

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, Tangible tax bills 60,000 *for an estimated total of 579,977*. 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.

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- e. OCR 12pt font scan line will be of the quality and position to ensure a maximum scanning success rate. The documents are read by an OPEX 3270 remittance processor.
- f. Multiple renewal notices for the same owner, when applicable will be printed on the same sheet. If the owner has multiple pages of renewal notices, the notices should be mailed together in the same envelope or package, in order to reduce forms and postage costs.
- g. Owners with less than three (3) renewal notices (or multiples of 3 renewal notices) will have static messages printed on the "blank" sections, as determined by the Tax Collector.
- h. The cost for renewal notice(s) must be included in the bid price.

B. Standard Inserts

- a. The standard inserts that will be provided to the bidder are:
 - i. **Renew Online** for birth month and commercial mailings
 - ii. **Mobile Home** for mobile home mailings
 - iii. **Heavy Truck** for heavy truck mailings
- b. Tax Collector, his designee, or a 3rd party vendor will provide a supply of standard inserts to the bidder, but not more than a three (3) month supply.
- c. Bidder will contact the project manager forty-five (45) days before the supply of standard inserts will be exhausted.
- d. The cost for insertion of standard inserts must be included in the bid price.

Special Inserts - With each birth month renewal mailing, the bidder may be required to include a special insert in addition to a standard insert (up to 8 ½" X 3 2/3").

- e. Special inserts will be supplied to the bidder by the Tax Collector or an organization approved by the Tax Collector at least six (6) weeks prior to the scheduled mailing date.
- f. The cost for insertion of special inserts provided by another organization will be paid by that organization.
- g. The cost for insertion of special inserts provided by the Tax Collector must be itemized on the Tax Collector's monthly bill.

C. #9 Reply Envelope

- a. Light blue Standard reply envelope
- b. Black customized text on front and back based on the mailing

RENEWAL NOTICE PACKAGE

Bidder is responsible for complying with all changes made by the Tax Collector, legislation or state agency procedures in a timely manner. The bidder will accommodate these changes as directed by the Tax Collector.

- I. The mailings consist of:
 - A. **Birth Month (Vehicle/Boat)**

These mailings occur monthly and are generally mailed at the beginning of the month, two (2) months prior to expiration.
 - B. **Commercial**

These mailings occur once annually and are generally mailed in May, as directed by the Tax Collector.
 - C. **Mobile Home**

These mailings occur once annually and are generally mailed in October at the beginning of the month, based on Zip Code, as directed by the Tax Collector.
 - D. **Heavy Truck**

These mailings occur once annually and are generally mailed in October at the beginning of the month, as directed by the Tax Collector.
- II. The current renewal package consists of the following:
 - A. **Renewal Notice(s)**
 - a. 8 ½ " X 11", up to three (3) renewal notices per sheet, heavily perforated, 60#, white offset stock
 - b. Two color non-laser (static) information will be available by July 8, 2013. Bidder and Tax Collector, or his designee, will determine quantity of forms to be preprinted, but not more than a six (6) month supply. Bidder will contact the project manager two (2) months before the supply of renewal notices will be exhausted to determine if any changes need to be made prior to printing additional forms. Tax Collector will utilize the preprinted form until supply is exhausted, or will pay bidder for cost of unused remainder of design.
 - c. Variable data will be made available by electronic file from the Department of Highway Safety and Motor Vehicles. Bidder is responsible for contacting DHSMV to determine file format and timing of files submitted. Tax Collector wants to ensure the most current information on the renewal notices. Therefore, the bidder will need to determine the latest date possible to receive the file from DHSMV.
 - d. Variable customized special messages laser printed on the renewal notices, will be made available by the Tax Collector based on criteria in the data.

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BID FORM
(Submit in triplicate)

TO: Orange County Tax Collector
 200 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.

<u>QUANTITY</u>	<u>DESCRIPTION</u>	<u>UNIT</u>	<u>PRICE</u>
<u>SECTION ONE:</u> November Annual & Quarter 3 Bill Processing			
approx. 255,974	Annual Tax Bill Package	_____	_____
approx. 187,525	Informational Notice Package	_____	_____
approx. 76,478	NCOA bill package- Updated addresses	_____	_____
approx. 60,000	Business Tax Bills Mail Date on or before 11/01/15	_____	_____
<u>SECTION TWO :</u> February Delinquent Bill Processing			
Approx. 15,000	Delinquent Bill Package <i>(Insert to be furnished by Tax Collector)</i>	_____	_____
	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.		

Reminder Tax Bill Statements required date of mailing at or around February 28th each year. Bidder will supply bill form and proofs to the Tax Collector on or about February 18th. Live data will be submitted approximately seven days before final production.

DHSMV RENEWAL NOTICE SPECIFICATIONS

Mailing:

1. An electronic file of the data for motor vehicles, boats and mobile homes will be provided by the Florida Department of Highway Safety and Motor Vehicles (DHSMV). The bidder is entirely responsible to have a working relationship with DHSMV in order to receive data.
2. The size and format of the notices are fixed and cannot be altered, unless approved by the Tax Collector. Samples of our current forms and inserts are supplied and identified in scheduled exhibits. Bidders are to use the same weight paper and color combinations in estimating costs (unless otherwise noted).

Note: The Tax Collector reserves the right to change the design and/or verbiage on renewal notices, inserts, envelopes and customized special messages at any time during the term of the contract.

3. The estimated quantities of renewal notices to be produced and mailed are:
 - a. Birth month (*Vehicle/boat*).....57,000 approximately per month
 - b. Commercial40,000 approximately per year
 - c. Mobile Home..... 21,000 approximately per year
 - d. Heavy Truck.....13,000 approximately per year
4. Specifics for each mailing are outlined in the attached schedule, but can change in future years based on legislative, technological or procedural changes, which must be approved by the Tax Collector.

The proposing bidder will designate an account executive and alternate. The designated account executive must have the authority to make timely decisions and to contractually bind the bidder based on oral statements relating to capacity, ability and scheduling. The project manager may be the same person as the account executive or may be separate individual(s) based on the nature of the mailing project. The bidder may change any of these individuals at their discretion with at least 2 weeks notification to the Tax Collector.

The Tax Collector must approve all inserts; therefore, only the Tax Collector or an organization approved by the Tax Collector may provide inserts.

For each monthly mailing, the Tax Collector or his designee must sign off their approval of the final typeset proof of all printed forms, envelopes, inserts, etc. before any are printed for the mailings. Only the version approved will be accepted for printing. In addition, a signed approval will be required for sample of the form with real data printed on it before all notices are printed. Bidder accepts liability, both public and financial, for improperly printing or mailing unapproved or erroneous material.

PROFORMA

We hereby agree to comply with all Specifications, including the Planning Schedule, outlined in the 2013 Request for Proposal. *We further agree to a reduction in the bid price shown below, percentage to be decided by the Tax Collector, should we fail to meet any deadlines as set forth in said Planning Schedule.* Attached to this Bid Response are the Capabilities and Experience Questionnaires. 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 Orange County Tax Collector before proceeding thereafter.

Annual	Form Type	Price	Price with Envelopes*
443,499	Tax bills and information notices		
76,478	Business Tax Bills		
684,000 (57,000/month)	Birth month, vehicle, boat and mobile home notice		
40,000	Commercial vehicles		

*Price with envelopes requires bidder to supply envelopes.