

**REQUEST FOR PROPOSAL**  
**Utility Billing and Customer Services**  
**Mountain Club Domestic Water Improvement District**  
**Prescott, AZ**

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**A. PROPOSAL SUMMARY**

The District is seeking proposals from qualified Billing and Customer Service Providers to provide professional billing and customer support services.

The selected Billing/Customer Service Provider will coordinate with the District, its Water Operator, and Accounting Provider to ensure accurate billing, payment handling, and reporting, with proper financial controls and regulatory financial compliance.

**B. DISTRICT SUMMARY**

The Mountain Club Domestic Water Improvement District (“District”) is a domestic water improvement district in Yavapai County, Arizona. When fully operational, it will provide water delivery to approximately 400 residential customers.

The District’s water delivery system is currently managed by the Mountain Club Community Association, with meter reading and billing performed by the City of Prescott. When the District is ready to begin operations, the system will be legally transferred from the Association to the District, which will take over all functions.

Location: Yavapai County, AZ (in the greater Prescott area)  
Address of record: 910 W. Clubhouse Dr., Prescott, AZ 86303  
Mailing address: PO Box 3879, Prescott, AZ 86302  
Email address: [info@mcdwid.org](mailto:info@mcdwid.org)

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**C. SUBMITTING A PROPOSAL**

Please review and address all of the requirements of this Request for Proposal (RFP).

**IMPORTANT:** This is one of three RFPs issued by the District at this time (Certified Water Operator, Utility Billing and Customer Service, and Utility Accounting Services). If you are qualified/interested in more than one of these RFPs, please respond to each separately.

**Where to send:** Please email (or mail) your proposal to the email/ mailing address above to arrive on or before the deadline. For questions, email the address above or call Chris Witham at 805-279-0860.

**Deadline:** May 1, 2026

**D. PROVIDER BASICS**

Please include the following information about your company:

Submittal date	
Name/title of person submitting proposal	
Company name	
Main address (headquarters)	
Local address, if different	
Contact name	
Contact phone number	
Contact email address	
Date company established	
Principal accountant to be assigned to District	
Relevant certifications (CPA or other credentials)	
In the last 5 years, has the company or its principal: <ul style="list-style-type: none"> <li>• Filed for bankruptcy?</li> <li>• Been In pending litigation?</li> <li>• Been convicted of a criminal offense?</li> </ul> If Yes, please explain.	

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**E. EXPERIENCE**

Please outline your Billing and Customer Services experience, including:

- Experience providing utility billing services to Arizona municipalities or special districts
- Experience coordinating with third-party water operators
- Experience managing approximately 400–500 residential accounts
- References from current or former public-sector clients

Please describe the following:

- Billing software platform
- Online payment options
- District and/or customer portal availability
- Data export capability

Review the following list of required duties (section F) to ensure that your proposal addresses them all; provide additional information as needed, particularly any exclusions or variations to the stated requirements. Also address pricing and insurance details (sections G and H) and provide any additional information as needed.

**F. SCOPE OF SERVICES**

The Billing/Customer Service Provider shall provide customer billing and related revenue administration services in coordination with the District and in accordance with accepted bookkeeping principles.

**1. Core Required Services**

- Monthly preparation and distribution of customer billing statements within 5-10 days of the meter reading data supplied by the Operator
- Maintenance of a secure customer account database, including property address, lot number, tax parcel number, and District account and meter numbers
- Processing of customer payments (mail, online, ACH, or other approved methods).
- Recording of all customer payment transaction data and providing revenue reports to the Account Services provider.
- Depositing all funds into District-designated bank account(s)
- Tracking of delinquencies and application of late fees per District policy
- Preparation of delinquency notices in accordance with District policy

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- Collection of all funds due the District
- Pursuit of all delinquent services bills, on behalf of the District in accordance with the published rate and fee schedules and the policies and procedures of the District
- Billing of customers for other charges, including but not limited to overdue payment interest, connection charges, service establishment fees, installation charges, security deposits, insufficient funds check charges, and all other charges in accordance with the rate and fee schedule and policies of the District
- Coordination with Water Operator regarding turn-on and turn-off requests
- Monthly reconciliation of meter data provided by the Water Operator
- Monthly revenue summary report to the District and Accounting Provider
- Maintenance of customer service phone and email support during normal business hours, such as 9 a.m. to 5 p.m. Monday through Friday. Address billing-related calls (billing or payment questions, account issues, etc.) and notify the Water Operator of any water-system-related calls (leaks, service turn-on/turn-off, etc.)
- Maintenance and protection of customer financial and personal data, including historical data
- Timely communication with the District-assigned operator regarding customer service requests (service turn on/turn off, meter re-reads, etc.)
- Preparation of annual customer reminder backflow testing letters as required and maintenance of a listing for follow-up and compliance
- Addressing of all inquiries from realtors, buyers, sellers, and title companies related to all fees due upon transfer of property or establishments of new accounts for change of ownership, and title inquiries

**2. Internal Controls and Financial Safeguards**

- All customer payments shall be deposited directly into District-controlled bank accounts.
- The Billing Provider shall not commingle District funds with provider accounts.
- The Billing Provider shall not serve as the sole signatory on District bank accounts.
- Segregation of duties shall be maintained between:
  - o Billing Provider (revenue processing), and
  - o Accounting Provider (financial reporting and reconciliation oversight).
- Billing Provider shall cooperate fully with any District audit process.

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**3. Optional Expanded Financial Advisory Services (If Proposed)**

Proposers may include additional services such as:

- Assistance with drafting customer billing policies
- Implementation support for rate adjustments
- Customer communication templates
- Delinquency management strategy recommendations
- Usage trend reporting and analysis
- Assistance with customer outreach regarding billing matters

Optional services must be clearly identified and separately priced.

**4. Explicit Exclusions**

The Billing Provider shall not be responsible for:

- Regulatory water quality reporting or ADEQ compliance submissions
- General ledger maintenance
- Preparation of financial statements
- Meter reading
- Board governance functions, meeting notices, or records retention duties

**G. PRICING ESTIMATE**

Please provide:

- Start-up or transition fee (if any)
- Base monthly service fee for core services
- Per-account fee (if applicable)
- Online payment processing fees
- Additional service rates
- Disclosure of any markups on third-party services
- Overtime or premium service policies
- Minimum contract term
- Renewal terms

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- Cancellation provisions

#### **H. INSURANCE AND LIABILITY**

The Billing Provider shall function as an independent contractor and maintain the following insurance policies:

- Commercial General Liability
- Professional Liability (Errors & Omissions)
- Commercial Crime and Cybercrime
- Workers' Compensation insurance in compliance with Arizona law

Proof of insurance shall be provided upon request.

#### **I. CONTRACT TERM AND DISTRICT RESERVATIONS**

- **Term:** Anticipated initial term: twelve (12) months, with options for renewal subject to Board approval.
- **Commencement of Services:** Services shall commence only upon written notice from the District.
- **Records Ownership:** All customer account data, billing records, reports, and related documentation prepared or maintained under the contract are the property of the District and shall be made available to the District at all times. Upon termination, all such records shall be delivered promptly in a usable format.
- **Termination:** The final contract is expected to include provisions for termination for convenience and termination for cause. Proposers should specify requested notice periods.
- **District Rights and Reservations:** The District reserves the right to:
  - o Reject any or all proposals;
  - o Waive informalities or minor irregularities;
  - o Request clarifications or additional information;
  - o Conduct interviews and request best and final offers;
  - o Negotiate scope and fees with the selected proposer;
  - o Modify the RFP schedule; and
  - o Select the proposal deemed to be in the best interest of the District.