INVITATION TO BID

OFFICIAL DOCUMENT PRINTING

BID #TCPRIN021715

SUBMITTAL

TIME AND DATE DUE

The Orange County Tax Collector will receive sealed bids until 2 p.m. on March 24, 2015.

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.

Bidders are cautioned that they are responsible for delivery to the specific location cited above. Therefore, if bid is delivered b 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 on 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, (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 ITB, allowing firms to respond timely and sufficient time for the ITB committee to efficiently and effectively review the responses and grade them based on merit and costs. Below are guidelines for the submission and review process.

| DATE | EVENT |
|-------------------|---|
| February 17, 2015 | Release of ITB |
| March 3, 2015 | Submission of ITB Questions |
| March 10, 2015 | Pre-Bidder Conference if necessary |
| March 24, 2015 | Submission of ITB responses |
| March 27, 2016 | Evaluation of Responses |
| April 3, 2015 | General Presentation by finalist(s) if necessary |
| April 6, 2015 | Selection of Service Provider/Notification to winning firm(s) |

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

OPENING LOCATION

All bids will be opened at the office of the Orange County Tax Collector, SunTrust Tower, 200 South Orange Ave., Suite 1500, Orlando, FL 32801 at the above time and date.

DELIVERY REQUIREMENTS

Bids received after the above stated time and date will not be considered. It shall be the sole responsibility of the bidder to have their bid delivered to the Orange County Tax Collector for receipt on or before the above stated time and date. If a bid is sent by U.S. Mail, the bidder shall be responsible for its timely delivery to the Tax Collector. Bids delayed by mail shall not be considered, shall not be opened at the public opening, and arrangements shall be made for their return at the bidder's request and expense. Bids may not be submitted by email.

CLARIFICATION AND ADDENDA

Each bidder shall examine all invitation to bid documents and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions or requests

concerning interpretation, clarification or additional information pertaining to the invitation to bid shall be made through the Tax Collector's office. The Tax Collector shall not be responsible for oral interpretations given by any Tax Collector employee, representative, or others. The issuance of a written addendum is the only official method whereby interpretation, clarification or additional information can be given. If any addenda are issued to this invitation to bid, the Tax Collector will attempt to notify all prospective bidders who have secured same. However, it shall be the responsibility of each bidder, prior to submitting their bid, to contact the Tax Collector's Office (407) 836-2716, to determine if addenda were issued and to make such addenda a part of their bid.

SEALED AND MARKED

Three (3) signed copies of your bid shall be submitted in one sealed package, clearly marked on the outside:

"SEALED BID # _____- OFFICIAL DOCUMENT PRINTING PACKAGE"

Addressed to: Orange County Tax Collector 200 S. Orange Ave., Ste. 1500 SunTrust Tower Orlando, FL 32801 Attn: Cindy Valentine, Chief Financial Officer

LEGAL NAME

Bids shall clearly indicate the legal name, address and telephone number of the bidder (company, firm, partnership, individual). Bids shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the bidder to the submitted bid.

BID EXPENSES

All expenses for bidding to the Tax Collector are to be borne by the bidder.

IRREVOCABLE OFFER

Any bid may be withdrawn up until the date and time set above for opening of the bid. Any bid not withdrawn, shall upon opening, constitute an irrevocable offer for a period of sixty (60) days to sell to the Orange County Tax Collector the goods and/or services set forth in the attached specifications until one or more of the bids have been duly accepted by the Tax Collector.

RESERVED RIGHTS

The Tax Collector reserves the right to accept or reject any and/or all bids, to waive irregularities and technicalities, and to request resubmission. Also, the Tax Collector reserves the right to accept all or any

part of the bid and to increase or decrease quantities to meet additional or reduced requirements of the Tax Collector. Any sole response received by the first submission date may or may not be rejected by the tax Collector depending on available competition and timely needs of the Tax Collector.

For each item or for all items combined, the bid of the lowest, responsive, responsible bidder will be accepted, unless all bids are rejected. The *lowest responsible* bidder shall mean that bidder who makes the lowest bid to sell goods and/or services of a quality which conforms closest to the quality of goods and/or services set forth in the attached specifications or otherwise required by the Tax Collector, and who is known to be fit and capable to perform the bid as made. To be *responsive*, a bidder shall submit a bid that conforms in all material respects to the requirements set forth in the invitation to bid. To be a *responsible* bidder, the bidder shall have the capability in all respects to perform fully the contract requirements, and the tenacity, perseverance, experience, integrity, reliability, capacity, facilities, equipment, and credit which will assure good faith performance. Also, the Tax Collector reserves the right to make such investigation as it deems necessary to determine the ability of any bidder to deliver the goods and/or services requested. Information the Tax Collector deems necessary to make this determination shall be provided by the bidder. Such information may include, but shall not be limited to: current financial statements, verification of equipment availability, personnel, past performance, capabilities and experience records.

COLLUSION

By offering a submission to this invitation to bid certifies that the bidder has not divulged to, discussed or compared its bid with other bidders and has not colluded with any other bidder or parties to this bid whatsoever. Also, bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, that is in connection with its bid:

- a. Any prices and/or cost data submitted have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices and/or cost data, with any other bidder or with any competitor.
- b. Any prices and/or cost data quoted for this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to the scheduled opening, directly or indirectly, to any other bidder or to any competitor.
- c. No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not submit a bid for the purpose of restricting competition.
- d. The only person, persons, principal or principals interested in this bid is/are named therein and that no person or principal other than therein mentioned has any interest in this bid or in the contract to be entered into; and
- e. No person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee

accepting bona fide employees or established commercial agencies maintained by the bidder for the purpose of doing business.

CONTRACT FORMS, TERM, EXTENSION

Any agreement, contract or purchase order (hereinafter "agreement") resulting from the acceptance of a bid shall be on forms approved by the Tax Collector. *The term for any such agreement shall be three* (3) years, and at the discretion of the Tax Collector, the agreement can be extended on a yearly basis, as long as the price per unit does not increase more than two (2%) per year.

INDEMNIFY

After notification of award, the successful bidder shall indemnify and hold harmless the Tax Collector from and against all claims, suits, actions, damages or causes of action arising during the terms of the resulting agreement for any personal injury, loss of life or damage to property sustained by reason or as a result of the performance of the services or delivery of goods for which the resulting agreement was entered into, or its agents, employees, invitees, and all other persons, and from and against any orders, judgments, or decrees, which may be entered thereto, from and against all costs, attorney's fees, expenses and liabilities incurred in or by reason of the defense of any such claim, suit or action, and the investigation thereof. Nothing in the award, resulting agreement, and contract or purchase order shall be deemed to affect the rights, privileges and immunities of the Tax Collector as set forth in F.S. 768.28.

The successful bidder(s) covenants and agrees to indemnify and hold harmless the Tax Collector of Orange County, Florida, and to defend him from all costs, expenses, damages, attorney's fees, injury or loss, to which the Tax Collector may be subjected by any person, firm, corporation or organization by reason of any wrongdoing, misconduct, want or need of care or skill, negligence, default or breach of contract, guaranty or warranty, by the successful bidder(s), his employees, his agents or assigns.

BID FORMS, VARIANCE, ALTERNATES

Bids must be submitted on attached Tax Collector forms, although additional information may be attached. Bidders must indicate any variances from the Tax Collector's requested specifications, terms and conditions, otherwise, bidders must fully comply with the Tax Collector's requested specifications, terms and conditions. As set forth in Schedule C of the Addendum attached hereto, Bidder's failure to meet the deadlines set forth therein will result in a reduction in the bid price of up to fifty percent (50%), said percentage to be decided by the Tax Collector. Alternate bids may or may not be considered at the sole discretion of the Tax Collector.

DISCOUNTS

Any and all discounts must be incorporated as a reduction in the bid price and not shown separately. The price as shown on the bid shall be the price used in determining award(s).

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 bidders that it will affirmatively ensure that in any contract entered into pursuant to this request for bids, minority business enterprises will be afforded full opportunity to submit bids in response to this request for bids and will not be discriminated against on the grounds of race, color or national origin in consideration for an award.

SCHEDULE A

SPECIFICATIONS

The Orange County Tax Collector will accept bids on the following sections. Bids should be broken down as to each section. Components of each Package are described under Schedule B and samples are enclosed. The Tax Collector reserves the right to select the bid of the lowest, responsive, responsible bidder as described in Paragraph 9 of the invitation to bid. Postage is not included and should be invoiced separately by the successful Bidder. *Per the Section of Contract forms, term and extension of the invitation to Bid, any agreement resulting from acceptance of this bid shall be for one (1) year, and at the discretion of the Tax Collector, the agreement can be extended on a yearly basis, as long as the price per unit does not increase more than two (2%) per year.*

SECTION ONE - NOVEMBER ANNUAL BILL PROCESSING

Bidder will produce and mail Tax Bill and Informational Notice Packages for the Orange County Tax Collector from information supplied via FTP (preferable) or CD media containing taxpayer information. Data will be provided in a database format (DBF) with table layouts provided. The *estimated quantities* are: Annual Tax Bills - 255,974 informational Notices - 187,525, and NCOA – Business Tax Bills 76,478, *for an estimated total of* ______. The Tax Collector's office produces an _______.xml file with data.

NCOA Bill/Notice Package - Bidder must use National Change of Address (NCOA) Software to determine if a change of address is on file, and in those instances, the *original* Annual Tax Bill and/or Informational Notice must be updated and mailed to the address provided by NCOA. The estimated quantity of Tax Bills and/or Notices in this NCOA mailing is 76,478. The NCOA Bill and/or Notice must include a "special NCOA message" (provided by the Tax Collector), and the outgoing envelope must include text on the front of the envelope to indicate an address change is needed per NCOA. Within one (1) week of the mailing of Tax Bills and Notices referenced above, Bidder must provide Tax Collector with a spreadsheet of all account numbers where the address was updated through NCOA, as well as the address that was used to mail the Tax Bill/Notice.

Multiple Tax Bills per owner must be merged. However, this is not a requirement of the Informational Notices. Multiple bill packages will increase the number of bills contained in one outgoing package, but not the number of envelopes or tax inserts. A larger outgoing envelope may be needed for multiple bill packages.

All Tax Bill or Notice information must be imaged using the laser printed format as shown on the sample provided, particularly the OCR font scan line on Tax Bills and Notices, the personalized information and special messages, and the **postal bar code for mail sorting**. (Note: Top section of Bill and Notice must be used for bar coding of address). Bidder must print instructional text (to be provided by Tax Collector) in the last payment box of the Annual Bills and Notices, as well as text such as *Indicates Additional Owners when all owners cannot be printed on the bill/notice. In addition, Bidder must print personalized special messages on all Bills and Notices, based on criteria furnished by the Tax Collector. Examples of the personalized special messages that will be required are shown below, special messages are subject to change and additional special messages may be added from year to year.

SECTION THREE – FEBRUARY REMINDER STATEMENT

Bidder will produce and mail Reminder Bill Statements for the Orange County Tax Collector from information supplied via ______.XML containing taxpayer information. The *quantity* of Reminder Statements for 2014 was 46,745 Real Estate and Tangible reminder Statements.

Delinquent Bill Package consists of:

Tax Bill Reply Envelope Outgoing Window Envelope (*window placement may differ from annual mailing*)

All tax bill information must be imaged using the laser printed format as shown on the sample provided, particularly the Bar Code, the personalized information, and the postal bar code for mail sorting. (Note: Top section of bill must be used for bar coding of address). Bidder must be able to print text such as *Indicates Additional Owners when all owners cannot be printed on the bill, and may be required to print other personalized special messages, based on criteria furnished by the Tax Collector.

<u>SCHEDULE B</u>

SPECIFICATIONS

SECTION ONE - NOVEMBER ANNUAL BILL PROCESSING

Components of the Annual Tax Bill Package and Informational Notice Package include (*the NCOA*) *Bill/Notice Package uses the same components with the addition of a change of address card; see next page for specifics*):

| ANNUAL TAX BILL – | * 8-1/2" X 11" – top 1/3required perforation. *1 color on face: green PLUS prior year delinquent: red on both pieces of Bill (<i>note addition of marginal words on top</i>) Screened Text in upper section (black text): PLEASE PAY TO SCOTT RANDOLPH – TAX COLLECTOR *Watermark/Screened Text: black ink): PAY ONLINE OR RETURN WITH PAYMENT *1 color backer: black ink *Personalized with Tax Collector's name: Scott Randolph *Personalized instructional text & messages based on criteria furnished by Tax Collector *Presorted to the bar code level *OCR B font scan line |
|-------------------------|--|
| INFORMATIONAL NOTICE | *8-1/2" X 14" – bottom ¼ requires perforation * 70#, white offset stock *1 color on face: PLUS Marginal words: red **DO NOT PAY – Contact your mortgage-holder to confirm payment will be made *Watermark/Screened Text in upper section (white text) and in bottom section (peach text): INFORMATIONAL NOTICE *1 color backer: black ink *Personalized with Tax Collector's name: Scott Randolph *Personalized instructional text & messages based on criteria furnished by Tax Collector * Presorted to the bar code level. *OCR B font scan line |
| REPLY ENVELOPE - | *#9, beige colored envelope stock *Printed 1 color face, 1 color back: black text on colored paper envelopes |

| | *Front must be personalized for Tax Collector and contain instructional text and graphics *Back must contain instructional text and/or graphics on flap and below flap. |
|---------------------|---|
| OUTGOING ENVELOPE*- | *# 10, 24# white wove custom window (may use recycled) *Printed 1 color face, 1 color back: teal *Front must be personalized for Tax Collector and contain instructional text and graphics the envelope flap, and reminder information or internet addresses for County and State agencies below the flap *Envelopes used for NCOA require text on front of Envelope indicating address change needed per NCOA. |

*A larger outgoing envelope may be needed for multiple bill packages.

**Tax Collector reserves the right to add additional tax inserts of this approximate size if needed, the cost of which would be determined later; Tax Collector understands additional inserts could cause an increase in postage (*which is to be invoiced separately*).

SCHEDULE B

SPECIFICATIONS

SECTION THREE - FEBRUARY REMINDER TAX BILLS

Components of the February Bill Package include:

| DELINQUENT BILL - | *11" X 8-1/2" with top 1 / 3 perforation *70#, white offset stock *One color on face: red. One color backer: black ink *Watermark/Screened Text: Return with Payment or Pay Online red. *Personalized with Tax Collector's name: Scott Randolph *Personalized instructional text & messages based on criteria furnished by Tax Collector *Presorted to the bar code level *OCR B font scan line |
|-------------------|--|
| REPLY ENVELOPE | *Same Reply Envelope used in November mailing |
| OUTGOING ENVELOPE | * Same Reply Envelope used in November mailing |

<u>NOTE:</u> All forms in all Sections are subject to revision before final production. Changes from last year's samples are pending and may include changes in format or color, as well as verbiage Changes to the insert(s), front and back of the bill(s) and informational notice, envelope(s), and /or change of address post card.

SCHEDULE C

PLANNING TIMELINE FOR ORANGE COUNTY

TAX BILL AND NOTICE PROCESSING SECTION ONE

The Planning Timeline is both a manufacturing commitment of the Bidder and a commitment of the Orange County Tax Collector to provide information and materials needed to complete the project on time. Adherence to this schedule is of utmost importance to meet promised deliveries. The Bidder must understand the importance of meeting an October 31st mail date. By Statute, the Tax Collector must mail the tax bills within twenty (20) days of the Property Appraiser's certification of the tax roll.

Should Bidder fail to meet any of the deadlines set forth below, particularly those underlined, the bid price shall be subject to a reduction of <u>up to</u> fifty percent (50%), said percentage to be decided by the Tax Collector.

BIDDER'S SCHEDULE

TAX COLLECTOR'S SCHEDULE

| Item of Responsibility | <u>Deadline</u> | Item of Responsibility | <u>Deadline</u> |
|---|------------------|---|-----------------|
| Contract mailed to Tax Collector | 04/20/15 | Draft of Bill, Info Notice, Envelopes Address card sent to Bidder | 04/20/15 |
| Black & White proof of Bill, Notice, Address Card and Envelc Sent to Tax Collector | 05/04/15 opes | Proof of Bill, Notice, Envelopes & Address Card sent to Bidder with corrections | 05/04/15 |
| Corrected B/W Proofs of Bill, Notice Address Card & Envelope sent to Tax Collector | 05/15/15 s | Additional Bill & Notice form corrections sent to Bidder with Draft of Tax Inserts; Approval of Tax inserts; Approval of Address Card and Envelopes | 05/15/15 |
| <u>Color Proof of Bill, Notice & Tax</u> Inserts sent to Tax Collector for Final Approval | | Approval of Color Proof of Bill, Notice and Tax Inserts sent to Bidder | 09/14/15 |
| Production of Bill and Notice | 09/25/15 | Live Data delivered to Bidder | 10/19/15 |

Live Data Proof of Bill with scan 10/21/15 Line sent to Tax Collector for Approval

Estimated Postage transmitted to Bidder

10/28/15

Mail Date

On or before 11/01/15

SECTION TWO

SECTION THREE

Quarterly Installments Required dates of mailing: 5/31; 08/31; 11/30; 02/29 each year

Bidder: Supply bill form Proofs approx. one (1) month prior to mailing dates and live data sample before final production.

Tax Collector: Supply live Data to Bidder approximately ten (10) days prior to required dates of mailing. Delinquent Bills Required date of mailing; Approx. 4/15 each year

Bidder: Supply bill form proofs to Tax Collector on or about 3/10 and live data sample before final production.

Tax Collector: Supply live data to Bidder approximately seven (7) days prior to required dates of mailing.

SECTION FOUR

New Owner Bills Required date of mailing: 11/30 each year

Bidder: Supply form proofs to Tax Collector on or about 11/01 and live data sample before final production.

Tax Collector: Supply live data Bidder approximately ten (10) days prior to Required dates of mailing.

SCHEDULE D

CAPABILITIES

| What equipment would you use to produce the bills and notices? | | |
|--|--|--|
| What production capabilities does this equipment have? Bills/Shift or per hour? | | |
| How many of these units do you have? | | |
| What inserting capabilities do you have? | | |
| What service agreement or in-house engineering staff provides for care of the equipment? | | |
| What contingency plans area in effect if the production equipment is down? | | |
| What data processing system do you operate? | | |
| May we tour your operation center? | | |
| What Storage capabilities do you have? | | |
| What postal sorting capabilities can you offer? | | |
| Do you have the capability of producing OCR scanable documents? | | |
| Do you have the ability to provide tax bills to selected accounts via email, per F.S. 197? | | |
| List three (3) references where you have produced OCR scanable documents; | | |
| | | |
| | | |
| | | |

List any references where you have provided tax bills or invoices to selected accounts via email.

SCHEDULE E

EXPERIENCE

| How long have you been in business? | | | |
|--|--|--|--|
| How long has the representative of the account been with your company? | | | |
| Can you provide an audited financial statement or your most recent annual report? | | | |
| Are you approved by the Florida Department of Revenue to provide Florida Tax Collectors with Electronic Data Processing Services? | | | |
| Please list three (3) similar projects you have handled before, together with the customer's name, contact person and the telephone number | | | |
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| Have you ever done business with any Florida Tax Collector? if so, please list the county(s) below: | | | |
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BID FORM

(Submit in triplicate)

TO:Orange County Tax Collector200 South Orange Ave., Ste. 1500, Orlando, Florida 32801

RE: Property Tax Form Package

We, the undersigned, hereby declare that we have carefully reviewed the bidding documents and with full knowledge and understanding of the aforementioned, and the specifications attached hereto, herewith submit our bid.

| QUANTITY | DESCRIPTION | UNIT | PRICE |
|---------------------------------|---|--------|-------|
| SECTION ONE: | November Annual & Quarter 3 Bill Proc | essing | |
| approx. 255,974 | Annual Tax Bill Package | | |
| approx. 187,525 | Informational Notice Package | | |
| approx. 76,478 | NCOA bill package- Updated addresses | | |
| | Mail Date on or before 11/01/15 | | |
| SECTION TWO : Approx. 15,000 | February Delinquent Bill Processing Delinquent Bill Package (Insert to be furnished by Tax Collector) Delinquent Bills Required date of mailing; Approx. 4/15 each year. Bidder: Supply bill form proofs To Tax Collector on or about 3/10 and live data sample before final production. | | |
| | Tax Collector: Supply live data To Bidder approximately Seven (7) days prior to required dates of mailing. | | |

SECTION THREE:

We hereby agree to comply with all Specifications outlined in Schedules A and B of the Addendum attached hereto, and adhere to the Planning Timeline attached as Schedule C. *We further understand and agree that failure to meet any of the deadlines as set forth in Schedule C may result in a reduction in the bid price of up to fifty percent (50%), said percentage to be decided by the Tax Collector*. Attached to this Bid Form are the Capabilities and Experience Questionnaires (Schedules D and E). We hereby declare that all information set forth therein is true and correct to the best of our knowledge.

We hereby agree to advise the Orange County Tax Collector's Office of any changes or delays which may result in additional charges, and to obtain written approval of the Manatee County Tax Collector before proceeding thereafter.

Bidder acknowledges that any agreement resulting from acceptance of this bid shall be for one (1) year, and at the discretion of the Tax Collector, the agreement can be extended on a yearly basis, as long as the price per unit does not increase more than two percent (2%) per year.

Date:_____

Company Name:_____

By: ___

(Signature of Authorized Representative)

(Type or Print name and title of above signer)

Company Address:_____

Telephone Number: _____