INVITATION FOR BID(S) # TC 20140630

NOTICE IS HEREBY GIVEN that the Tax Collector of Orange County, Florida, henceforth referred to as “Tax Collector” is accepting sealed bids for:

WEB BASED DEPARTMENT OF MOTOR VEHICLES QUEUING SYSTEM

Sealed bid offers in an original and three (3) copies for furnishing the above will be accepted up to 2:00 PM (local time), July 18, 2014, in the Purchasing Department, Tax Collector’s Office, SunTrust Center Tower, 200 South Orange Avenue, Suite 1600, Orlando, Florida 32801.

Copies of the bid documents may be obtained from the Orange County Tax Collector’s office at the above address. Copies may be requested by phoning 407-836-2780 or by download from the Internet at:

www.octaxcol.com

NOTICE TO BIDDER(S)/OFFERORS

To ensure that your bid/proposal is responsive, you are urged to request clarification or guidance on any issues involving this solicitation before submission of your response. Your point-of-contact for this solicitation is Maureen Straughn, Purchasing Administrator at ms@octaxcol.com.
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**GENERAL INFORMATION**

The purpose of this document is to provide interested parties with information enabling them to prepare and submit a proposal for a customer flow management system for the Tax Collector, which will efficiently move customers through the process of getting in line and routing customer for desired services at a Customer Service Center (CSC).

The Tax Collector intends to use the results of this Invitation to Bid (ITB) to award a contract for the above listed customer flow management system. Failure to meet the mandatory requirements shall disqualify your proposal. Contact with anyone involved with this process without the prior authorization of the Purchasing Administrator may result in the disqualification of your proposal.

**ACRONYMS AND DEFINITIONS**

- **Agency** means the Tax Collector’s office
- **Contractor** means proposer awarded the contract
- **CSC** means Customer Service Center
- **CSR** means a customer service representative working at the Tax Collector’s office
- **DL** means Driver License
- **DMV** means Division of Motor Vehicles within the Tax Collector’s office
- **ID** means Identification
- **Proposer/Vendor** means a company or individual submitting a proposal in response to this ITB

These specifications constitute the complete set of specification requirements and bid forms. The bid proposal page(s) and all forms listed on the bid proposal page(s) shall be completed, signed and sealed in an envelope bearing the bid number on the outside and mailed or presented to the Purchasing Administrator on or before the specified time and date. Failure to comply with the preceding requirements shall result in the rejection of the bid(s).

**Bids submitted by e-mail, telephone, fax, or telegram shall not be accepted. An e-mailed or a faxed bid shall be rejected as non-responsive regardless of where it is received.**

It is the sole responsibility of the Bidder(s) to ensure that their bid reaches the Purchasing Department. All bids, unless otherwise specified, must be delivered to the following address no later than the time and date specified in the solicitation:

Purchasing Department  
Tax Collector, Orange County  
SunTrust Center Tower  
200 South Orange Avenue, Ste 1600  
Orlando, FL 32801
Bidders are cautioned that they are responsible for delivery to the specific location cited above. Therefore, if bid is delivered by an express mail carrier or by any other means, it is your responsibility to ensure delivery to the above address. This office will not be responsible for deliveries made to any place other than the specified address.

The Tax Collector shall not be responsible for delays caused by any occurrence. The time/date stamp located in the Purchasing Department shall serve as the official authority to determine lateness of any bid. The bid time shall be observed. Under no circumstance shall bids delivered after the time specified be considered responsive. Late bids will be returned to the Bidder unopened. The decision to refuse to consider a bid or proposal that was received beyond the date/time established in the solicitation shall not be the basis for a protest pursuant to the Orange County Code (Procurement ordinance).

All bids must be typewritten or filled in with pen and ink and must be signed in ink by an officer or employee having authority to bind the company or firm. Errors, corrections or changes to any document must be initialed by the signatory of the bid.

Bidders shall not be allowed to modify their bids after the opening time and date. Bid files may be examined during normal working hours, thirty (30) days after bid opening or upon recommendation for award, whichever occurs first. Bidders desiring to view these documents are urged to schedule an appointment.

**TIMETABLE**

The Tax Collector has issued a timeline for the RFP, allowing firms time for response and sufficient time for the RFP committee to efficiently review the responses and grade them based on merit and costs. Below are the guidelines for the submission and review process.

<table>
<thead>
<tr>
<th>DATE</th>
<th>EVENT</th>
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</thead>
<tbody>
<tr>
<td>June 27, 2014</td>
<td>Release of ITB</td>
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<tr>
<td>July 7, 2014</td>
<td>Submission of ITB Questions</td>
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<tr>
<td>July 18, 2014</td>
<td>Submission of ITB Responses</td>
</tr>
<tr>
<td>July 22, 2014</td>
<td>General presentation by Finalist(s) (if necessary)</td>
</tr>
<tr>
<td>July 25, 2014</td>
<td>Selection of ITB finalist(s)</td>
</tr>
<tr>
<td>July 28, 2014</td>
<td>Selection of Service Provider/Notification to Winning Firm(s)</td>
</tr>
</tbody>
</table>

All times, dates and actions are subject to change. All meetings are publicly posted and open to the public under the Sunshine Law.

**EQUAL OPPORTUNITY CLAUSE**

The Tax Collector of Orange County, Florida, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252) and the Regulations of the Department of Commerce (15
CFR, Part 8) issued pursuant to such Act, hereby notifies all proposers that it will affirmatively ensure that in any contract entered into pursuant to this request for qualifications, minority business enterprises will be afforded full opportunity to submit bids in response to this request and will not be discriminated against on the grounds of race, color or national origin in consideration for an award.

**CONVICTED VENDOR LIST**

In accordance with Section 287.133(2)(a), Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a response or reply on a contract to provide any goods or services to a public entity.....may not be awarded or perform work as a contractor, supplier, subcontractor or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 for CATEGORY TWO (2) for a period of 36 months from the date of being placed on the convicted vendor list.

**DRUG-FREE WORKPLACE**

Submit Drug-Free Workplace form. Failure to certify the firm has a drug-free workplace policy in accordance with 287.087, Florida Statutes, shall result in rejection or disqualification of the response.

**NON-DISCRIMINATION OF EMPLOYMENT**

Submit a Statement of Assurance for non-discrimination of employment (Form attached).

**SCOPE OF WORK**

**Project Description**

The Tax Collector’s Office intends to install a new, web-based queuing system in up to eight (8) offices in Orange County. The system will manage and track customer wait times and produce management reports to determine office productivity.

The automated queuing system will allow management to assign each CSR to specific duties and to adjust those assignments based on changing customer needs throughout the day. The customer will check in with a greeter who will determine the service needed and print a ticket with a computer-generated number. When the appropriate CSR station is available, the customer(s) will see and hear their number through an LCD TV and ceiling mounted speakers. When the CSR completes the transaction, he or she will click a single button to call the next customer.
The system will provide management reports that summarize both category and overall wait-times, CSR performance/production volume, and average transaction time. Reports should also contain information about specific customers. The system will have the ability to target goals for wait times, and adjust both service categories and CSR assignments. Both historical data and real-time data (i.e. a snapshot of what is currently happening in an office) will be available.

**Objectives**

The primary objective of this project is to provide a queuing system that will improve customer service in our Tax Collector offices. The awarded contractor will also provide queuing systems for new offices during the term of the contract if necessary. The contractor will maintain the system in working order, providing all software releases during the term of the contract and subsequent extensions at no additional cost to the Tax Collector.

The customer queuing system will be accessed from Tax Collector PCs consisting of approximately 125 workstations running Windows 7 Professional 32-bit OS. These PCs are also used for the Tax Collector’s driver license and motor vehicle applications. The queuing system’s reporting tools will be accessed by managers’ workstations in each office.

At a minimum, the system will have the following functionality. If there is additional functionality to consider, please include it in your response. The prospective contractor must be prepared to demonstrate the following requirements.

**Office Manager Functionality**

1. The queuing system will provide a security mechanism to designate various roles in the system and indicate how much authority these roles have to make changes to the system.

2. Using a real-time console, the queuing system will allow for an administrative role that can configure the agents of the system and allow them to define the type services each agent can manage.

3. The queuing system will provide the ability to configure thresholds and rules to help automate the real-time management of queue volume. Additionally, the system must have the capability to differentiate levels of service while managing the customer flow and directing customers to the appropriate CSR based on skill/need. The queuing system must allow managers to reallocate CSR tasking via a simple “point and click”.
4. The queuing system will provide a variety of canned and customizable reports that allow the administrator to see both real-time and historical information. The historical information should be summarized, but allow the administrator to filter and drill-down into the detail of the report. At a minimum, reports must include customer check-in time, customer wait time, time spent in the virtual queue and an ability to sort by customer service representative, by date, by office and by service type. These reports must be retrievable in a daily, weekly, monthly or annual format.

5. The queuing system must have an ability to set goals for each of the areas in item four (4). The goals will also be available in a report that shows “actual vs. goal” statistics.

6. The queuing system will provide the office manager with an automatic “load balancing” feature.

7. The queuing system will provide a report that shows actual and average transaction time for each service and for each examiner.

8. The queuing system must generate a report that shows the number of customers who elected to leave before their number was called (abandoned tickets).

9. The queuing system must generate a report that indicates the waiting time, number served and services received for all appointment customers.

10. All reports must have an ad hoc capability that can be saved to a reusable template. Each report must include averages.

11. The queuing system will provide a means of charting and graphing the statistical data contained in the reports.

12. The queuing system will provide a means of suspending and un-suspending tickets in the local offices in the event that the driver license issuing systems are unavailable for an extended period of time.

**CSR Functionality**

1. The queuing system will allow the CSR role an easy login to the queuing system.

2. The queuing system will allow the CSR to call the next customer in the queue.

3. The queuing system must have a “Walk Direct” capability, where the greeter has the ability to send the first customers of the day, directly to the counter without
issuing a ticket at the front desk. At the counter the CSR will enter the customer into the queue, providing for the tracking of services received.

4. The queuing system will allow the CSR to log when they have completed service to a customer. The system should be able to configure sending the next customer when the previous one is finished.

5. The queuing system must provide CSR with an access to called queues. This will aid them in directing called customers who have forgotten which counter position they were called to.

**Customer Functionality**

1. The queuing system, via the greeter’s workstation, will allow the greeter to issue the customer the appropriate ticket based on the services the customer requests.

2. The queuing system will determine the appropriate queue based on the services the customer needs to access.

3. The queuing system must be able to account for an appointment that the customer has made online and prioritize them in the queue so they arrive at the counter at the scheduled time.

4. The queuing system must have an auto-insertion feature to address situations where non-appointment customers are not called due to a high volume of appointment customers. Feature should be driven by a preset maximum wait time that can be adjusted by the office manager. For example, if a walk-in customer has been in the office for 60 minutes and the high volume of appointment customers has delayed the calling of this customer’s number; the system should automatically assign him/her to the next call position when the maximum wait time is exceeded. The preset maximum must be adjustable at the office manager’s level.

5. The queuing system must include the ability to calculate the estimated wait time for a specific customer. The time a customer spends on road tests and written exams will not be included in the customer’s overall wait time, but shall be tracked separately. Wait time is an important service metric that must not be arbitrarily skewed by inclusion of functions where the customer is truly not waiting for service (road tests, written exams).

6. The queuing system must allow the greeter to cancel an issued ticket if the person decides to leave before being called to the counter.
7. The queuing system must allow the greeter to re-queue a customer that has missed his/her slot.

8. The queuing system will provide the configuration capability to allow a customer to be given special priority within the queue.

9. The queuing system will provide the customer(s) with their approximate wait time. The ability to display this information will be accomplished on the customer’s ticket and on the Tax Collector’s webpage.

10. The queuing system will provide the ability to send an electronic notification (i.e. text message) to applicants advising them when the approximate wait time reaches a preset number of minutes. The preset minutes should be adjustable by the office manager.

**Administrative Office Functionality**

1. The queuing system will provide the Administrative office with the ability to automatically receive all queuing data from the other offices into the central office.

2. The queuing system must provide Administrative office staff based on authority to the queuing system, access to the same real-time information and the same capabilities as the manager in the remote offices.

3. The queuing system must provide Administrative office staff the ability to view real-time dashboards of the overall performance of the field locations with the ability to drill down to the detail of the information required.

4. The queuing system must provide Administrative office staff the ability to view historical information in a variety of reports with the ability to create custom reports within the system.

5. The queuing system must record each customer as a single transaction even when transferred between queues (i.e. exam to a virtual queue).

6. The queuing system must provide an email notification to senior staff members when a maximum wait time is exceeded. The maximum wait time must be separately programmable (by office) to account for differences between office
size and standard wait expectations. At a minimum the email shall include the following:

a. Office identification where the incident occurred.

b. Ticket number and name of customer experiencing excessive wait time.

Queue Functionality

1. The system must display queue information on existing ceiling/wall mounted TV monitors. Additionally, the queuing system should allow for the administrator to configure the layout of the queue information on the display. The awarded contractor is responsible for providing any hardware or software that is necessary to accomplish the integration. The Department and the queuing prospective contractor will meet to determine the proper method to accomplish the integration and maintain the network security.

   a. The queuing numbers should be available as either:
      i. A web feed
      ii. XML webpage
      iii. XML file retrievable from a mutually agreed upon location accessible via an internet connection.

   b. The XML file, webpage or feed allows for simple data extraction from item tags or X-Path (XML) for all needed times. This will include such items as the queue number, the counter number, the wait time, etc.

   c. The file or webpage/feed should be fairly free of HTML markup within the item tags or X-Path (XML) locations so as not to create incompatibility with the data. Details such as font size, color, location, etc., will be handled through the software and should not be referenced with HTML.

2. The queuing system must provide an audio component to the queuing display so that all updates to queue information is presented to customers through a TV monitor and an audio speaker interface. Additionally, the queuing system should offer English and Spanish capabilities and the ability to play both languages.

3. The queuing system must provide an ability to display approximate customer wait time information on the Tax Collector’s website and on the office waiting room monitors.
**Customer Appointment System**

The prospective vendor must submit a detailed description of a customer appointment system with the submission of both the “Statements of Qualifications and Services Offered”.

By integrating the queuing system with the customer appointment system, office managers will have complete and readily-available information as well as the tools to analyze appointment trends in order to properly staff workstations and assess training deficiencies. The proposed solution must utilize technology that operates on a web-enabled platform, with an open architecture design. Data from the appointment activity would be captured and archived by the virtual host, and query-able by the Tax Collector’s office. This will allow the Tax Collector to retrieve data from both components and present the results in managerial queries or reports as needed. The awarded contractor must develop the interface to the driver license database.

The selected contractor must customize the software to meet all Tax Collector project objectives and business functional requirements. The selected vendor will also provide user training/manuals and system maintenance for application source upgrades.

In addition to a web-enabled customer appointment system, the office queuing system will also provide a system (integrated or Software, through which appointment or non-appointment customers may enter specific office queue systems from remote locations (i.e. via cellular telephone or web). The system should have the additional capability of notifying customers of changing office conditions (e.g. emergency closure), updates to office queue wait-times, and the ability to extend their queue position on an opt-in basis. The system should also have the capability of providing customers with the option of receiving call-back reminders of queue status, and other informational notifications.

The new system will allow customers to make an appointment (in-person, telephone, web-initiated, email, text message, etc), and then “check in” online 24 to 48 hours in advance of the appointment time. An automatic email, telephone text message, or telephone reminder to the customer, prior to the on-line check-in process must be included and additional customer reminders via the customer’s preferred communications method (email, telephone text message, telephone, etc) after checking would be generated by the system. This will help to remind customers of the upcoming appointment and decrease instances of missed appointments. The customer will automatically be entered into the customer flow with other appointment customers and avoid the need for waiting on an appointment ticket at the “greeter’s station”. This will help ensure that appointment customers are provided with expedient service.
The customer appointment system must also include the following:

1. Ability to define open/close days for appointments at the office level.

2. Ability to define an appointment profile by office. This includes, but is not limited to:
   a) Providing office level information, office number, name, and address
   b) Providing office open/close time by day of week
   c) Providing tasks performed at the office
   d) Providing task durations
   e) Providing exceptions for office open/close dates at the day/time level

3. Ability to define multiple tasks to a workstation.

4. Ability to calculate the number of appointments available for each workstation.

5. Ability for an office to print appointment lists by any or all of the following criteria: Customer last and first names, telephone, customer e-mail address, zip code, office name, workstation number, task, date and time.

6. All methods and validation to make appointments must be the same for customers and Department personnel, but with the capability to override certain validations by the Tax Collector’s personnel only.

7. Ability for a customer to schedule an appointment with: customer last and first names, office name, office address, appointment date/time, type of appointment and customer preferred communications method.

8. Send automatic appointment reminders per the customer’s preferred communications method (email, telephone text message, telephone, etc.) to customers with: office name, office address, date, time and type of appointment, within a pre-determined time period, before scheduled appointment.

9. Customer must be provided with the option to input office name or locate via a map.

10. Customer must be provided with a confirmation page that includes a 2-dimensional bar code or the latest in technology identifying the appointment.
Customer appointment system software

The awarded contractor will provide customizable, non-proprietary, integrated software packages for the customer appointment system which meet the Tax Collector’s business functional requirements. The office queuing system and customer appointment scheduling solutions must have the ability to be fully integrated.

The awarded contractor must also have optional add-ons which include the incorporation of mobile technologies (web, mobile applications, cell phone, etc.) into the products available. The mobile applications will allow for improved service delivery as the public can check office wait times and make appointments from their mobile phones.

Additional Features

Prospective vendors must submit detailed descriptions of any additional features that are a part of the office queuing or customer appointment system solutions. Pricing for these additional features must also be submitted.

System Requirements

Prospective contractor must identify equipment name, model and feature numbers, quantities and the mean time between failures for all equipment proposed. Describe how the equipment meets the technical requirements outlined in the solicitation. Briefly describe any additional but relevant features or capabilities. Address any features that make the proposed commodity especially suited for the intended purpose.

Equipment/Software/Services

Awarded contractor must bear full responsibility to ensure a successful installation, implementation, operation and maintenance of all hardware and software associated with this solicitation. Vendor will ensure the latest version of Symantec antivirus is installed and current on the server. During the course of the contract and all subsequent refresh periods, the vendor is responsible for updating the antivirus software. Proper tools should exist to backup and restore the queuing system database.

The queuing system should have the ability to access an active directory for authentication. Additionally, any user information that is stored in the queuing system databases should be encrypted.

All software, including operating software, must be fully supported. The system must support both the current version of operating system software for the servers and clients as well as the latest security patches for each while the solution is in use.
Server operating systems must be hardened according to IT industry best practices. At a minimum, securing operating systems should include:

1. Patch and upgrade the operating system
2. Remove or disable unnecessary services and applications
3. Configure operating system user authentication
4. Test the security of the operating system

System should have no proprietary hardware required for usage.

System software must remain compatible with Tax Collector’s operating system upgrades. These updates must be made at no cost to the Tax Collector.

All commercial off-the-shelf proprietary software acquired as a result of this negotiation will be furnished under the terms and conditions of the appropriate proposer’s standard software licensing contract, subject to requirements of Florida Statutes.

The awarded contractor is responsible for providing all hardware, software and consumables required to operate a customer queuing system, with the exception of the end-user PCs, the flat screen LCD TVs, the ceiling mounted speakers and thermal receipt printers. During the length of the contract and any subsequent renewals or extensions, the awarded contractor will be responsible for supplying the consumable receipt paper necessary to operate the queuing ticked printers.

The awarded contractor will provide all necessary operating system security patches and updates to its software.

Installation and configuration of the acquired system will be monitored and coordinated by the Tax Collector’s Information Technology assigned project leader.

Installation of systems and training will be done in each office after hours. Normal office hours are Monday – Friday, 8:30AM – 5:30 PM Eastern Time.

Training will be held at each facility on the morning of the first working day immediately following the installation. Prospective contractor’s proposal must address the following training constraints:

1. System hardware and software components and all necessary information for employees to operate and manage the system.
2. Training must be effectively structured to address the different knowledge requirements of the end users. Office managers’ training will focus more on features designed to manage the queue, whereas, customer service employee training will focus more on how to process the customers within the queue.

3. Awarded contractor must be on-hand at each facility all day on the first day of operation to answer questions and provide assistance as required.

4. Awarded contractor must provide a plan for training new managers and administrators in instances where positions are vacated and subsequently filled. This training must be for the duration of the contract including any extensions or renewals.

5. Awarded contractor will provide 8-12 hours of training for administrative personnel at a mutually agreed upon location.

6. As an attachment to their bid specs, prospective contractor(s) will provide a deployment schedule and address the following:

7. Date and location of offices to be out fitted

8. Estimated hours to complete the install

9. Point of contact information for each team completing the install

The deployment schedule must receive final Tax Collector review and approval after the contract is awarded.

**System Installation**

Prospective contractor must include a proposed work plan to include time frames outlining the installation. Provide job descriptions and number of personnel to be assigned to equipment installation, testing and implementation of the project. Include any assumptions made developing the installation plan.

**Designated Personnel**

Awarded contractor shall designate a service coordinator to handle coordination of all service calls between Tax Collector, contractor and end user personnel. This individual must have in-depth knowledge of the system being used by the Tax Collector’s office.

Awarded contractor shall designate a Technical Representative who will assist Tax Collector staff with technical questions and will provide system operation and problem
determination and resolution training for Tax Collector personnel. The technical Representative must have:

1. An in-depth knowledge of applicable equipment and troubleshooting techniques
2. A thorough knowledge of hardware configuration and network connectivity
3. Experience installing and configuring hardware

The contractor will ensure the backup personnel are kept up to date with the project so that backup personnel can fill in if the primary personnel are not available. All contract personnel must be highly skilled and have experience in the area of expertise they are assigned.

**Maintenance Requirements**

Prospective contractor must provide a detailed repair and maintenance plan that describes how the plan meets the requirements of the ITB. Briefly discuss any additional but relevant features or services. Include preventative maintenance procedures required for Tax Collector personnel and the contractor. Include a justified frequency of preventative maintenance by the contractor, a description of how parts supply and back-up equipment availability will be assured statewide, a detailed explanation of response time for unscheduled service needs, escalation procedures, and the number of representatives available and their office locations in the Tax Collector’s office.

Throughout the entire term of the contract and any renewal periods, contractor shall render maintenance to keep the system in, or restore the system to, good working order. For purposes of the contract, hardware and/or software restored to good condition shall be defined as 100% functionality of all system components.

**Security**

Prospective contractor must briefly describe their general security philosophy, posture and approach to ensure optimal security protection would be achieved or the systems deployed as a result of this solicitation.

4. **PRICE/DELIVERY**

Price(s) quoted must be the price(s) for new merchandise unless otherwise specified. Any bids containing modifying or “escalator” clauses will not be considered unless specifically requested in the bid specifications.
“Acceptance” as herein used means the acceptance by Tax Collector or authorized agent has, by inspection or test of such items, determined that they fully comply with specifications.

**Deliveries resulting from this bid are to be made during normal working hours.** Time is of the essence and the Contractor’s delivery date must be specified and adhered to. Should the Contractor, to whom the order or contract is awarded, fail to deliver on or before the stated date, the Tax Collector reserves the right to **CANCEL** the order or contract and make the purchase elsewhere, and the Contractor will be required to compensate the Tax Collector for the difference in price paid for the alternate product. The Contractor shall be responsible for making any and all claims against carriers for missing or damaged items. Partial shipments will be acceptable unless otherwise stated.

5. **ACCEPTANCE/REJECTION/CANCELLATION**

The Tax Collector reserves the right to accept or reject any bids and make the award to the bidder who, in the opinion of the Tax Collector, will be in the best interest of and/or the most advantageous to the Tax Collector. The Tax Collector also reserves the right to reject the bid of any bidder who has previously failed in the proper performance of an award or to deliver on time contracts of a similar nature or who, in the Tax Collector’s opinion, is not in a position to perform properly under this award.

6. **EXECUTIVE SUMMARY**

Include a description of the scope of services to be provided by the contractor. Include a statement describing how contractor resources and experience will support this project, including access to back-up staff if needed. The contractor shall clearly specify its competitive advantage and its proposed ability to meet the terms, conditions and requirements as defined in this solicitation.
CONVICTED VENDOR STATEMENT

The undersigned responding firm certifies it is in compliance with Florida Statute 287.133 which states a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal or reply on a contract to provide any goods or services to a public entity, may not be awarded or perform work as a contractor, supplier, sub-contractor, or consultant under a contract with any public entity and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 for Category II for a period of 36 months from the date of being placed on the convicted vendor list.

Responding firm understands and acknowledges that any misstatement or lack of compliance with the Statute shall result in the contract being declared null and void and/or subject to immediate termination. In the event of such termination, the Tax Collector shall not incur any liability for termination of the contract.

________________________________________
(Firm’s name)

________________________________________
(Authorized Signature)

________________________________________
(Printed/Typed Name)

________________________________________
(Title)

________________________________________
(Date)
DRUG-FREE WORKPLACE STATEMENT

The undersigned vendor, in accordance with Florida Statute 287.087, hereby certifies that _______________________________ does:

(Name of business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business’s policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under bid, a copy of the statement specified in Paragraph 1.

4. In the statement specified in Paragraph 1, notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendre to, any violation of Florida Statute 893 or of any controlled substance law of the United States or any State, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee’s community, by an employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of Paragraphs 1 thru 5.

As the person authorized to sign this statement, I certify that this firm complies fully with the above requirements.

____________________________
(Firm's Signature)

____________________________
(Date)
STATEMENT OF ASSURANCE
NON-DISCRIMINATION

The undersigned responding firm certifies it will not and does not discriminate against any employee or applicant for employment because of race, color, religion, sex, disability, sexual orientation, national origin, gender identity or expression, age, handicap or marital status. The responding firm will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, disability, sexual orientation, national origin, age, handicap, or marital status. Such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer, recruitment advertising, layoff or termination, rate of pay or other forms of compensation and selection for training, including apprenticeship.

The responding firm agrees to post in conspicuous places, available to employees and applicants for employment, notice setting for the provisions of this non-discrimination clause. The responding firm shall give assurance by means of inspection or otherwise that he/she is in compliance with this action.

The responding firm assures the Tax Collector that said firm is in compliance with the above and with all applicable laws concerning discrimination, and the firm understands that this Agreement is conditioned upon the veracity of the Statement of Assurance.

__________________________________
(Firm's name)

__________________________________
(Authorized Signature)

__________________________________
(Printed/Typed Name)

__________________________________
(Title)

__________________________________
(Date)