



DEPARTMENT OF MANAGEMENT  
**SERVICES**

4050 Esplanade Way • Tallahassee, Florida 32399-0950

LAWTON CHILES, GOVERNOR


WILLIAM H. LINDNER, SECRETARY

September 8, 1997

Suite 335

**MEMORANDUM NO.** 6 (97-98)

**MEMORANDUM TO:** All State Department and University Purchasing  
Offices Addressed

**FROM:**  George C. Banks, CPPO  
Director, Division of Purchasing

**SUBJECT:** State contract for Telecommunications and Utility  
Billing Verification Services

In pursuit of the State's cost reduction objectives, Telecom Services Limited (TSL) has been hired by the State of Florida to perform Telecommunications and Utility Expense Recovery & Reduction Services. The goals of these services are to identify billing errors, obtain refunds for past overbillings, and effect significant savings on future expenditures. TSL was chosen based upon their experience and track record with state governments such as New York, whose savings resulted in recovery of over \$7 million in overbillings and the permanent reduction of ongoing operating expenses of even more.

Agencies, Cities, Counties and Universities in Florida may elect to participate in any combination of telecommunications, electric, gas, water or sewer billing review services without seeking or obtaining competitive bids. To begin the audit, provide a copy of the billing account numbers and submit the enclosed Letter of Agency (LOA) on your letterhead to TSL. The audit methodology is specifically designed to minimize disruption or intrusion on your staff.

The terms are straightforward. TSL's fee is based upon a percentage of the amount of refunds, credits or savings obtained on your behalf. TSL will also present recommendations to reduce future expenses which are at your discretion to accept. If a recommendation is accepted, TSL receives a percentage of the realized savings. TSL charges no other fees. If there are no refunds or credits due or savings produced, the audit costs you nothing.

This is a win/win opportunity to have a professional review of your telecommunications and utilities accounts, generate revenue, and reduce operating expenses with a minimum of effort or risk on your part.

If you have any questions, the contact within the State is Marvin Williams, Department of Management Services (850) 488-8366. The contact for TSL is Ginnie Mauro (910) 659-4545.