

CATALIS™



Proposal for

City of Clearwater, FL

Request for Proposals No. 13-25

Utility Billing and Lockbox Services

PREPARED FOR:

Lori Vogel, CPPB
Procurement Division
PO Box 4748
Clearwater, FL 33758-4748

PROPOSAL CONTACT:

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PROPOSAL SUBMITTED:

February 19, 2025

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3025 Windward Plaza, Suite 200, Alpharetta, Georgia 30005



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City of Clearwater
Procurement Division
PO Box 4748
Clearwater, FL 33758-4748



Re: RFP 13-25 for Utility Billing and Lockbox Services

Dear Lori Vogel,

February 19, 2025

Catalis Payments, LLC ("Catalis") has been a trusted partner for the City of Clearwater since 2006. We are excited about the opportunity to strengthen our collaboration and support the City's vision of streamlining **both** the utility billing and lockbox process under a single, integrated vendor. Catalis is pleased to propose a comprehensive billing, mail, and lockbox payment services platform designed to meet your current operational requirements while adapting to future business needs.

As your consolidated vendor and single point of accountability, Catalis will continue to help the City modernize its billing and lockbox processes, enhancing back-office efficiencies while delivering a seamless, customer-centric experience that evolves with future needs. Our goal is to provide key City stakeholders, as well as your customers, with a more efficient, secure, and customer-friendly billing and payment ecosystem.

Our proposal consolidates bill printing, mail, and lockbox services under Catalis' responsibility, with TC Delivers serving as a trusted subcontractor. As the primary point of contact and administrator for both services, Catalis will streamline communication for the City, ensuring a more efficient and cohesive process. The City will continue working with the same dedicated Catalis relationship management team it has trusted for years, while we coordinate closely with TC Delivers behind the scenes to deliver the highest quality service.

Catalis and TC Delivers represent the best in class for lockbox processing and bill printing & mail solutions, respectively. Our partnership will bring the City, and your customers, the best value in the industry. Together, we are confident in our ability to continue delivering dynamic solutions to the City and its customers.

Thank you for considering our proposal. Please do not hesitate to contact me with any questions or clarification regarding this response. We appreciate the opportunity to expand upon our relationship with the City of Clearwater as we seek to make your billing, mail, and lockbox payments vision a reality.

Sincerely,

Rabin Sawh

Rabin Sawh, Regional VP of Payments
rsawh@catalisgov.com
201-344-8782

TAB 2 – DEMONSTRATED EXPERIENCE PROVIDING REQUESTED SERVICES

Company Overview

Catalis is the transformational SaaS and integrated payments partner powering all levels and sizes of government – utilities, municipalities, counties, states, and federal agencies. Our deep expertise, proven track record, and thoughtfully configured digital solutions help public servants across the United States to deliver at their highest ability on behalf of their communities.

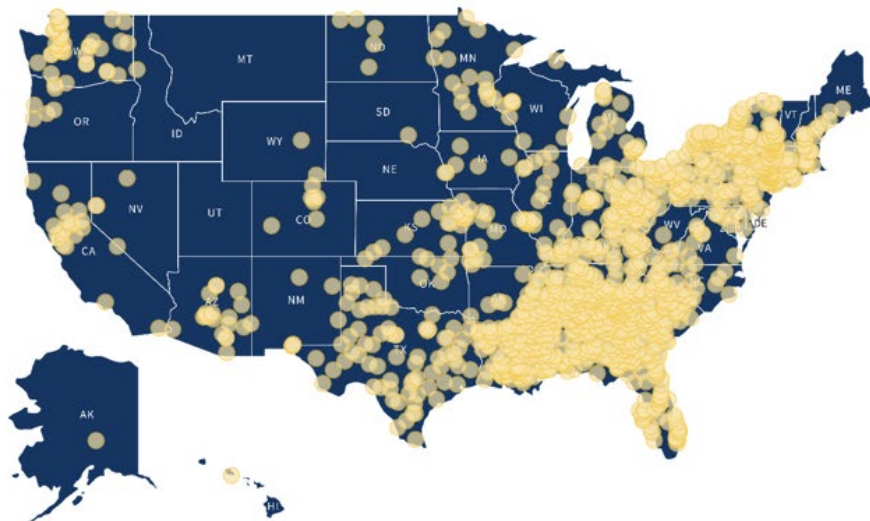
Catalis empowers government agencies and constituents across North America with industry-leading software and integrated payment solutions. Catalis specializes in financial technology and software solutions for every aspect of government operations and management. By delivering cutting-edge financial technology and component-based software, Catalis delivers high-performance results with unmatched value, support, and efficiency to our customers.

CATALIS™ | By the Numbers

35M+
Payment Transactions
Processed Annually

\$20B+
Processed Annually

3.5k
Government Clients



Our payment services include:

- Lockbox Payments
- Electronic Utility Payments
- Tax Payments
- Court Payments
- Motor Vehicle Payments
- Integrated Payment Solutions

Catalis solutions deliver unmatched value with simplified payment processing systems. Our proven solutions help all levels of government increase revenue collections, exceed constituent expectations, and improve cash flow with the most payment options available industrywide. We're not just another government payment provider; we're your trusted partner, taking you to the next level.

Utility Billing Services

TC Delivers has been printing and mailing utility bills for over 20 years. TC Delivers is a full-service mail house, with data processing, laser printing, mail processing, presort services, on-site USPS clerks and so much more. We offer all print to mail capabilities, including statements, late notices, shutoff letters, and check printing.

We have worked with utilities like Toho Water Authority, where we were their first bill print provider, and we created their bill document, designed all materials, and together successfully started them meeting their timeline and requirements. We have worked with other existing utilities where we have taken over print to mail services and implemented a 30- or 60-day timeline based on their calendar. We have updated current utility bills, adding graphs to illustrate history and QR codes for customer ease to make payments.

Lockbox Services

Catalis has been in the payment processing business since 1991, supporting utilities across the State of Florida and the United States. Catalis currently provides lockbox payment processing services to clients such as **the City of Clearwater**, City of St. Petersburg, City of Sarasota, Orlando Utilities Commission, Jacksonville Electric Authority, Tampa Electric, Pinellas County Utilities, Toho Water Authority, City of Palm Bay, City of Tampa, and many others.

We have a deep understanding of the City of Clearwater's needs and expectations for the solutions requested in this RFP. Catalis has been working closely with the City since 2006 to provide you and your customers with the best possible service; thus, we are uniquely positioned to continue doing so **without the need for a burdensome implementation and transition process.**

TAB 3 – STAFFING AND RESOURCES

- *Provide a detailed description of the resources available to ensure sufficient staffing levels, emphasizing your team's expertise, qualifications, and the ability to meet the service demands of this project.*

Utility Billing Services

»» Rheemi Spiess, Senior Account Executive (Primary Contact)

Rheemi has 30 years' experience in the mailing and presorting business. She currently works with over 40 government agencies, and many more businesses outside of government. She has secured and managed utility accounts including the City of Clearwater, City of Tampa, Toho Water Authority, Broward County, City of Tarpon Springs, and more

»» Rochelle Doyle, Customer Service

Rochelle has been with TC Delivers for 4 years, she comes from a long career in printing and customer service. She will be on the implementation team, she has more knowledge about printing options, quality, and has been part of bringing on many new clients. She will outline the timeline, handle day to day updates, send proofs, take care of design changes and order all materials.

»» Robert Schieb, Data Processing Manager

Bob has been with TC Delivers over 15 years. He leads a team of programmers and has handled data processing of many utilities, including the City of Clearwater. He creates programs for each client and handles making changes to current bills as needed. He has an extensive background in programming. For disaster recovery, Bob has remote access to our server and can process the data from anywhere inside the United States.

TC Delivers has more than 150 employees and, if we need more assistance with any new project, we have the team to step in.

Lockbox Services

»» Kathy Wilson, VP of Customer Support & Lockbox Operations (*Primary Contact*)

Kathy has 30 years' experience in the lockbox and banking industry. She currently oversees Customer Support and Lockbox Operations for Catalis Payments and will continue to serve as an escalation contact for the City of Clearwater.

»» Edith Montalvo, Operations Manager

Edith has been with the Catalis lockbox for 25+ years. She leads a staff of 40+ that provide the daily lockbox payment processing for the City of Clearwater. Edith will continue to oversee the day-to-day lockbox operational items for the City.

»» Donna Apple, Operations Supervisor

Donna has been with the Catalis lockbox for 25+ years. She will continue to lead the day-to-day production for the processing of payments for the City of Clearwater.

Catalis employs 48 team members that open mail, process exceptions, enter data and reconcile the daily lockbox payments.

- *Demonstrate your organization's proven track record of competence and performance, including key personnel's qualifications and experience in similar projects.*

Catalis is distinguished from other lockbox providers in the market by our professionalism and the knowledge of our employees. Our employee tenure averages 12 years with the lockbox leadership team tenure averaging 25 years. We are approachable, dependable, and accountable. This translates into quality products and excellent customer service for your staff and citizens. Our staff constantly strives to go "above and beyond" for you. Our corporate culture is built on trust, honesty, and integrity.

- *Highlight any resource management strategies that ensure continuity, efficiency, and the ability to scale resources as needed.*

Catalis maintains a staff of peak or temporary personnel that can be called to work during peak volume periods and/or staffing absences to ensure payments are processed timely each day for the City of Clearwater.

Catalis maintains a backup "hot facility" in Jacksonville, Florida that stays at 20% capacity level to allow for the Clearwater site to relocate and continue processing should the Clearwater facility be unavailable due to a disaster.

Both lockbox facilities can assist each other as needed (peak volume, staff absence, etc.) on any given processing day with workflow as it moves through the processing system.



TAB 4 – REFERENCES

Utility Billing Services

Broward County Water and Wastewater Services	
Contact	Richard Burgwyn
Phone	954-831-0748
Email	Rburgwyn@broward.org
Mailing Address	2555 West Copans Road Pompano Beach, FL 33069
Description of Services	Laser print and mail daily utility bills and manual letters. Monthly volume 60,000.
Service Dates	Under contract since 2018. Renewed through a bid in 2024.

City of Tampa Utilities	
Contact	Julie Jordan
Phone	813-274-7830
Email	Julie.Jordan@tampagov.net
Mailing Address	3402 West Columbus Drive Tampa, Florida 33607
Description of Services	Laser print and mail daily utility bills, late notices, shut off letters, code enforcement, certified and business tax notices. Currently processing approximately 150,000 utility bills per month, 20,000 late notice/shut off letters.
Service Dates	Under contract since 2004.

Polk County Utilities	
Contact	Deitra Johnson
Phone	863-298-4136
Email	Dietrajohanson@polk-county.net
Mailing Address	1011 Jim Keene Blvd Winter Haven, FL 33880
Description of Services	Laser print, fold insert, presort, mail, we supply envelopes & forms. Monthly quantity 60,000.
Service Dates	Under contract since 2001. TC Delivers' first utility client.



Lockbox Services

City of St. Petersburg	
Contact	Candice Winter
Phone	727-893-7338
Email	Candice.Winter@stpete.org
Mailing Address	325 Central Avenue St. Petersburg, FL 33701
Description of Services	Lockbox payment processing. Monthly volume 13,000.
Service Dates	Under contract since 2011.

City of Tampa	
Contact	Caryn Kirley
Phone	813-274-8020
Email	Caryn.Kirley@tampagov.net
Mailing Address	306 E. Jackson Street Tampa, FL 33602
Description of Services	Lockbox and Online Banking payment processing. Monthly volume 35,000.
Service Dates	Under contract since 2008.

City of Sarasota	
Contact	Teresa Witkowski
Phone	941-263-6121
Email	Teresa.Witkowski@sarasotaFL.gov
Mailing Address	1750 12th Street Sarasota, FL 34236
Description of Services	Lockbox and Online Banking payment processing. Monthly volume 5,000.
Service Dates	Under contract since 2001.

TAB 5 – PROPOSED SCHEDULE FOR SERVICES

- *Clearly outline the service solutions you are offering, along with a proposed schedule for daily, weekly, and monthly services.*

Utility Billing Services

TC Delivers utilizes a secure FTP for file transfer. We have the following software platforms in house:

- **BCC Mail Manager** – for postal processing.
- **GMC Inspire** – for document/statement design and formatting.
- **NCOA and Cass Pave** – for data processing, based on client specifics. During data processing we add 3 of 9 barcodes and 2D matrix for inserting accuracy.

All statements are printed on high speed laser printers. All facilities have multiple laser printers and on-site technicians. Printed notices are inserted on Intelligent Inserters. These inserters have the ability to add special inserts, inkjet the envelopes, and meter inline.

After statements are inserted, they are sent to our in-house presort department. TC Delivers has multiple **Multiline Optical-Character Readers (MLOCs)** in each facility. This equipment reads the address on the notices, sprays a barcode on the envelope and sorts the mail to the correct postal mail trays.

TC Delivers is a work share partner with the United States Postal Service. We presort the inserted notices with multiple other local clients to get our client the lowest possible postage rate. This presort service also assists the postal service to shorten the delivery time of the mail.

History with the City of Clearwater

TC Delivers has some history with the City of Clearwater. Back in January 2007, the City found out their current vendor had been delaying their mail, in some instances by months.

The City, along with TECO Gas, reached out to TC Delivers for help. TC Delivers was able to take the bills the City and TECO Gas had currently printed, and we began inserting & mailing **the following day**. With the help of TC Delivers, both organizations got back on schedule.

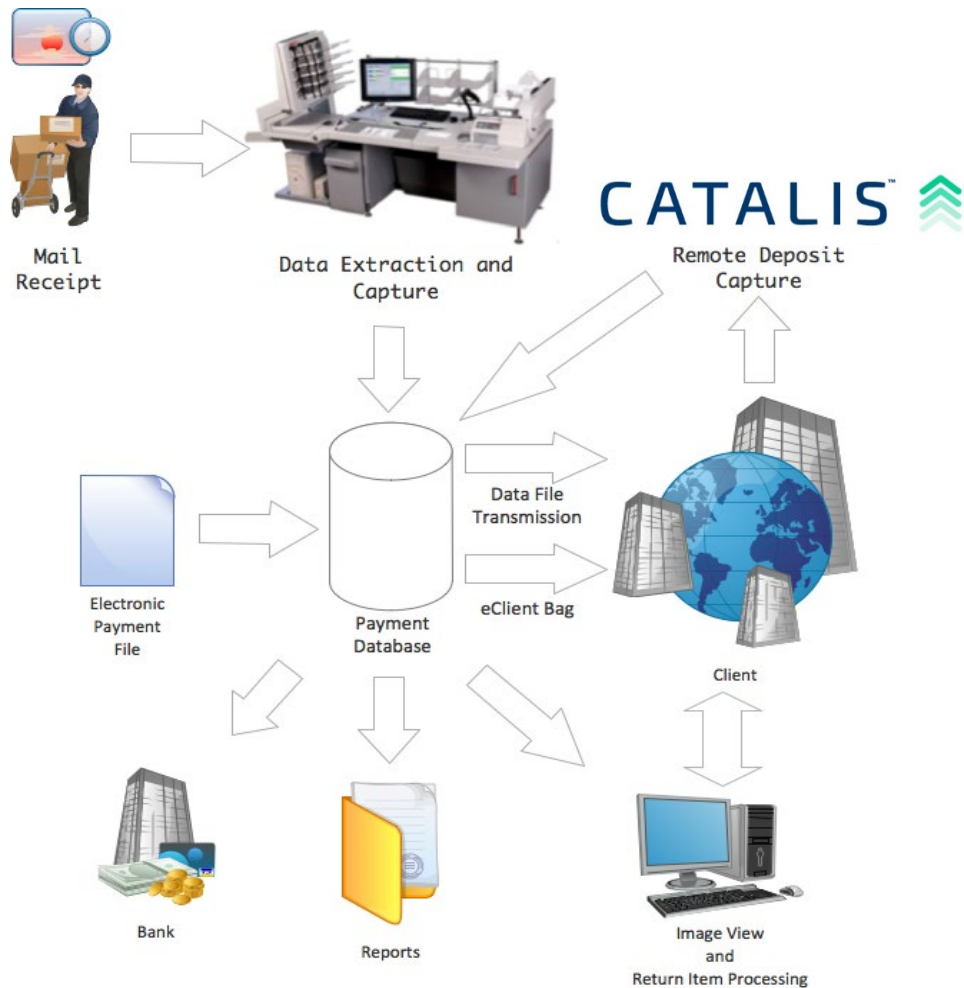
This partnership earned TC Delivers contracts with both utilities, moving them both from insert & mail to full data processing & mailing. TC Delivers continued to work with the City of Clearwater until May 2018, when the City transitioned to a new provider through RFP.

Estimated Implementation Timeline

Activity	Timeline
Data Management	1-2 weeks
<ul style="list-style-type: none"> ■ Establish Data Transfer – Utilize two (2) File Transfer Protocol (“FTP”) servers for redundancy during the file transfer process ■ Document composition: modification of bill and letter formats, allowing users to adjust layout, font, color, and other design elements ■ Validate Mail processing standards for outgoing bill production ■ Establish dedicated test environment for integration testing for City of Clearwater ■ Provide PDF proofing via FTP for review and approval of bills and letters before they are processed for mailing 	
Reporting	1-3 weeks
<ul style="list-style-type: none"> ■ Establish daily reconciliation process of files received, produced, and mailed, capturing print volume and postage usage ■ Establish required weekly status reports demonstrating KPI performance 	
Inventory Management	3-5 weeks
<ul style="list-style-type: none"> ■ Source baseline envelopes ■ Source or ink jet customer-specific messages envelopes as needed 	
Production Approach	5-6 weeks
<ul style="list-style-type: none"> ■ Live testing of entire production process from data receipt to in the envelope ready to mail ■ Nightly processing of 50,000 bills ■ insert marketing materials, newsletters, and postcards as needed into outgoing bills ■ Facilitate accurate sorting and submit bills USPS via our postal relationship as a BMEU 	
Total	6 weeks

Lockbox Services

Catalis offers a comprehensive Lockbox Solution that encompasses many functional pieces into a streamlined process that allows our customers a reliable and high-quality solution. Our Check Stream solution is a fully digital solution that allows us to process your payments according to your unique business requirements.



Lockbox Locations

The primary Catalis Lockbox Processing facility is located at:

4700 140th Ave N.
Suite 106
Clearwater, FL 33762

The secondary Catalis Lockbox Processing facility is located at:

Innovation Park
6735 Southpoint Drive South, Suites 105 and 300
Jacksonville, FL 32256

Mail Receipt

Catalis' Clearwater facility is ideally located within 14 miles of the Tampa International Airport Post Office. Mail is retrieved 2 times daily Monday through Friday at 6:00 a.m. and 8:00 a.m. and one time at 7:00 a.m. on Saturdays. Caller Service boxes are used for high priority processing. Mail received is processed the same day as receipt.

The number of mail trays received daily is logged by the Client. The daily mail trays received are reconciled back to the mail trays processed.

The Catalis Mail Supervisor monitors the amount of mail received daily for each client. If no mail or lower than average mail trays are received, the Catalis supervisor contacts the Post Office Caller Service Box Coordinator to see if there is any additional mail for that specific client that is ready for pickup. If mail is there, Catalis will send the courier back for the additional trays of mail.

Mail Extraction and Data Capture

Catalis uses the most sophisticated equipment available to process lockbox payments. The machines used are brand new state-of-the-art machines from Opex, allowing Catalis to produce results that are among the highest in the industry.

All mail is opened and processed using the following machines – Opex AS7200 high-speed extraction devices and production scanners and the Opex AS180 high-speed retail payment automation stations. The Opex AS180 and Opex AS7200 allow our operators to open, extract, identify, capture/image, orient, sort, print an audit trail and output mail contents in one single step. This ability saves time and eliminates manual steps that could introduce errors into the process.

All of our machines are kept in peak operational condition with routine maintenance. All captured data is sent to Catalis' internal technical infrastructure that is highly secure and redundant. Our clients' data is both secure and replicated in case of a major catastrophe.

Remittance Processing Platform

Our state-of-the-art software platform utilizes optical character recognition (OCR), legal amount recognition (LAR), and courtesy amount recognition (CAR) technology to process the data captured. All data captured is passed through software validations specific to each client, but always include:

- check digit algorithms,
- account validation tables,
- suspect transaction review,
- high dollar transaction review, and
- over/under payment review.

Other key features of our software include:

- **Image Keying:** Images of coupons and checks that require secondary validation of the data captured and/or the manual keying of data not captured are handled by our image keying unit. Validations specific to each client are also applied during this process – check digit algorithms, field validation tables, etc. Out of balance transactions, high dollar transactions, and suspect transactions are sent to a quality queue for secondary review.

- **Balancing:** Each Lockbox Account is balanced prior to transmission of data to the client and/or the client's bank. The daily client control log is balanced back to the processed payment bundles. The balancing process is documented and approved by a group leader or supervisor.
- **Account Validation Files:** The ability to host client customer account number information while processing for validation of account number data captured at the lockbox.
- **Cash Only File:** The ability to host a file of "cash only" account number information while processing to automatically reject payments received in the form of a paper check at the lockbox.

Data Transmission

Catalis' IT Team ensures file transmissions are built to our client's specifications. This includes transmissions to our client's receivable systems, as well as to any other systems that file transmissions may be necessary. In an ever-increasing attempt to make our clients' business processes as streamlined as possible, Catalis has the staff, knowledge capital, and know-how to make this part of the process as streamlined as possible.

Each day, the data transmission file total is verified and double-checked before transmitting the file to the client at the agreed upon time. Email notifications are sent to notify the Client the data file has been processed and is ready for pickup or has already been transmitted to the appropriate location. Catalis can place data files on the Client's secure FTP site and/or the file can be placed on Catalis' secure FTP site.

Bank Deposit

Catalis ensures bank deposits will be sent the same day that we receive your payments in the mail. Bank deposits are sent to your bank in the form of an image cash letter.

Image cash letter deposit allows the image of the check to be deposited instead of the actual physical paper, providing improved availability and a reduced per item fee from your bank, as handling the check electronically is less costly than handling the paper. All bank deposit files are balanced, and totals are verified and approved by a team leader or supervisor before releasing to the bank.

Image View Payment Portal

Our dedicated web portal allows our clients access to images in real time. As soon as our systems have processed the payments and uploaded images and data elements into the database, they will be available to our clients. Images of processed checks, coupons, and check stubs with payment data are archived on our secure web portal for access by our clients the same day the payments are processed. The current web portal retention plan is set at 2 years.

Image View Exceptions Portal

Our dedicated web portal allows our clients access to images in real time. As soon as our systems have processed the payments and uploaded images and data elements into the database, they will be available to our clients. In this new feature, we have taken our Image View system to another level. Not only can our clients view the images, but they can now act on exceptions that are found.

Images of exception checks are hosted daily on our secure web portal for you to review and provide posting instructions back to Catalis. This eliminates the need to return these items for manual handling, saving time, money, and errors that may be introduced by manual intervention.

eClient Bag

To streamline our clients' processes, Catalis created a solution called "eClient Bag." This solution allows our clients to receive a daily electronic PDF file of all correspondence items, address changes, and/or messages sent to you on the same day the work is processed. This allows our clients to process these correspondence items in a timelier manner than previously capable. It also eliminates any potential issues that may be caused by couriers or mail delivery for these correspondence items, not to mention a timelier delivery of these items to our clients.

Catalis will engage with the County to determine specific requirements for the management of correspondence in the implementation of the solution.

Oversight

Supervisors and Team Leads are responsible for monitoring workloads throughout the day and adjusting staffing as needed to ensure all is processed same day. An end-of-day review is done by the Lead Supervisor.

Catalis maintains a processing environment that never runs at more than 80% of its processing capacity. Catalis monitors this on a semi-annual basis to ensure we maintain the adequate number of processing units and infrastructure to handle our clients' volumes. For clients who we've supported with similar volumes as the City of Clearwater, we have implemented 2 shifts to support the volume when necessary.

Catalis frequently experiences an increase in processing volumes on the first week of the month, Mondays, the first business day following a national holiday, and certain Clients' peak billing periods. During the implementation plan development process, Catalis will work with the Client to determine peak processing times. This is then incorporated into our strategic planning to address the entire workflow.

Catalis maintains between 5 and 7 additional peak-time employees who can be brought in to fill any unexpected peak period.

Collaboration

Through our decades of providing Lockbox Services, we have found that the most successful client relationships are borne out of a collaborative effort between Catalis and our Clients throughout the contractual relationship.

In order to implement and deliver the most effective solution and service, Catalis will provide the personnel and resources to engage with the City of Clearwater during implementation and throughout the relationship to implement flexible business rules. This will ensure payments are processed efficiently in the manner desired by the City, reducing exception items that must be handled by City staff.

Processing Procedures

During the implementation period, the Client and Catalis will establish agreed upon processing procedures. Catalis will continue to work with you to change processing procedures to accommodate specific City needs. Catalis processes payments your way; the City can set and change business rules for processing at any time.

The following chart identifies some key areas for Catalis processes:

Payment Type	Description	Options
High Dollar	Check for payment exceeds a certain dollar amount.	Do not process – return to client, notify client with specific information, process high dollar in electronic form only.
Wrong Payee	Check made payable to different company or a variation of name.	Accept all payees or accept only exact payees or return payees only non-exact matches.
Non-Exact Payments	Payment amount does not agree with remittance amount.	Accept all amounts, or reject any amount above a certain overage amount, etc.
Out of Balance Multiples	Multiple/single payment(s) with multiple/single remittance(s).	Force balance the multiple per Client's instructions or reject to Client.
Balanced Multiples	Multiple/single payment(s) with multiple/single remittance(s).	Accept and match to single or multiple account numbers or reject to Client.
Checks Only	No remittance received.	Process if account number is present on the check. If no account number, send to interactive exception queue for review.
Cash Payments	Self-explanatory.	Convert to substitute check and process the payment.

Catalis will ensure coupons that are in agreement will be entered into the bank's computer system by customer account number. Catalis will also manage remittance stubs that are not in agreement with the checks and deposited and entered into the bank's computer system by account number as long as the account number is legible on the check.

Catalis processes payments in the manner the City of Clearwater desires, with the ability to set and change business rules for processing at any time.



- *Include specific accuracy standards for each service and any internal performance targets. Additionally, describe any self-imposed penalties or corrective actions your organization will take if these standards are not met, ensuring that you are committed to delivering high-quality services consistently.*

Catalis maintains a high internal quality SLA for the Lockbox Operation – 1 error per 100,000 items processed. Catalis consistently beats the SLA on a monthly basis, currently averaging 1 error per 300,000 items processed. Errors include – encoding error, account number key error, and misapplied payment.

These measures are tracked and reported monthly to the Lockbox management team.

TAB 6 – REPORTING, QUALITY CONTROL, AND ACCOUNTABILITY PLANS

- *Provide detailed information about your business practices, procedures, and policies, covering the following areas:*
 - **Reporting:** *Outline how you will track and communicate service performance, including frequency and format of reports.*

Utility Billing Services

Once files are uploaded to TC Delivers' FTP, the City will receive an email to verify the files are received. Once files are processed, an email is sent with counts for verification.

During the initial setup and testing, proofs will be sent for final approval as well. Proofs will continue until both parties are secure with process and programs are automated completely. Then, if requested, emails can be sent when files have mailed.

Daily files received before 1pm will be printed and mailed same day. Under special circumstances, TC Delivers can work with later files, but this will need to be requested as needed.

Lockbox Services

Catalis currently provides the City with daily reporting that includes mail-in lockbox payments and bank-to-bank payments. Catalis will work with the City team to update these reports and/or data to meet City requirements.

Catalis provides daily reporting of lockbox payments. Payment types are included in the reporting. The reporting provided is detailed by batch and a batch summary report for the payments processed.

- **Quality Control:** *Describe your quality assurance processes and mechanisms to ensure the delivery of services meets established standards.*

Utility Billing Services

Data processing adds QR marks to all statements, those mark include the sequence number for printing. This sequence number is also read by the intelligent inserters to verify every piece is inserted and this will stop if a sequence number is missing or runs twice to keep us from also duplicating statements.

Materials are assigned item numbers and pulled at the time of processing. They are kept on carts per mailing, with any additional inserts to maintain correct materials are used for each job.

Lockbox Services

The Catalis state-of-the-art software platform utilizes OCR (optical character recognition) technology, LAR (legal amount recognition), and CAR (courtesy amount recognition) technology to process the data captured. All data captured is passed through software validations specific to

each client, but always include: check digit algorithms, account validation tables, suspect transaction review, high dollar transaction review, over/under payment review.

- **Accountability:** *Explain the measures in place to ensure accountability for service delivery, including how performance will be monitored and managed.*

Utility Billing Services

Once the statements are printed, we commingle/presort them on our multiline optical-character readers (MLOCs) daily. Our staff verifies the count of the pieces run on the presort equipment with the counts on the print work order to ensure every piece is going to the postal service.

Our billing staff maintains the daily counts from the email, inserters, presort equipment, and the final postage from the postal documentation. They tie these numbers back together monthly for billing.

Lockbox Services

The lockbox operation has many controls in place to ensure all transactions are processed and are in balance to the posting file and bank deposit. Transactions are reconciled at the transaction level, batch level, and file level. Lead personnel approve the balancing for each customer each day. Bank deposit files are approved by lead personnel before being submitted to the bank.

- **Security:** *Detail the security protocols and safeguards your organization implements to protect sensitive information and ensure compliance with relevant regulations.*

Utility Billing Services

TC Delivers has the following security protocols:

- | | |
|--|---|
| ■ Secure data file exchange | ■ Security cameras, interior & exterior |
| ■ Dedicated/Secured FTP site | ■ 24-hour surveillance |
| ■ AT-C Section 205 (SOC 2) Type II | ■ 10 client security audits/reviews each year |
| ■ Internal control & data security audit (Third party) | ■ Offsite data center security |
| ■ Badge restricted limited access | ■ After-hours security personnel |
| ■ Employee background checks | ■ Cybersecurity coverage |

Lockbox Services

Catalis has the following security protocols:

- | | |
|--|---|
| ■ Secure data file exchange | ■ Internal audit team that provides internal control & data security guidelines |
| ■ Dedicated/Secured FTP site | ■ Badge restricted limited access |
| ■ Data encrypted in transit and at rest | ■ Employee background checks |
| ■ Annual SOC 2 Type II external audit by third party | ■ Security cameras, interior and exterior |
| ■ Annual PCI Compliance certification by third party | |



TAB 7 – COST OF SERVICES

Utility Billing Services

Service Description	Fee
Statement printing, including paper and #10 envelope *Includes data processing & NCOA	\$190.00 per thousand (\$0.19 each)
Business reply envelope when needed	\$22.30 per thousand (\$0.0223 each)
Additional inserts – added when needed	\$3.00 per thousand (\$0.003 each)

Postage will be needed in advance, and an escrow account will need to be set up. All bills will be presorted to achieve highest postage discounts.

Lockbox Services


Service Description	Fee
Items Processed	\$0.26 per item
Items Returned Unprocessed	\$0.26 per item
Online Banking – Electronic	\$0.12 per item
Postage or Express Mail	Pass Through
Image View Portal	No Charge
Interactive Exception Portal	No Charge
Image Cash Letter Deposit	No Charge
Daily eClient Bag	No Charge
Annual Post Office Box Fee	Pass Through



OTHER FORMS

For avoidance of doubt, Catalis has uploaded the City's required forms in the OpenGov procurement portal, including:

- Scrutinized Companies Forms
- Compliance with Anti-Human Trafficking Laws Form
- Sample billing invoice(s)
 - Catalis and TC Delivers
- Documentation verifying agreements with electronic payment processor(s)
 - For avoidance of doubt, the agreements are with Online Resources (ACI Payment Systems) and CheckFree Services Corporation. Catalis does not currently do business with Metavante.
- W-9 Form
 - Catalis and TC Delivers



Thank you for taking the time to review our proposal for Utility Billing and Lockbox Services. We are confident that our expertise and dedication to excellence position us as the optimal partner to continue meeting your needs. We look forward to supporting your ongoing success.

Should the City have any questions or require further information, please do not hesitate to contact us.

CATALIS™

ADVANCING GOVERNMENT. ENGAGING CITIZENS.



Rabin Sawh, Regional VP of Payments
rsawh@catalisgov.com | 201-344-8782