer, Landfill, and Water Quality Management Fees (WQMF). There are four types of accounts: Residential, Commercial, Industrial, and Other Public Authority (OPA).

Dumpster fees are currently billed directly by LFUCG using a separate legacy in-house system. Dumpster fees are billed monthly, with approximately 2500 dumpster customers currently receiving these bills.

### *Sewer Billing*

Kentucky American Water (KAWC) provides all billing data through their 'Managed File Transfer (MFT)' site. These files are currently retrieved by logging on to the secure MFT site using a USER ID assigned by American Water. Mapping for this data is provided in the Attachments section of this RFP.

Sanitary sewer usage is based on the water consumption. LFUCG receives a daily water consumption file of the previous reads (and other billing data) on American Water's MFT site. Usage for each account is reported in gallons. Reads are either actual (A) or estimated (E). In cases where there are Multiple Registered Meters and multiple meters, usage is summed by KAWC and one consumption amount is supplied in the consumption file. KAWC supplies CIS data and initial readings for new rate payers and also supplies final readings and other data as described in the Attachment to this RFP.

LFUCG does not bill sewer for water, sprinkler, fire hydrant, or fire service. Commercial and Industrial accounts are charged a sales tax; there are exemptions for some industrial accounts and such exemptions are provided by LFUCG. OPA accounts are designated as sales tax exempt.

All LFUCG residential customers have a Fall/Winter Average; this is currently calculated using the History Based Consumption functionality in the current billing system.

Additional data essential for billing operations is provided to the third party billing vendor by LFUCG, as follows:

- Data for Extra Strength (ES) Charges, as well as the tax on such charges, is supplied monthly by LFUCG via spreadsheet.
- Data for sump pump charges is supplied by LFUCG via spreadsheet.
- LFUCG enters directly into the billing system any account-specific miscellaneous charges.
- Usage adjustments are supplied by KAWC via the KAWC MFT site and are automatically applied to customer accounts.
- Data for commercial account adjustments, also known as exclusions, as well as applicable taxes, is supplied by LFUCG via spreadsheet.
- LFUCG Division of Adult Services supplies data via spreadsheet to designate accounts that are eligible for a discount of 30% for sewer and WQMF.

#### *Landfill and Water Quality Management Fee (WQMF) Billing*

LFUCG supplies the third party with Landfill data on a weekly basis and Water Quality Management Fee (WQMF) data on a monthly basis via spreadsheet. Landfill is charged based on number of Herbies on the premises. LFUCG also submits a monthly adjustment spreadsheet designating WQMF, which is charged based on Equivalent Residential Units (ERUs).

#### *Dumpster Billing*

LFUCG supplies solid waste disposal for commercial properties and the emptying of dumpsters. Dumpsters are billed according to size and the number of each. LFUCG currently performs all billing related to dumpsters using an internal LFUCG legacy system.

#### *Bill Print & Document Storage*

Bill print is outsourced to Blue Grass Mailing (BGM) for design, print and mailing of all bills, notices, correspondence and inserts. Customer Suite generates and submits to BGM requests for Bill Print and Letters/Notices extract data files, bill print file layout, and corresponding technical specifications.



Images of bills and related documentation/letters are currently stored in the third party's OnBase. These documents must be transferred over to the new system.

#### *Current Payment Options Offered to LFUCG Customers*

There are many ways customers can pay their LEXserv bills. Payment options that do not require a fee include:

- Customers can mail checks or money orders.
- Cash, checks, money orders, and credit cards can also be taken to the Government Center at 200 E Main, 2nd Floor. The center will be open 8 a.m. to 5 p.m Monday-Friday, excluding LFUCG holidays.
- Customers can drive up and drop off payments in Lexington's LEXserv payment box outside the Government Center at 200 East Main Street.
- Customers can pay their LEXserv bill automatically each billing period without writing a check. The account balance is paid automatically from the customer's bank account. Customers can enroll online via a web site built by the current billing vendor, or customers can download and fill out a PDF form, attach a voided check, and mail the form to LFUCG. There is no processing fee charged to customers for using this service.

The following secure payment options require a small fee:

- Customers can pay by phone by calling the IVR currently provided by LFUCG's outsourced billing vendor. The selected vendor will need to provide a similar IVR solution to replace the IVR currently provided by the third party.
- Customers can pay online using a credit card, or debit card or echeck. This service is currently provided and hosted by LFUCG's outsourced billing vendor. The selected vendor for this RFP will need to provide a similar online solution to replace the online bill-pay system currently provided by the third party.

Customers can also view their current and previous LEXserv bills online, and opt out of paper billing. Bills are also available for downloading. The service is currently provided by Blue Grass Mailing (BGM), and the vendor selected for this RFP will need to interface with BGM's system(s).

If a LEXserv account is in immediate jeopardy of disconnection or if water has been turned off as a result of a delinquent LEXserv account, customers must pay in person by cash, money order or credit card at 200 East Main Street in Lexington.

#### *New Services and Premise Change Information*

Any new accounts with sewer are generated by KAWC when a customer contacts KAWC for new water account. That data is made available to LFUCG on the aforementioned MFT site, along with all premise change files. LFUCG's third party billing vendor currently manages all aspects of data flow from the MFT site into the billing system, and the selected vendor's system must accommodate the same processes.

New accounts for Water Quality Management Fees and Dumpsters are generated by LFUCG in-house.

Currently, LFUCG does not require deposits for any new services related to any of these fees.

#### *Disconnects and Reconnects for Delinquent Accounts*

KAWC performs water disconnects for LFUCG. Currently, LFUCG requests water disconnects and reconnects manually via American Water's MFT site. The templates for the MFT disconnect/reconnect files can be found in the Appendix.

## **INSTRUCTIONS**

The purpose of this request for proposal is to solicit responses from vendors interested in submitting proposals for the following:

- application software, installation, training and ongoing maintenance support for a billing solution
- a hosted IVR solution

Billing vendors MUST bid a hosted IVR with their billing system. The IVR can be an IVR that the billing vendor owns/sells -- or it can be an IVR that the billing vendor is bidding as a partnership with another organization that sells a compatible IVR. Billing vendor proposals MUST list all IVR systems with whom they integrate.

Vendors should provide the following pricing options for the proposed billing system:

1. On-Premise: pricing for LFUCG to own, run and maintain the system in-house
2. Managed On-Premise: pricing for LFUCG to own and run the system in-house, vendor maintains system/servers
3. Managed server/hosted/cloud: pricing for LFUCG to own and run the system in a managed/hosted/cloud environment.

With all of these options, LFUCG needs to own the system and can make any modifications to the system as necessary.

## **Handling Final RFP Questions**

Final questions regarding the contents of this RFP must be submitted via electronic mail on or before 2:00PM EST December 15, 2014, and be directed to: [tslatin@lexingtonky.gov](mailto:tslatin@lexingtonky.gov).

Questions and answers will be posted on <https://lfucg.economicengine.com> as an addendum to the RFP.

### **RFP Addendums**

Vendors submitting proposals in response to this RFP are responsible for seeking clarification of any ambiguity, confusion or perceived error in the Request for Proposal prior to submitting proposals. Any such ambiguity or error will be waived in LFUCG's favor if clarification is not sought prior to proposal submission, and any functionalities for which the vendor later indicates confusion of, or needs clarification on, in their submitted proposal will not be given credit for the respective functionality. Vendors must acknowledge receipts of any addendums to this RFP.

LFUCG reserves the right to change the RFP schedule or issue amendments to the RFP at any time. LFUCG also reserves the right to cancel or reissue the RFP.

### **Proposal Submission**

Proposals must be sealed in an envelope/box and the envelope/box prominently marked:

### **RFP #19-2014 Billing System & IVR**

The envelope must be addressed to:

Todd Slatin  
Lexington-Fayette Urban County Government  
Room 338, Government Center  
200 East Main Street  
Lexington, KY 40507

Additional copies of this Request for Proposal are available from the Division of Central Purchasing, Room 338 Government Center, 200 East Main Street, Lexington, KY 40507, (859)-258-3320, at no charge.

Proposals, once submitted, may not be withdrawn for a period of sixty (60) calendar days.

**The Proposer must submit one (1) master (hardcopy), one (1) electronic version on a flashdrive or CD and seven (7) duplicates (hardcopies) of their proposal for evaluation purposes.**

The Lexington-Fayette Urban County Government reserves the right to reject any or all proposals, and to waive technicalities and informalities when such waiver is determined by the Lexington-Fayette Urban County Government to be in its best interest.

Signature of this proposal by the Proposer constitutes acceptance by the Proposer of terms, conditions and requirements set forth herein.

Minor exceptions may not eliminate the proposal. Any exceptions to the specifications established herein shall be listed in detail on a separate sheet and attached hereto. The Lexington-Fayette Urban County Government shall determine whether any exception is minor.

The Lexington-Fayette Urban County Government encourages the participation of minority- and women-owned businesses in Lexington-Fayette Urban County Government contracts. This proposal is subject to Affirmative Action requirements attached hereto.

***Please do not contact any City staff member or any other person involved in the selection process other than the designated contact person(s) regarding the project contemplated under this RFP while this RFP is open***

***and a selection has not been finalized. Any attempt to do so may result in disqualification of the firm's submittal for consideration.***

Proposals must be received by LFUCG no later than 2:00PM EST January 12, 2015. All proposals and documentation received by LFUCG will become property of LFUCG and will not be returned.

Proposals submitted after the proposal due date will not be accepted.

### **Submission Requirements**

Each proposal must be submitted in the stated format and enclosed in a sealed envelope that includes:

- Seven (7) hardcopies of the proposal with one master, INCLUDING pricing, as well as one (1) electronic version (in required electronic formats) on a CD or flashdrive (See attachment with the required pricing format

Detailed pricing for the proposed Utility Billing/IVR Package should conclude with a Billing/IVR Pricing Summary itemized as shown in the Pricing Worksheet(s).

Faxed/emailed proposals will not be accepted.

### **Total System Solution**

The selected vendor must be able to provide a total system solution: software, hardware configuration, installation, training and ongoing support for all proposed solutions.

### **Vendor Proposal Format**

To assist in the evaluation of the submitted proposals, it is requested that each proposal be written in a concise and forthright manner and conform to the format set forth in the Proposal Format section of this RFP.

### **Schedule of Events**

This Request for Proposal has been developed in order to provide adequate information for potential suppliers to prepare definite proposals and to permit LFUCG to fully consider the various factors that may affect its decision. The schedule for release, submittal, demonstrations and award is detailed below:

#### **SCHEDULE OF EVENTS**

The following schedule will tentatively prevail for the selection process:

Request for Proposal Released to Vendors	December 2, 2014
Deadline to Submit Final Questions	December 15, 2014
Proposals Due	January 12, 2015
Short List Vendors	Through January 2015
Short Listed Vendors Conduct Software Demonstrations	Through February 2015
Selection of Vendor	Through March 2015
Contract Negotiations Start	April 2015

LFUCG reserves the right to alter this schedule as necessary. LFUCG also reserves the right to add or remove steps as necessary.

## **CONDITIONS**

### **Firm Prices**

All proposals shall remain firm for a period of one hundred and twenty (120) calendar days after date specified for receipt of proposals. It is LFUCG's request that this RFP be a fixed price bid.

### **Right To Reject Any Or All Proposals**

LFUCG reserves the right to reject any or all bids, waive any informality in any bid, and accept any considered advantage to LFUCG. Where two or more vendors are deemed equal, LFUCG reserves the right to make the award to one of the two.

### **Right to Submitted Material**

All proposals, inquiries, responses, or correspondence related to or in reference to this request for proposal, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by the proposer will become the property of LFUCG when received.

### **Source Code Ownership**

LFUCG may, at its discretion, require that the selected vendor place in escrow, all source code(s) for software purchased, such that, in the event of contractor insolvency, the source code(s) would become property of LFUCG.

### **Subcontracting**

It is LFUCG's intent to negotiate a contract with only one vendor, preferably with the billing software vendor (prime). LFUCG understands that some software vendors contract out some or all of the implementation stage.

Responses to this RFP must include a full and detailed explanation of any and all subcontractors that would be utilized. Not only include each subcontractor's



corporate name/description, but also individuals and bios of any subcontracted team members that would be a part of this initiative.

### **Acceptance**

LFUCG and the vendor, prior to a purchase agreement, must agree upon a System Acceptance Plan. Please see the Warranty/System Acceptance Plan section of this RFP.

### **Warranty**

Warranty must be agreed upon by LFUCG and the vendor prior to a purchase agreement.

### **VENDOR PROPOSAL FORMAT**

The required proposal format requires one section for each proposed solution: one section for the proposed billing solution, and one section for the proposed IVR solution.

### **Required Proposal Format**

To assist in the evaluation of the submitted proposals, it is requested that each proposal be written in a concise and forthright manner and conform to the following format. (Please tab each of the following.)

1. Signed Letter of Transmittal
2. Statement of Certification
3. Proposed Billing Solution
  - a. Vendor Background and Qualifications
  - b. Support Staff
  - c. Client References
  - d. Proposed Applications and Database Software
  - e. Proposed Hardware Operating Environment
  - f. Project/Work Plan

- g. Implementation and Conversion Methodology
  - h. Support, Training and Maintenance
  - i. Warranty/System Acceptance Plan
- 4. Proposed IVR Solution
  - a. Vendor Background and Qualifications
  - b. Support Staff
  - c. Client References
  - d. Proposed Solution
  - e. Project/Work Plan & Implementation Methodology
  - f. Support, Training and Maintenance
  - g. Warranty/System Acceptance Plan
- 5. Responses to Functional Requirements attachment (please provide in spreadsheet format, as well as hard copies as stated in the “Submission Requirements” section)
- 6. Contract Terms and Conditions
- 7. Cost Quotations (in separately sealed envelope, as required)

**Signed Letter of Transmittal**

Each proposal shall include a letter of transmittal not to exceed two (2) pages in length which bears the signature of an authorized representative of the vendor and designates by name the individual(s) authorized to negotiate with LFUCG on behalf of the vendor and sign contracts. This letter should include the name of the primary vendor submitting the proposal, including the address of the local office with phone numbers, fax numbers, and the name and address of the home office. The transmittal letter should list the solutions/items being included in the proposal package. If any solutions provided by other organizations are being co-bid, provide the same details on company information for each co-bidder and provide their respective solution names/descriptions.

**Statement of Certification**

To include:

- a. A concise statement of the services proposed.
- b. A statement that the offer made in the proposal is firm and binding for 120 days from the date the proposal is opened and recorded.
- c. A statement that all declarations in the proposal and attachments are true and that this shall constitute a warranty, the falsity of which shall entitle LFUCG to pursue any remedy by law.
- d. A statement that the Vendor agrees that all aspects of the RFP and the proposal submitted shall be binding if the proposal is selected and a contract is awarded.
- e. A statement must identify any exceptions that the vendor takes to LFUCG's RFP, OR declare that there are no exceptions taken to this RFP. **(Failure to make one of these two statements, in writing, may disqualify your submission.)**
- f. A statement indicating that the vendor has made no changes to any text in Column A listed in the Functional Requirements attachment.

### **Proposed Billing Solution**

The following subsections apply to the vendor's overview of the proposed billing solution.

### **Vendor's Background, Qualifications and Performance**

Vendors must provide the following information about their company so that LFUCG can evaluate the vendors' stability and ability to support commitments set forth in the response to the RFP. Please describe the company's background and experience including:

1. How long the company has been in business.
2. A brief description of the company, including past history, present status, future plans, etc.
3. Has your company been involved with negotiations pertaining to an acquisition by another company in the past 24 months? Or does

your company have plans to be available for acquisition in the near future?

4. Company size and organization. Please break down number of employees per department. (Only include full time employees, not contractors or part-time employees.)
5. What percentage of staff turn-over does the company experience annually?
6. Gross revenue for the prior fiscal year (in US dollars).
7. Percentage of gross revenue generated by implementation and licensing or use of proposed software.
8. Number of total utilities currently using the proposed software.
9. Percentage of total customers currently using the proposed software that bill for sewer.
10. Please indicate the last twelve (12) utilities with which you have signed a contract for the proposed software. (Please indicate the utility name; the date of signed contract; whether the system is 'live' or not; the amount of time from project start to 'go-live' for 'live' systems; and the utility's number of customers broken down by service. Please do not exclude any utility.)
11. Approximate number of utility clients in the United States.
12. How often are new software releases developed and distributed?
13. How long are superseded releases supported?
14. Currently, how many back releases are supported?
15. Has your company ever been sued by a utility customer? If so, please explain each incident and outcome(s).
16. Are there any lawsuits currently outstanding against your company? If any, please explain.
17. If you have had any contract(s) terminated for default during the past six years, describe all incidents. Termination for default is defined as notice to stop work due to the vendor's non-performance or poor performance and the issue was either: 1) not litigated; or 2)

litigated and litigation determined the vendor to be in default. Elaborate as needed. (If the vendor has experienced no terminations as described, please indicate so.)

18. If you have had ANY contract(s) terminated during the past six years for any other reason than the above stated 'termination for default', please describe all such terminations fully. (Include the name, address and phone number of other contracting party or parties.)

### **Support Staff**

Please provide a complete overview of the key project staff members who will be your primary representatives on the LFUCG billing implementation and training:

- ✓ Name
- ✓ Position title and description
- ✓ Length of time in position
- ✓ Responsibilities
- ✓ Prior work experience
- ✓ References (name, utility, email) of prior engagements conducting similar work
- ✓ Education background
- ✓ Technical skills, as they relate to the LFUCG project
- ✓ Specific utilities with whom he/she has worked on the proposed software. (Include length of time on the utility project and a name/title/phone for a utility reference.)
- ✓ Indication of whether the vendor will assure that this proposed staff member will be part of the LFUCG project. (If not, please indicate how the vendor will enable LFUCG to have ultimate approval of the vendor's team, and what accommodations will

be made to LFUCG if the vendor's chosen team is unacceptable to LFUCG.)

### **Client References**

The vendor must provide at least five (5) municipal and/or utility client references that have licensed the proposed billing software for a comparable computing environment. Information should include at the minimum:

- Name of client.
- Contact name and title.
- Contact telephone number and email address.
- Software licensed and operation date(s).
- Hardware environment.
- Number of utility accounts billed.
- Number of utility services billed, broken down by service(s).
- Implementation start date and Go Live date.

### **Proposed Applications and Database Software**

The vendor must present, in detail, features and capabilities of the proposed billing software. Provide a general description of the application and how it will meet the requirements of the RFP. In addition, the vendor should include a description of any features (or value-added components) included or available in the proposed software that have not been specifically requested in the RFP. Additional consideration will be given by LFUCG to vendors whose software features have not been specifically requested but are found to be of value to LFUCG.

- For each requested pricing scenario, provide a description of the Database Management System (DBMS) required to support the computing environment. Describe your database requirements for

full reporting capabilities (and be sure to detail the requirements of such related costs in your Pricing).

- Include a list of all standard reports provided by your system.
- Regarding data conversion: please describe your recommended approach to converting existing data from the current system to the new system; the recommended number of years of data that should be converted over from the system; and the recommendation for archiving or accessing the data from the old billing system once the new CIS system is in place.
- Describe how system backup and recovery is accomplished.
- Describe how you will streamline and/or automate the transfer of data from the KAWC MFT site into the proposed billing system.
- Please list any known software glitches such as security issues, etc

### **Proposed Hardware Operating Environment**

The vendor must present, in detail, features and capabilities of the proposed hardware operating environment for all three pricing scenarios, including a detailed diagram of the recommended hardware platform/topology, with all necessary communications software for each hardware component, e.g., servers, gateways, bridges, routers and clients. The vendor may recommend preferred and alternative platforms.

- Describe server requirements for both the hardware and the software. List the network operating system software.
- LFUCG may, or may not, have the selected vendor host the billing solution on the third party's servers. Indicate any issues with this possibility. Describe your company's options for hosting your proposed solutions for LFUCG. Indicate what 'hosting' includes and does not include.
- For each applicable pricing scenario, describe client hardware and software requirements. List the operating system software.

- Identify any separate licensing and support considerations for third party components.

### **Project/Work Plan**

Vendors must provide a narrative rendition and a graphical version of the billing system project plan. The following milestones shall be included: delivery, installation and configuration, initial testing, initial conversion and testing, full conversion, training, and implementation. The plan must also show who (individual or group) is assigned each task, and a timetable for accomplishment. Please use an assumed project start date of January 2015 when compiling your proposed implementation timeline (although this is just for example purposes since the outcome and dates related to the post-RFP process are still uncertain.)

- Vendors must clearly identify which tasks will be performed by the vendor and which are the responsibility of LFUCG.
- Vendors must provide a description of the deliverables as they relate to the required tasks as specified in the technical work plan.
- Vendors must address how the proposed payment schedule relates to the technical work plan.

### **Implementation and Conversion Methodology**

The vendor must provide, as part of the response, a detailed description of their billing system implementation and conversion methodology. Please include, but not limit to, training breakdowns (which employees are needed and when), parallel process strategy and assistance provided, pre-conversion cycle testing, interface integration, forms, reports, data integrity validation, and how the two systems (old and new) will balance before going live.



## **Support, Training and Maintenance**

The vendor must give a detailed description of the level and extent of all support to be provided during and after the implementation of the proposed billing system. Specify the nature of any post-implementation support provided by the vendor. The following support areas should be addressed:

- Helpdesk support. Please indicate the depth of experience for vendor staff responding to helpdesk calls, escalation process, the turnaround time between when the call is placed and when it is answered, and hours of operation.
- Escalation procedures
- Delivery method of future upgrades and product enhancements.
- Remote support.
- Documentation updates.
- Initial training and continuing education.
- Describe the terms of the software license. Is the license a one-time fee or is there an on-going fee?
- Language(s) of the proposed software.
- All software licenses required.
- Describe your maintenance agreement and terms/conditions.
- Indicate the software source code availability.

Show any costs associated with this support in the cost quotation section of your proposal.

## **Warranty/System Acceptance Plan**

### **Warranty**

The vendor shall describe their warranty for the proposed billing system.

The vendor shall warrant that the system shall be substantially free from

hardware and software errors and will conform to the standards and requirements set forth in this RFP. The vendor shall also warrant that the services to be performed by the vendor shall be performed in a timely and professional manner by qualified personnel.

### **Post Warranty**

Describe your warranty after the initial warranty period, including your proposed guarantees/terms around not discontinuing support of the System (over a certain number of years). If, at some point, support services for different system components are to be provided by different groups, then specify who will be performing which maintenance during the maintenance period. If the system has been customized, the customized software will be maintained by the vendor as part of the maintenance contract.

### **System Acceptance Plan**

The vendor shall describe their System Acceptance process and plan. The successful vendor's proposed billing system will be accepted by LFUCG only after full integration testing has been completed, the software is installed in LFUCG's production environment, all of LFUCG's existing production data is converted to the new format, and contract terms of System Acceptance are satisfied.

When describing your System Acceptance Plan, items for discussion should include (but are not limited to) the following:

- √ Your process for providing formal notice that the hardware and software are properly installed and ready for use.

- √ Your requirements of LFUCG to indicate LFUCG's acceptance of the software and implementation. (Attach any sample forms you will require LFUCG to sign upon System Acceptance.)
- √ Any other items you deem important to your System Acceptance Plan.
- √ Your performance period, when it will begin, the duration of this period, and terms for this period. During the performance period, the System must be fully operational, must operate without failure on a repetitive basis, must operate in conformance with LFUCG's functional requirements, and must operate with response times acceptable to LFUCG.
- √ Your approach if the System fails to meet any or all of the criteria above.
- √ Options to terminate the contract at no cost to LFUCG if the agreed-upon performance standard is not attained during the performance period (and related refunds, if any).

### **Proposed IVR Solution**

Provide a section on your proposed hosted IVR solution. Include the following:

- a. IVR Vendor Background and Qualifications
- b. Support Staff for IVR Project
- c. Client References for IVR Solution
- d. Overview of Proposed IVR Solution
- e. Hosting Options (and what 'hosting' includes and does not include)
- f. Project/Work Plan & Implementation Methodology for IVR Solution
- g. Support, Training and Maintenance for IVR Solution
- h. Warranty/System Acceptance Plan for IVR Solution
- i. Listing of Billing Systems with which the IVR Interfaces. (Provide a list of all billing systems with which your IVR currently interfaces.)

### **Responses to Functional Requirements**

Responses to the Functionalities Assessment Worksheet must be provided for each solution being proposed. Use the spreadsheet provided and attach added explanation pages if necessary. LFUCG will not allow any changing of text in any Column A in the entire spreadsheet (including all worksheets within the spreadsheet).

### **Contract Terms and Conditions**

Sample contracts – including but not limited to license, services and maintenance agreements - should be provided by the vendor.

### **Cost Quotations**

All prices are to be in U.S. dollars. All costs must be itemized and included in the vendor's proposal. The vendor's cost quotations must include all itemized costs (e.g., license fees, system install/setup, modifications, conversions, training, travel and per diem, interfaces, annual maintenance/support, documentation, discounts, etc.). See attached Pricing Worksheet. Applicable taxes should be separately itemized.

In the event a product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect. Initial cost of the software shall include first two years maintenance and shall entitle the purchaser to any upgrades released during the first two years without additional cost. Please include a payment schedule as well.

In addition to the breakdown of costs outlined above, LFUCG requires a quoted total number of hours (and the respective hourly rate) for professional services that may be required to complete the CIS project.

### **Vendor Selection Process**

The initial screening activity is based on overall compliance to the RFP and scoring of the evaluation criteria (see below). The top scoring vendors may be invited to demonstrate their solution, and if needed, to arrange site visits and/or conduct follow-up discovery sessions at LFUCG. The LFUCG will determine the number of finalist for demonstrations if necessary.

LFUCG reserves the right to negotiate with the highest evaluated response, if these negotiations are not successful the LFUCG may move to the next highest ranked response until a successful contract is negotiated or all responses are rejected.

## SCORING EVALUATION SHEET

<b>Selection Criteria</b>	<b>Total Points</b>	<b>Score(1-5)</b>	<b>Weighted Score</b>	<b>Comment</b>
<b>Vendors qualifications, specialized experience and technical competence with the type of service required.</b>	<b>22</b>	<b>0</b>		<b>Weighted Score= (Total Points/5 )xScore</b>
<b>Proposed Applications and Database Software</b>	<b>23</b>	<b>0</b>		<b>Weighted Score= (Total Points/5 )xScore</b>
<b>Experience with, and performance on, similar contracts with other utility/governmental agencies.</b>	<b>10</b>	<b>0</b>		<b>Weighted Score= (Total Points/5 )xScore</b>
<b>Estimated cost of services.</b>	<b>10</b>	<b>0</b>		<b>Weighted Score= (Total Points/5 )xScore</b>
<b>Degree of local employment</b>	<b>5</b>	<b>0</b>		<b>Weighted Score= (Total Points/5 )xScore</b>
<b>Implementation and conversion methodologies.</b>	<b>10</b>	<b>0</b>		<b>Weighted Score= (Total Points/5 )xScore</b>
<b>Support, training, warranty and maintenance.</b>	<b>10</b>	<b>0</b>		<b>Weighted Score= (Total Points/5 )xScore</b>
<b>Vendor's proposed staff and the capacity of the staff to perform the work, including any specialized services, within the time limitations.</b>	<b>10</b>	<b>0</b>		<b>Weighted Score= (Total Points/5 )xScore</b>

## **SPREADSHEET & PDF ATTACHMENTS**

### **Functionalities Assessment Matrix**

Attached please find the Functionality questionnaire matrix of this RFP in a spreadsheet format. Directions on how to complete the tabs in this spreadsheet are included in the worksheets.

### **Sampling of Required Reports**

Attached please find a PDF that includes a sampling of required reports. Other required reports are listed in the RFP and Functionalities Worksheet.

### **Pricing Worksheet**

Please see the spreadsheet entitled "LFUCG Pricing Worksheet". All tabs within the spreadsheet must be completed (ones for the proposed billing system and one for the proposed IVR)

### **American Water MFT Billing Data Layouts**

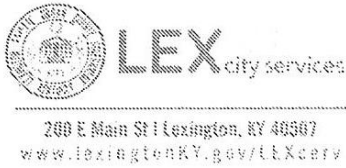
Please refer to the spreadsheet "American Water MFT Bill Data File Layouts "

## **ADDITIONAL ATTACHMENTS**

The subsequent pages provide supporting documentation.



# A.1 Sample LEXserv Bills



### ACCOUNT INFORMATION

Service Address  
111 IDLE HOUR DR

Account Number [REDACTED]

### BILLING PERIOD INFO

Billing Date February 19, 2014  
Billing Period Jan 09 to Feb 10 (32 days)  
Rate Type Residential  
Total Hundred Gallons Used 22.44  
Gallons Used 2244

### PREVIOUS ACCOUNT ACTIVITY

Balance from Last LEXserv Bill \$21.55  
Payments Received (\$21.55)  
Total Prior Balance \$0.00

Be sure to remit timely payment for LEXserv City Services directly to LEXserv, using one of the convenient methods listed on the back of the bill.

Please keep your bill current to avoid penalties, interest and potential shutoff of water.

### CURRENT CHARGES

Sewer Usage (\$0.0066711 x 748.000) \$4.99  
Sewer Usage (\$0.0050267 x 1496.000) \$7.52  
Total Sanitary Sewer Use Billed \$12.51  
Water Quality Management Fee \$4.54  
Landfill Fee \$4.50  
Total Current Charges \$21.55

**TOTAL AMOUNT DUE: \$21.55**

Thank you for paying your LEXserv bill promptly!

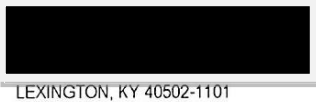


10% penalty will be assessed for payments received after the due date.

Account Number [REDACTED]  
Due Date Mar 12, 2014  
Amount Due \$21.55

AMOUNT PAID: \$ DO NOT PAY - account is being drafted for the amount owed.

MAKE CHECK PAYABLE TO:  
Lexington-Fayette Urban County Government  
P.O. Box 742636  
Cincinnati, OH 45274-2636



30000000000110245942023437000000000000000002155000101



**LEX** city services

200 E Main St | Lexington, KY 40507  
www.lexingtonky.gov/LEXserv

Free Household Hazardous Waste Day  
Saturday, Oct., 18, 8:30 a.m. – 4 p.m.  
1631 Old Frankfort Pike  
www.lexingtonky.gov/fallhaul

Please keep your bill current to  
avoid penalties, interest and  
potential shutoff of water.

Enroll in AutoPay! It's the free, fast  
and easy way to assure your  
LEXserv bill is paid on time every  
month.

**ACCOUNT INFORMATION**

Service Address  
[Redacted]

Account Number [Redacted]

**BILLING PERIOD INFO**

Billing Date September 17, 2014  
Billing Period Aug 06 to Sep 05 (30 days)  
Rate Type Industrial  
Total Hundred Gallons Used 27,002.80  
Gallons Used 2700280

**PREVIOUS ACCOUNT ACTIVITY**

Balance from Last LEXserv Bill \$12,456.54  
Exclusions (\$13,504.97)  
Payments Received (\$12,456.54)  
**Total Prior Balance (\$13,504.97)**

**CURRENT CHARGES**

Sewer Usage (\$0.0082487 x 748.000) \$6.17  
Sewer Usage (\$0.0062166 x 2699532.000) \$16,781.91  
**Total Sanitary Sewer Use Billed \$16,788.08**  
Water Quality Management Fee \$916.74  
Extra Strength \$2,547.85  
State Tax \$1,007.28  
**Total Current Charges \$21,259.95**

**TOTAL AMOUNT DUE: \$7,754.98**

Thank you for paying your LEXserv bill promptly!



**LEX** city services

Penalty will be assessed for payments received after the due date.

**10% penalty will be assessed for  
payments received after the due date.**

Account Number [Redacted]  
Due Date **Oct 08, 2014**  
**Amount Due \$7,754.98**

**AMOUNT PAID: \$**

MAKE CHECK PAYABLE TO:  
**Lexington-Fayette Urban County Government**  
P.O. Box 742636  
Cincinnati, OH 45274-2636  
[Barcode]



LEXINGTON, KY 40504-1149

30000000001107493020262980000000000000000775498000105

## A.2 Sample Dumpster Bill



### LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT LANDFILL USER CHARGE

PLEASE MAIL IN THE BOTTOM PORTION OF THIS INVOICE WITH YOUR PAYMENT.

Payment can also be made at the following location:

Division Of Revenue: 8:00am - 5:00pm - Monday - Friday  
Government Center Building, Second Floor  
200 East Main Street, Lexington, Kentucky

For service, fee information or questions about your bill,  
please contact LexCALL, 311 (local phone) or 859-425-2255

**AS OF JANUARY 1, 2013, BALANCES PAID AFTER THE DUE DATE WILL BE ASSESSED A 10% PENALTY AND INTEREST PER CHAPTER 16, SECTION 16.2 OF THE CODE OF ORDINANCES.**

FORM=LANG32 (revised 03/13)

	Account Summary	Charges
Account No. [REDACTED]	Previous Balance	\$48.20
For Service At:  300 E THIRD ST	Payment Received	48.20CR
	Landfill User Fee	48.20
	Balance Due	48.20
Landfill User Fee charges are for DISPOSAL OF SOLID WASTE For January 2014 service		
Containers or equivalents serviced: 1 Eight cubic yard dumpster(s)		
Payment Due Date	2/20/2014	Balance Due: \$48.20



### LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT LANDFILL USER CHARGE

P. O. BOX 13057, LEXINGTON, KENTUCKY 40512-3057

Account No. [REDACTED]

Billing Date  
1/30/2014

Due Date  
2/20/2014

Amount Due  
\$48.20

Amount Enclosed [REDACTED]

LFUCG  
200 E MAIN ST  
LEXINGTON KY

99999

Return this portion with your payment  
Make Check Payable to LFUCG  
Mail in the enclosed envelope  
Please do NOT fold, staple, or paper clip

770848850200004820770848850200004820

### A.3 MFT Disconnect/Reconnect File Layouts

#### Disconnect File Layout for MFT Site

Premise Number	Contract Account Number	Date	Letter/Order Identifier	Municipality Code	Muni Info 1	Muni Info 2	Muni Info 3
----------------	-------------------------	------	-------------------------	-------------------	-------------	-------------	-------------

#### Reconnect File for MFT Site

Premise Number	Account Number	Date	Reconnection Identifier	Municipality Code	Liability Acceptance Flag	Muni Info 1	Muni Info 2	Muni Info 3
----------------	----------------	------	-------------------------	-------------------	---------------------------	-------------	-------------	-------------

## A.4 Screen Shots of Legacy Dumpster Billing Program

HB 23524901

LANDFILL USER FEE MASTER RECORD

F3-HC F4-HLB F5-HNB F6-HH  
F7-HR F9-NOTE F10-PE F11-PA

ACCOUNT NO	[REDACTED]	PVA ACCTNO	38247700	STATUS / PTYPE	A R1
PREMISE NO	500-0002251	CERT NO		M OR Q / BCYCL	Q 2
NAME	[REDACTED]			PERM ADDRESS (P)	
ADD1	[REDACTED]			BILL CODE	
ADD2	[REDACTED]			EXEMPT P/I (E)	
ADD3				DELINQUENCY CODE	
ZIP	40511 0000			PRINT DUP/ADJ	
LOCATION	2919	EMINENT	DR	% DISCOUNT	
TELEPHONE	000 000 0000			P/I BILL COUNT	0
COMMENTS				ACTION CODE	
DATE OF LAST BILL	2014/01/30			ACTION NO	00000
DATE OF LAST ACTIVITY	2014/01/30	HR/HC		ACTION DATE (8)	00000000
LAST PAYMENT DATE		SCREENS	1	HERBIES	1 ROSIES 1
LAST PAYMENT AMOUNT	.00	DUMPSTERS 2CY	0	4CY 0 6CY 0 8CY	0
PAID SINCE LAST BILL	.00	V DATES MMDDYYYY		USER FEE	9.00
PEN. ON LAST BILL	.45	BEGIN	00000000	PENALTY	.45
INT. ON LAST BILL	.03	ENDING	00000000	INTEREST	.03
OVER 30	.00			RETURN CHK	.00
OVER 60	.00	ADD DATE	122313	OTHER CHGS	.00
OVER 90	.00	TERM DATE		SALES TAX	.00
OVER 360	.00	LAST UPDT	021714	BALANCE	9.48

HNB WILLMOTT RICK & KAREN 20372901

BROWSE LANDFILL USER FEE ACCOUNTS BY NAME/ACCT NO (PF6) (A=PA, R=HR, C=HC, H=HH)

ACCT NO	OWNER NAME	LOCATION		HCT	D4D6D8
		2919	EMINENT	DR +	1 0 0 0
		1896	FELTNER	CT	1 0 0 0
		455	DOUGLAS	AVE	1 0 0 0
		4035	WINNEPEG	WAY	1 0 0 0
		818	JAIRUS	DR	1 0 0 0
		861	HONEYSUCKLE	RD	1 0 0 0
		622	LANE ALLEN	RD	1 0 0 0
		2616	BUCK	LN	1 0 0 0
		338	MERINO	ST	3 0 0 0
		1079	DUNCAN	AVE	1 0 0 0
		678	CIELO VISTA	RD	1 0 0 0
		3268	FOXTALE	CT	1 0 0 0
		110	SHADY	LN	1 0 0 0
		4000	CREEKWATER	CIR	1 0 0 0
		136	OLD CASSIDY	AVE	1 0 0 0
		2334	MAPLEWOOD	DR	1 0 0 0
		247 249	DELMAR	AVE	3 0 0 0
		1312A	GRAY HAWK	RD	1 0 0 0
		268	WINN	WAY	1 0 0 0
		315	MCDOWELL	RD	1 0 0 0
		2629	WATER KNOLL	CT	1 0 0 0

HR 235249 - 01

PF4-HL, PF5-HN, PF6-HH, PF7-HB  
PF1-UPD/FOR, PF2-UPD/BACK, PF3-UPD/HC  
PF8-HS ADD PF10-PE, PF11-PA

PROPERTY CONTAINER MASTER RECORD

LOC: FROM 2919 TO DIR NAME EMINENT TYPE DR  
 #####L #####L UNIT ZIP CODE 40511 0000  
 PREMISE NO 5000002251  
 PVA ACCTNO [REDACTED] 1 TYPE R PTYPE 1 SINGLE FAMILY  
 PARENT [REDACTED]  
 OWNER: NAME OCCUPANT  
 ADDR1 [REDACTED]  
 ADDR2 [REDACTED]  
 ADDR3 [REDACTED]  
 ZIP CODE 40511 0000 TELEPHONE 859 000 0000

TOTAL NUMBER HERBIES/LENNIES 1 ROSIES 1 DUMPSTERS  
 ROUTE NO: HERBIES/DUMPSTERS 00 ROSIES 00 LENNIES 00 APPLIANCES 00  
 PICK UP DAY:HERBIES/DUMPSTERS ROSIES LENNIES  
 QUADRANT EXEMPT CODE COMPLY CODE SUPERVISOR 00

SPEC CODE 1  
 SPEC CODE 2  
 COMMENTS \*  
 LAST UPDATE 021714  
 DELETE CODE

NOTE 23524901 WILLIS SHIRCUN V NOTES PAGE 1 DATE

F4-TIME/ID F5-PREV PAGE F6-NEXT PAGE F7-PREV ACCT F8-NEXT ACCT F9-BACK

HH 2352490120131230 1

PF6-HB, PF7-HR

LANDFILL USER FEE TRANSACTION HISTORY INQUIRY

ACCOUNT NO	NAME	LOC	CURRENT BALANCE	EMINENT	MORQ Q	STATUS A
		2919	9.48			
T	DATE TY	TRANS AMT	PEN	INT	BALANCE	REFERENCE INFORMATION
01/30/14	B	4.50	.00	.00	9.48	HCT= 1 D4= 0 D6= 0 D8= 0
01/30/14	N	.03	.00	.03	4.98	
01/24/14	N	.45	.45	.00	4.95	
12/30/13	B	4.50	.00	.00	4.50	HCT= 1 D4= 0 D6= 0 D8= 0

HC 235249

PROPERTY CONTAINER FILE

F4-HL F5-HN F6-HH F7-HB  
 F1-UPD/FOR F2-UPD/BACK F3-UPD/HR  
 F8-HS ADD F9-DATE/TIME

LOC: FROM	TO	DIR	NAME	EMINENT	TYPE	DR					
2919											
OWNER: NAME	###L	###L	UNIT	OCCUPANT	ZIP CODE	40511					
TY	SERIAL NO	SIZ	CT	CP	REDATE	DEDATE	AUDATE	C	COMMENTS	DC	TERM
H		90	RP	C	121113	121113		N			B158
R		60	SH	C	121113	121113		N			B158

HLB 637 EMMETT CREEK LN A=PA, R=HR, C=HC,  
 #####LD\*STREET\*\*\*\*\*TYP\*UNIT\*\*\*\*\* H=HH, DEFAULT=HB

BROWSE LANDFILL USER FEE ACCOUNTS BY LOCATION

ACCT NO	OWNER NAME	LOCATION		HCT	D4D6D8
		2919	EMINENT	DR	+ 1 0 0 0
		2920	EMINENT	DR	1 0 0 0
		2923	EMINENT	DR	1 0 0 0
		2924	EMINENT	DR	1 0 0 0
		2927	EMINENT	DR	1 0 0 0
		2940	EMINENT	DR	1 0 0 0
		2943	EMINENT	DR	1 0 0 0
		604	EMMETT CREEK	LN	1 0 0 0
		605	EMMETT CREEK	LN	1 0 0 0
		608	EMMETT CREEK	LN	1 0 0 0
		609	EMMETT CREEK	LN	1 0 0 0
		609	EMMETT CREEK	LN	1 0 0 0
		613	EMMETT CREEK	LN	1 0 0 0
		617	EMMETT CREEK	LN	1 0 0 0
		621	EMMETT CREEK	LN	1 0 0 0
		625	EMMETT CREEK	LN	1 0 0 0
		629	EMMETT CREEK	LN	1 0 0 0
		632	EMMETT CREEK	LN	1 0 0 0
		633	EMMETT CREEK	LN	1 0 0 0
		637	EMMETT CREEK	LN	1 0 0 0

PE 38247700

PVA RESIDENTIAL CHARACTERISTICS

PF1/PF13=PA

ACCT NO [REDACTED] EMINENT DR  
 OWNER [REDACTED] LAND USE 510  
 ADDR1 [REDACTED] SALE DATE 102993  
 ADDR2 [REDACTED] NEW MAP 400 010 000  
 ADDR3 ZIP 40511 + 0000  
 PI DATE 1111 INIT GF REASMT DATE 00 INIT NBH 196 FCV 00034000  
 PFT 060 00 SECT 0 GRADE 00 LOC FACTOR ACRES 0000 33 ZONE R3  
 06 LOT SIZE 014449 07 SITE FAC 08 LOC FEA  
 09 ST/ROAD 10 DRIVEWAY 11 RES COND  
 12 BLDR PRC 0000000 13 YR BUILT 0000 14 CLASS 3 AVG  
 15 TYPE 1 ONE FAMILY 16 STORIES 0 17 1/2 STOR  
 18 # ROOMS 00 19 FNDATION 20 BSMT 000  
 21 EXTERIOR 22 ROOFPCH 23 ROOFING  
 24 BUILDER 25 FLOORS 26 DORMERS 00  
 27 BATHS 00 FULL 0 HLF 28 JACUZZI 0 29 HEATING 0  
 30 FIREPL 31 AIR COND 32 PORCHES 0000  
 33 GARAGE 0 0000 34 GAR TYPE 0 35 GAR EXT 0  
 36 GAR COND 0 37 CARPORT 0 000 38 SPC ATTN 0 0000  
 39 RSQ 0000 40 BSQ 0000 41 BFIN 0000  
 CONDO LEVEL BLDG CLASS 3 AVERAGE SPC ATTN COMMENT BELOW



PA 38247700 F1-FORWARD, F2-PREVIOUS F3-PC, F4-PN, F5-TF, F6-PF, F8-PE, F9-SS, F11-HR

PROPERTY MASTER RECORD

LOCATION 2919 EMINENT DR ZIP 40511  
FRNT FT 60.00 CAB N SLD 944 SUB UNIT SECT  
NEW MAP X-COORD 0000000 Y-COORD 000000 SCALE 400 SHEET 010 BLOCK 000  
ZONING R3 CENSUS TRACT FLOODPLAIN  
DEED 3202 PAGE 513 LAST SALE AMT 0 DATE 10/29/93 CD 30  
WILL PAGE PREV SALE AMT 0 DATE CD 00  
ACCT [REDACTED] TTD CLASS R HEX CD ACRES .33 NBH 196  
YR [REDACTED]  
OWNER NAME [REDACTED] PREV3 OWNER  
ADDR1 [REDACTED] PREV2 OWNER  
ADDR2 [REDACTED] PREV1 OWNER  
ADDR3 [REDACTED] JAN1 OWNER WILLIS SHIRCUN V  
ADDR4 [REDACTED] ZIP 40511 0000  
ASSMT 09 FCV 34,000 HEX 0 AGV 0 ASSESSMENT CODE  
ASSMT 08 FCV 34,000 HEX 0 AGV 0 ASSESSMENT CODE  
ASSMT 07 FCV 0 HEX 0 AGV 0 ASSESSMENT CODE  
ASSMT 06 FCV 0 HEX 0 AGV 0 ASSESSMENT CODE  
REASMT YR 00 INT P.I. 1111 INT GF FCV(TAX-FREE) 0  
FARMS- PRI RES 00 0 SEC RES 00 0 TEN RES 00 0  
IMP AGV 0 LAND AGV 0 F/R = TOTAL AGV 0  
KRS 107 FUND LAND VALUE 0  
67A FUND PROJ LUMP SUM ZONE PAID 00000

PC EMINENT DR 44742944 001  
BROWSE REAL ESTATE FILE BY PROPERTY LOCATION (F4-BACKWARD, E=PE, F=PF, S=PS)

ST NO	STREET NAME	AC TY	OWNERS NAME	DIST ACCTNO
2904	EMINENT DR	R		01
2907	EMINENT DR	R		01
2908	EMINENT DR	R		01
2911	EMINENT DR	R1		01
2912	EMINENT DR	R		01
2915	EMINENT DR	R		01
2916	EMINENT DR	R		01
2919	EMINENT DR	R1		01
2920	EMINENT DR	R1		01
2923	EMINENT DR	R		01
2924	EMINENT DR	R1		01
2927	EMINENT DR	R1		01
2928	EMINENT DR	R		01
2931	EMINENT DR	R		01
2932	EMINENT DR	R		01
2935	EMINENT DR	R		01
2936	EMINENT DR	R		01
2939	EMINENT DR	R1		01
2940	EMINENT DR	R1		01
2943	EMINENT DR	R1		01
2944	EMINENT DR	R		01

## A.5 Miscellaneous Rates Information

Link for Dumpster Pricing on our Website:

<http://www.lexingtonky.gov/index.aspx?page=699>

Link for Herbie Pricing on our Website:

<http://www.lexingtonky.gov/index.aspx?page=691>

### Sec. 16-16.2. Same—Billing.

- (a) The rates and charges for landfill-solid waste disposal as established by section 16-16.1 shall be billed on a monthly basis.
- (b) Bills for landfill-solid waste disposal shall be due when rendered; and the face amount, without penalty or interest, shall be paid on the due date.
- (c) All unpaid landfill-solid waste bills are subject to penalty and interest charges to be computed as follows:
  - (1) Any unpaid landfill-solid waste disposal bill or a portion of any unpaid bill remaining unpaid for more than twenty (20) days from the date of billing may be assessed a penalty of ten (10) percent of the unpaid balance.
  - (2) In addition to the penalty provided in subsection (c)(1) of this section, any landfill-solid waste disposal bill or a portion of any such bill remaining unpaid for more than thirty (30) days from the date of billing shall be assessed an interest charge at the statutory rate, which shall be on file with the division of revenue against the unpaid balance of such bill.
- (d) The department of law is authorized and directed to institute legal proceedings in the name of the urban county government in any court having jurisdiction over said matter for the collection of delinquent landfill-solid waste disposal fees and charges, and to take any action necessary in such proceedings to protect the interests of the urban county government.
- (e) The mayor is authorized and directed to execute a release of any lien or lis pendens filed of record upon payment in full of the delinquent landfill-solid waste disposal fees and applicable costs or upon conclusion of court proceedings which result in a sale of the property regardless of the fees and costs paid from the proceeds of the sale. The department of law shall cause this release to be filed in the county clerk's office.
- (f) The commissioners of the departments of finance and public works may prescribe such regulations and procedures necessary to carry out the program authorized herein.

(Ord. No. 138-95, § 4, 6-26-95; Ord. No. 188-95, § 2, 8-31-95; Ord. No. 2-96, § 1, 1-11-96; Ord. No. 44-97, § 1, 3-20-97; Ord. No. 85-2012, § 1, 7-5-12; Ord. No. 51-2013, § 1, 7-9-13; Ord. No. 117-2012, § 1, 3-26-13)

**Sec. 16-16.1. Same—Rates and charges.**

Rates and charges for landfill-solid waste disposal are hereby established as follows:

*Schedule A:* The landfill-solid waste disposal fee for roll cart containers or roll cart container equivalents shall be four dollars and fifty cents (\$4.50) per container per month.

*Schedule B:* The landfill-solid waste disposal fee for dumpster containers (8CY) shall be forty-eight dollars and twenty cents (\$48.20) per container per month.

*Schedule C:* The landfill-solid waste disposal fee for dumpster containers (6CY) shall be thirty-six dollars and fifteen cents (\$36.15) per container per month.

*Schedule D:* The landfill-solid waste disposal fee for dumpster containers (4CY) shall be twenty-four dollars and ten cents (\$24.10) per container per month.

*Schedule E:* The landfill-solid waste disposal fee for dumpster containers (2CY) shall be twelve dollars and five cents (\$12.05) per container per month.

(Ord. No. 136-95, § 3, 6-20-95; Ord. No. 188-95, § 1, 8-31-95; Ord. No. 43-97, § 4, 3-26-97; Ord. No. 44-2002, § 1, 5-1-13)

**Please be sure to check <http://www.lexingtonky.gov> for the latest rates, charges and Ordinances.**

## A.6 Screen Shots of LFUCG Stormwater Database


### Stormwater Database Main Screen

Stormwater Database Application

File Tools Help

Stormwater Database Application

Search By  
Premise:



Premise Information

Premise Number:  Non-Mutual:  False

Customer Name:  Street Address:

Premise Billed ERUs:  Premise Billed Amount:

Related Premises

Premise Events

ID	Service Request #	Type	Date	Documents	User
▶ 16748	None - Parcel Parse Event	Premise Parse - LFU...	11/25/2009 3:57 PM	0	sdickiso
54268	None - Parcel Parse Event	Premise Parse	2/20/2013 12:55 PM	0	hmorgan

Parcel Information

PVA Number:  Parcel Computed ERUs:  Parent Parcel:  True

Parcel Type:  Parcel Billed ERUs:  Child Parcels

Parcel Impervious Area:  Parcel Billed Amount:  Billing Override:  True

Parcel Overrides

ID	Type	Parcel Type	Impervious	Parcel ERU	Date	User
▶ 3634	Parcel Parse			194	11/25/2009 3:58 PM	sdickiso
210743	Increased IA	...	350731.96	140	2/20/2013 11:58 AM	hmorgan
210753	Parcel Parse			312	2/20/2013 12:56 PM	hmorgan

### Parcel Parse Screen

Parcel Parser

Search By  
Parcel:

	PremiseID	BilledPremiseERU
▶	9120029191	0
	9120029845	0
	9120045552	0
	9120045852	0
	9120077799	0
	9120077800	0
	9120081043	312
	9120137588	0

Total Parcel ERUs:  Total Entered ERUs:

LFUCG Decision

### Child Parcel Screen

Child Parcel Info

PVA Number = 04024900  
Parcel Type = NSFR  
Parcel Impervious Area = 350731.96  
Parcel Computed ERUs = 133  
Parcel Billed ERUs = 140  
Parcel Billed Amount = 0.00

### Aggregation Tool

Aggregation

Parcel ID

Parent Parcel ID

## Event Log/Notes Screen

Log Event

Event

Premise Number:  Service Request #:

Event Type:

Notes:

## Log Override Screen


The screenshot shows a window titled "Log Override" with a standard Windows-style title bar (minimize, maximize, close buttons). The window contains the following elements:

- Override** (Section Header)
- PVA Number:** A text input field containing the value "04024900".
- Override Type:** A dropdown menu.
- Override Parcel Type:** A dropdown menu.
- Override Parcel Impervious Area:** A text input field.
- Override Parcel ERUs:** A text input field.
- Notes:** A large, empty text area for entering additional information.
- Save Override:** A button located in the bottom right corner of the window.

Reporting Tool

Report
View Report

Premise Num



**LFUCG Stormwater Report**

**Premise: 9120029191**

**2/25/2014 10:53:57 AM**

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Premise Number:   
Customer Name:   
Premise Billed ERU:

Non-Mutual?   
Street Address:   
Premise Billed Amount:

ID	Service Request Number	Type	Date	User
54262	None - Parcel Parse Event	Premise Parse	2/20/2013 12:55:46 PM	hmorgan

This event was recorded to log a Premise Parsing event for parcel 04024900, including this premise.  
Old PremiseERU: 0  
New PremiseERU: 0

PVA Number:   
Parcel Type:   
Parcel Impervious Area:   
Parent Parcel?   
Child Parcels: 

04020850
04020890
04024900
04024910
10044590

Parcel Computed ERU:   
Parcel Billed ERU:   
Parcel Billed Amount:   
Billing Override?

ID	Type	Parcel Type	Impervious	Parcel ERU	Date	User
3634	Parcel Parse	NA		194	11/25/2009 3:58:00 PM	sdickiso
210743	Increased IA	NA	350731.96	140	2/20/2013 11:58:00 AM	hmorgan
210753	Parcel Parse	NA		312	2/20/2013 12:56:00 PM	hmorgan

Override logged for Parcel Parse on this parcel.

Digitized using aerial photographs


Override logged for Parcel Parse on this parcel.



Report

Premise Num  View Report

2 of 2 | 100% | Find | Next



## LFUCG Stormwater Report

Premise: 9120029191

2/25/2014 10:53:57 AM

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**Related Premises:**

Related Premise	Premise ERUs
9120029845	0
9120077799	0
9120081043	312

Related Premise	Premise ERUs
9120045552	0
9120045852	0
9120077800	0
9120137588	0