

AGENDA ITEM # 30

April 14, 1998

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Consider awarding telephone audit.

Assistant County Auditor Bob Space recommended awarding the telephone audit to Technology Decisions, Inc.

Moved: Commissioner Mehevec

Seconded: Judge Doerfler

Motion: To award telephone audit to Technology Decisions, Inc.

Vote: Motion carried 4 - 0

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**Technology Decisions, Inc.  
P.O. Box 204103  
Austin, Texas 78720-4103**

March 31, 1998

Ms. Ginny Atkinson  
Purchasing  
Williamson County Auditor's Office  
710 Main St., Suite 303  
Georgetown, Texas 78626

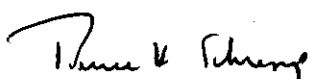
Dear Ms. Atkinson:

Attached is the Technology Decisions, Inc. response to Williamson County Proposal # 98WC508 for Telephone Audit services.

TDI fully understands the scope of the audit as described in the General Information section of the RFP document and has expertise on staff with more than twenty years experience auditing and validating telephone industry billing statements. Staff of TDI has also participated in rate proceedings at the Public Utility Commission, including providing expert testimony in several dockets.

TDI is looking forward to conducting Telephone Audit services for Williamson County. Thank you for the opportunity to submit this proposal. If you have any questions, please do not hesitate to call me on 512/258-0141.

Sincerely,

  
Bruce H. Schremp  
President

Attachment (RFP Response)

**1. Your plan to address the items outlined in the "General Information" area of this packet.**

Technology Decisions, Inc. (TDI) will audit all telephone accounts for the county, its departments/offices to assure that the accounts are being billed for the correct services and rates and will assist the county in obtaining refunds that are due as a result of misbillings. Accounts to be audited will include Local Exchange Companies (LEC's), Interexchange Companies (IXC's) and other telecommunications providers as directed by the county. Refund claims will be prepared and submitted by TDI on behalf of the county to the vendor companies. TDI will provide assistance, as needed, to resolve the refund claims.

TDI agrees with the confidentiality requirements of the proposal and will not disclose any information of any kind or description concerning matters affecting or relating to the business of the audited department/office. All materials provided to TDI will be kept strictly confidential.

The audit by TDI will attempt to obtain maximum lawful refunds for the county for the previous four years or the maximum recovery period allowed by law or regulation. Additionally, the audit will meet the objectives listed in the General Information area of the proposal. Following contract award, TDI personnel will want to meet with appropriate county staff (Purchasing and Auditing) to identify all accounts-payable expenditures for telephone services. Contracts and tariffs used to obtain services will need to be identified. TDI would like to receive a copy of any contracts with telecommunications providers in order to determine the level and types of services that are to be provided and the contract rates that should apply.

In order to conduct an audit, it will also be necessary to obtain an inventory of all circuits and telephone numbers which are used to deliver the various services to the county. If an inventory does not currently exist, TDI will assist in its development with help from the telecommunications staff or other appropriate county personnel. TDI will also need access to the ordering system used by the county to add, disconnect or reconfigure services.

As the audit progresses, TDI will provide monthly status reports and participate in status meetings with the county project manager. The status reports will meet the specifications of the proposal by including a comparison of the progress of the project with the time frames specified in the work plan approved by the county. Problems requiring correction or follow-up will be identified and recommended solutions will be provided.

The final report prepared by TDI will address all the Items B.1 through B.5 of the Project Deliverables. While each of the items will be addressed in detail, specific attention will be given to the recommendations and procedures that should be adopted by the county to eliminate or reduce future overcharges. These recommendations will include ways in which the county can improve its processes for validating bills prior to payment thus assuring that the county pays for only those services it is actually using. The final document will be provided to the county for a ten day review and necessary modifications will be made by TDI within ten days following the review. Five copies of the final document will be delivered to the county.

**Technology Decisions, Inc.**

Williamson County Telephone Audit Services - Request for Proposal # 98WC508

**2. Your expected fee for providing the services as outlined.**

TDI's total compensation shall be solely contingent upon the county receiving a refund from the utility companies which were audited and reported by TDI as having overcharged the county. The amount of the compensation to TDI shall be the result of applying a 30% percentage fee to the total amount of the overcharge refunds received by the county after removing any litigation expenses as described in the proposal document.

**3. Anticipated start date.**

TDI can begin work within seven calendar days following contract award.

**4. Anticipated completion date.**

TDI would like to discuss this further with the project manager. In order to completely audit four years of accounts payable, it is estimated to take six to nine months depending on the amount of monthly billing detail to be audited. A firm estimate can be provided following discussions with the county's project manager.

**5. Plan for conducting audit, including plan for on site vs. off-premises audit.**

TDI does not require on-site office space for the audit. Visits to the county offices will be made as necessary to obtain billing detail, inventory and service order information, and to attend monthly status meetings. The plan for conducting the audit is as follows:

- A. The most currently available bills will be audited first to create a base from which other bills will be compared to determine the accuracy of billing changes resulting from ordering activity. The original base must be 100% accurate and match the inventory of circuits and telephone numbers which has been provided by the county or jointly prepared with the help of TDI. The audit must apply the appropriate tariffs and/or contract rates to the services being billed. Circuits and services being misbilled must be identified and entered into a spread sheet for the preparation of claims forms upon completion of the project.
- B. Subsequent bills will be audited in a descending order of time for a period up to four years or the maximum recovery period for the particular service. The audit of prior bills will enable a determination of when recurring billing errors previously identified actually began thus establishing the amount of credit due from the audited utility for the overcharges. Each of these audits will be based on service order activity and will validate both recurring and non-recurring charges (based on tariffs and contract rates) applied during the billed month. The spreadsheet of billing overcharges will be updated for each month audited.

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- C. Following the completion of all monthly audits, claims forms will be prepared and submitted to the appropriate utilities. The claims forms will provide sufficient explanation and documentation to enable the utility to quickly verify the accuracy of the claims and prepare the necessary refunds to the county. The claims forms will be based on the spreadsheets developed during the audit process and these spreadsheets will also be used to track settlements with the utilities.
- D. Unresolved and/or disputed claims will be brought to the attention of the county and TDI will assist as needed to provide additional information to the County Attorneys Office for further action to continue to pursue these claims.

**REFERENCES**

TDI, as a relatively new company, has performed bill audit services for only one client as follows:

Mr. Al Picazo  
Director of Finance  
Solectron Texas  
12455 Research  
P.O. Box 149188  
Austin, Texas 78714-9188

Phone: 512/425-4100

The company is currently providing consultant and project management services for a fiber project for the City of North Richland Hills, Texas. The point of contact is:

Mr. Terry D. Kinzie  
Information Services Director  
City of North Richland Hills  
7301 N. E. Loop 820  
North Richland Hills, Texas 76180

Phone: 817/581-5749

Additionally, Bruce Schremp, President of TDI, has more than 20 years experience auditing telephone bills for the State of Texas TEX-AN network (\$50 million per year in equipment and services).

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## WILLIAMSON COUNTY PROPOSAL FORM

The undersigned, by his/her signature, represents that he/she is authorized to bind the proposer to fully comply with the terms and conditions of the attached Proposal Invitation, Specifications, and Special Provisions for the amount(s) shown on the accompanying proposal sheet(s). By signing below, you have read the entire document and agreed to the terms therein.

NAME OF PROPOSER: Technology Decisions, Inc.Mailing Address: P.O. Box 204103City: Austin State: TX Zip: 78720-4103Telephone: (512) 258-0141Fax: ( )

Signature of Person Authorized to Sign Proposal

Date of Proposal: 3/31/98Name and Title of Signer: Bruce H. Schramm, President  
(Please Print or Type)

## PLEASE COMPLETE THE FOLLOWING:

Prompt Payment Discount: \_\_\_\_\_% \_\_\_\_\_days. (If no discount is offered, Net 30 will apply.)

☐ Bidding on "all or none" basis. (Will accept award of "all" items only. If left blank, low item will apply.)☒ Bidding on low item basis. (Will accept award on "any or all" low bid items.)List Additional Limitations if applicable: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DO NOT SIGN OR SUBMIT THIS FORM**  
**WITHOUT READING ENTIRE DOCUMENT**

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RECORDERS MEMORANDUM  
All or parts of the text on this page was not  
clearly legible for satisfactory recordation.

**AGENDA ITEM # 31**

**April 14, 1998**

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Open and consider awarding proposals for professional appraisal services for Anderson Mill Road.

Moved: Commissioner Boatright

Seconded: Commissioner Heiligenstein

Motion: To note authorization for Precinct #1 to utilize one or all three of the AEGIS Group, Inc., Austin Evaluation Consultings, Inc. and Kokel & Associates for professional appraisal services for Anderson Mill Road.

Vote: Motion carried 4 - 0

**AGENDA ITEM #32**

**April 14, 1998**

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Discuss and take appropriate action on method of payment for transportation study.

Payment for transportation study was discussed but no action was taken on this agenda item.

**AGENDA ITEM # 33**

**April 14, 1998**

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Consider approving contract with Texas Department of Health for EMS and Trauma Care funds for extraordinary emergencies.

Judge Doerfler advised the State of Texas sets aside funds for extraordinary emergencies with \$2,884.00 being the share for Williamson County.

Moved: Commissioner Mehevec

Seconded: Commissioner Boatright

Motion: To approve contract with Texas Department of Health for EMS and Trauma Care funds for extraordinary emergencies.

Vote: Motion carried 4 - 0

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