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DATE: June 11, 2021

TO: Brenda J. Billingsley, Director, Purchasing Division

THRU: Thomas Kennedy, Director, Records, Taxes and Treasury Division

FROM: Gary Mehringer, Assistant Director, Records, Taxes and Treasury Division

PROJECT TITLE: Grant Street Group TaxSys Tax Collection and Billing System Contract Extension

REQUISITION NO. RTT0001324

SOLE SOURCE/SOLE BRAND REQUEST

I. REQUEST: Provide a description of the features of the product/service or Scope of Work.

Please consider this a request to negotiate a Seventh Amendment to the Application and Hosting Services Agreement between Broward County and Grant Street Group, Inc. ("GSG"). GSG provides a fully vendor-hosted tax collection, billing and distribution solution ("TaxSys") along with a tightly-integrated suite of applications and services. The initial TaxSys agreement was executed in June 2008 as a result of RFP 20061005-0-JR-2. There have been several amendments to the agreement since this time to add new services and the contract is in the final renewal period, which ends September 30, 2021. The primary purpose of the requested amendment is to extend the agreement, at a minimum, until an elected Tax Collector assumes office in January 2025 and to consider additional renewal terms after that time.

The TaxSys solution is proprietary to GSG and thus they are the only firm which can host and support the application and provide the integrated services. There are several newly-available features for the TaxSys application which will be included in the amendment, as well as the latest county standard terms and conditions.

II. JUSTIFICATION: Please check all boxes that describe your reason(s) for determining that only one source or brand is reasonably available.

Only Sole Source/ Uniqueness

[✓] Proprietary Item - this vendor/source has the only rights to provide this service or commodity. A letter from the manufacturer or authorizing entity is included in this request.

[ ] Technology Improvements - updates or upgrades to an existing system, software, software as a service (SaaS), hardware purchases.

[ ] Engineering Direction - engineering drawing or specification identifies product; "no substitutes or equivalents will be acceptable."

[ ] Only qualified supplier - reliability and maintainability of the product or service would be degraded unless specified supplier is used; may void warranty. This request includes a copy of the current warranty information.

[ ] Other/or Additional information - the County requires this sole source, sole brand purchase for the following reasons:

GSG is the only firm which can provide TaxSys and the integrated suite of applications and services.

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Business Case (One/Most Reasonable Source or One/Most Reasonable Brand)

☐ Operational Compatibility - replacement parts from alternate suppliers are not interchangeable with original part and causes equipment incompatibility. Previous findings and/or documentation is included with this request.

☐ Ease of Maintenance - maintenance or retooling prohibits competition. Section III, Comparative Market Research includes estimated costs associated with changing current source and/or brand.

☐ Follow-On - potential for continued development or enhancement with same supplier and eliminates costs incurred by using different supplier. Section III, Comparative Market Research includes estimated costs for replacing current or existing system.

☐ Complies with existing community and safety standards, and/or laws, rules, and regulations.

☐ Exempted from the Procurement Code - per Section 21.18 of Broward County Administrative Code.

☑ Other/or additional information - using this sole source, sole brand purchase benefits the County for the following reasons:

> GSG has efficiently and effectively provided TaxSys and the integrated suite of applications and services to Broward County since 2009. The suite of applications and services include:
> Current and delinquent real and personal property tax billing, collection and distributions
> Delinquent personal property enforcement
> Local business tax billing, collection and distributions
> Vehicle and vessel registration renewals
> Tourist development tax collection and distributions
> Electronic payment processing (credit/debit cards and ACH/e-checks)
> Tax certificate auctions
> Tax deed applications and title search services
> Tax deed auctions
> GSG provides some or all of these services to 27 Florida and five California counties. The integration afforded by the suite of applications and services benefits County staff and customers by providing a single access point and repository for all of the services.

III. COMPARATIVE MARKET RESEARCH: Provide a detailed source or market analysis for justification of sole source/brand or most reasonable source (attach extra sheets as needed).

Estimated project value: $700,000 / year   Contract length (if applicable):

Expenses to date: $10,000,000 (12 years)

Has this commodity or service been previously provided to the County? ● Yes   ○ No

If yes, when and by whom? Grant Street Group

How was item/service procured? Competitive bid

What is the current contract (MA) or purchase order number? A0778607A1_1

If this is a sole brand, is there an "authorized" dealers list? ○ Yes   ● No

Cost/Benefit Analysis: What would the cost be to utilize an alternate vendor or source? This explanation should include the savings and/or additional costs to the County by not using the preferred vendor or source. Attach additional sheets if needed.

> The utilization of an alternate vendor or source is not possible considering the proprietary nature of the GSG solution. The initial startup costs in 2008-2009 for the TaxSys system were approximately $2 million. Any consideration to move from the current application would require a sizable upfront expense along with substantial staff resources to develop and complete a procurement and system conversion and implementation. Considering GSG has established itself as a major provider of tax collection, billing and distribution services in the State of Florida, it is unlikely another vendor would be able to meet or exceed the business and statutory requirements and quality of services GSG provides.

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CERTIFICATION: I have thoroughly researched the sole source or sole brand justification and fully understand the implications of Section 838.22 of the Florida Statutes:

(2) "It is unlawful for a public servant, with corrupt intent to obtain a benefit for any person or to cause unlawful harm to another, to circumvent a competitive bidding process required by law or rule by using a sole source contract for commodities or services."

(5) "Any person who violates this section commits a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084"

Gary Mehringer	*signature* Digitally signed by GARY MEHRINGER Date: 2021.06.11 09:28:20 -04'00'	June 11, 2021
REQUESTOR/EVALUATOR (PRINT)	REQUESTOR/EVALUATOR (SIGN)	DATE
Thomas Kennedy	*signature* Digitally signed by Tom Kennedy Date: 2021.06.11 09:56:13 -04'00'	June 11, 2021
DEPT/DIV DIRECTOR OR DESIGNEE (PRINT)	DEPT/DIV DIRECTOR OR DESIGNEE (SIGN)	DATE

The Purchasing Agent has reviewed the request and has completed the required due diligence per the Procurement Code Section(s) 21.34 and 21.35. The Purchasing Agent recommends the following:

[✓] Sole Source   [ ] Sole Brand   [ ] Reasonable Source   [ ] RFI attached   [ ] Rejected

[ ] Request Authorization to Negotiate

Additional Information:

Broward County Records, Taxes and Treasury Division (RTT) is requesting a Sole Source designation for Amendment (No. 7) to extend the incumbent Grant Street Group (GSG) Contract #A0778607A1, for the proprietary TaxSys application and hosting product that has been in use by the County since 2008.

Amendment No. 7 to the GSG Contract #A0778607A1 would extend the September 30, 2021 expiration date until September 30, 2024 via annual renewals. The estimated project value is estimated to be $700,000 per year through year 2024.

The GSG TaxSys product is widely regarded among Florida tax collection, billing and distribution system agencies as the leading provider to 27 Florida and five California counties/governmental agencies according to RTT agency research.

In accordance with Broward County Procurement Code, Sections 21.25 and 21.26, the Purchasing Agent sought to confirm the Sole Source market condition by releasing Request for Information #TEC2123210F1. Following the required 5 day posting period, there were zero vendor responses, no responses received and no alternate solutions proposed, thus confirming the Sole Source.

Therefore, after reviewing all supporting documentation, Purchasing Agent recommends approving the Sole Source designation and moving forward with the requested contract amendment to extend the term of the agreement to September 30, 2024.

Nicole Kelley, Purchasing Agent	NICOLE KELLEY Digitally signed by NICOLE KELLEY Date: 2021.07.09 12:38:27 -04'00'	Leahann Licata, Purchasing Agent, Sr. Glen Marcos, Assistant Purchasing Director	LEAHANN LICATA Digitally signed by LEAHANN LICATA Date: 2021.07.09 17:32:17 -04'00'

APPROVAL AUTHORITY
REASON/SUGGESTED ACTION (IF DISAPPROVED):

Signing on behalf of Director of Purchasing, as Purchasing Manager. Final Board approval or designation for approval will be required.

Brenda Billingsley, Director, Purchasing Division	CONSTANCE S. MANGAN Digitally signed by CONSTANCE S. MANGAN Date: 2021.08.09 14:42:32 -04'00'

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Exhibit A to Statement of Work – System Scenarios

Scenarios

Consider the following user roles for the scenarios below.

- **Walk-In Customer** – Visiting customer, external to COUNTY
- **Web Customer** – External customer using the web application
- **Mail-In Customer** – External customer via standard mail
- **Agency User** – Agency, Department or Division user
- **Administrative User** – Agency user performing administrative tasks related to the business function

UNIVERSAL APPLICATION FUNCTIONS

Scenario

Payment processing for all business functions.

- Demonstrate the process for accepting any payment in-office for a **Walk-In Customer.**
- Demonstrate the process for accepting any payment via the Internet for a **Web Customer.**
- Demonstrate the process for accepting any payment for a **Mail-In Customer.**
- Demonstrate how deposits and balancing information for daily/weekly/monthly accounting periods are generated.
- Demonstrate the interfaces to/from enterprise accounting systems and banking institutions.
- Demonstrate offline payment processing capabilities (remittance processing file uploads, lockbox file uploads, etc.).
- Demonstrate the capability to receive multiple payments via wire transfer, from a financial institution or external customer.
- Demonstrate the insufficient funds (ISF) process, payment reversal process, and application/removal of required fees in conjunction with such processes.
- Demonstrate the ability to utilize cancelled payment funds to repay any account on the System.
- Demonstrate the processing and tracking of erroneous payments.

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Scenario

Correspondence processed by an **Agency User.**

- Demonstrate the capability for an **Agency User** to generate letters, forms and correspondence.
- Demonstrate the ability for an **Agency User** to track history of customer contacts.
- Demonstrate the capability for an **Administrative User** to generate history reports on correspondence and customer contact.
- Demonstrate the capability of linking correspondence to accounts.
- Demonstrate the use of the workflow functionality for the application, including account aging, and follow-up on correspondence and customer issues.

Scenario

Creation of refunds due to tax overpayments and/or errors.

- Demonstrate the refund creation process for a **Mail-In Customer.**
- Demonstrate the auditing capabilities for the refund processes.
- Demonstrate how disbursement documents are created.

TAX ROLL CORRECTIONS

Scenario

An **Agency User** receives corrections to the tax roll from the Property Appraiser's Office.

- Demonstrate how an **Agency User** and an **Administrative User** will perform the corrections.
  - ➢ Demonstrate an automated file upload for batch corrections.
  - ➢ Demonstrate form generation for tax roll corrections.
  - ➢ Demonstrate the reporting of such corrections, whether batched or manual in nature.
  - ➢ Demonstrate the payment cancellation process, in conjunction with the correction process.
  - ➢ Demonstrate the correction of delinquent tax items, and items involved in Tax Deed Applications.
  - ➢ Demonstrate the process of correcting a delinquent tax or tax deed item after payments have been received and/or redemption checks have been processed.
  - ➢ Demonstrate the name/address change function, whether batched (automated) or manual.

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CURRENT AND DELINQUENT TAX COLLECTIONS

Scenario

Annual tax information is uploaded to Revenue Collection Division for billing and collection purposes.

- Demonstrate how an **Administrative User** will transfer and upload data to the tax collection database
- Demonstrate how an **Administrative User** or **Agency User** will provide balancing information to management and the Property Appraiser's office
- Explain the process and timeframe for uploading Property Appraiser's data for approximately 850,000 tax notices
- Explain the process and timeframe for creation of data for, or hardcopy bills for approximately 850,000 tax notices
- Demonstrate how the Property Appraiser's data is converted into production tax data
- Demonstrate the method of receiving, uploading, and billing items noted for electronic funds transfer (EFT) payment via an escrow company.
- Demonstrate how taxing districts are uploaded to the tax collection database by the **Administrative User** or an **Agency User.**

Scenario

Corrections to the tax roll are received from the Property Appraiser's Office.

- Demonstrate the process of manual correction to tax accounts.
- Demonstrate the process of automated corrections, via batch upload or otherwise.
- Demonstrate the ability to generate revised tax notices.
- Demonstrate the ability to perform corrections on delinquent tax certificates
- Demonstrate capability to perform corrections on tax accounts involved in the various states of a tax deed application.
- Demonstrate the creation of refunds, en masse, on those accounts which were overpaid.
- Demonstrate the capability to perform tax roll corrections and payment cancellations at any time during the collection periods (distribution cutoffs, etc.)

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DELINQUENT TAX COLLECTIONS

Scenario

A **Walk-in Customer** requests a tax deed application

- Demonstrate the application process, performed by the **Agency User.**
- To include:
  - ➤ The tax deed application quotation.
  - ➤ Tendering and posting of the application to the tax accounts.
  - ➤ Preparation of mandatory advertisements
  - ➤ Preparation of the certificate of mailing
  - ➤ Requisition and posting of additional funds to the tax account
  - ➤ Creation of warning letters
  - ➤ Creation of sheriff services
  - ➤ Creation of additional certified mailings
  - ➤ Tendering and posting winning bidders payment.
  - ➤ Handling of forfeited cash deposit

Scenario

A **Walk-In Customer** requests a quotation on an item involved in Lands Available for Taxes (LAFT)

- Demonstrate the method used to extend taxes on years involved in a LAFT, to provide the amount due to purchase said item.

Scenario

An **Agency User** compiles the amount of overbid monies remaining after a tax deed sale.

- Demonstrate methods by which such overbid amounts are calculated.
- Demonstrate methods by which interested parties are notified of overbid amounts due.

BANKRUPTCY/LITIGATION

Scenario

An **Agency User** receives good faith payments, or partial payments from trustees, for posting to accounts.

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- Demonstrate how the good faith payment and partial payments are posted.
- Demonstrate the tracking/reporting of such payments and cases by an **Agency User,** or **Administrative User.**

Scenario

An **Agency User** wishes to send/receive an automated file of cases/claims from the bankruptcy court.

- Demonstrate how automated case files are interfaced and reported.
- Demonstrate how claim notices are generated, and sent to the courts.

PERSONAL PROPERTY/ENFORCEMENT

Scenario

Agency User conducts search of accounts, for research and/or skip-tracing purposes.

- Demonstrate owner address lookup capability, to display all associated accounts for a given location.
- Demonstrate owner name lookup capability, to display all associated accounts for a given name.
- Demonstrate capability to link accounts on common attributes (type, owner, status).
- Demonstrate ability to view, report, and export account remarks and history.
- Demonstrate ability to view comments for all years on an account on one screen.
- Demonstrate the ability to assign accounts to enforcement agents, prioritize and track the workflow of an agent's accounts.
- Demonstrate capability to display current and delinquent information in one location.
- Demonstrate the personal property warrant process, including court ratification date assignment, warrant assignment, and tracking.

BUSINESS TAX RECEIPTS

Scenario

A customer requests a Business Tax Receipt for a new business.

- Demonstrate the application process, submitted by a **Walk-In Customer,** and performed by an **Agency User.**
- Demonstrate the application process for a new Business Tax Receipt from a **Web Customer.**

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- Demonstrate the ability to obtain (automatically or otherwise) and enter state or other license information as prerequisites to issuance of a Local Business Tax Receipt.

Scenario

A customer requests a transfer of a Business Tax Receipt.

- Demonstrate the transfer process of a Business Tax Receipt, submitted by a **Walk-In Customer,** and performed by an **Agency User.**
- Demonstrate the transfer process of a Business Tax Receipt from a **Web Customer.**

Scenario

A customer requests a Going Out of Business Sale/Fire Permit.

- Demonstrate the capability to issue a Going Out of Business Sale/Fire Permit to a **Walk-In Customer.**
- Demonstrate the capability to issue a Going Out of Business Sale/Fire Permit to a **Web Customer.**

HUNTING AND FISHING LICENSES

Scenario

A customer requests the issuance of a Hunting and Fishing license.

- Demonstrate the cashiering process, conducted by an **Agency User.**
- Demonstrate the accounting and reporting process, conducted by an **Agency User.**

TOURIST DEVELOPMENT TAXES

Scenario

Registration of a new Tourist Development Tax (TDT) account.

- Demonstrate the application process for a new TDT account, submitted by a **Walk-In Customer,** and performed by an **Agency User.**
- Demonstrate the application process for a new TDT account from a **Web Customer.**

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Scenario

Processing of taxes due on a current TDT account

- Demonstrate the payment process for a TDT account, submitted by a **Walk-In Customer** or by mail, and performed by an **Agency User.**
- Demonstrate the payment process for a TDT account, submitted from a **Web Customer.**

Scenario

Delinquent notices created frequently for past due TDT accounts.

- Demonstrate the capabilities of notification and reporting of delinquent TDT accounts.
- Demonstrate the tracking and notification capabilities for accounts which remain delinquent.

Scenario

TDT account was paid with incorrect amount (either over or short amount remitted).

- Demonstrate the process of notifying the TDT accounts for which payments were incorrectly remitted.
- Demonstrate the capability of tracking TDT accounts for which payments were remitted incorrectly.
- Demonstrate the follow-up and workflow tracking capabilities for the incorrectly remitted TDT accounts.

Miscellaneous Scenarios:

- Demonstrate various reporting capabilities, including units, business type, registrant information, account and date information.
- Demonstrate the process of "balance forward" items, including processing of payments, tracking of total balance forward funds, and the balance forward refund process.
- Demonstrate the process of importing and exporting data in conjunction with Florida Department of Revenue's RISE program.

SYSTEM INTERFACES

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Exhibit A to Statement of Work – System Scenarios

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Solicitation TEC2123210F1

Grant Street Group TaxSys Tax Collection & Billing System

Bid Designation: Public

Broward County Board of County Commissioners

Bid TEC2123210F1
Grant Street Group TaxSys Tax Collection & Billing System

Bid Number   **TEC2123210F1**

Bid Title   **Grant Street Group TaxSys Tax Collection & Billing System**

Bid Start Date   **In Held**

Bid End Date   **Jul 2, 2021 2:00:00 PM EDT**

Question & Answer End Date   **Jun 28, 2021 2:00:00 PM EDT**

Bid Contact   **Nicole Kelley**

                  Purchasing Agent

                  Purchasing

                  954-357-6063

                  nkelley@broward.org

Bid Contact   **Leahann Licata**

                  954-357-6082

                  llicata@broward.org

Contract Duration   **See Specifications**

Contract Renewal   **5 annual renewals**

Prices Good for   **120 days**

Bid Comments

Sole Source Designation - Grant Street Group TaxSys Tax Collection & Billing System:

Notice of intent to designate Sole Source or Sole Brand
The Division of Purchasing is publishing this notice pursuant to the Broward County Procurement Code section, 21.25, Sole Source/Only Reasonable Source and 21.26, Sole Brand. The Purchasing Division intends to award a contract without competition if it is determined to be in the best interest of the County.

DETERMINATION OF OTHER INTERESTED VENDORS
The intent of this notice is to determine if there are any other interested and qualified vendors that meet the specifications of this notice. Any such vendor must submit the following information:
The name of the interested party; and
A detailed explanation consisting of any or all documentation showing that there are other competing sources for the identified goods or services herein.

Regardless of any prior communications with the Division of Purchasing, all vendors interested in responding to this notice must submit a response to this posting containing complete responses to all of the information requested above.

Any questions regarding this notice may be obtained through the Division of Purchasing during this publication period. No action is required if you agree with this notice. If after the public notice period, the Division of Purchasing determines that there are other interested and qualified vendors that meet the specifications of this notice, the Division of Purchasing will not award a contract pursuant to this notice. If after the public notice no valid submission have been received, Broward County, or designee, may award a contract to the identified vendor without competition.

Please read the entire form very carefully before responding to this notice.

This Request for Information (RFI) is intended to ascertain whether the commodity or service specified below is currently only available from an only one source, only reasonable source or sole brand.

This is not a request for pricing or a commitment to purchase.

The Director of Purchasing shall consider such submittals and notify all submitting vendors of the decision whether to designate a Sole Source, Only Reasonable Source or Sole Brand, which decision shall not be subject to objection, Protest or appeal under the Broward Count Procurement Code.

Description of Services:
A. Grant Street Group TaxSys Tax Collection & Billing System. Broward County requires the TaxSys Tax Collection & Billing System Application and Hosting Services to be a fully vendor-hosted tax collection, billing and distribution solution ("TaxSys") along with a tightly-integrated suite of applications and services.
The suite of applications and services include:
-Current and delinquent real and personal property tax billing, collection and distributions
-Delinquent personal property enforcement
-Local business tax billing, collection and distributions
-Vehicle and vessel registration renewals
-Tourist development tax collection and distributions
-Electronic payment processing (credit/debit cards and ACH/e-checks)
-Tax certificate auctions
-Tax deed applications and title search services
-Tax deed auctions

Include in an attachment with your response, if appropriate:
1. The name of the interested party/vendor; and
2. A detailed explanation consisting of any or all documentation demonstrating competency to deliver and support Envisio Strategic Planning Software.

Item Response Form

Item	**TEC2123210F1–01-01 - Grant Street Group TaxSys Tax Collection & Billing System**
Quantity	**1 each**

Prices are not requested for this item.

Confirm you are trained & authorized to provide Grant Street Grp TaxSys - Yes/No	
Confirm items 1 -2 questions are attached - Yes/No	
Delivery Location	**Broward County Board of County Commissioners**
	No Location Specified

Qty 1

Description
Vendor shall provide County with software and services to implement a Tax and License Collection and Distribution system for the Broward County Revenue Collection Division. Vendor shall provide all the components needed for the System to function at peak optimization
Vendor shall provide maintenance, support and services for the System during delivery, implementation and testing. Vendor shall provide maintenance, service and support for the System over the entire 5 year term.

Business Requirements
Tax and License Collection and Distribution System (The "System")

will carry out requisite duties and responsibilities in adherence to all applicable Florida Statutes, Department of Revenue Rules and Regulations, and County Ordinances and Procedures. In addition to the items mandated, the System will provide customer relationship management functionality, and workflow tracking of included business functions. The system will also allow

greater integration with other County agencies, municipalities, and business customers. The System will involve the implementation and configuration of a solution which will achieve the business requirements listed below, and include, where applicable, compliance with all functional and technical requirements.

The suite of applications and services include:
-Current and delinquent real and personal property tax billing, collection and distributions
-Delinquent personal property enforcement
-Local business tax billing, collection and distributions
-Vehicle and vessel registration renewals
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CURRENT AND DELINQUENT TAX COLLECTIONS

Scenario

Annual tax information is uploaded to Revenue Collection Division for billing and collection purposes.

- Demonstrate how an **Administrative User** will transfer and upload data to the tax collection database
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- Explain the process and timeframe for creation of data for, or hardcopy bills for approximately 850,000 tax notices
- Demonstrate how the Property Appraiser's data is converted into production tax data
- Demonstrate the method of receiving, uploading, and billing items noted for electronic funds transfer (EFT) payment via an escrow company.
- Demonstrate how taxing districts are uploaded to the tax collection database by the **Administrative User** or an **Agency User.**

Scenario

Corrections to the tax roll are received from the Property Appraiser's Office.

- Demonstrate the process of manual correction to tax accounts.
- Demonstrate the process of automated corrections, via batch upload or otherwise.
- Demonstrate the ability to generate revised tax notices.
- Demonstrate the ability to perform corrections on delinquent tax certificates
- Demonstrate capability to perform corrections on tax accounts involved in the various states of a tax deed application.
- Demonstrate the creation of refunds, en masse, on those accounts which were overpaid.
- Demonstrate the capability to perform tax roll corrections and payment cancellations at any time during the collection periods (distribution cutoffs, etc.)

DELINQUENT TAX COLLECTIONS

Scenario

A **Walk-in Customer** requests a tax deed application

- Demonstrate the application process, performed by the **Agency User.**
- To include:
  - ➢ The tax deed application quotation.
  - ➢ Tendering and posting of the application to the tax accounts.
  - ➢ Preparation of mandatory advertisements
  - ➢ Preparation of the certificate of mailing
  - ➢ Requisition and posting of additional funds to the tax account
  - ➢ Creation of warning letters
  - ➢ Creation of sheriff services
  - ➢ Creation of additional certified mailings
  - ➢ Tendering and posting winning bidders payment.
  - ➢ Handling of forfeited cash deposit

Scenario

A **Walk-In Customer** requests a quotation on an item involved in Lands Available for Taxes (LAFT)

- Demonstrate the method used to extend taxes on years involved in a LAFT, to provide the amount due to purchase said item.

Scenario

An **Agency User** compiles the amount of overbid monies remaining after a tax deed sale.

- Demonstrate methods by which such overbid amounts are calculated.
- Demonstrate methods by which interested parties are notified of overbid amounts due.

BANKRUPTCY/LITIGATION

Scenario

An **Agency User** receives good faith payments, or partial payments from trustees, for posting to accounts.

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- Demonstrate how the good faith payment and partial payments are posted.
- Demonstrate the tracking/reporting of such payments and cases by an **Agency User,** or **Administrative User.**

Scenario

An **Agency User** wishes to send/receive an automated file of cases/claims from the bankruptcy court.

- Demonstrate how automated case files are interfaced and reported.
- Demonstrate how claim notices are generated, and sent to the courts.

PERSONAL PROPERTY/ENFORCEMENT

Scenario

Agency User conducts search of accounts, for research and/or skip-tracing purposes.

- Demonstrate owner address lookup capability, to display all associated accounts for a given location.
- Demonstrate owner name lookup capability, to display all associated accounts for a given name.
- Demonstrate capability to link accounts on common attributes (type, owner, status).
- Demonstrate ability to view, report, and export account remarks and history.
- Demonstrate ability to view comments for all years on an account on one screen.
- Demonstrate the ability to assign accounts to enforcement agents, prioritize and track the workflow of an agent's accounts.
- Demonstrate capability to display current and delinquent information in one location.
- Demonstrate the personal property warrant process, including court ratification date assignment, warrant assignment, and tracking.

BUSINESS TAX RECEIPTS

Scenario

A customer requests a Business Tax Receipt for a new business.

- Demonstrate the application process, submitted by a **Walk-In Customer,** and performed by an **Agency User.**
- Demonstrate the application process for a new Business Tax Receipt from a **Web Customer.**

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- Demonstrate the ability to obtain (automatically or otherwise) and enter state or other license information as prerequisites to issuance of a Local Business Tax Receipt.

Scenario

A customer requests a transfer of a Business Tax Receipt.

- Demonstrate the transfer process of a Business Tax Receipt, submitted by a **Walk-In Customer,** and performed by an **Agency User.**
- Demonstrate the transfer process of a Business Tax Receipt from a **Web Customer.**

Scenario

A customer requests a Going Out of Business Sale/Fire Permit.

- Demonstrate the capability to issue a Going Out of Business Sale/Fire Permit to a **Walk-In Customer.**
- Demonstrate the capability to issue a Going Out of Business Sale/Fire Permit to a **Web Customer.**

HUNTING AND FISHING LICENSES

Scenario

A customer requests the issuance of a Hunting and Fishing license.

- Demonstrate the cashiering process, conducted by an **Agency User.**
- Demonstrate the accounting and reporting process, conducted by an **Agency User.**
-

TOURIST DEVELOPMENT TAXES

Scenario

Registration of a new Tourist Development Tax (TDT) account.

- Demonstrate the application process for a new TDT account, submitted by a **Walk-In Customer,** and performed by an **Agency User.**
- Demonstrate the application process for a new TDT account from a **Web Customer.**

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Scenario

Processing of taxes due on a current TDT account

- Demonstrate the payment process for a TDT account, submitted by a **Walk-In Customer** or by mail, and performed by an **Agency User.**
- Demonstrate the payment process for a TDT account, submitted from **a Web Customer.**

Scenario

Delinquent notices created frequently for past due TDT accounts.

- Demonstrate the capabilities of notification and reporting of delinquent TDT accounts.
- Demonstrate the tracking and notification capabilities for accounts which remain delinquent.

Scenario

TDT account was paid with incorrect amount (either over or short amount remitted).

- Demonstrate the process of notifying the TDT accounts for which payments were incorrectly remitted.
- Demonstrate the capability of tracking TDT accounts for which payments were remitted incorrectly.
- Demonstrate the follow-up and workflow tracking capabilities for the incorrectly remitted TDT accounts.

Miscellaneous Scenarios:

- Demonstrate various reporting capabilities, including units, business type, registrant information, account and date information.
- Demonstrate the process of "balance forward" items, including processing of payments, tracking of total balance forward funds, and the balance forward refund process.
- Demonstrate the process of importing and exporting data in conjunction with Florida Department of Revenue's RISE program.

SYSTEM INTERFACES

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Exhibit A to Statement of Work – System Scenarios

Scenarios

Consider the following user roles for the scenarios below.

- **Walk-In Customer** – Visiting customer, external to COUNTY
- **Web Customer** – External customer using the web application
- **Mail-In Customer** – External customer via standard mail
- **Agency User** – Agency, Department or Division user
- **Administrative User** – Agency user performing administrative tasks related to the business function

UNIVERSAL APPLICATION FUNCTIONS

Scenario

Payment processing for all business functions.

- Demonstrate the process for accepting any payment in-office for a **Walk-In Customer.**
- Demonstrate the process for accepting any payment via the Internet for a **Web Customer.**
- Demonstrate the process for accepting any payment for a **Mail-In Customer.**
- Demonstrate how deposits and balancing information for daily/weekly/monthly accounting periods are generated.
- Demonstrate the interfaces to/from enterprise accounting systems and banking institutions.
- Demonstrate offline payment processing capabilities (remittance processing file uploads, lockbox file uploads, etc.).
- Demonstrate the capability to receive multiple payments via wire transfer, from a financial institution or external customer.
- Demonstrate the insufficient funds (ISF) process, payment reversal process, and application/removal of required fees in conjunction with such processes.
- Demonstrate the ability to utilize cancelled payment funds to repay any account on the System.
- Demonstrate the processing and tracking of erroneous payments.

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Scenario

Correspondence processed by an **Agency User.**

- Demonstrate the capability for an **Agency User** to generate letters, forms and correspondence.
- Demonstrate the ability for an **Agency User** to track history of customer contacts.
- Demonstrate the capability for an **Administrative User** to generate history reports on correspondence and customer contact.
- Demonstrate the capability of linking correspondence to accounts.
- Demonstrate the use of the workflow functionality for the application, including account aging, and follow-up on correspondence and customer issues.

Scenario

Creation of refunds due to tax overpayments and/or errors.

- Demonstrate the refund creation process for a **Mail-In Customer.**
- Demonstrate the auditing capabilities for the refund processes.
- Demonstrate how disbursement documents are created.

TAX ROLL CORRECTIONS

Scenario

An **Agency User** receives corrections to the tax roll from the Property Appraiser's Office.

- Demonstrate how an **Agency User** and an **Administrative User** will perform the corrections.
  - ➤ Demonstrate an automated file upload for batch corrections.
  - ➤ Demonstrate form generation for tax roll corrections.
  - ➤ Demonstrate the reporting of such corrections, whether batched or manual in nature.
  - ➤ Demonstrate the payment cancellation process, in conjunction with the correction process.
  - ➤ Demonstrate the correction of delinquent tax items, and items involved in Tax Deed Applications.
  - ➤ Demonstrate the process of correcting a delinquent tax or tax deed item after payments have been received and/or redemption checks have been processed.
  - ➤ Demonstrate the name/address change function, whether batched (automated) or manual.

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Question and Answers for Bid #TEC2123210F1 - Grant Street Group TaxSys Tax Collection & Billing System

Overall Bid Questions
There are no questions associated with this bid.

bid #TEC2123210F1 -
Grant Street Group TaxSys

Broward County Board of
County Commissioners

Exhibit 1
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Bid #TEC2123210F1 - Grant Street Group TaxSys Tax Collection & Billing System

Creation Date **Jun 23, 2021**

Start Date **Jun 30, 2021 1:15:29 PM EDT**

End Date **Jul 8, 2021 2:00:00 PM EDT**

Awarded Date **Not Yet Awarded**

TEC2123210F1–01-01   Grant Street Group TaxSys Tax Collection & Billing System

Supplier	Unit Price	Qty/Unit	Total Price	Difference	Attch.	Docs
			No Bids			
Agency **Product Code:** **Agency Notes:**		**Supplier Notes:** **Confirm you are trained & authorized to provide Grant Street Grp TaxSys - Yes/No:** **Confirm items 1 -2 questions are attached - Yes/No:**				

**All bids/proposals submitted for the designated project are reflected on this tabulation sheet. However, the listing of the bid/proposal on this tabulation sheet shall not be construed as a comment on the responsiveness of such bid/proposal or as any indication that the agency accepts such bid/proposal as being responsive. The agency will make a determination as to the responsiveness of the vendor responses submitted based upon compliance with all applicable laws, purchasing guidelines and project documents, including but not limited to the project specifications and contract documents. The agency will notify the successful vendor upon award of the contract and, as according to the law, all bid/proposal responses received may be available for inspection at that time.