

AUGUSTA COUNTY SERVICE AUTHORITY

18 Government Center Lane
P. O. Box 859
Verona, Virginia 24482-0859



REQUEST FOR SEALED BIDS Preprinted Bill Stock & Envelopes

ITB No. 1749

Issue Date: April 13, 2017

Sealed Bids for preprinted bill stock & envelopes, subject to the conditions and instructions attached hereto, will be received at the above office until, but not later than **2:00 o'clock p.m. local Verizon time, May 11, 2017**, then publicly opened, for furnishing the itemized preprinted bill stock & envelopes, delivery/transportation to be F.O.B., to the Augusta County Service Authority (OWNER) customer service office.

ITB & Technical Questions: Casey McCracken, Purchasing Officer
Phone: 540-245-5680
Email: cmccracken@co.augusta.va.us

Questions will be accepted until 2:00 p.m. on April 21st, 2017 to ensure all parties have adequate time to review the answers.

Notes: 1. Bids are to include delivery, F.O.B. delivery site in Augusta County.
2. **EMAIL or FAX** Bids will **NOT** be accepted.

Terms: _____% _____ days

Company: _____

Address: _____

City: _____

Phone No. (____) _____

Official Signature: _____

Printed Name: _____

Title: _____

Date: _____

Email Address: _____

THIS COMPLETED PAGE MUST BE INCLUDED WITH YOUR BID SUBMITTAL

INSTRUCTIONS

- All Bids must be submitted in accordance with the General and Special Conditions. If more space is required to furnish a description of the goods offered, unit prices, or performance terms, the bidder may attach a letter hereto which will be made a part of the bid.
- Bids may be submitted by one of the following methods:

***In person
or by courier,
UPS, FEDEX, etc.*** – to receptionist: ATTN: ITB#1749
Casey McCracken
Augusta County Service Authority
18 Government Center Lane
Verona, VA 24482

or by USPS mail – addressed to: ATTN: ITB#1749
Casey McCracken
Augusta County Service Authority
PO Box 859
Verona, VA 24482-0859

- Bids received after the date and time specified for the opening will not be considered. It will be the responsibility of the bidder to see that their bid is in this office by the specified time and date. There will be no exceptions. Date of postmark will not be considered. Local Verizon time will determine the time of day.
- Prices must be stated in units (per thousand) in addition to the total price.
- All Bids must include the company name and be signed by a responsible officer or employee. Obligations assumed by such signatory must be fulfilled.
- The term of any awarded contract(s) under this ITB will be for a one (1) year period with the option (upon mutual agreement) to renew for up to four (4) additional one-year terms.
- Successful bidder(s) must be properly licensed to provide and deliver their product in the Commonwealth of Virginia.

GENERAL TERMS AND CONDITIONS

1. **PRECEDENCE OF TERMS:** In the event there is a conflict between the general terms and conditions and any special terms and conditions which may be included in this solicitation, the special terms and conditions shall apply.
2. **CLARIFICATION OF TERMS:** If any prospective Bidder has questions about the specifications or other solicitation documents, the prospective Bidder should contact the Technical person whose name appears on the first page of the Invitation to Bid, no later than 2:00 p.m. on April 21st, 2017. Any revisions to the solicitation will be made only by addendum, issued by OWNER.
3. **ADDENDA:** In the event there are any addenda, they will be posted to the OWNER's website at www.acsawater.com/bids. It is the Bidder's responsibility to check the website prior to the submittal deadline to ensure that the Bidder has a complete, up-to-date package.
4. **PAYMENT TERMS:** Payments will be made upon verification of delivery and receipt of materials. All pay requests and supporting documentations must be approved by OWNER and will be submitted for payment in accordance with OWNER's payment policies. Approvals for payment under this procurement will be by the OWNER's designated technical representative, or their designee, as noted on Page 1 of this solicitation.
5. **QUALIFICATIONS OF BIDDERS:** OWNERS may make such reasonable investigations as deemed proper and necessary to determine the ability of the Bidder to perform the work and the Bidder shall furnish to OWNER all such information and data for this purpose as may be requested. OWNER reserves the right to inspect Bidders physical facilities prior to award to satisfy questions regarding the Bidders capabilities. OWNER further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Bidder fails to satisfy OWNER that such Bidder is properly qualified to carry out the obligations of the contract and to complete the work/furnish the item(s) contemplated therein.
6. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the Bidder in whole or in part without the written consent of OWNER.
7. **ANTI-DISCRIMINATION:** By submitting their proposals, all Bidders certify to OWNER that they will conform to the provisions of the Presidential Order #11246, the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Act of 1975, as amended, where applicable, and Section 2.2-4311 of the Virginia Public Procurement Act and that during the performance of this contract, the Bidder agrees as follows:

The Bidder will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by the state law relating to discrimination in employment, except when there is bona fide occupational qualification reasonably necessary to the normal operation of the Bidder. The Bidder agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

Notices, advertisements and solicitations placed by or on behalf of the Bidder will state that such contractor is an equal opportunity employer.

Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

The Bidder will include the provisions of the foregoing paragraphs in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- 8. NONDISCRIMINATION AGAINST FAITH-BASED ORGANIZATION:** In accordance with the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, P.L. 104-193, the OWNER will not discriminate against faith-based organizations. The bidder also agrees to abide by § 2.2-4343.1 of the Virginia Public Procurement Act.
- 9. MINORITY AND WOMEN-OWNED BUSINESSES:** In accordance with Presidential Executive Orders #12138 & #11625 OWNER actively solicits both minority and women-owned businesses to respond to all Invitations to Bid and Requests for Proposal, and if not already on the Authority's mailing list, you may request application for inclusion on the list. Should you be interested, please contact the Authority at (540) 245-5670 and request information.

Disadvantaged business enterprises (DBE), as defined in 49 CFR 23, shall have equal opportunity to compete for and perform subcontracts which the contractor enters into pursuant to this contract. The contractor will use his best efforts to solicit bids from and to utilize DBE subcontractors or subcontractors with meaningful minority group and female representation among their employees.

- 10. DRUG-FREE WORKPLACE:** During the performance of this contract, the Contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- 11. ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, all Bidders certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Bidder, supplier, manufacturer or subcontractor in connection with their proposal.
- 12. PUBLIC INSPECTION OF PROCUREMENT RECORDS:** Proposals submitted shall be subject to public inspection only in accordance with Virginia Code § 2.2-4342.
- 13. COSTS OF PROPOSAL PREPARATION:** Any costs incurred by the Bidders in preparing or submitting proposals are the Bidders' responsibility. OWNER will not reimburse any Bidder for any costs incurred as a result of a response to this Invitation to Bid.
- 14. OWNERSHIP OF MATERIAL:** Ownership of all data, material and documentation originated and prepared for OWNER, including any electronic media, shall belong exclusively to OWNER and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by a Bidder shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Bidder must invoke the protection of this section prior to, or upon submission of, the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary to the extent that such protected material is separately packaged and so identified in the Bid Submittal envelope.

15. CANCELLATION OF CONTRACT: Unless otherwise specified in the ITB, the OWNER may terminate the resulting contract for its convenience upon thirty (30) days written notice to the Bidder. The Bidder shall not be paid for any service rendered or expense incurred after receipt of such notice except such fees and expenses incurred prior to the effective date of termination that are necessary for curtailment of the Bidder's work under this contract.

INSURANCE COVERAGE: Unless otherwise specified in the ITB, the Bidder shall maintain the following insurance to protect it from claims under the Workmen's Compensation Act, and from any other claims for personal injury, including death, and for damage to property that may arise from operations under the Contract, whether such operations be by itself or by any subcontractor, or anyone directly or indirectly employed by either of them.

<u>TYPE OF COVERAGE</u>	<u>LIMITS</u>
Workers' Compensation and Employer's Liability including coverage under United States Longshoremen's and Harbor Worker's Act where applicable	Statutory, including Employer's Liability of \$100,000.00 Each Accident \$500,000.00 Disease-Policy Limit \$100,000.00 Disease-Each Employee
Comprehensive General Liability endorsement coverage.	Including the Broad Form C.G.L.
Premises – Operations Bodily Injury Liability and Property Damage Liability Combined	\$500,000 Each Occurrence \$1,000,000 Aggregate
Automobile Bodily Injury Liability and Property Damage Liability Combined covering all automobiles, trucks, tractors, trailers, or other automobile equipment, whether owned, non-owned, or hired by the Bidder	\$500,000 Per Accident
Umbrella/Excess Liability	\$1,000,000 Each Occurrence \$2,000,000 Aggregate

The Bidder shall purchase and/or maintain insurance coverage on his tools, equipment and machinery and shall waive subrogation to the OWNER for damage thereto.

The OWNER reserves the right to require insurance of any Bidder in greater amounts provided notice of such requirements is stated in the Solicitation.

16. OBLIGATION OF BIDDER: By submitting a proposal, the Bidder covenants and agrees that he has satisfied himself, from his own investigation of the conditions to be met, that he fully understands his obligation and that he will not make any claim for, or have right to cancellation or relief from the contract because of any misunderstanding or lack of information.

17. UNAUTHORIZED ALIENS: In accordance with Virginia Code § 2.2-4311.1. Compliance with federal, state, and local laws and federal immigration law requires that the contractor does not, and shall not during the performance of any awarded contract, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.

18. COOPERATIVE PROCUREMENT

- i. This procurement is being conducted on behalf of the OWNER in accordance with the provisions of §2.2-4304 of the Virginia Public Procurement Act.
- ii. If approved by the bidder, the contract resulting from this procurement may be used by other public bodies to purchase at contract prices and in accordance with the contract terms. The bidder shall deal directly with any public body it approves to use the contract. Failure to extend a contract to another public body will have no effect on consideration of bidder's bid/proposal.
- iii. With the approval of the bidder, any public body using the resultant contract has the option of executing a separate contract with the bidder to add terms and conditions required by statute, ordinances, or regulations, or to remove terms and conditions which conflict with its governing statutes, ordinances, or regulations.
- iv. The OWNER, its officials and staff are not responsible for placement of orders, invoicing, payments, contractual disputes, or any other transactions between the bidder and any other public bodies, and in no event shall the OWNER, its officials or staff be responsible for any costs, damages or injury resulting to any party from use of an OWNER contract. If, when preparing such a contract, the additional terms and conditions of a public body seeking to purchase pursuant to cooperative procurement are unacceptable to the bidder, the bidder may withdraw its consent to extension of the contract to that particular public body.
- v. The OWNER assumes no responsibility for any notification of the availability of the contract for use by other public bodies, but the bidder may carry out such notification.

SPECIAL TERMS AND CONDITIONS

- A. AWARD:** The owner reserves the right to reject any or all bids, to waive informalities in any bid, to purchase any whole or part of the items listed in the bid, to make a separate award of each item, a group of items or all items, and to award to other than the lowest bidder if deemed to be in the best interest of the OWNER.
- B. SAMPLE:** All bidders shall enclose with their bid at no cost to the OWNER a sample of each envelope and preprinted form they intend on supplying. Bidders not including a sample with their bid will be considered non-responsive.
- C. COMMERCIAL/OFFICIAL ENVELOPE FLAP DESIGN:** Envelopes furnished must be machine insertable and perform to the OWNER'S satisfaction on their mailing and inserting equipment.
- D. AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that OWNER shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement. Unless canceled or rejected, a responsive bid from the lowest responsible bidder shall be accepted as submitted, except that, if the bid from the lowest responsible bidder exceeds available funds, the OWNER may negotiate with the apparent low bidder to obtain a contract price within available funds in accordance with Terms and Conditions, Item M, below.
- E. BID ACCEPTANCE PERIOD:** Any bid in response to this solicitation shall be valid for (45) days. At the end of (45) days the bid may be withdrawn at the written request of the bidder. If the bid is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
- F. BID PRICES:** Bid shall be in the form of a firm unit price for each item during the contract period.

G. DELIVERY AND STORAGE: It shall be the responsibility of the bidder to make all arrangements for delivery and unloading of materials at the designated receiving area during the term of this contract. This includes delivery by vehicle capable of unloading at the OWNER'S facility without additional equipment provided by OWNER. Delivery will be made no later than 5 workdays after receipt of order (ARO), unless otherwise notified. Deliveries must be made during normal working hours (8:00 am - 4:00 pm, local time), Monday through Friday.

The OWNER has limited storage space available. It is anticipated that a single order will be placed for the year and that the successful bidder will store the order and deliver portions of it as needed. If the successful bidder prefers to receive smaller orders on an as needed basis, the bidder is expected to keep adequate stock on hand to meet deliveries within the prescribed delivery times and to the delivery location identified within this solicitation and resultant contract.

H. ESTIMATED QUANTITIES: Quantities shown in Attachment B are estimated usage quantities only and are based upon historical purchases. OWNER does not guarantee the accuracy of such figures nor does OWNER guarantee the purchase of any quantities.

I. EXTRA CHARGES NOT ALLOWED: By submitting their (bids/proposals), all (bidders/offerors) certify and warrant that the price offered for *F.O.B. destination* includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

J. IDENTIFICATION OF BID/PROPOSAL ENVELOPE: The signed bid/proposal should be returned in a separate envelope or package, sealed, and identified as follows:

<u>ITB No 1749</u> <u>Preprinted Bill Stock & Envelopes</u>		
From: _____	<u>May 11, 2017</u>	<u>2:00 PM</u>
Name of Bidder	Due Date	Time Due

Street or Box Number		

City, State, Zip Code		
ATTN: <u>Casey McCracken, Purchasing Officer</u>		

The outer (or delivery) envelope should be addressed as directed on Page 2, second bullet of the solicitation.

If a bid/proposal is not contained in an outer (or delivery) envelope, the bidder takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the bid or proposal to be disqualified. Bids/proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence, other than bid documents, should be placed in the inner envelope.

K. SITE DAMAGES: Any damage to existing utilities, equipment or finished surfaces resulting from the Bidder's performance of this contract shall be repaired to OWNER's satisfaction at the bidder's expense.

L. PRICE ESCALATION/DE-ESCALATION: After the first 180 calendar days, the bidder will be allowed to adjust the original bid price by an amount equal to the annualized PPI-SA for Printing or the specific Series ID referenced on their original bid for the period of time between contract award and OWNER's offer to accept the contract. OWNER reserves unto itself, the unilateral right to either not extend an offer to the next lowest Bidder or to rebid the contract.

1. In the case of annually renewable contracts, the bidder may submit a request for contract price increases once annually for each renewal year. Economic increases shall be limited to the increase specified in the Bureau of Labor Statistics (BLS) Producer Price Index – Not Seasonally Adjusted (“PPI-NSA”) for Printing (Series ID PCU32311), for the 12 month period ending 90 days prior to the end of the then current contract year. Request for contract price increases must be submitted at least 30 days prior to the end of the then contract year.
2. Negative BLS index: If the agreed upon index is a negative number the bidder shall immediately reduce contract rates by the same amount for the duration of the contract year.

By submission of a bid, bidder agrees and accepts the terms of items 1. and 2. above for the duration of the contract.

M. NEGOTIATION WITH THE LOWEST BIDDER: Unless all bids are cancelled or rejected, OWNER reserves the right granted by § 2.2-4318 of the *Code of Virginia* to negotiate with the lowest responsive, responsible bidder to obtain a contract price within the funds available to the agency whenever such low bid exceeds OWNER's available funds. For the purpose of determining when such negotiations may take place, the term “available funds” shall mean those funds which were budgeted by OWNER for this contract prior to the issuance of the written Invitation to Bid. Negotiations with the low bidder may include both modifications of the bid price and other items required to be performed. The OWNER shall initiate such negotiations by written notice to the lowest responsive, responsible bidder that its bid exceeds the available funds and that the agency wishes to negotiate a lower contract price. The times, places, and manner of negotiating shall be agreed to by OWNER and the lowest responsive, responsible bidder(s).

END OF SECTION

ATTACHMENT A SPECIFICATIONS

Boxes and cartons MUST fit envelopes correctly-no over sized boxes or cartons will be accepted.

- 1. ACSA #9 Reply Envelopes**
 - a. #9 24 lb white wove 1/0 black
 - b. Diagonal seam, standard flap, full gum – remoistenable
 - c. No tint
 - d. Art – See example (not to scale)
 - e. 500 per box, 2,500 per carton

- 2. ACSA #10 Envelopes (Custom Window)**
 - a. #10 24 lb white wove 1/0 PMS 347
 - b. Window
 - i. Size: 1 3/8” X 4 1/2”
 - ii. Location: 7/8” from left --- 1/2” from bottom
 - c. Diagonal seam, standard flap, split gum
 - d. No tint
 - e. Art – See example (not to scale)
 - f. 500 per box, 2,500 per carton

- 3. ACSA Second Notice Forms**
 - a. 8.5 x 11” 24 lb Pink 1/1 PMS 348 / black with screens
 - b. One full cross micro perf @ 3 2/3” from top
 - c. Art – See example (not to scale)
 - d. Wrapped 250 per package, 2,000 per carton

- 4. ACSA Billing Forms**
 - a. 8.5 x 11” 24 lb White 1/1 PMS 348 / black with screens
 - b. One full cross micro perf @ 3 2/3” from top
 - c. Art – See example (not to scale)
 - d. Wrapped 500 per package, 2,500 per carton

- 5. Landfill #9 Reply Envelopes**
 - a. #9 24 lb white wove 1/0 black
 - b. Diagonal seam, standard flap, full gum – remoistenable
 - c. No tint
 - d. Art – See example (not to scale)
 - e. 500 per box, 2,500 per carton

- 6. Landfill #10 Envelopes (Custom Window)**
 - a. #10 24 lb white wove 1/0 black
 - b. Window
 - i. Size: 1 3/8” X 4 1/2”
 - ii. Location: 7/8” from left --- 1/2” from bottom
 - c. Diagonal seam, standard flap, split gum
 - d. No tint
 - e. Art – See example (not to scale)
 - f. 500 per box, 2,500 per carton

1. ACSA #9 Reply Envelopes

Return Address:

||| ||| |||


PLACE STAMP
HERE
The Post Office
will not deliver
mail without
Postage

AUGUSTA COUNTY SERVICE AUTHORITY
PO BOX 859
VERONA VA 24482-0859

|||||

2. ACSA #10 Envelopes (Custom Window)

**AUGUSTA COUNTY
SERVICE AUTHORITY**



P.O. Box 859 · Verona, Virginia 24482-0859

ADDRESS SERVICE REQUESTED

UTILITY BILL ENCLOSED

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
STAUNTON, VA
PERMIT NO. 57

3. ACSA Second Notice Forms (Front)

AUGUSTA COUNTY
SERVICE AUTHORITY



Phone (540) 245-5681
Fax (540) 245-5603

AUGUSTA COUNTY
SERVICE AUTHORITY



P.O. Box 859
Verona, Virginia 24482-0859

Phone (540) 245-5681
Fax (540) 245-5603

We are pleased to offer multiple payment options, including automated bank draft and online payments at no additional cost. Please see the reverse side for details on all our payment methods. Our rate & fee schedules can be found online at acsawater.com.

Please help us by keeping your meter area free of obstacles, landscaping, and tall grass.

For emergencies, 24 hours a day, please call 540-245-5681.

3. ACSA Second Notice Forms (Back)

Please help us keep your account information current by indicating any changes below.

Name: _____

Company Name (if applicable): _____

Service Address: _____ Mailing Address: _____

City: _____ City: _____

State: _____ Zip: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Utility Billings and Payments to the ACSA

Payment Methods

- 💧 **SAVE TIME AND MONEY!** Arrange for your account to be paid by automatic bank draft. There is no charge for this service, and it offers customers a method of paying their water/sewer bill electronically on the due date. The form to sign up can be found on our website at acsawater.com/paymentoptions.
- 💧 Using our overnight drop box at the Augusta County Government Center in Verona, VA adjacent to the drive-thru window. These payments will be processed the next business day.
- 💧 In person at our Customer Service Counter located in the Augusta County Government Center in Verona, VA between 8:00 AM and 5:00 PM, Monday through Friday. We will accept cash, check, money order, or credit card (Discover, MasterCard and Visa).
- 💧 Mail your payment and return stub in the envelope provided, to the Augusta County Service Authority, P.O. Box 859, Verona, VA 24482. Please send only check or money order and allow adequate time for the mail to reach our office. Payment must be received at our Billing Office by the due date.
- 💧 Over the phone by calling our Billing Office at 540-245-5681 to pay with your Discover, MasterCard or Visa credit card. There is no charge for this service.
- 💧 Online by visiting acsawater.com and clicking the "Pay Bill Online" link. You may pay with your Discover, MasterCard, or Visa credit card at no additional cost.

Payment Terms for Past Due Notices

- 💧 *When is my bill due?* Payment must be received at our Billing Office, located at the Government Center, prior to 10:00 AM on the due date printed on the past due notice. If you have any questions, please contact us at 540-245-5681 between 8:00 AM and 5:00 PM, Monday through Friday.
- 💧 *When would my service be disconnected?* An account will be placed on the disconnection list if payment has not been received at our Billing Office by 10:00 AM on the due date. A hang tag will be delivered to the property on the due date to provide one additional day for payment to prevent disconnection. A trip charge will be added to the account for this service. If payment is not received by the date listed on the hang tag, service may be disconnected, and additional fees added.
- 💧 *What if I didn't receive my bill?* Utility bills are mailed, and while failure to receive the bill does not relieve the utility customer of the bill, we will gladly provide a billing statement and verify your address information if you contact the Billing Office at 540-245-5681.

High Usage

- 💧 Leaks in toilets, faucets, icemakers, and lawn sprinklers usually cause high water usage. Toilets are most often the cause. To test for leaks, take the lid off the tank, add food coloring and do not flush (dye tablets are available free of charge from Customer Service). Check the bowl 10 - 15 minutes later to see if dye has seeped into the bowl. If dye appears in the bowl, a leak exists. If you experience difficulties locating a leak, please consult a qualified plumber. Responsibility for plumbing from the water meter to the house, including inside the home, resides with the customer.
- 💧 Customers who receive unusually high billings and repair a leak should contact the Customer Service Department immediately to determine if an adjustment is available. Leaks must be repaired and reported within 45 days of the bill date. Visit acsawater.com to view the adjustment policy.

Moving?

- 💧 Please help us keep your account up to date. If you move, it is your responsibility to notify the Billing Office at 540-245-5681 and advise us to discontinue your utility service. Failure to do so means that you will be held responsible for any bills that accrue at your last address of service.

4. ACSA Billing Forms (Front)

AUGUSTA COUNTY SERVICE AUTHORITY
P.O. BOX 859 • VERONA, VIRGINIA 24482-0859
PHONE: (540) 245-5681 • FAX: (540) 245-5603



SERVICE ADDRESS

ACCOUNT NUMBER CYCLE BILL DATE DUE DATE

RETAIN BOTTOM PORTION FOR YOUR RECORDS. DETACH AND RETURN STUB WITH PAYMENT.

SERVICE ADDRESS

ACCOUNT NUMBER CYCLE BILL DATE DUE DATE

We are pleased to offer multiple payment options, including automated bank draft and online payments at no additional cost. Please see the reverse side for details on all our payment methods. Our rate & fee schedules can be found online at acsawater.com.

Please help us by keeping your meter area free of obstacles, landscaping, and tall grass.

For emergencies, 24 hours a day, please call 540-245-5681.

4. ACSA Billing Forms (Back)

Please help us keep your account information current by indicating any changes below.

Name: _____

Company Name (if applicable): _____

Service Address: _____ Mailing Address: _____

City: _____ City: _____

State: _____ Zip: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Utility Billings and Payments to the ACSA

Payment Methods

- 💧 **SAVE TIME AND MONEY!** Arrange for your account to be paid by automatic bank draft. There is no charge for this service, and it offers customers a method of paying their water/sewer bill electronically on the due date. The form to sign up can be found on our website at acsawater.com/paymentoptions.
- 💧 Using our overnight drop box at the Augusta County Government Center in Verona, VA adjacent to the drive-thru window. These payments will be processed the next business day.
- 💧 In person at our Customer Service Counter located in the Augusta County Government Center in Verona, VA between 8:00 AM and 5:00 PM, Monday through Friday. We will accept cash, check, money order, or credit card (Discover, MasterCard and Visa).
- 💧 Mail your payment and return stub in the envelope provided, to the Augusta County Service Authority, P.O. Box 859, Verona, VA 24482. Please send only check or money order and allow adequate time for the mail to reach our office. Payment must be received at our Billing Office by the due date.
- 💧 Over the phone by calling our Billing Office at 540-245-5681 to pay with your Discover, MasterCard or Visa credit card. There is no charge for this service.
- 💧 Online by visiting acsawater.com and clicking the "Pay Bill Online" link. You may pay with your Discover, MasterCard, or Visa credit card at no additional cost.

Payment Terms

- 💧 *When is my bill due?* Payment must be received at our Billing Office, located at the Government Center, by the due date printed on the bill. If you have any questions, please contact us at 540-245-5681 between 8:00 AM and 5:00 PM, Monday through Friday.
- 💧 *When is my bill past due?* An account is considered past due if payment has not been received at our Billing Office by 5:00 PM on the due date. A 10% penalty will be applied to the current amount due, and a second notice will be sent. Service may be disconnected, and additional fees added, if payment is not received by the due date printed on the second notice.
- 💧 *What if I didn't receive my bill?* Utility bills are mailed, and while failure to receive the bill does not relieve the utility customer of the bill, we will gladly provide a billing statement and verify your address information if you contact the Billing Office at 540-245-5681.

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- 💧 Customers who receive unusually high billings and repair a leak should contact the Customer Service Department immediately to determine if an adjustment is available. Leaks must be repaired and reported within 45 days of the bill date. Visit acsawater.com to view the adjustment policy.

Moving?

- 💧 Please help us keep your account up to date. If you move, it is your responsibility to notify the Billing Office at 540-245-5681 and advise us to discontinue your utility service. Failure to do so means that you will be held responsible for any bills that accrue at your last address of service.

5. Landfill #9 Reply Envelopes

Return Address:

AUGUSTA REGIONAL LANDFILL
PO BOX 859
VERONA VA 24482-0859

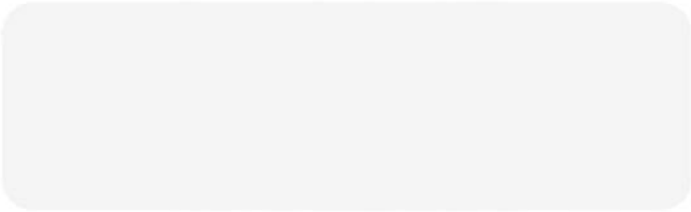
PLACE STAMP
HERE
The Post Office
will not deliver
mail without
Postage



6. Landfill #10 Envelopes (Custom Window)

AUGUSTA REGIONAL LANDFILL
P.O. Box 859
Verona, VA 24482

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
STAUNTON, VA
PERMIT NO. 57



**ATTACHMENT B
BID SHEET**

(THIS COMPLETED PAGE MUST BE INCLUDED WITH YOUR BID SUBMITTAL)

Item #	Estimated Annual Quantity	Description	Unit Cost (Per Thousand)	Total Delivered Cost
Example	10,000	Example Envelopes	\$10.00	\$100.00
1	100,000 (25,000 kept on hand)	ACSA #9 Reply Envelopes		
2	100,000 (25,000 kept on hand)	ACSA #10 Windowed Envelopes		
3	16,000 (6,000 kept on hand)	ACSA Second Notice Forms		
4	100,000 (25,000 kept on hand)	ACSA Billing Forms		
5	5,000 (5,000 kept on hand)	Landfill #9 Reply Envelopes		
6	5,000 (5,000 kept on hand)	Landfill #10 Windowed Envelopes		

THIS COMPLETED PAGE MUST BE INCLUDED WITH YOUR BID SUBMITTAL

ATTACHMENT C REFERENCES

(THIS COMPLETED PAGE MUST BE INCLUDED WITH YOUR BID SUBMITTAL)

The bidder must have the capability and capacity in all respects to fully satisfy all of the contractual requirements. To that end, please provide the following information:

1. YEARS IN BUSINESS: Indicate the length of time you have been in business providing this type of printing service.

_____ years _____ months.

2. REFERENCES: Indicate below, at a minimum, two (2) recent references for whom you have provided this type of printing service. Include the date service was furnished and the name and address of the person the OWNER has your permission to contact.

Date Provided	Client and Address	Contact Person and Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

THIS COMPLETED PAGE MUST BE INCLUDED WITH YOUR BID SUBMITTAL