



**JEA**

Bill Print and Presentment (RFQ Number 033-16)

## Output Solutions from Fiserv

@ the speed of life<sup>SM</sup>

**Original**

Submitted by:

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

February 23, 2015

February 23, 2015

Mr. Rodney Lovgren  
Procurement Office  
JEA  
21 W. Church Street  
Customer Center, 1<sup>st</sup> Floor, Room 002  
Jacksonville, FL 32202

Dear Rodney:

After reviewing the requirements outlined by JEA, we feel that Fiserv is the proven partner you are looking for. We have been delivering transaction documents to the utility industry for more than 30 years. More than just a financially strong company, Fiserv also has the #1 ranked bill print and presentment solution in the industry. We are impressed by JEA's approach to evaluating providers for this project and agree that creating a short list by speaking with some of our current clients is one of the best ways to really understand our commitment and the value in the services we provide.

Fiserv offers a full suite of highly effective solutions for paper and digital bill delivery. With Fiserv, JEA will enhance your utility bills and customer communication with best-in-class designs and targeted messaging that includes full color print, images and graphics that are easy to understand, draw attention to critical information and ultimately help to increase customer engagement and satisfaction. Moreover, we perform all of these functions in-house using our state-of-the-art, highly secure facilities.

As a response to the RFQ, we have listed three similar business relationships we have successfully implemented to demonstrate our expertise and capabilities. We place great value on our clients and appreciate their willingness to speak with prospective new clients on behalf of Fiserv. In order to be mindful and considerate of both JEA's needs and our client's time, we would be happy to coordinate the scheduling of these reference calls.

If you have any additional information or require any clarification, please feel free to contact me. We look forward to providing services to JEA.

[Redacted]



[Redacted]

[Redacted]

[Redacted]

[Redacted]



## Statement of Proposal

This proposal is meant solely to provide information about the products and services described herein and your company's use thereof. This proposal does not constitute an offer to contract, and neither Fiserv nor your company shall be obligated to provide or purchase the products or services described in this proposal until a definitive agreement is executed by Fiserv and your company. All proposed terms and information herein assume the use of the standard contract terms and conditions of Fiserv, which Fiserv shall provide to you.

THIS PROPOSAL AND THE INFORMATION CONTAINED HEREIN IS VALID FOR 90 DAYS.

Fiserv reserves the right to withdraw or otherwise modify this proposal and the information herein after that time.

## Statement of Confidentiality

This proposal reveals the significant business capabilities of Fiserv, including systems, prices and pricing strategy. These elements are essential to the business of Fiserv. This proposal and the information contained in this proposal is the proprietary and confidential information of Fiserv and must be held in confidence by you and your company (and its affiliates and personnel) and otherwise treated in accordance with the confidentiality terms we have previously agreed to regarding the products and services of Fiserv and information relating to such products and services. Fiserv is delivering this proposal with the express understanding that it will be held in confidence, will not be copied or reproduced without consent, and will not be disclosed to third parties or to persons within the company to whom Fiserv has not previously consented in writing.

Fiserv's proposal reveal the significant business capabilities of Fiserv, including prices and pricing strategy, system security, trade secrets and competitively sensitive proprietary information that are essential to our business. The public release of this confidential information would harm the competitive business positions of Fiserv and the interests of our clients in future contracts. The REDACTED RFQ response provided by Fiserv may be used by your organization in the event of legally required disclosure.

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Information subject to change.

## **Appendix A – RFQ Response Form**

Redacted Copy

**APPENDIX B – FORMS**

**033-16 RFQ for Bill Print and Presentment**

**MINIMUM QUALIFICATION FORM**

**GENERAL**

The minimum qualifications shall be submitted in the format attached. The report shall be presented in the order described below. In order to be considered a qualified supplier by JEA you must meet all the criteria listed and be able to provide all the services listed in this specification.

**PROPOSER INFORMATION**

COMPANY NAME: Fiserv Solutions, LLC

BUSINESS ADDRESS: 13100 North Promenade Boulevard

CITY, STATE, ZIP CODE: Stafford, TX 77477

TELEPHONE: [REDACTED]

FAX: [REDACTED]

E-[REDACTED]

- Respondent must show evidence of successful performance (i.e. project executed on time, in budget, with acceptable service and performance levels, etc.) of three (3) similar contracts demonstrating the capabilities listed below in the last five (5) years ending December 31, 2015.
  - A similar contract is described as a bill print and presentment contract for a large utility or comparable size company sending and presenting 350,000 customer documents per month for a minimum of three (3) years ending 1/1/2016.
  - JEA will attempt to contact the Respondent’s references a maximum of three (3) times. JEA may reject a Response if JEA cannot make contact with the reference.

**Fiserv Response**

While we welcome the opportunity to share references and testimonials with our prospective clients, as a courtesy to our clients and in consideration of confidentiality agreements, we must limit the amount of details we provide within an RFQ/RFP response. [REDACTED]

[REDACTED]

1. Primary Nature of Service Provided [REDACTED]

[REDACTED]

Geographic Location Client [REDACTED]

Reference Name [REDACTED]

Reference Phone Number [REDACTED]

Reference email address [REDACTED]

Documents Per Month [REDACTED]

Description of Project [REDACTED]

[REDACTED]

[REDACTED]

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Primary Nature of Service Provided [REDACTED]

[REDACTED]

Geographic Location Client [REDACTED]

Reference Name [REDACTED]

Reference Phone Number [REDACTED]

Reference email address [REDACTED]

Documents Per Month [REDACTED]

Description of Project [REDACTED]

[REDACTED]

[REDACTED]

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Primary Nature of Service Provided [REDACTED]

Geographic Location Client [REDACTED]

Reference Name [REDACTED]

Reference Phone Number [REDACTED]

Reference email address [REDACTED]

Documents Per Month [REDACTED]

[REDACTED]

[REDACTED]

Description of Project [REDACTED]

[REDACTED]

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**Fiserv, Inc.**  
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