

Town of Ledyard
RFP #2021-01: Water/Sewer Customer Service & Billing Services
Bid Opening July 21, 2020

Company Name	Annual Contract Rates	Year 1	Year 2
New England Service Company		\$88,800.00	\$91,900.00
Groton Utilities		\$102,332.00	\$107,804.00
Diversified Technology		\$51,816.00	\$51,816.00
Company Name	Billing Services	Year 1	Year 2
Groton Utilities		\$58,978.10	\$61,927.00
Company Name	Time & Materials Labor Categories (Fully Burdened Hourly Rates-Normal Working Hours)	Year 1	Year 2
New England Service Company	Offerors Category Description	\$85.00/hr	\$88.00/hr
Groton Utilities	Offerors Category Description	Customer Support - \$44.47 Billing Support - \$66.83 Meter Reading - \$53.46 Management - \$80.43	Customer Support - \$45.81 Billing Support - \$68.83 Meter Reading - \$55.07 Management - \$82.84
Groton Utilities	Offerors Category Description: Time and Materials Rates	\$43,354.19	\$45,877.17
Company Name	Time & Materials Labor Categories (Fully Burdened Hourly Rates-After Normal Working Hours)	Year 1	Year 2
New England Service Company	Offerors Category Description	\$110.00/hr	\$117.00/hr
Groton Utilities	Offerors Category Description	Customer Support - \$68.69 Billing Support - \$106.35 Meter Reading - \$85.08 Management - \$131.48	Customer Support - \$70.69 Billing Support - \$109.54 Meter Reading - \$87.63 Management - \$135.42
Company Name	Time & Materials Professional Consulting (Fully Burdened Hourly Rates)	Year 1	Year 2
New England Service Company	Offerors Category Description	Office Manager - \$75.00/hr Field Supervisor - \$100.00/hr President - \$175.00/hr	Office Manager - \$78.00/hr Field Supervisor - \$105.00/hr President - \$185.00/hr

Present:
Marcia Hancock, Town of Ledyard
CJ Crisostomo, Town of Ledyard
Nicholas LaChance, New England Service Co.