SUBJECT: TAX COLLECTION MANAGEMENT SOLUTION

BID #: ESC-0254-20 **OPEN DATE:** 10/23/2019

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID – FROM DATE OF CONTRACT EXECUTION AS NEGOTIATED

AGENCY: DUVAL COUNTY TAX COLLECTOR

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: (3) **NUMBER RECEIVED:** (3) **OTHER:** (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
On October 23, 2019, the City of Jacksonville, Procurement Division received three (3) responses to the subject RFP.

eGovernment Solutions, LLC provided proof of their business license upon request from the City. Thomson Reuters provided *Form 3 – Insurance Agent Acknowledgement* upon request from the City. Procurement requests approval to accept and waive the technicalities as minor irregularities.

The Evaluation Committee has completed their review and recommends approval to move forward with Software Demonstrations/Oral Interviews with the two (2) top-ranked firms, below. The ranking of first and second designates the order of qualification of these firms.

1. Grant Street Group
2. eGovernment Solutions, LLC

ATTACHMENTS: Recommendation Memo, Evaluation Matrix, Cost Tabulation, Addendum 2, Previous Award

ANALYST: _____
DAVID KLAGES

RESPECTFULLY SUBMITTED: _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: JIM OVERTON, DUVAL COUNTY TAX COLLECTOR

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

DUVAL COUNTY TAX COLLECTOR
www.coj.net/tc
taxcollector@coj.net

Jim Overton
TAX COLLECTOR

231 E. FORSYTH ST., SUITE 200
JACKSONVILLE, FLORIDA 32202-3356

TO: Gregory Pease, Chief of Procurement

FROM: Jim Overton, Tax Collector

SUBJECT: Demonstrations for ESC-0254-20

DATE: November 13, 2019

The Tax Collector's Subcommittee completed the review of bid responses submitted for ESC-0254-20. Please take appropriate action to allow the Tax Collector to move forward with demonstrations of the top two (2) responding vendors described within ESC–0254-20 Addendum 2. The top two (2) responding bidders are the Grant Street Group, Inc. and E-Government Solutions, Inc.

The sub-committee responsible for evaluating the demonstrations will be comprised of representatives from the Tax Collector's Office.

The names and telephone numbers of the representative designated to serve on the committee are:
Kevin Rock – 630-7593
Debra Doran – 630-1838
Alana Rogers – 348-0523
Cindy Raley – 255-5717
Michael Love – 630-4733

Thanking you in advance for considering our request.

RESPONSE EVALUATION SCORING MATRIX

TITLE: TAX COLLECTION MANAGEMENT SOLUTION
RFP NO: ESC-0254-20
OPEN DATE: OCTOBER 23, 2019
ANALYST: DAVID KLAGES
NO. INVITED: (3) **RECEIVED:** (3) **OTHER:** (0)
RECORDED BY: JOHN HERNANDEZ

Vendors/Reviewers	Corporate Profile / Competency	Proposed System	Functionality (Response to Functionality Matrix)	Overall Cost (Total Base Bid)	References (Capability and Experience)	Maintenance and Support	Total	Rank
GRANT STREET GROUP								
Debra Doran	10.00	20.00	19.00	7.80	15.00	10.00	81.80	1
Michael Love	10.00	21.00	17.00	7.80	15.00	9.00	79.80	
Cindy Raley	7.00	23.00	19.00	7.80	15.00	7.00	78.80	
Kevin Rock	10.00	22.00	18.00	7.80	15.00	10.00	82.80	
Alana Rogers	10.00	22.00	18.00	7.80	15.00	10.00	82.80	
Average	**9.40**	**21.60**	**18.20**	**7.80**	**15.00**	**9.20**	**81.20**	
E-GOVERNMENT SOLUTIONS								
Debra Doran	8.00	15.00	15.00	18.70	12.00	7.00	75.70	2
Michael Love	5.00	12.00	12.00	18.70	7.00	4.00	58.70	
Cindy Raley	5.00	15.00	10.00	18.70	5.00	6.00	59.70	
Kevin Rock	7.00	18.00	18.00	18.70	10.00	8.00	79.70	
Alana Rogers	8.00	20.00	16.00	18.70	12.00	10.00	84.70	
Average	**6.60**	**16.00**	**14.20**	**18.70**	**9.20**	**7.00**	**71.70**	
THOMSON REUTERS								
Debra Doran	10.00	10.00	10.00	10.00	10.00	7.00	57.00	3
Michael Love	6.00	17.00	14.00	10.00	6.00	6.00	59.00	
Cindy Raley	9.00	25.00	20.00	10.00	15.00	9.00	88.00	
Kevin Rock	10.00	18.00	18.00	10.00	10.00	8.00	74.00	
Alana Rogers	9.00	15.00	16.00	10.00	9.00	10.00	69.00	
Average	**8.80**	**17.00**	**15.60**	**10.00**	**10.00**	**8.00**	**69.40**	

RESPONSE EVALUATION SCORE SHEET

TITLE: TAX COLLECTION MANAGEMENT SOLUTION
RFP NO: ESC-0254-20
OPEN DATE: OCTOBER 23, 2019
ANALYST: DAVID KLAGES
NO. INVITED: (3) **RECEIVED:** (3) **OTHER:** (0)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	E-GOVERNMENT SOLUTIONS	GRANT STREET GROUP	THOMSON REUTERS
Corporate Profile / Competency	10	8	10	10
Proposed System	25	15	20	10
Functionality (Response to Functionality Matrix)	20	15	19	10
Overall Cost (Total Base Bid)	20	18.70	7.80	10.00
References (Capability and Experience)	15	12	15	10
Maintenance and Support	10	7	10	7
	TOTAL POINTS:	75.7	81.8	57

Sub-Committee Member Name: Debra Doran **Signature:** Debra Doran **Date:** 11/12/19

RESPONSE EVALUATION SCORE SHEET

TITLE: TAX COLLECTION MANAGEMENT SOLUTION
RFP NO: ESC-0254-20
OPEN DATE: OCTOBER 23, 2019
ANALYST: DAVID KLAGES
NO. INVITED: (3) **RECEIVED:** (3) **OTHER:** (0)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	E-GOVERNMENT SOLUTIONS	GRANT STREET GROUP	THOMSON REUTERS
Corporate Profile / Competency	10	5	10	6
Proposed System	25	12	21	17
Functionality (Response to Functionality Matrix)	20	12	17	14
Overall Cost (Total Base Bid)	20	18.70	7.80	10.00
References (Capability and Experience)	15	7	15	6
Maintenance and Support	10	4	9	6
	TOTAL POINTS:	58.7	79.8	59

Sub-Committee Member Name: Love, Michael C. **Signature:** M.C. Love **Date:** 11/12/19

RESPONSE EVALUATION SCORE SHEET

TITLE: TAX COLLECTION MANAGEMENT SOLUTION
RFP NO: ESC-0254-20
OPEN DATE: OCTOBER 23, 2019
ANALYST: DAVID KLAGES
NO. INVITED: (3) **RECEIVED:** (3) **OTHER:** (0)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	E-GOVERNMENT SOLUTIONS	GRANT STREET GROUP	THOMSON REUTERS
Corporate Profile / Competency	10	5	7	9
Proposed System	25	15	23	25
Functionality (Response to Functionality Matrix)	20	10	19	20
Overall Cost (Total Base Bid)	20	18.70	7.80	10.00
References (Capability and Experience)	15	5	15	15
Maintenance and Support	10	6	7	9
TOTAL POINTS:		59.70	78.80	88

Sub-Committee Member Name: Cindy Baley **Signature:** Cindy Baley **Date:** 11/12/19

RESPONSE EVALUATION SCORE SHEET

TITLE: TAX COLLECTION MANAGEMENT SOLUTION
RFP NO: ESC-0254-20
OPEN DATE: OCTOBER 23, 2019
ANALYST: DAVID KLAGES
NO. INVITED: (3) **RECEIVED:** (3) **OTHER:** (0)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	E-GOVERNMENT SOLUTIONS	GRANT STREET GROUP	THOMSON REUTERS
Corporate Profile / Competency	10	7	10	10
Proposed System	25	18	22	18
Functionality (Response to Functionality Matrix)	20	18	18	18
Overall Cost (Total Base Bid)	20	18.70	7.80	10.00
References (Capability and Experience)	15	10	15	10
Maintenance and Support	10	8	10	8
TOTAL POINTS:		79.7	82.8	74

Sub-Committee Member Name: Kevin Rau **Signature:** [signature] **Date:** 11/12/19

RESPONSE EVALUATION SCORE SHEET

TITLE: TAX COLLECTION MANAGEMENT SOLUTION
RFP NO: ESC-0254-20
OPEN DATE: OCTOBER 23, 2019
ANALYST: DAVID KLAGES
NO. INVITED: (3) **RECEIVED:** (3) **OTHER:** (0)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	E-GOVERNMENT SOLUTIONS	GRANT STREET GROUP	THOMSON REUTERS
Corporate Profile / Competency	10	8	10	9
Proposed System	25	20	22	15
Functionality (Response to Functionality Matrix)	20	16	18	16
Overall Cost (Total Base Bid)	20	18.70	7.80	10.00
References (Capability and Experience)	15	12	15	9
Maintenance and Support	10	10	10	10
TOTAL POINTS:		84.70	82.8	69

Sub-Committee Member Name: Alana Rogers **Signature:** Alana H **Date:** 11/8/19

RFP COST TABULATION

TITLE: TAX COLLECTION MANAGEMENT SOLUTION
RFP NO: ESC-0254-20
OPEN DATE: OCTOBER 23, 2019
ANALYST: DAVID KLAGES
NO. INVITED: (3) **RECEIVED:** (3) **OTHER:** (0)
RECORDED BY: JOHN HERNANDEZ

Item #	Description	eGovernment Solutions, LLC Cost	Grant Street Group Cost	Thomson Reuters Cost
1	Module: Real Estate / Tangible Personal Property	$ -	$ -	$ -
2	Module: Local Business Tax	$ -	$ -	$ -
3	Module: Tourist Development / Public Service Tax	$ -	$ -	$ -
4	Module: Universal Cashiering	$ -	$ -	$ -
5	Module: Online Payment Modules	$ -	$ -	$ -
6	Module: Report Writer / Viewing	$ -	$ -	$ -
7	Module: Any Additional Modules	$ -	$ -	$ 15,000.00
8	Module: Total Implementation/Conversion Cost	$ -	$ 600,000.00	$ 1,501,780.00
9	Module: Training	$ -	$ -	$ -
10	Module: Annual Maintenance & Support Yr 1	$ -	$ 675,000.00	$ 495,000.00
	Module: Annual Maintenance & Support Yr 2		$ 695,250.00	$ 495,000.00
	Module: Annual Maintenance & Support Yr 3		$ 716,107.50	$ 495,000.00
	Module: Annual Maintenance & Support Yr 4		$ 737,590.73	$ 509,850.00
	Module: Annual Maintenance & Support Yr 5		$ 759,718.45	$ 525,145.50
11	Module: Any Hardware associated w/ Solution (including P.O.S. receipt printers, P.O.S. check imagers, infrastructure, EMV card readers, etc.)	$ -	$ -	$ -
12	Travel	$ -	$ -	$ 120,000.00
13	Online E-Check - Absorbed by Tax Collector	$ -	$ -	$ -
	Total Paid by COJ - 5 Year	$ -	$ 4,183,666.67	$ 4,156,775.50
	Online DMV - per renewal	$ 227,134.05	$ 509,583.00	$ 227,134.05
	Online Credit/Debit	$ 719,172.38	$ 719,172.38	$ 719,172.38
	POS Credit	$ 442,554.73	$ 442,554.73	$ 442,554.73
	POS Debit	$ 606,837.56	$ 553,732.50	$ 606,837.56
60	Online Tax Sale Fee per 25,000 Parcels	$ 500,000.00	$ 625,000.00	$ 250,000.00
61	Online Tax Deed Application per 2,500 Applications	$ 312,500.00	$ 250,000.00	$ 187,500.00
	TOTAL PASS-THROUGH COSTS:	**$ 2,808,198.72**	**$ 3,100,042.61**	**$ 2,433,198.72**
		$ 14,040,993.60	$ 15,500,213.05	$ 12,165,993.60
	OVERALL 5 YR COSTS TO CITY AND TAX PAYERS	**$ 14,040,993.60**	**$ 19,683,879.72**	**$ 16,322,769.10**

Cost to COJ	10	-	-
Cost to Taxpayers (pass-through)	8.7	7.8	10.0
Overall Score	**18.7**	**7.8**	**10.0**

CITY OF JACKSONVILLE
PROCUREMENT DIVISION
Ed Ball Building, 8th Floor
214 N. Hogan Street
Jacksonville, Florida 32202

ADDENDUM NO:	**TWO (2)**
BID NUMBER:	**ESC-0254-20**
TITLE OF BID:	**TAX COLLECTION MANAGEMENT SOLUTION**
OPENING TIME AND DATE:	**OCTOBER 23, 2019 @ 2:00 P.M.**

THIS ADDENDUM IS ISSUED FOR THE INFORMATION OF BIDDERS ON THE ABOVE TITLED PROJECT AND WILL BE PART OF THE CONTRACT.

1. **FORMAL DEMONSTRATIONS:**
Based on the evaluation scoring of the submitted responses, the Buyer intends to short-list no less than two (2) but no more than three (3) top ranked firms for a formal demonstration of their product. The demonstrations will be scored based on the criteria below. Final rankings will be determined based on the combined scores of the response evaluations and demonstration evaluations. Demonstrations will be performed at a publically noticed meeting before the Competitive Sealed Proposal Evaluation Committee (CSPEC) and the members of the evaluation sub-committee.

   - **Presentation – 10 Points Maximum:** Proposer's overall presentation, knowledge and understanding of the intended solution.
   - **System Functionality – 30 Points Maximum:** Demonstration of the end-user's daily activity processes and how the applications meet the required goals of the RFP.
   - **Overall Ease of Use – 20 Points Maximum:** Intuitiveness of the solution to the novice user, user friendliness of the solution, and the ability to seamlessly navigate between applications or work processes.
   - **System Flexibility – 15 Points Maximum:** Ability of the Tax Collector's system administrator to make configuration changes to the solution, to include views, functions, etc.
   - **System and Ad Hoc Reports – Maximum 10 Points:** Ability to quickly produce ad-hoc or custom reports in varying formats.
   - **Online Functionality – Maximum 15 Points:** Ability of the tax-payer to make payment and utilize the solution remotely via the Internet.

2. **QUESTION:**
Can items in *Attachment K – Functionality Matrix* be explained in narrative form if further explanation is needed?

   ANSWER:
Yes, please include an additional sheet(s) of paper along with Attachment K if more information needs to be provided.

3. **QUESTION:**
The links for the files in *Attachment J – Manatron Interface Requirements, Sections 6.1 and 6.2* don't work; could you provide the files?

   ANSWER:
Yes, please contact David Klages at dklages@coj.net to request them.

Continued on next page.

4. **QUESTION:**
Would you please provide a list of who was on the Non-Mandatory Pre-Bid Conference Call?

ANSWER:
Yes, please see the sign in sheet included in this addendum.

5. **QUESTION:**
What kind of items make up the Cash Receipts (CR) System?

ANSWER:
The Cash Receipts (CR) System is a system designed to move monies from City of Jacksonville departments to the correct accounts. A sample CR is attached to this addendum. The taxtalk api file structure is contained within Attachment J - 2.1.4 – CR System – Tax Talk File Structure.

6. **QUESTION:**
How are the Tourist Development (TDT) and Public Service Tax (PST) modules tied together and what is the PST?

ANSWER:
Public Service Taxes (PST) are levied and collected under Florida Statutes, Section 166.231 and 202, and Chapters 790 and 792 of the Jacksonville Municipal Ordinance Code, as amended and supplemented for the sale of electricity, water and gas.

PST is levied on the purchase of public services by the ultimate consumer of the service. It is to be paid by, and collected from, the purchaser at the time of sale. The seller is responsible for the taxes due on taxable sales or services, regardless of whether the tax was collected from the purchaser.

The following rates apply:
- Electricity - 10%
- Metered or Bottled Gas – 10%
- Water – 10%
- Fuel Oil - $0.04/Gallon

In the current MVP Tax system, both Tourist Development and Public Service taxes are collected using the TDT Module. Tax Rates are controlled by the "TAX AREA" and "TYPE" fields. Both taxes are due on the 20th of the month following collection. Tax rates, delinquency rates, etc. are different but collection times are the same.

The Tax Collector is in agreement that TDT and PST can be contained in the same module.

7. **QUESTION:**
In Attachment C, we understand the City's desire for participation of a JSEB but we do not see any scoring tied to a JSEB in the Evaluation Matrix. We intend to find a JSEB partner to participate in our proposal but if we are unable to locate a suitable partner, will there be any adverse effect by submitting a proposal without JSEB involvement? Conversely, will proposals be given greater consideration (if not points) if a JSEB is involved?

ANSWER:
Although the City of Jacksonville encourages the use of JSEBs when possible, the use or lack of use of JSEBs will have no bearing on the scoring of the RFP.

Continued on next page.

ESC-0254-20 TAX COLLECTION MANAGEMENT SOLUTION

DATE October 7, 2019 **BUYER** David Klages

RECEIPT ACKNOWLEDGED BY RETURN OF SIGNED COPY WITH BID.

Bidder's Signature

Title

Company

Date

End of Addendum 2
*Four (4) pages to follow.

Duval County, City Of Jacksonville
Jim Overton , Tax Collector

231 E. Forsyth Street
Jacksonville, FL 32202

General Collection Receipt

Account No: CR516815
User: Jones, Pauline
JPL Argyle

Date: 6/26/2019
Email: PJones@coj.net

Name: Argyle Branch Library 06-25-2019
Address: 7973 Old Middleburg Rd. S. Jacksonville, FL. 32222
Description: Cash - $38.00 Coins - $4.30

TranCode	IndexCode	SubObject	GLAcct	SubsidNo	UserCode	Project	ProjectDtl	Grant	GrantDtl	DocNo	Amount
701	PLJX64FLF	35201						PLFINE			23.20
701	PLJX011MBBS	34710									0.00
701	PLJX011MBBS	34712									19.10
701	PLJX011MBBS	36907									0.00

Control Number: 383648 | Paid Date: 7/8/2019

Total Due: $42.30

Jim Overton , Tax Collector
General Collections Receipt
City of Jacksonville, Duval County

Account No: CR516815 **JPL Argyle**
Name: Argyle Branch Library 06-25-2019
Address: 7973 Old Middleburg Rd. S. Jacksonville, FL. 32222
Description: Cash - $38.00 Coins - $4.30

Date: 6/26/2019

Total Due: $42.30

TITLE: TAX COLLECTION MANAGEMENT SOLUTION

BID NO: ESC-0254-20

NON-MANDATORY PRE-BID MEETING CONFERENCE CALL: OCTOBER 3, 2019 @ 10:00 a.m.

PHONE NUMBER: (904) 255-8995

NAME OF COMPANY	PHONE & FAX	SIGNATURE & E-MAIL
Company: COJ Purchasing	Phone: 255-8813	Signature:
Name of Representative: David Klages	Fax:	E-mail Address: dklages@coj.net
Company: Duval County Tax Collector	Phone: 630-1838	Signature: Debra Doran
Name of Representative: Debra Doran	Fax:	E-mail Address: ddoran@coj.net
Company: Duval County Tax Collector	Phone: 630-7597	Signature:
Name of Representative: Beth Mangold	Fax:	E-mail Address: bmangold@coj.net
Company: DUVAL COUNTY TAX COLLECTOR	Phone: 630-1880	Signature:
Name of Representative: BRIAN DORAN	Fax:	E-mail Address: BDORAN@COJ.NET
Company: DCTC	Phone: 630-7593	Signature:
Name of Representative: Kevin Rock	Fax:	E-mail Address: krock@coj.net
Company:	Phone:	Signature:
Name of Representative:	Fax:	E-mail Address:

TITLE: TAX COLLECTION MANAGEMENT SOLUTION

BID NO: ESC-0254-20

NON-MANDATORY PRE-BID MEETING CONFERENCE CALL: OCTOBER 3, 2019 @ 10:00 a.m.

PHONE NUMBY: (904) 255-8995

Callers

NAME OF COMPANY	PHONE & FAX	SIGNATURE & E-MAIL
Company: E Government Solutions Name of Representative: Risa Brodeur	Phone: Fax:	Signature: E-mail Address:
Company: E Government Solutions Name of Representative: Bo Bennett	Phone: Fax:	Signature: E-mail Address:
Company: E Government Solutions Name of Representative: Mark Pedget	Phone: Fax:	Signature: E-mail Address:
Company: Grant Street Group Name of Representative: Craig Phillips	Phone: Fax:	Signature: E-mail Address:
Company: Grant Street Group Name of Representative: Nick Fernandez	Phone: Fax:	Signature: E-mail Address:
Company: Thomson Reuters Name of Representative: Tom Madden	Phone: Fax:	Signature: E-mail Address:

TITLE: TAX COLLECTION MANAGEMENT SOLUTION

BID NO: ESC-0254-20

NON-MANDATORY PRE-BID MEETING CONFERENCE CALL: OCTOBER 3, 2019 @ 10:00 a.m.

PHONE NUMBER: (904) 255-8995

Callers

NAME OF COMPANY	PHONE & FAX	SIGNATURE & E-MAIL
Company: Debt Next Software	Phone:	Signature:
Name of Representative: Eric Port	Fax:	E-mail Address:
Company:	Phone:	Signature:
Name of Representative:	Fax:	E-mail Address:
Company:	Phone:	Signature:
Name of Representative:	Fax:	E-mail Address:
Company:	Phone:	Signature:
Name of Representative:	Fax:	E-mail Address:
Company:	Phone:	Signature:
Name of Representative:	Fax:	E-mail Address:
Company:	Phone:	Signature:
Name of Representative:	Fax:	E-mail Address:

ONE CITY. ONE JACKSONVILLE.

City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
Ed Ball Building
214 N. Hogan Street, Suite 800
Jacksonville, Florida 32202

MEMORANDUM

TO: **Competitive Sealed Proposal Evaluation Committee ("CSPEC")**

FROM: **Gregory Pease, Chief of Procurement**

DATE: **August 9, 2019**

RE: **REQUEST FOR APPROVAL TO UTILIZE COMPETITIVE SEALED PROPOSAL PROCESS**

Pursuant to Chapter 126, Part 2, § 126.204, approval is requested to utilize the Competitive Sealed Proposal process to formally procure a vendor for **Tax Collection Management Solution**. As a follow-up to the same, the CSPEC is now requested to review and approve the solicitation documents attached hereto.

More specifically, the CSPEC is requested to review and approve the evaluation criteria as outlined in the attached Request for Proposal ("RFP"). Procurement's review in this matter has revealed that:

The attached Certification Letter and the Scope of Services received from the using agency appear to be in order.

The RFP has been reviewed and approved by Risk Management regarding insurance and indemnification requirements.

The RFP has been reviewed and approved by EBO regarding JSEB participation goals and EBO recommends: Encouragement Plan.

It is requested that the CSPEC take these issues into consideration in its review and/or approval in this matter.

CSPEC APPROVAL

Teresa R Eidson
Finance Director or designee

Procurement Chief or designee

General Counsel or designee

Shelera Ann Doran
Department/Agency Representative

Public Works Director or designee