

Request for

Competitive Sealed Proposal

TAC 978B Utility Bill Printing and Mailing Services

NIGP Commodity Code(s):

915-58 Mailing Services: Addressing, Collating, Packaging, Sorting and Delivery

966-27 Electrostatic Printing Services

CSP Schedule

EVENT	DATE
CSP Issue Date	04/28/2025
Pre-Proposal Conference <i>Virtual – email buyer for invitation</i>	05/09/2025 at 10:30 am
Deadline for Questions <i>Submit to assigned buyer via email.</i>	05/19/2025 <i>10 Days prior to CSP due date</i>
Proposal Due Date <i>Mail or deliver to City Clerk address. Proposals are opened the day after the due date.</i>	05/28/2025

If You have any questions or need additional information, contact the Assigned Buyer:

Samantha J. Toothaker, Senior Buyer | stoothaker@cityoftulsa.org
*All questions should be emailed with **CSP TAC 978B** on the subject line.*

Submit proposals (sealed) to:

Deputy City Clerk
City of Tulsa
175 E. 2ND St.
Suite 260
Tulsa, OK 74103



CITY OF
Tulsa
A New Kind of Energy.

I. STATEMENT OF PURPOSE:

With this Competitive Sealed Proposal (CSP) request, we are seeking to secure services to provide comprehensive utility bill processing which includes printing, sorting, stuffing, and mailing bills.

We enthusiastically look forward to receiving your proposal.

II. INSTRUCTIONS FOR SUBMITTING A PROPOSAL:

A. General Requirements

1. The proposal **must** be received by **5:00 p.m. (CST) on the Proposal Due Date (see first page)**. Proposals must be sealed in an envelope or box clearly labeled: **“TAC 978B Utility Bill Printing and Mailing Services”**. You may use the label provided at the end of this document.

Proposals arriving late will be returned unopened.

2. Interested Respondents should submit:
 - a. One (1) unbound original proposal.
 - b. One (1) bound copy of the proposal.
 - c. One (1) electronic copy on a flash drive.

3. Sealed Proposals must be delivered to:

**Deputy City Clerk
City of Tulsa
175 E. 2nd St.
Suite 260
Tulsa, OK 74103**

4. A **mandatory** Pre-Proposal meeting will be held virtually on the date listed in the CSP schedule (see first page). Please email the assigned Buyer for the virtual meeting invite.
5. All interested Respondents are required to register with the assigned Buyer, in order to receive updates, addenda, or any additional information required. You can learn more about the registration process on the following website: <https://www.cityoftulsa.org/government/departments/finance/selling-to-the-city/register-as-a-vendor/>.

The City is not responsible for any failure to register.

6. Inquiries to the assigned Buyer requesting clarification regarding this CSP request or the content herein must be made via e-mail and must be received at least **10 Days prior to the Proposal Due Date**.

Samantha J. Toothaker, Senior Buyer
stoothaker@cityoftulsa.org

Any questions regarding this CSP request will be handled as promptly and as directly as possible. If a question requires only clarification of CSP request instructions or specifications, it will be handled via e-mail, or verbally. If any question results in material changes or additions to the CSP request, those changes or additions will be forwarded to all registered Respondents as quickly as possible by addendum.

7. Any contact with City Employees or Officials, other than the assigned Buyer, for or about this solicitation will disqualify Your Proposal and it shall be deemed non-responsive.
8. Respondents shall designate a contact person, with appropriate contact information, to address any questions concerning a proposal. Respondents shall also state the name and title of individuals who will make final decisions regarding contractual commitments and have legal authority to execute a contract on the Respondent's behalf.
9. Data Rider (Exhibit B): If the box is checked "Yes," the Data Rider is required.
Yes: No:
10. Insurance: (Exhibit C): If the box is checked "Yes," Insurance Requirements as set forth in Exhibit C is required.
Yes: No:
11. Proposals will be opened on the morning after the due date, at 8:30am, at the:

**Standards, Specifications, and Awards Committee Meeting
175 East 2nd Street, 2nd Floor
City Council Chamber**

B. General Notifications

1. With this Competitive Sealed Proposal request, the City reserves the right to do the following:
 - a. To conduct oral or written discussions with Respondents, after proposals are received, concerning technical and Price aspects of the proposals and/or to allow Respondents to revise their proposals, including Price;
 - b. To evaluate, after proposals are received, the relative abilities of Respondents to perform, including their technical or professional experience and/or expertise;
 - c. To conduct a comparative evaluation, after proposals are received, of the differing Price, service, quality, contractual factors, technical content, and/or technical and performance capability of the proposals;
 - d. To negotiate mutually agreeable terms in a contract;
2. The City of Tulsa notifies all possible Respondents that no person shall be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, sex, age, ethnicity, or on any other basis prohibited by law.

3. All Respondents shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination.
4. All Respondents shall comply with the Americans with Disabilities Act (ADA) and all proposals, and any subsequent contract shall include the following statement:

“Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act.”

It is understood that the program of the Respondent is not a program or activity of the City of Tulsa. The Respondent agrees that its program or activity will comply with the requirements of the ADA. Any costs of such compliance will be the responsibility of the Respondent. Under no circumstances will the Respondent conduct any activity which it deems to not be in compliance with the ADA.

5. Although it is the City’s intent to choose only the most qualified Respondents to interview, the City reserves the right to choose any number of qualified finalists for interview and/or final selection.
6. This Competitive Sealed Proposal request does not commit the City of Tulsa to pay any costs incurred in the submission of a proposal or the costs incurred in making necessary studies and designs for preparation thereof, or contract for service or supplies.

III. BACKGROUND

The Utilities Services Division bills all Tulsa Water, Sewer, Refuse, Stormwater, and EMSA utility customers. Approximately 135,000 bills are printed and mailed each month. The inclusion of more information on the bill requires an 8 ½” x 11” bill printed on blue paper and laser or other non-impact printing.

The bill print file provided daily by the City will be one or more PDF (Portable Document Format) files. Normally two to five files will be provided each business day that may contain more than one full billing cycle.

Occasionally there will be modifications made to the City’s bill print file which may require minor programming changes by the Respondent to its bill print software.

IV. SCOPE OF WORK

1. The Respondent shall sort, print, stuff, and mail, via US Postal Service, all bills by the next business day after data is received. City will transmit billing data every 2 hours from 6AM to 10 AM and 4PM to 8PM each day. City will notify Respondent of file information prior to the transfer. Both City and the Respondent are responsible to notify each other of any failure to meet these routine deadlines. The Respondent must have contingency arrangements to assure adherence to these hours in the event of equipment or other operational failure.
2. The Respondent shall perform minor programming changes at no additional cost throughout the contract period. These changes may occur two or three times a year

and include modifications to the placement of a bill message or to the terminology of the bill message.

- a. In addition, as billing software revisions are received, test files will be sent to the Respondent for generation of sample bills to prove the billing revisions. No additional fees will be paid for such services.
3. The Respondent shall allow the City to initiate all file transfers; both inbound and outbound. The Munis Utility Billing system supports bill data file transfer in PDF format to the Respondent by internet FTP (File Transfer Protocol).
 - a. The Respondent will provide the ability to read the PDF to determine the following:
 - i. When a multipage bill stops, and another begins.
 - ii. When a bill insert is needed (based on text on a predetermined area of the bill.)
 - iii. When a return envelope is not to be inserted (based on text on a predetermined area of the bill.)
 - iv. The ability to add the appropriate USPS IMB (Intelligent Mail Barcode) at the time of printing based upon data read on the PDF file.
 - b. The Respondent will provide a daily file of bills that do not qualify for the lowest possible postage rate (zip + 4) due to incorrect/insufficient address. The file will contain customer name, account number, and mailing address. No additional fee will be paid for this service.
4. The Respondent shall custom develop the print and format instruction for all of the equipment used in this application. The Respondent is expected to print the bills using laser or similar non-impact printing equipment. Sample bills are attached as part of this specification and should be followed as close as possible for bill data, layout, fonts, and graphics. **See Attachment A for examples.**
 - a. The bill is to be printed on standard 8 ½" x 11" 24 lb. bond colored paper that is approximately Pantone PMS 317 or a substantially similar shade of blue, which the Respondent will provide. The City's approval of the paper to be used for the bill is required. The City will provide the pre-printed outer window envelopes, the inner return envelopes, and the brochures to insert.
 - b. The bill is to be printed dual sided. Most bills will be 2 pages (front and back). Only 1% of the bills will be 3 or more pages.
 - c. The bill is to be perforated across the lower portion at 3 1/8" from the bottom, to facilitate the easy removal of the return portion of the bill by our customers.
 - d. Bills, averaging 7,000 per cycle, will be double folded by the Respondent, and inserted by the Respondent into City provided window envelopes; the Respondent will also insert one (1) City provided brochure (**see Attachment B**) and a return envelope if appropriate, into the outer envelope with the bills. The City does not require return envelopes in AutoPay bills (**see Attachment C**). Generally, only one cycle is billed per day. However, at least twice each month, the Respondent will be

required to produce bills for two cycles on a single day, and there will be other occasions which will necessitate doubling up on billing. Most of these other incidents can be scheduled by the City and the Respondent provided with at least a week's prior notification. If, on rare occasions, the City fails to produce the day's bill data file, the Respondent will be required to produce bills for two cycles on the following business day.

- e. Additionally, for those bills in arrears, averaging 900 of the 7,000 per cycle, a "Cut-Off" notice (**see Attachment D**), must also be inserted in the outer envelope with the appropriate bills. Insert will be based on text on each bill to insert the "Cut-Off" notice. (**See Attachment E**)
 - f. The Cut-Off notices are to be printed on 8 ½" x 11" 60 lb. Astrobright Orange paper approximately Pantone 1505U or a substantially similar shade of orange that the Respondent will provide. The City's approval of the paper to be used for the Cut-Off notices is required. City will provide bimonthly updates of any changes that may be needed to this notification. The Cut-Off notices are to be folded prior to insertion.
 - g. In certain months, an additional brochure may be requested to be inserted with specific bills. The criteria for the bills that will receive these inserts will be based on a data field or fields in a bill's data record. The City will provide the data field information and test any program modifications to verify bills are coded to receive the insert. Inserts range from single-sheet 20 lb. third-folded sheets on white or colored paper to a single 20 lb. 11" X 17" sheet folded into booklet shape and tri-folded again for insertion. Inserts may include City newsletters, important account information such as cutoff notices, and program information documents.
 - h. Occasionally, the City may request the Respondent to print and sort a cycle of bills for review on a Saturday. Should the City exercise this additional service, the Respondent would be given at least 24 hours' notice. The Respondent is to state whether this service can be accommodated and if so, bid a separate price for the City's exercise of this service.
5. The Respondent shall provide secure storage for all insert materials which will be delivered by the City or its agents in the following quantities:
 - A minimum of two (2) months' supply of inner and outer envelopes.
 - A minimum of one (1) months' supply of brochures.
 - A minimum of two (2) months' supply of Cut-Off notices.
 6. The Respondent shall provide complete confidentiality for all information contained in the bill data file and the printed bills while in the Respondent's possession. The Respondent is to destroy the daily bill data file as soon as the bills for the day have been successfully printed, folded, inserted, sorted, and mailed. The Respondent may not use or disclose the City of Tulsa bill information, including the City's customer names or addresses, for any purpose other than those specifically requested and approved in writing by the City.
 7. The Respondent shall perform pickup and delivery at no additional cost to the City.

8. The Respondent will provide for printing and mailing of special letters.

- a. Printing and sorting of letters provided in ASCII (American Standard Code for Information Interchange), CSV (comma-separated values), or PDF file format along with folding, inserting into City envelope, sealing, and delivery to post office. Letters are to be printed on standard 8½" x 11" City letterhead paper provided by the City or laser generated City letterhead for the letter. (Generated letterhead must be submitted and approved by City) The letter files are provided in partially formatted print file. The original intent was for local printing on laser or impact printers.
 - i. Approximately 45,000 – 50,000 total letters annually. Daily PDF files, Excel or CSV files with a mail merge template will be sent daily. The file will be sent by internet FTP.
 - ii. Approximately 5,000 letters are needed annually specifically during April and May.
- b. Printing and sorting of letters provided in Excel or CSV list and master text document letter will use the PAVE (Presort Accuracy, Validation, and Evaluation) sort list (volume permitting), merge with master letter document, print, insert into City envelope, seal and deliver to post office.
- c. The City may request the Respondent to insert additional brochures with the letters in either requirement for mailing of special letters listed above.
- d. The Respondent must provide services for special or "rush" projects (e.g. printing and mailing out survey forms) in which the turnaround time may be less than a week.

V. DELIVERABLES

The products, reports, and plans to be delivered to the City will include:

- Producing, sorting, inserting, and mailing bills Monday through Friday each week for an average total of 21 days per month
- Daily reports on the number of bills processed and mailed.
- Daily reports of non-USPS verified addresses with customer names and account numbers.
- Monthly report of the numbers of bills, inserts, letters, and postage rates for each Cycle
- A summary report of postage rates and numbers of bills processed and mailed on each monthly invoice.
- Monthly invoices for all services provided and for any postage required to mail the bills.

VI. RESPONSE QUESTIONS AND PROPOSAL REQUIREMENTS

To be considered, interested Respondents should submit or address the following:

A. Vendor Qualifications

1. Describe your qualifications, experience and that of key personnel assigned to this project as well as that of each firm proposed as part of the Respondent's team. Please include years of experience with similar sized projects, the number of personnel, and equipment used to perform the services requested. It is noted that equipment, material, and staff shall be provided by the Respondent.
2. Describe previous projects that Respondent's firm has conducted for organizations of similar size and complexity. Provide contact names, telephone numbers and email addresses for a minimum of three (3) references from these organizations.
3. Describe in detail your contingency arrangements to assure adherence to hours specified for service delivery in the event of equipment or other operational failure.
4. Specifically state whether you can support each of the Services identified on Exhibit A – Price Sheet Summary. Note: Bid will only be awarded to the Respondent who can currently provide all primary and additional services identified. The exception to this will be if no Respondents can meet an additional service request. In that case, the additional service will be dropped.
5. State hours/days available for direct customer contact.
6. State availability of FTP capabilities.
7. State availability of using PDF format.

B. Programming Support

1. Do you make programming changes internally or do you contract out for such services? If you make programming changes in-house, identify the number of programmers on staff and the qualifications of the personnel. If you contract out such services, identify the subcontractor and describe contingency arrangements in the event that the primary subcontractor is unavailable.
2. How many days will be required for minor programming changes? An example of a minor programming change is modification of an OCR (Optical Character Recognition) line of the bill.
3. How much lead time, number of days is required to begin delivering the services specified in the bid?

C. Sorting Procedure

1. Describe the sorting procedure you utilize to sort bills/letters to guarantee lowest postal rate (Zip + 4).
2. Describe the procedure you utilize to notify City of non-USPS verified addresses.

3. What PAVE certified software will you use, and what plans do you have for future upgrades?
- D. Provide a project schedule, identifying beginning and ending dates of work, as well as project target dates if new to working with the City.
- E. State whether services for special or “rush” projects can be accommodated, and if so, describe how it plans to accomplish such projects.
- F. Indicate ability to provide services and include Price per item printed, folded, stuffed, sealed, sorted, and delivered to the US Postal Service
- G. At the discretion of the City, one or more Respondents may be invited to be interviewed for purposes of clarification or discussion of the proposal.
- H. Any expenses incurred by the Respondent(s) in appearing for an interview or in any way providing additional information as part of the response to this Competitive Sealed Proposal request are solely the responsibility of the Respondent. The City of Tulsa is not liable for any costs incurred by Respondents in the preparation of proposals, or any work performed by the Respondent prior to the approval of an executed contract by the City of Tulsa. The City assumes no responsibility or liability for any costs you may incur in responding to this CSP request, including attending meetings or contract negotiations.

VII. EVALUATION OF PROPOSALS

A panel consisting of not less than four (4) City of Tulsa employees will evaluate proposals. Selection shall be determined to be in the best interest of the City as evaluated by the City of Tulsa. The approval of the selected Respondent will be subject to the final determination of the City and will be contingent on the successful completion of a contract between the City and the successful Respondent.

The submitted bids will be evaluated on the following basis:

Description	Points
Cost of Printing, Sorting, Stuffing and Mailing (EXHIBIT A Delivery & Pricing)	50
Acceptability, benefits, and quality of services identified in narrative responses to questions and requests for information stated in this proposal	40
Quality of past performance, experience, financial soundness, and reputation of Respondent	10
TOTAL POINTS	100

VIII. AWARD OF PROPOSALS

The City evaluates proposals based on the general criteria identified in Tulsa Revised Ordinance (TRO) Title 6, Chapter 4, and listed below:

1. The ability, capacity, and skill of the Respondent to perform the contract or provide the service required,

2. Whether the Respondent can perform the contract or provide the service promptly or within the time specified, without delay or interference,
3. The character, integrity, reputation, judgment, experience, and efficiency of the Respondent,
4. The quality of performance by Respondent of previous contracts or services,
5. The previous and existing compliance by the Respondent with laws and ordinances relating to the contract or service,
6. The sufficiency of the financial resources and ability of the Respondent to perform the contract or provide the service,
7. The quality, availability and adaptability of the Services offered by Respondent to the particular use required,
8. The ability of the Respondent to provide future maintenance, support and service related to Respondent's offer,
9. Where an earlier delivery date would be of great benefit to the Using Department, the date and terms of delivery may be considered in the Proposal award,
10. The degree to which the Proposal submitted is complete, clear, and addresses the requirements in the CSP request specifications,
11. If a point system has been utilized in the CSP request specifications, the number of points earned by the Respondent.
12. The total cost of ownership, including the costs of supplies, materials, maintenance, and support necessary to perform the item's intended function.
13. If an evaluation committee performs the evaluation, the recommendation of such committee.

IX. MISCELLANEOUS

- A.** Your response to this CSP request will be considered part of the contract if one is awarded to you.
- B.** All data included in this CSP request, as well as any attachments, are proprietary to the City of Tulsa.
- C.** The use of the City of Tulsa's name in any way as a potential customer is strictly prohibited except as authorized in writing by the City of Tulsa.
- D.** Your proposal must clearly indicate the name of the responding organization, including the Respondent's e-mail address and web site information, if applicable, as well as the name, address, telephone number and e-mail address of the organization's primary contact for this proposal. Your proposal must include the name, address, telephone number and e-mail address of the Respondent and/or team of Respondents assigned to the City account.

- E. The City is bound to comply with Oklahoma's Open Records Act, and the information submitted with your proposal, with few exceptions, is a matter of public record. For specifics on the Oklahoma Open Records Act, see the link below:

<https://libraries.ok.gov/law-legislative-reference/library-laws/statutes-open-records/>

The City shall not be under any obligation to return any materials submitted in response to this CSP request.

- F. The City expects to enter into a written Agreement with the chosen Respondent that will incorporate this CSP request, your proposal and City of Tulsa's General Contract Terms set forth in Exhibit D. In addition to any terms and conditions included in this CSP request, the City may include in the Agreement other terms and conditions as deemed necessary.
- G. Authorized Agents. Parts of the Bid (Exhibit A, Exhibit B, Affidavit, Acknowledgement of Receipt of Addenda/Amendments and City of Tulsa's General Contract Terms) must be signed by an "**Authorized Agent.**" An Authorized Agent means an agent who is legally authorized to bind the Seller under the law of the state in which the Seller is legally organized. Entities organized in states other than Oklahoma must follow the law of the state in which they are organized. For instance, under Oklahoma law, the Authorized Agent for each of the following types of entities is as stated below:

- **Corporations** – the president, board chair or board vice chair (or the vice president if the corporation was formed in Oklahoma) can sign; others can sign if they have and provide the City with (i) a corporate resolution giving them authority to bind the Seller, and (ii) a recent Certificate of Secretary indicating the authority is still valid and was in full force and effect on the date of the signature.
- **General Partnerships** – any partner can sign to bind all partners.
- **Limited Partnerships** – the general partner must sign.
- **Individuals** – no additional authorization is required, but signatures must be witnessed and notarized.
- **Sole Proprietorship** – the owner can sign. Any other person can sign if s/he provides a recent Power of Attorney, signed by the owner, authorizing him/her to bind the sole proprietorship.
- **Limited Liability Company (LLC)** – any manager of the LLC elected by the members of the LLC, or any member signing as manager of the LLC. All other signers will need a Consent of Members signed by all the Members of the LLC authorizing their signature on or up to 30 days before the date of their signature.

It is recommended that Signatory Authorization Documentation for the Authorized Agent is included at the time of Proposal Submission.

RESPONDENT INFORMATION SHEET

Respondent's Legal Name: _____
(Must be Respondent's company name as reflected on its organizational documents, filed with the state in which Respondent is organized)

State of Organization: _____

Respondent's Type of Legal Entity: (check one)

- | | |
|--|--|
| <input type="checkbox"/> Sole Proprietorship | <input type="checkbox"/> Limited Partnership |
| <input type="checkbox"/> Partnership | <input type="checkbox"/> Limited Liability Partnership |
| <input type="checkbox"/> Corporation | <input type="checkbox"/> Limited Liability Limited Partnership |
| <input type="checkbox"/> Limited Liability Company | <input type="checkbox"/> Other: _____ |

Respondent's Address: _____
Street City State Zip Code

Respondent's Website Address: _____

Sales Contact:

Name: _____

Title/Position: _____

Street: _____

City: _____

State: _____

Phone: _____

Email: _____

Contact for Legal Notice:

Name: _____

Title/Position: _____

Street: _____

City: _____

State: _____

Phone: _____

Email: _____

How did you learn about this business opportunity with the City of Tulsa?

- Email from Assigned Buyer
- City of Tulsa Website
- Tulsa World posting
- Purchasing search engine
- Industry colleague
- Other:

EXHIBIT A PRICE SHEET SUMMARY

DELIVERY AND PRICING

1. Delivery. You must be able to deliver the Goods and/or Services as specified in your Bid. Failure to do so may result in the City terminating your contract or canceling the Purchase Order, pursuing collection under any performance bond, as well as any other damages to which it may be entitled in law and in equity.

2. Pricing. You agree to sell City the following Goods and/or Services according to the fixed prices shown below. You must state the total cost necessary to provide all Goods and/or Services, including all shipping F.O.B Tulsa,

Item	Description	QTY	Unit Cost	Extended Cost
1.	Bills - Printed per page	1,800,000	\$	\$
2.	Bills - PAVE sort and print USPS IMB	1,800,000	\$	\$
3.	Fold and Insert Bills	1,800,000	\$	\$
4.	Fold and Insert City Life Brochure	1,800,000	\$	\$
5.	Print, Fold and Insert Cut Off Notices	230,000	\$	\$
6.	Insert Return Envelope	1,320,000	\$	\$
7.	Seal and Deliver to Post Office	1,800,000	\$	\$
8.	Single Page Letters Print, Fold, Insert, Seal, and Deliver to Post Office.	50,000	\$	\$
Sub Total for lines 1-8			\$	_____

Additional Services:

Item	Description	QTY	Unit Cost	Extended Cost
9.	Saturday Printed and Sorted	7,000	\$	\$
10.	Fold and Insert Additional Brochures	365,000	\$	\$
Sub Total for lines 9-10			\$	_____

Other Costs to City Please identify and describe other services for which there may be a charge.

Item	Description	QTY	Unit Cost	Extended Cost
11.			\$	\$
12.			\$	\$
13.			\$	\$
14.			\$	\$
15.			\$	\$
16.			\$	\$
Subtotal for lines 11-16			\$	_____
TOTAL for Lines 1-16			\$	_____

Company Name: _____

Date: _____

Signature: _____

Name Printed: _____

Title: _____

EXHIBIT B DATA RIDER

REQUIREMENTS FOR THE PROTECTION OF THE CITY OF TULSA'S PROTECTED DATA

This "Rider" is added to and incorporated as part of the Agreement pursuant to TAC 577H, between the City of Tulsa

("City") and _____ ("Seller").
(Seller's Legal Name)

Capitalized terms not defined in this Rider shall have the meaning provided in the Agreement. In the event of a conflict between the terms of this Rider and the Agreement, the terms of this Rider shall govern.

1. Acknowledgement of Confidential Nature of Information, Access and Applicable Law

Seller acknowledges that all data provided to Seller under the Agreement is confidential ("Protected Data"), and may be subject to certain state and federal laws restricting use and disclosure of such data, including the Oklahoma Security Breach Notification Act; the Oklahoma Government Website Information Act (Section 3113.1); the Oklahoma Computer Crimes Act; the CJIS Security Policy; the privacy and information security aspects of the Health Insurance Portability and Accountability Act and its implementing regulations (including without limitation 45 CFR Part 160 and Subparts A, C, and E of Part 164); and America's Water Infrastructure Act Section 2013. Seller agrees to comply, and require subcontractors to comply, with all applicable federal and state laws restricting the access, use and disclosure of Protected Data.

2. Prohibition on Unauthorized Use or Disclosure of Protected Data

Seller agrees to hold the City's Protected Data, and any information derived from such information, in strictest confidence. Seller shall not access, use or disclose Protected Data except as permitted or required by the Agreement or as otherwise authorized in writing by the City, or applicable laws. If required by a court of competent jurisdiction or an administrative body to disclose Protected Data, Seller will notify City in writing immediately upon receiving notice of such requirement and prior to any such disclosure, to give City an opportunity to oppose or otherwise respond to such disclosure (unless prohibited by law from doing so). If such opposition is unsuccessful, or if the City does not otherwise oppose or respond to the disclosure notice, Seller shall provide to the City a copy of any Protected Data disclosed contemporaneously with its disclosure. Any transmission, transportation or storage of Protected Data outside the United States is prohibited except on prior written authorization by the City.

Notwithstanding any other provisions of the Agreement, this Section B does not prohibit or limit Seller from any use or disclosure of any information that may be the same as any Protected Data but which Seller can demonstrate by documentary evidence was (i) properly obtained by Seller without access to, reference to or use of any Protected Data, and (ii) at all times maintained separately from and not in any way combined, commingled, compared, benchmarked or in any way associated with any Protected Data.

3. Safeguard Standard

With respect to the City's Protected Data, Seller shall comply in all respects reasonably pertinent to the Agreement with the Fair Information Practice Principles, as defined by the U.S. Federal Trade Commission. If collecting Protected Data electronically from individuals on behalf of the City, Seller shall utilize a privacy statement or notice in conformance with such principles.

Seller agrees to protect the privacy and security of Protected Data according to all applicable laws and regulations, by industry standard & commercially-acceptable standards, and no less rigorously than it protects its own confidential information, and will not place City, whether by act or omission, in violation of any privacy or security law known by Seller to be applicable to City. Seller shall implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality (authorized access), integrity and availability of the Protected Data. While Seller has responsibility for the Protected Data under the terms of this Agreement, Seller shall ensure that such security measures are regularly reviewed and revised to address evolving threats and vulnerabilities.

- A. All facilities used to store and process Protected Data will employ commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Seller's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved. Seller will not use or maintain any Protected Data on a laptop, hard drive, USB key, flash drive, removable memory card, smartphone, or other portable device or unit except only as approved by City and provided that immediately upon the need for such Protected Data ceasing, such Personal Data is immediately destroyed or erased.
- B. At the request of the City, Seller will provide evidence that it has established and maintains technical and organizational security measures governing the processing of Protected Data appropriate to the processing and the nature of the Protected Data to be protected. In order to validate technical and organizational security measures, Seller will cooperate with the City's Seller Due Diligence Program, which includes a risk assessment, potentially supported by a questionnaire and/or a SOC 2 Type 2 (or equivalent) review, depending on risk level. In the event that the due diligence process results in recommended controls, Seller will implement agreed-upon controls in order to reduce residual risk to acceptable levels. Seller will promptly correct any deficiencies in the technical and organizational security measures identified by City to Seller.
- C. Without limiting the foregoing, Seller warrants that all Protected Data will be encrypted in transmission (including via web interface) and remain encrypted at rest at no less than 256bit level encryption.
- D. Seller will use industry standard and up-to-date security tools and technologies such as antivirus protections and Seller will not create or maintain data which are derivative of Protected Data except for the purpose of performing its obligations under the Agreement and this Rider and as authorized by City.

- E. intrusion detection methods in providing Services under this Agreement.
- F. Seller will not store or process Protected Data outside of data centers located in the United States unless authorized to do so in writing by City and such store or process complies with the applicable state, federal and international data protection laws, the Agreement and this Rider. City may revoke its authorization at any time.
- G. Seller will not permit any officer, director, employee, agent, other representative, subsidiary, affiliate, independent contractor, or any other person or entity acting on behalf of Seller to process Protected Data unless such processing is in compliance with the Agreement and this Rider and is necessary in order to carry out Seller's obligations under the Agreement and this Rider;
- H. Seller will establish a nightly process to provide the City with a full and updated copy of the Protected Data collected and stored on behalf of the City.
- I. Seller will provide the City with a complete data dictionary document including, but not limited to: Table Names, Field Names, Field Types, Field Lengths, and Table Relationships which shall not be disclosed to any persons without a need to know. All materials provided should note the confidentiality of such information.
- J. Seller will keep and maintain access logs, firewall logs, intrusion protection logs for a minimum of 180 days.

4. Return or Destruction of Protected Data

Within 30 days of the of the expiration or earlier termination of the Agreement, or when there is no longer any legitimate business need (as determined by City) to retain such Protected Data, or otherwise on the instruction of City, , Seller shall return the Protected Data to City in a format determined by City, unless the City requests in writing that such data be destroyed. This provision shall also apply to all Protected Data that is in the possession of subcontractors or agents of Seller. Such destruction shall be accomplished by "purging" or "physical destruction" in accordance with commercially reasonable standards for the type of data being destroyed (e.g., Guidelines for Media Sanitization, NIST SP 800-88). Seller shall certify in writing to the City that such return or destruction has been completed.

5. Sole Property of City

Protected Data will at all times remain the sole property of City, and nothing in this Rider will be interpreted as granting Seller any license or other right under any patent, copyright, trademark, trade secret, or other proprietary right to the Protected Data.

6. Breaches of Protected Data

For purposes of this section, the term "Breach," has the meaning given to it under the applicable state, federal law.

A. Reporting of Breach. Immediately upon discovery of a confirmed or suspected Breach, Seller shall report both orally and in writing to the City. In no event shall the report be made more than 24 hours after Seller knows or reasonably suspects a Breach has or may have occurred. In the event of a suspected Breach, Seller shall keep the City informed regularly of the progress of its investigation until the uncertainty is resolved.

Seller's report shall identify:

1. The nature of the unauthorized access, use or disclosure,
2. The Protected Data accessed, used or disclosed,
3. The person(s) who accessed, used and disclosed and/or received Protected or Private Information (if known),
4. What Seller has done or will do to mitigate any deleterious effect of the unauthorized access, use or disclosure, and
5. What corrective action Seller has taken or will take to prevent future unauthorized access, use or disclosure.
6. Seller shall provide such other information, including a written report, as reasonably requested by City.

B. Coordination of Breach Response Activities. In the event of a Breach, Seller will:

1. Immediately notify the State of Oklahoma and CISA upon learning of a possible breach.
2. Immediately preserve any potential forensic evidence relating to the Breach;
3. Promptly (within 2 business days) designate a contact person to whom the City will direct inquiries, and who will communicate Seller responses to City inquiries;
4. As rapidly as circumstances permit, apply appropriate resources to remedy the breach condition, investigate, document, restore City service(s) as directed by the City, and undertake appropriate response activities;
5. Provide status reports to the City on Breach response activities, either on a daily basis or a frequency approved by the City;
6. Coordinate all media, law enforcement, or other Breach notifications with the City in advance of such notification(s), unless expressly prohibited by law;
7. Make all reasonable efforts to assist and cooperate with the City in its Breach response efforts; and
8. Ensure that knowledgeable Seller staff are available on short notice, if needed, to participate in City-initiated meetings and/or conference calls regarding the Breach.

C. Costs Arising from Breach. In the event of a Breach by the Seller or its staff or subcontractors, Seller agrees to promptly reimburse all costs to the City arising from such Breach, including but not limited to costs of notification of individuals, establishing and operating call center(s), credit monitoring and/or identity restoration services, time of City personnel responding to Breach, civil or criminal penalties levied against the City, attorney's fees, court costs, etc. Any Breach may be grounds for immediate termination of this Agreement by the City. Nothing in this paragraph limits any other remedies available to City.

D. Indemnify. Seller shall indemnify, defend and hold City harmless from and against all losses suffered or sustained by the City, and its employees, officers, representatives, or contractors, or by any third party or entity, caused by, resulting from, or attributable to Seller's breach or violation of any of the terms and conditions of this Rider. Seller's obligation to indemnify, defend, and hold City harmless shall survive termination or expiration of this Rider.

7. Examination of Records

City shall have access to and the right to examine any pertinent books, documents, papers, and records of Seller involving transactions and work related to this agreement until the expiration of five years after final payment hereunder. Seller shall retain project records for a period of five years from the date of final payment.

8. Assistance in Litigation or Administrative Proceedings

Seller shall make itself and any employees, subcontractors, or agents assisting Seller in the performance of its obligations under the Agreement available to City at no cost to City to testify as witnesses in the event of an unauthorized disclosure caused by Seller that results in litigation or administrative proceedings against City, its directors, officers, agents or employees based upon a claimed violation of laws relating to security, privacy or arising out of this agreement.

9. Insurance

Seller will maintain at all times during the term of this Agreement, at its own expense, cyber liability insurance with limits of no less than \$1,000,000.00 for any one occurrence and \$5,000,000.00 in annual aggregate.

10. Survival

The Seller shall maintain an industry standard disaster recovery program to reduce the potential effect of outages because of supporting data center outages. Any backup site used to store City Protected Data shall include the same information security and privacy controls as the primary data center(s).

11. Right to Audit

Seller agrees that, as required by applicable state and federal law, auditors from state, federal, the City, or other agencies so designated by the City, shall have the option to audit the outsourced service. Records pertaining to the service shall be made available to auditors and the City during normal working hours for this purpose.

For Seller

By: _____
Signature

Name: _____

Title: _____

Date: _____

EXHIBIT C INSURANCE REQUIREMENTS

Respondent shall be the named insured under all policies with an authorized insurance company licensed to do business in Oklahoma and shall secure prior to the Effective Date of this Agreement and shall keep in force at all times during the term of this agreement the following insurance:

Commercial General Liability

Limits of at least:

- \$1,000,000 Per Occurrence
- \$2,000,000 General Aggregate
- \$1,000,000 Products – Completed Operations Aggregate

Automobile Liability

Limits of at least:

- \$2,000,000 Combined Single Limit (CSL) Per Occurrence

Workers' Compensation

Limits of at least:

- Statutory coverage for the state of Oklahoma

Umbrella / Excess Coverage and Professional Liability

Umbrella / Excess Limits of at least:

- \$2,000,000 Per Occurrence
- \$3,000,000 Aggregate

Cyber Liability

Limit of at least:

- \$1,000,000 Per Occurrence
- \$5,000,000 General Aggregate

Respondent shall at all times during the term of this Agreement maintain workers' compensation insurance with an authorized insurance company licensed to do business in Oklahoma insuring its employees in amounts equal to or greater than required under law.

Respondent shall provide the City with current valid original certificates of insurance prior to commencement of this agreement and **annually prior to policy renewals** evidencing compliance with this Section. The Certificate of Insurance must be completed with the following information:

- Your name
- Insurer's name and address
- Policy number
- Liability coverage and amounts
- Commencement and expiration dates
- Signature of authorized agent of insurer
- Certificate Holder Information: City of Tulsa, 175 East 2nd St., Suite 260, Tulsa, OK 74103

Respondent shall provide the City with a minimum of thirty (30) days prior written notice of policy cancellations. It is solely the Seller's responsibility to provide notice to the City, should any required insurance be cancelled or non-renewed. Failure of the Seller to provide all insurance requirements, or to provide notice, shall not relieve the Seller of its obligation under this contract.

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS

I hereby acknowledge receipt of the following addenda or amendments, and I understand that such addenda or amendments are incorporated into the Bid Packet and will become a part of any resulting contract.

List Date and Title/Number of all addenda or amendments: (Write "None" if applicable).

Sign Here ►

Printed Name:

Title:

Date:

EXHIBIT D

CITY OF TULSA GENERAL CONTRACT TERMS

It is anticipated that the City of Tulsa will enter into a contract with the selected Respondent for an initial term ending one (1) year from the date of its execution by the City's Mayor, with four (4) one-year renewals available at the option of the City. Contracts entered into by the City of Tulsa generally include, but are not limited to, the following terms:

1. **Renewals.** Contractor understands and acknowledges that any future contracts or renewals are neither automatic nor implied by this Agreement. The continuing purchase by City of the Services set forth in this Agreement is subject to City's needs and to City's annual appropriation of sufficient funds in City's fiscal year (July 1st to June 30th) in which such Services are purchased. In the event City does not appropriate or budget sufficient funds to perform this Agreement, this Agreement shall be null and void without further action by City.
2. **No Indemnification or Arbitration by City.** Contractor understands and acknowledges that City is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, City shall not indemnify nor hold Contractor harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorneys' fees and costs. In addition, Contractor shall not limit its liability to City for actual loss or direct damages for any claim based on a breach of this Agreement and the documents incorporated herein. City reserves the right to pursue all legal and equitable remedies to which it may be entitled. City will not agree to binding arbitration of any disputes.
3. **Intellectual Property Indemnification by Contractor.** Contractor agrees to indemnify, defend, and save harmless City and its officers, employees and agents from all suits and actions of every nature brought against them due to the use of patented, trademarked or copyright-protected appliances, products, materials or processes provided by Contractor hereunder. Contractor shall pay all royalties and charges incident to such patents, trademarks or copyrights.
4. **General Liability and Indemnification.** Contractor shall hold City harmless from any loss, damage or claims arising from or related to the performance of the Agreement herein. Contractor must exercise all reasonable and customary precaution to prevent any harm or loss to all persons and property related to this Agreement. Contractor agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and material furnished by Contractor or Contractor's subcontractors under the scope of this Agreement.
5. **No Confidentiality.** Contractor understands and acknowledges that City is subject to the Oklahoma Open Records Act (51 O.S. §24A.1 *et seq.*) and therefore cannot assure the confidentiality of contract terms or other information provided by Contractor pursuant to this Agreement that would be inconsistent with City's compliance with its statutory requirements there under.
6. **Compliance with Laws.** Contractor shall be responsible for complying with all applicable federal, state and local laws. Contractor is responsible for any costs of such compliance. Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act. Contractor certifies that it and all of its subcontractors to be used in the performance of this agreement are in compliance with 25 O.S. Sec. 1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. Sec. 1313 and includes, but is not limited to, the free Employee Verification Program (E-Verify) available at www.dhs.gov/E-Verify.
7. **Right to Audit.** The parties agree that books, records, documents, accounting procedures, practices, price lists or any other items related to the Services provided hereunder are subject to inspection, examination, and copying by City or its designees. Contractor shall retain all records related to this Agreement for the duration of the contract term and a period of three years following completion and/or termination of the contract. If an audit, litigation or other action involving such records begins before the

end of the three year period, the records shall be maintained for three years from the date that all issues arising out of the action are resolved or until the end of the three year retention period, whichever is later.

8. **Governing Law and Venue.** This Agreement is executed in and shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principles, which shall be the forum for any lawsuits arising under this Agreement or incident thereto. The parties stipulate that venue is proper in a court of competent jurisdiction in Tulsa County, Oklahoma and each party waives any objection to such venue.
9. **No Waiver.** A waiver of any breach of any provision of this Agreement shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.
10. **Entire Agreement/No Assignment.** This Agreement and any documents incorporated herein constitute the entire agreement of the parties and supersede any and all prior agreements, oral or otherwise, relating to the subject matter of this Agreement. This Agreement may only be modified or amended in writing and must be signed by both parties. Notwithstanding anything to the contrary herein, the City does not agree to the terms of any future agreements, revisions or modifications that may be required under this Agreement unless such terms, revisions or modifications have been reduced to writing and signed by both parties. Contractor may not assign this Agreement or use subcontractors to provide the Goods and/or Services without City's prior written consent. Contractor shall not be entitled to any claim for extras of any kind or nature.
11. **Equal Employment Opportunity.** Contractor shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination

The undersigned agrees to the inclusion of the above provisions, among others, in any contract with the City of Tulsa.

Company Name: _____

Date: _____

Signature: _____

Name Printed: _____

Title: _____

Attachment A – Sample Multipage Bill Page 1 of 4



Utility Services
Tulsa, OK 74187-0003

Questions? Call 311, email tulsa311@cityoftulsa.org, or visit www.cityoftulsa.org/utilities
Se habla Español

Account # - Customer ID
777777-777777

Customer:
Customer Name
But Longer

Address:
7777 S 777TH EAST AV

Class:
Commercial

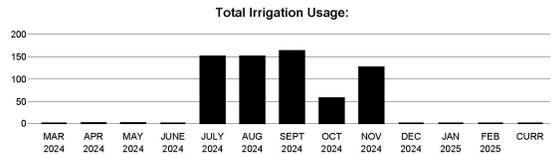
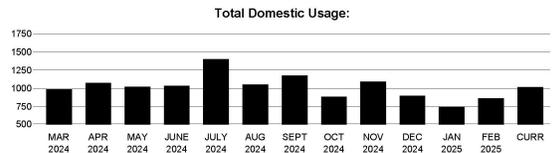
Account Summary 02/19/2025 to 03/20/2025:

Previous Balance	\$14,311.08
Payments Received	-\$14,311.08
Balance Forward	\$0.00
Current Charges	\$16,565.44
Total Due By 04/11/2025	\$16,565.44

Current Charge Totals: More details on back

Water	\$4,169.22
Sewer	\$10,262.58
Stormwater	\$1,979.64
Refuse	\$154.00
Total	\$16,565.44

A 1.5% late fee will be charged on total due if full payment is not received by the due date



Payment Options: Pay online at www.cityoftulsa.org/utilities, by phone at 311, or by mail.

Important Notice:

Sample Multi Page Bill
Sample Multi Page Bill
Sample Multi Page Bill
Sample Multi Page Bill

Detach and return this portion with payment

Account - Customer ID:
777777-777777

Customer Name But Longer
Name 2
PO BOX 777777
MS 77
COLOMBUS, OH 432182596

\$16,565.44

April 11, 2025

Total Amount Enclosed:

Please mail payment to:

CITY OF TULSA UTILITIES
TULSA, OK 74187-0003

10086042025501306503200016565442

Attachment A – Sample Multipage Bill Page 2 of 4

Account # - Customer ID
77777-777777

Customer:
Customer Name
But Longer

Address:
777 S 77TH EAST AV

Class:
Commercial

Charge Details:

Water **\$4,169.22**

Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Water Use SPK COM IN	NP21098126H	03/12/2025	3,707	3,707	ACT	0	3.93	\$0.00
Water Use SPK COM IN	NP21098126L	03/12/2025	1,004	1,004	ACT	0	3.93	\$0.00
Water Use DET COM IN	NP68008944	03/12/2025	347	349	ACT	2	0.00	\$0.00
Water Use Cons Meter IN	NP70137972H	03/16/2025	14,086	14,341	ACT	1007	3.93	\$3,957.51
Water Use Commercial IN	NP70137972L	03/16/2025	8,036	8,788	ACT	0	3.93	\$0.00
Water Fixed Fee 2 IN								\$28.25
Water Fixed Fee 6 IN								\$126.85
Water Fireline 8 Inch IN								\$56.61

Sewer **\$10,262.58**

Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Sewer XFactor 95 Vol IN	NP70137972H	03/16/2025				1007	10.12	\$10,188.32
Sewer Vol DET IN	NP68008944	03/12/2025				2	0.00	\$0.00
Sewer Fee 6 IN								\$74.26

Refuse and Recycling **\$154.00**

COMREF Pull 35 YD Comp	\$77.00	COMREF Pull 35 YD Comp	\$77.00
------------------------	---------	------------------------	---------

Terms and Conditions

The Customer agrees:

- to pay for such services in the manner established by the City, and that the Security Deposit, Bond, or Letter of Credit may be applied to any delinquent or unpaid charge;
- to comply with all ordinances and regulations now or hereafter adopted by the City;
- that all plumbing facilities upon the customer's premises, including septic tank or other devices for sewage disposal, will be installed and maintained in accordance with the City's ordinances, specifications, and regulations, and that the City may inspect such facilities at reasonable times to ensure compliance; and in the event that the devices are unsatisfactory to the City, to correct defects promptly upon notice, and that water service may be disconnected and not restored until defects are remedied;
- that water sold to the Customer shall be for use upon the Customer's premises, and will not be re-sold nor given away for any use elsewhere;
- and hereby releases the City of and from all liability for damage resulting from utility services by the City, or the suspension, interruption, or discontinuation of any such service.

Billing Inquiries

If you have a question about your bill, please call Customer Care at 311, 8:00 a.m. – 5 p.m. Monday through Friday. Outside of the Tulsa area please call (918) 596-2100. Email tulsa311@cityoftulsa.org. Our fax number is (918) 699-3170. You may also speak with one of our representatives in person by coming to City Hall at One Technology Center, 2nd and Cincinnati, between 8:00 a.m. and 5 p.m. Monday through Friday.

Payment Options

AutoPay:

The City of Tulsa offers direct payment of your utility bill from your bank account. Call Customer Care for more details at 311 or visit: www.cityoftulsa.org/utilities

By Phone or Online:

Call Customer Care at 311 to pay by phone or pay online at: www.cityoftulsa.org/utilities

By Mail:

City of Tulsa Utilities Services
 Tulsa, OK 74187-0003

PLEASE DO NOT SEND CASH

Payments that are mailed may not be posted to your account for several days. Therefore, if your account is past due, it is advisable to make payment at City Hall at One Technology Center or by phone.

In Person

Cashiers are available from 8:00 a.m. until 5 p.m. Monday through Friday at City Hall at One Technology Center, 2nd and Cincinnati. A night depository is located on the plaza, just west of the entrance to City Hall. Please do not place cash in the night depository. For other authorized payment centers near you, please visit: www.cityoftulsa.org/utilities

Attachment A – Sample Multipage Bill Page 3 of 4 (Page 4 prints a Blank Page)

Account # - Customer ID
777777-777777

Customer:
Customer Name
But Longer

Address:
7777 S 777Th East Av

Class:
Commercial

Charge Details:

▲ Miscellaneous	\$1,979.64
Stormwater Chrg IN	\$1,979.64

Attachment A – Sample One Page Bill Page 2 of 2

Account # - Customer ID
888888-888888

Customer:
Customer Name

Address:
123 E 123ND PL N

Class:
Single Fam

Charge Details:

Water								\$11.01
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Water Use Single-Fam IN	NP92534234	03/18/2025	639	640	ACT	1	4.44	\$4.44
Water Fixed Fee 3/4 IN								\$6.57
Sewer								\$22.17
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Sewer Vol Residential IN	NP92534234	03/18/2025				1	10.65	\$10.65
Sewer Fee 3/4 - 5/8 IN								\$11.52
Refuse and Recycling								\$23.40
Residential Refuse - 96 Gal								\$23.40
Miscellaneous								\$12.22
EMSA Medical Services								\$0.00
Stormwater Chrg IN								\$12.22

Terms and Conditions

The Customer agrees:

- to pay for such services in the manner established by the City, and that the Security Deposit, Bond, or Letter of Credit may be applied to any delinquent or unpaid charge;
- to comply with all ordinances and regulations now or hereafter adopted by the City;
- that all plumbing facilities upon the customer's premises, including septic tank or other devices for sewage disposal, will be installed and maintained in accordance with the City's ordinances, specifications, and regulations, and that the City may inspect such facilities at reasonable times to ensure compliance; and in the event that the devices are unsatisfactory to the City, to correct defects promptly upon notice, and that water service may be disconnected and not restored until defects are remedied;
- that water sold to the Customer shall be for use upon the Customer's premises, and will not be re-sold nor given away for any use elsewhere;
- and hereby releases the City of and from all liability for damage resulting from utility services by the City, or the suspension, interruption, or discontinuation of any such service.

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By Phone or Online:

Call Customer Care at 311 to pay by phone or pay online at: www.cityoftulsa.org/utilities

By Mail:

City of Tulsa Utilities Services
Tulsa, OK 74187-0003

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Attachment B – Sample City Brochure Side 1



01 SPRINGFEST 2025

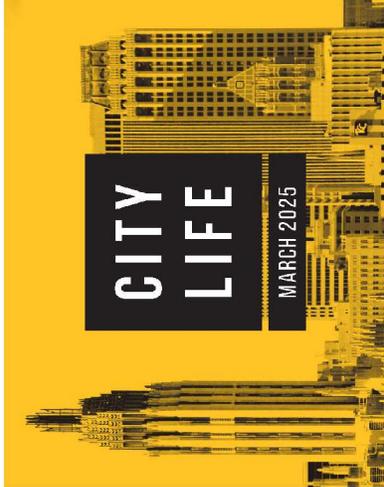
TULSA'S PREMIER GARDENING MARKET

SpringFest, Tulsa Garden Center's must-visit annual educational event for all things gardening, returns for the 70th year to Woodward Park, 2435 S. Peoria Ave., on Friday, April 11, and Saturday, April 12. Hours of operation for both days will be from 9 a.m.-3 p.m.

Thousands of eager green thumbs kick off their gardening season at SpringFest. Come shop from lots of vendors offering a wide variety of plants, garden art, and more, while expert horticulturalists solve all your garden queries.

Come out early and snag some breakfast before you shop or purchase a yummy lunch and find a spot in the Arboretum to throw down a blanket and relax before completing your plant wish list. Additionally, many of the Woodward Park plant societies will have curated plants for sale at their educational booths.

This event is free for the public, and all event proceeds benefit educational programming, beautification, and historic preservation for the 45-acre Woodward Park campus. For more information, visit tulsagardencenter.org/springfest or to become a member, visit tulsagardencenter.org/join



IN THIS EDITION OF CITY LIFE

01

TULSA GET'S GROWING

Explore plants, gardening supplies and more at SpringFest, April 11-12.

02

MEDICATION DISPOSAL

Avoid flushing medications down toilets; trace amounts can enter our streams.

03

LISTEN FOR SIRENS

Learn about the sounds and meanings of Tulsa's emergency sirens.

04

POLLUTANT DISPOSAL

Start spring cleaning by bringing household chemicals to City's collection facility.

+ PLUS: FREE MULCH AVAILABLE AT CITY SITE

WWW.CITYOFTULSA.ORG | TULSA311@CITYOFTULSA.ORG | CALL 311



02 SAFE MEDICINE DISPOSAL

NEVER FLUSH MEDS DOWN TOILETS

Do you have unused or expired medications sitting around? Proper disposal helps protect your family and the environment. Leftover medicines should never be kept where they could be misused by others, especially children or teens.

It's also important to avoid flushing medications down the toilet. Our wastewater treatment plants are unable to remove the chemicals found in medications and so trace amounts of these drugs are discharged into local streams, harming aquatic wildlife.

Tulsa makes it easy for residents to safely get rid of unwanted prescription drugs. Participate in the National Drug Take-Back Events held every spring and fall with the next event in spring 2025.

Citizens can also drop-off unwanted prescription drugs year-round, excluding holidays and weekends, at one of the three Tulsa Police Division headquarters and to the Tulsa County Sheriff's office.

- **Tulsa Police Gilcrease Division**, 3436 N. Delaware Ave., 8 a.m.-4 p.m.
- **Tulsa Police Mingo Valley Division**, 10122 E. 11th St., 8 a.m.-4 p.m.
- **Tulsa Police Riverside Division**, 7515 S. Riverside Dr., 8 a.m.-4 p.m.
- **Tulsa County Sheriff**, 303 W. First St., 8 a.m.-4 p.m.

Attachment B – Sample City Brochure Side 2

03 EMERGENCY SIRENS

LEARN WHAT TULSA'S SIRENS MEAN

Being prepared when disaster strikes helps save lives and property, prevent injury and decrease recovery costs. Knowing about warning sirens and how they sound can help you take the right protective action. Also, be sure to download the Tulsa Ready app on your phone.

Tulsa has 102 siren locations in and near the city, with each siren reaching an approximately one-mile radius. The sirens' tones are intended to warn people who are outdoors about severe weather and other civil emergency threats. Tulsa's warning sirens are tested live each Wednesday at noon, weather permitting, or silently when weather does not permit.

Three Types of Sounds:

Three-minute "steady, one-note" tone – is activated when the National Weather Service issues a tornado warning including the city of Tulsa. The tone also is activated if the National Weather Service forecasts 80 mph winds within 30 minutes of the city of Tulsa. This tone is steady, but it may sound like it is changing due to changes in wind velocity and direction. Upon hearing this tone, seek shelter immediately and monitor media for weather information. When seeking shelter during severe weather, avoid flood-prone areas.

Three-minute "high-low" tone – is activated when the National Weather Service issues a flood warning for the city of Tulsa, and/or City of Tulsa hydrologists, in coordination with the Tulsa Area Emergency Management Agency and first responders, have verified that flood waters are escaping creek or river channels and are threatening structures. Upon hearing the flood sirens, you should immediately move to higher ground and monitor weather radios and broadcast media for further information. During any flood or high-water event, motorists should avoid driving through flood waters, and remember to "Turn Around Don't Drown."

Three-minute "wailing" tone – is like the "wailing" sound made by police and fire vehicles and is used only to warn of nuclear attacks.

To hear what Tulsa's different types of warning sirens sound like, you can visit: www.cityoftulsa.org/sirens

04 POLLUTANT DISPOSAL

BRING CHEMICALS TO CITY FACILITY

Start your spring cleaning by ridding your home of chemicals and potentially hazardous items. Bring them to the City of Tulsa Household Pollutant Collection Facility, 4502 S. Galveston Ave., open Wednesdays and Saturdays, 8-11:30 a.m. and noon-4:30 p.m., excluding City holidays. Since opening in 2016, this facility has served nearly 11,000 customers who have disposed of more than 867,197 pounds of household pollutants.

Tulsa residents may dispose of pollutants free at the facility. Disposal fees may apply for non-Tulsa residents bringing more than 45 pounds. A Swap Shop also is open at the Household Pollutant Collection Facility, where customers may take up to five items for free.

The Household Pollutant Collection Facility is open for residential customers but not businesses disposing of commercial wastes. For more information about household pollutant disposal in Tulsa, see: www.cityoftulsa.org/hpdcf

Accepted Items:

- Oil-based paints and thinners
- Latex paint
- Automotive fluids, flammable liquids
- Fluorescent and CFL lightbulbs
- Cooking oil/grease
- Aerosols, household cleaners
- Household and car batteries
- Pool and lawn chemicals
- Small electronics, mercury thermostats

Non-Accepted Items:

- Large electronics (TVs, monitors, computers)
- Industrial or commercial waste
- Medical or biomedical waste (syringes, needles)
- Asbestos
- Food or organic waste
- Radioactive material
- Ammunition, explosives
- Tires
- Unknown materials or substances

WORK IN THE GARDEN?

VISIT CITY OF TULSA'S MULCH SITE

Tulsa is a green city, and our yards generate a lot of organic or garden materials – what we call "green waste." Green waste is a valuable source of mulch for your flower beds and can be used on land reclamation sites. The site also offers firewood.

Located at 2100 N. 145th East Ave., the City of Tulsa Mulch site is a location where residential and commercial customers can bring green waste. The site is open Monday through Tuesday from 7:30 a.m.-4:30 p.m., closed on Wednesday and open again Thursday through Sunday from 7:30 a.m.-4:30 p.m., excluding City holidays.

Customers can drop-off plant material including leaves, grass, tree limbs, brush, logs under 24 inches in diameter, straw, and chipped trees.

These services are available to everyone and are free to City of Tulsa, Broken Arrow, Jenks and Bixby utility customers. Customers must bring their driver's license or most recent City utility bill.

The City of Tulsa charges a small drop off fee to commercial customers and residents of cities not listed above. Fees are paid by credit or debit card prior to dumping. No other form of payment will be accepted.

Anyone, regardless of where they live, can pick up an unlimited amount of mulch and firewood at **NO COST**.

For more information, please visit: cityoftulsa.org/mulch.



Attachment C – Sample AutoPay Bill Page 1 of 2



Utility Services
Tulsa, OK 74187-0003

Questions? Call 311, email tulsa311@cityoftulsa.org, or visit www.cityoftulsa.org/utilities
Se habla Español

Account # - Customer ID
000000-0000000

Customer:
Customer Name

Address:
0000E 00TH ST

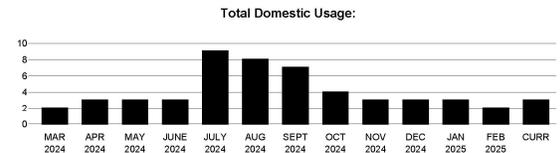
Class:
Single Fam

Account Summary 02/25/2025 to 03/26/2025:	
Previous Balance	\$89.34
Payments Received	-\$89.34
Balance Forward	\$0.00
Current Charges	\$93.78
Total Due By 04/17/2025	\$93.78

Current Charge Totals:		More details on back
Water	\$19.89	
Sewer	\$32.82	
Stormwater	\$12.22	
Refuse	\$23.40	
EMS - EMSA Medical Services	\$5.45	
Total	\$93.78	

A 1.5% late fee will be charged on total due if full payment is not received by the due date

AutoPay Applied. Do Not Send Payment.
Deducted on: 04/17/2025



Payment Options: Pay online at www.cityoftulsa.org/utilities, by phone at 311, or by mail.

Important Notice:
Sample Auto Pay Bill Sample Auto Pay Bill Sample Auto Pay Bill
Sample Auto Pay Bill Sample Auto Pay Bill Sample Auto Pay Bill
Sample Auto Pay Bill Sample Auto Pay Bill Sample Auto Pay Bill
Sample Auto Pay Bill Sample Auto Pay Bill Sample Auto Pay Bill

Detach and return this portion with payment

Account - Customer ID:
000000-0000000

\$93.78
April 17, 2025
Total Amount Enclosed:

Please mail payment to:

Customer Name
0000 E 00TH ST
TULSA, OK 741455909

CITY OF TULSA UTILITIES
TULSA, OK 74187-0003

AutoPay Applied. Do Not Send Payment

10086042025501334882600000093781

Attachment C - Sample AutoPay Bill Page 2 of 2

Account # - Customer ID
000000-0000000

Customer:
Customer Name

Address:
0000 E 00TH ST

Class:
Single Fam

Charge Details:

Water								\$19.89
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Water Use Single-Fam IN	NP16082601	03/19/2025	305	308	ACT	3	4.44	\$13.32
Water Fixed Fee 3/4 IN								\$6.57
Sewer								\$32.82
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Sewer Vol Residential IN	NP16082601	03/19/2025				2	10.65	\$21.30
Sewer Fee 3/4 - 5/8 IN								\$11.52
Refuse and Recycling								\$23.40
Residential Refuse - 96 Gal								\$23.40
Miscellaneous								\$17.67
EMSA Medical Services								\$5.45
Stormwater Chrg IN								\$12.22

Terms and Conditions

The Customer agrees:

- to pay for such services in the manner established by the City, and that the Security Deposit, Bond, or Letter of Credit may be applied to any delinquent or unpaid charge;
- to comply with all ordinances and regulations now or hereafter adopted by the City;
- that all plumbing facilities upon the customer's premises, including septic tank or other devices for sewage disposal, will be installed and maintained in accordance with the City's ordinances, specifications, and regulations, and that the City may inspect such facilities at reasonable times to ensure compliance; and in the event that the devices are unsatisfactory to the City, to correct defects promptly upon notice, and that water service may be disconnected and not restored until defects are remedied;
- that water sold to the Customer shall be for use upon the Customer's premises, and will not be re-sold nor given away for any use elsewhere;
- and hereby releases the City of and from all liability for damage resulting from utility services by the City, or the suspension, interruption, or discontinuation of any such service.

Billing Inquiries

If you have a question about your bill, please call Customer Care at 311, 8:00 a.m. – 5 p.m. Monday through Friday. Outside of the Tulsa area please call (918) 596-2100. Email tulsa311@cityoftulsa.org. Our fax number is (918) 699-3170. You may also speak with one of our representatives in person by coming to City Hall at One Technology Center, 2nd and Cincinnati, between 8:00 a.m. and 5 p.m. Monday through Friday.

Payment Options

AutoPay:

The City of Tulsa offers direct payment of your utility bill from your bank account. Call Customer Care for more details at 311 or visit: www.cityoftulsa.org/utilities

By Phone or Online:

Call Customer Care at 311 to pay by phone or pay online at: www.cityoftulsa.org/utilities

By Mail:

City of Tulsa Utilities Services
 Tulsa, OK 74187-0003

PLEASE DO NOT SEND CASH

Payments that are mailed may not be posted to your account for several days. Therefore, if your account is past due, it is advisable to make payment at City Hall at One Technology Center or by phone.

In Person

Cashiers are available from 8:00 a.m. until 5 p.m. Monday through Friday at City Hall at One Technology Center, 2nd and Cincinnati. A night depository is located on the plaza, just west of the entrance to City Hall. Please do not place cash in the night depository. For other authorized payment centers near you, please visit: www.cityoftulsa.org/utilities

CUT – OFF NOTICE FOR PAST DUE WATER BILLS

Dear Valued Customer,

Our records indicate your payment is now past due and must be posted to your account to avoid service interruption.

You can stop the cut-off by paying the full amount of the past due portion of your bill (see options below), or by making satisfactory payment arrangements if the account is eligible. Before the cut-off date shown on your bill, you may call or visit Customer Service to apply for a deferred payment plan. You may dispute any part of the charges shown on your bill prior to the cut-off date on this notice by contacting Utilities Customer Care at (918) 596-9511. Upon request, you may be provided with the names of local government or social agencies that may be able to assist eligible persons with utility payments. You may also wish to call 2-1-1 for assistance.

Warning: Payments mailed or made through an unauthorized pay agency may take up to 10 days for the payment to post to your account. Termination of service will occur if payment is not posted to your account by the stated cut-off date.

Payment options (*some fees may apply):

- **Phone**
Call Customer Care at (918) 596-9511 to make a payment from your checking or savings account, or with a debit or credit card. The automated voice response system is available 24 hours a day. A live representative is available to assist **Monday through Friday 8:00 a.m. until 5:00 p.m., excluding City holidays.**
- **Online**
Visit our website anytime at www.cityoftulsa.org/utilities.
- **In Person**
Bring your payment to Customer Service at City Hall for immediate credit to your account. Representatives are available at City Hall @ One Technology Center, 175 E 2nd St. in Tulsa, **Monday through Friday 8:00 a.m. until 5:00 p.m., excluding City holidays.**
- ***Authorized Payment Center**
A list of authorized walk-in payment locations is shown on the back of this notice (cash only, *fees apply).

To avoid disconnection, call Customer Care at (918) 596-9511 to report a payment made by any means other than in-person at City Hall. If a payment is reported after a disconnection order is generated, the following fees are applicable, even if the disconnection can be intercepted before completion.

- \$40 disconnection fee – reconnection included (payment in full of past due balance is required before restoring service)
- \$15 additional after-hour fee requesting same-day restoration after 4:00 p.m.

City of Tulsa Utilities Services

12/12/2024

Attachment D – Cut-Off Notice & Payment Locations Page 2 of 2



Authorized In-Person Payment Centers

MoneyGram* and Fidelity Express** are authorized payment centers for your City of Tulsa utility bill.
A \$1.50 fee will be added to payments made at these locations.

****Important: Pay at any one of our walk-in Authorized Payment Centers (cash only). When paying at a MoneyGram location, please provide MoneyGram Biller Code 16404.**

<u>Tulsa</u>	<u>Address</u>	<u>Center</u>	<u>Hours of Operation</u>
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***Payments may be made at any ACE Cash Express, Advance America, CVS, or Wal-mart offering MoneyGram services, or the following locations:**

Pine & Mingo	1444 N. Mingo Rd.	Batman's Good Food Company	Mon. - Fri. 4 a.m. - 5 p.m.; Sat. 5 a.m. - 1 p.m.
Pine & Harvard	1402 N. Harvard Ave. Ste. E	Panteras Video	Daily 10 a.m. - 9 p.m.
Admiral & Sheridan	810 N. Sheridan Rd.	Mixeados Del Norte	Daily 9 a.m. - 9 p.m.
11th & Lewis	2601 E. 11th St.	Variedades Vicki	Mon. - Fri. 10a.m. - 9p.m.; Sat. 9a.m.-9p.m.; Sun. 9a.m.-7p.m.
21st & Sheridan	6229 E. 21st St.	Cashland	Mon. - Fri. 9 a.m. - 6 p.m.; Sat. 10 a.m. - 2 p.m.
21st & I-44	9948 E. 21st St.	Ryan's Mingo	Mon. - Fri. 6 a.m. - 10 p.m.; Sat. & Sun. 6 a.m. - 11 p.m.
21st & Garnett	* 2118 S. Garnett Rd.	Mixeados Multiservicios	Daily 8 a.m. - 9 p.m.
51st & Yale	5051 S. Yale Ave.	American Check Cashers	Mon. - Fri. 9 a.m. - 7 p.m.; Sat. 9 a.m. - 5 p.m.
North Harvard	4 N. Harvard Ave.	Top Dollar Pawn and Check	Daily 9 a.m. - 6 p.m.

<u>City</u>	<u>Address</u>	<u>Center</u>	<u>Hours of Operation</u>
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***Payments may be made at any area ACE Cash Express, Advance America, CVS, or Wal-mart which offer MoneyGram services, or the following locations:**

Coweta	13937 S. State Hwy. 51	Country Mart #3	Daily 7 a.m. - 10 p.m.
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NOTE: Locations and/or hours subject to change at the discretion of the agent without notice.

Attachment E – Sample Cut-Off Bill Page 1 of 2



Utility Services
Tulsa, OK 74187-0003

Questions? Call 311, email tulsa311@cityoftulsa.org, or visit www.cityoftulsa.org/utilities
Se habla Español

Account # - Customer ID: 111111-111111 Customer: Customer Name Address: 111 E 11TH PL Class: Single Fam

Account Summary 02/25/2025 to 03/26/2025:

Previous Balance	\$387.96
Payments Received	-\$223.17
Penalties/Late Fees	\$2.47
Balance Forward	\$167.26
Current Charges	\$134.61
Total Due By 04/17/2025	\$301.87

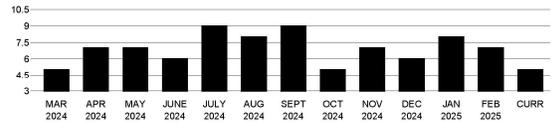
Current Charge Totals: [More details on back](#)

Water	\$28.77
Sewer	\$64.77
Stormwater	\$12.22
Refuse	\$23.40
EMS - EMSA Medical Services	\$5.45
Total	\$134.61

A 1.5% late fee has been charged as the total due payment was not received by the due date

To avoid cut-off, past due amount must be paid by 05/07/2025

Total Domestic Usage:



Payment Options: Pay online at www.cityoftulsa.org/utilities, by phone at 311, or by mail.

Important Notice:

Sample Cut off Bill Sample Cut off Bill Sample Cut off Bill Sample Cu
Sample Cut off Bill Sample Cut off Bill Sample Cut off Bill Sample Cu
Sample Cut off Bill Sample Cut off Bill Sample Cut off Bill Sample Cu
Sample Cut off Bill Sample Cut off Bill Sample Cut off Bill Sample Cu

Detach and return this portion with payment

Account - Customer ID:
111111-111111

Customer Name
111 EAST 11TH PL
TULSA, OK 74129

\$301.87

April 17, 2025

Total Amount Enclosed:

Please mail payment to:

CITY OF TULSA UTILITIES
TULSA, OK 74187-0003

Past due notice.
Cut-off after
05/07/2025

10086042025501335391700000301879

Attachment E – Sample Cut-Off Bill Page 2 of 2

Account # - Customer ID
111111-111111

Customer:
Customer Name

Address:
111 E 11TH PL

Class:
Single Fam

Charge Details:

Water								\$28.77
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Water Use Single-Fam IN	NP16082736	03/19/2025	486	491	ACT	5	4.44	\$22.20
Water Fixed Fee 3/4 IN								\$6.57
Sewer								\$64.77
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Sewer Vol Residential IN	NP16082736	03/19/2025				5	10.65	\$53.25
Sewer Fee 3/4 - 5/8 IN								\$11.52
Refuse and Recycling								\$23.40
Residential Refuse - 96 Gal								\$23.40
Miscellaneous								\$17.67
EMSA Medical Services								\$5.45
Stormwater Chrg IN								\$12.22

Terms and Conditions

The Customer agrees:

- to pay for such services in the manner established by the City, and that the Security Deposit, Bond, or Letter of Credit may be applied to any delinquent or unpaid charge;
- to comply with all ordinances and regulations now or hereafter adopted by the City;
- that all plumbing facilities upon the customer's premises, including septic tank or other devices for sewage disposal, will be installed and maintained in accordance with the City's ordinances, specifications, and regulations, and that the City may inspect such facilities at reasonable times to ensure compliance; and in the event that the devices are unsatisfactory to the City, to correct defects promptly upon notice, and that water service may be disconnected and not restored until defects are remedied;
- that water sold to the Customer shall be for use upon the Customer's premises, and will not be re-sold nor given away for any use elsewhere;
- and hereby releases the City of and from all liability for damage resulting from utility services by the City, or the suspension, interruption, or discontinuation of any such service.

Billing Inquiries

If you have a question about your bill, please call Customer Care at 311, 8:00 a.m. – 5 p.m. Monday through Friday. Outside of the Tulsa area please call (918) 596-2100. Email tulsa311@cityoftulsa.org. Our fax number is (918) 699-3170. You may also speak with one of our representatives in person by coming to City Hall at One Technology Center, 2nd and Cincinnati, between 8:00 a.m. and 5 p.m. Monday through Friday.

Payment Options

AutoPay:

The City of Tulsa offers direct payment of your utility bill from your bank account. Call Customer Care for more details at 311 or visit: www.cityoftulsa.org/utilities

By Phone or Online:

Call Customer Care at 311 to pay by phone or pay online at: www.cityoftulsa.org/utilities

By Mail:

City of Tulsa Utilities Services
Tulsa, OK 74187-0003

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In Person

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RESPONDENT CHECKLIST

Use this checklist to ensure You have properly read and completed all documents listed below. This document (the CSP) contains all the following materials, which must be completed and returned to the City of Tulsa Clerk's Office. We recommend You include this checklist with Your proposal.

Proposer's Name: _____

RESPONDENT CHECKLIST	
RESPONDENT DOCUMENTS	INCLUDED?
Cover Letter	
Proposal Narrative (To include Requirements as listed on pages 4-9)	
Respondent Information Sheet (required form)	
Exhibit A Delivery and Price Sheet Summary (required form)	
Exhibit B Data Rider (required form)	
Exhibit C Insurance Requirements	
Acknowledgement of Receipt of Addenda (required form)	
Affidavit (Non-Collusion, Interest & Claimant) (required form)	
City of Tulsa General Contract Terms (required form)	
Certificate(s) of Insurance (required)	
Signatory Authorization Documentation (required)	
Additional Information (Optional)	

PACKING LABEL

Top Left-hand Corner

FROM: Name (Person submitting Bid)
Respondent Company's Legal Name
Street Address
City, State, Zip Code

FROM:

City of Tulsa - City Clerk's Office
175 East 2nd Street, Suite 260
Tulsa, OK, 74103

Respondent Submission For:

CSP TAC 978B

CSP DESCRIPTION: Utility Bill Printing and Mailing Services

This label ensures that Your proposal will be sent to the correct office (City Clerk's) and that it is associated with the correct Solicitation (indicated by the CSP number). Proposals must be sealed and either mailed or delivered to the City Clerk's Office. Proposals must also be received no later than 5:00 PM (CST) on the date listed on the first page of the CSP.