

# SOLICITATION - OFFER - AWARD

<b>SOLICITATION NO.:</b> 18-T00039/DK	<b>SOLICITATION TITLE:</b> <b>UTILITIES BILL PRINT AND MAILING SERVICES</b>	<b>DATE ISSUED:</b> MARCH 21, 2018	<b>CONTRACT NO.:</b> 18-T00039/DK
<b>ISSUED BY:</b> BOARD OF COUNTY COMMISSIONERS HERNANDO COUNTY, FLORIDA Steve Champion, Chairman John Allocco, Vice Chairman Wayne Dukes, Second Vice Chairman Jeff Holcomb		<b>SUBMIT BID OFFER TO:</b> HERNANDO COUNTY PURCHASING AND CONTRACTS 1653 BLAISE DRIVE BROOKSVILLE, FL 34601  James S. Wunderle Purchasing and Contracts Manager Chief Procurement Officer	

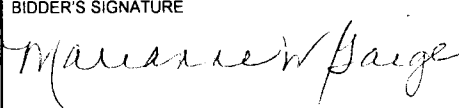
## SOLICITATION

SEALED OFFERS, IN TWO (2) ORIGINALS, FOR FURNISHING THE SERVICES, SUPPLIES OR EQUIPMENT DESCRIBED HEREIN WILL BE RECEIVED AT THE OFFICE OF PURCHASING AND CONTRACTS, ROOM 365, HERNANDO COUNTY GOVERNMENT CENTER 1653 BLAISE DRIVE, BROOKSVILLE, FL 34601, **UNTIL 3:00 P.M., LOCAL TIME ON APRIL 18, 2018.** NO BID OFFERS WILL BE ACCEPTED AFTER THE ABOVE STIPULATED DATE AND TIME. THIS IS AN ADVERTISED SOLICITATION AND THE RESPONDING BIDDERS WILL BE PUBLICLY READ IN THE PURCHASING AND CONTRACTS CONFERENCE 1653 BLAISE DRIVE, BROOKSVILLE, FL 34601 AT **3:00 P.M. ON APRIL 18, 2018.** PURSUANT TO FS 119.071 (CURRENT EDITION), SEALED BIDS, PROPOSALS, OR REPLIES RECEIVED BY AN AGENCY PURSUANT TO A COMPETITIVE SOLICITATION ARE EXEMPT FROM INSPECTION UNTIL SUCH TIME AS THE AGENCY PROVIDES NOTICE OF AN INTENDED DECISION OR UNTIL THIRTY (30) DAYS AFTER OPENING THE BIDS, PROPOSALS, OR FINAL REPLIES, WHICHEVER IS EARLIER.

ITEM NO.	DESCRIPTION OF SERVICE/SUPPLIES/EQUIPMENT	QTY	UNIT	UNIT PRICE	TOTAL AMOUNT
1	FOR PROVIDING UTILITIES BILL PRINT AND MAILING SERVICES FOR THE HERNANDO COUNTY UTILITIES DEPARTMENT.  SUBMIT PRICING ON BID FORM IN SECTION VI  PLEASE SUBMIT TWO (2) ORIGINAL SIGNED DOCUMENTS.  (SEE ATTACHED SPECIFICATIONS)	XXXX	XXXX	XXXXXXXX	\$ _____

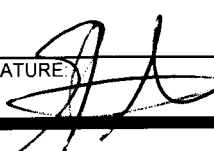
## OFFER

(TERMS, CONDITIONS AND SPECIFICATIONS ARE INCLUDED AS PARTS HEREOF)

IN COMPLIANCE WITH THE ABOVE, THE UNDERSIGNED, BEING DULY AUTHORIZED TO SIGN THIS BID FOR THE BIDDER, AGREES THAT IF THIS OFFER IS ACCEPTED WITHIN <b>NINETY (90) DAYS</b> FROM THE BID OPENING DATE, TO FURNISH TO HERNANDO COUNTY ANY AND ALL ITEMS FOR WHICH PRICES ARE OFFERED IN THIS BID SOLICITATION AT THE PRICE(S) SO OFFERED, DELIVERED AT DESIGNATED POINT(S), WITHIN THE TIME PERIOD SPECIFIED, AND AT THE TERMS AND CONDITIONS SO STIPULATED IN THE SOLICITATION FOR BIDS.					
<b>DISCOUNT FOR PROMPT PAYMENT:</b> n/a % 10 CALENDAR DAYS    n/a % 20 CALENDAR DAYS    n/a % n/a CALENDAR DAYS					
<b>BIDDER'S INFORMATION:</b> Cathedral Corporation			<b>NAME AND TITLE OF PERSON AUTHORIZED TO SIGN BID OFFER:</b>		
Company Name 3851 TPC Drive			<b>BIDDER'S SIGNATURE</b> 		<b>OFFER DATE</b> 4/18/2018
Address Orlando Florida 32822					
City 407-351-0232 407-363-4586 www.cathedralcorporation.com					
Phone Number      Fax Number      Email Address					

## AWARD

(TO BE COMPLETED BY COUNTY)

<b>REVIEWED FOR LEGAL SUFFICIENCY:</b> 3/6/18	<b>LR NO.:</b> 2018-127	<b>BY:</b> Randall B. Griffiths
<b>ACCEPTED AS TO ITEM(S) NO.:</b>	<b>AMOUNT:</b>	<b>ACCOUNTING CODE:</b>
<b>SUBMIT INVOICES TO:</b> HERNANDO COUNTY UTILITIES DEPARTMENT 15365 CORTEZ BLVD. BROOKSVILLE, FL 34601	<b>NAME AND TITLE OF PERSON AUTHORIZED TO SIGN ACCEPTANCE AND AWARD FOR THE COUNTY:</b>	
	<b>SIGNATURE:</b> 	<b>AWARD DATE:</b> 5-8-18

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**INVITATION TO BID**

**NOTICE IS HEREBY GIVEN** that the Board of County Commissions of Hernando County, Florida, is accepting bids for:

**TERM CONTRACT ITB NO. 18-T00039/DK**  
**FOR**  
**UTILITIES BILL PRINT AND MAILING SERVICES**

Hernando County Board of County Commissioners are soliciting Vendors/Contractors active in providing billing services including printing, insertion, and mailing of customer user statements. Additional desired functions include: selective envelope inserting, e-statement capabilities, custom envelope endorsement prints and consolidation capability for mailing multiple statements.

Sealed bid offers as two (2) originals for furnishing the above will be received and accepted up to 3:00 PM (local time), **April 18, 2018**, in the Hernando County Purchasing and Contract's office. Bids shall be plainly marked on the outside of a sealed envelope/container with: Bidder's name and address, and Bid Name and Bid Number. Bids are to be submitted:

**Physical Address:**

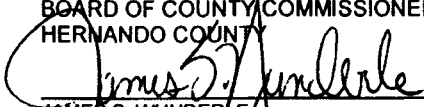
Hernando County Purchasing and Contracts  
1653 Blaise Drive  
Brooksville, FL 34601

The Board of County Commissioners of Hernando County, Florida reserves the right to accept or reject any or all bids and waive informalities and minor irregularities in offers received in accordance with the bid documents and the Hernando County Procurement Ordinance.

Interested firms may secure the bid documents and plans and drawings and all other pertinent information by visiting the website of Bid Net at [www.floridabidsystem.com](http://www.floridabidsystem.com). For additional project information, please visit the Hernando County Board of County Commissioners Purchasing and Contracts Department at [www.hernandocounty.us](http://www.hernandocounty.us), or by calling Bid Net at (800) 835-4603 or the Purchasing and Contracts Department at (352) 754- 4020.

Purchasing and Contracts Division will post addenda on Bid Net at [www.floridabidsystem.com](http://www.floridabidsystem.com) to all questions in accordance with the Solicitation Instructions. **It is the responsibility of prospective bidders to visit the Bid Net at [www.floridabidsystem.com](http://www.floridabidsystem.com) to insure that they are aware of all addenda issued relative to this solicitation.**

***Pursuant to Florida Statutes 119.071 (current edition) sealed bids, proposals, or replies received by an agency pursuant to a competitive solicitation are exempt from inspection until such time as the agency provides notice of an intended decision or until thirty (30) days after opening the bids, proposals, or final replies whichever is earlier.***

BOARD OF COUNTY COMMISSIONERS  
HERNANDO COUNTY  
  
\_\_\_\_\_  
JAMES S. WUNDERLE  
CHIEF PROCUREMENT OFFICER, HERNANDO COUNTY

**NOTICE TO BIDDERS**

To ensure that your Bid is responsive, you are urged to request clarification or guidance on any issues involving this solicitation before submission of your response. Your point-of-contact for this solicitation Diane Kafrisen, Purchasing and Contracts, at (352) 754-4020 or email at [purchasing@hernandocounty.us](mailto:purchasing@hernandocounty.us) and copy to [dkafrisen@hernandocounty.us](mailto:dkafrisen@hernandocounty.us).

**SECTION II - SOLICITATION INSTRUCTIONS**

1. **DEFINITION OF TERMS:** Where the following terms, or their pronouns, occur herein, the intent and meaning shall be as follows:
  - 1.1. **COUNTY:** The Board of County Commissioners, Hernando County, or its duly authorized representative.
  - 1.2. **OWNER:** Hernando County Board of County Commissioners (County)
  - 1.3. **BIDDER:** The term "Bidder" used herein refers to the dealer/manufacturer or business organization submitting a bid to the County in response to this solicitation.
  - 1.4. **CONTRACT:** The agreement executed by the Owner and Vendor/Contractor for the performance of work and the other documents (plans, specifications, notice to Bidders, proposal, surety bonds, addenda and other documents) whether attached thereto or not.
  - 1.5. **VENDOR/CONTRACTOR:** The Bidder awarded a contract by the County for the furnishing of goods or services.
2. **AVAILABILITY OF BIDDING DOCUMENTS:**
  - 2.1. Interested firms may secure bid documents, plans, drawings, site locations, and other pertinent information by visiting the website of [www.floridabidsystem.com](http://www.floridabidsystem.com). For additional information please contact the Hernando County Board of County Commissioners, Purchasing and Contracts Department at (352) 754-4020 or by calling Bid Net at (800) 835-4603.
3. **PREPARATION OF BID:** To insure acceptance of your bid, please follow these instructions:
  - 3.1. Interested firms are to submit two (2) original bid responses. All bid sheets including this form must be executed and submitted in a sealed envelope. (Do not include more than one bid response per envelope). The face of the envelope shall contain, in addition to the address, the date, time of the bid opening and the bid number and title. All bids are subject to the conditions specified herein. Those, which do not comply with these conditions, may be declared non-responsive and subject to rejection.

**Submit bids to:**  
Hernando County Purchasing and Contracts  
1653 Blaise Drive  
Brooksville, Florida 34601  
BID NUMBER (ITB NO. 18-T00039/DK.)
  - 3.2. The responsibility for delivering the bid to the County on or before the stated time and date will be solely and strictly the responsibility of the Bidder. The County will be in no way responsible for delays caused by the U.S. Postal Services, any courier system, or any other occurrence.
  - 3.3. Bids must be typed or printed in ink. All corrections made by the Bidder prior to the opening must be initialed and dated by the Bidder. No changes or corrections will be allowed after bid opening.
  - 3.4. Bids must contain a manual signature of an authorized representative of the company. Telegraphic or facsimile bids will not be accepted.
  - 3.5. It is the Bidder's responsibility to assure that the bid is delivered at the proper time and location. Bids, which are received after the bid opening time, will be returned unopened to the Bidder.
  - 3.6. Bidders are expected to make all investigations necessary to thoroughly inform themselves

regarding all drawings, specifications, delivery requirements, performance requirements, site locations and all solicitation instruction to satisfy themselves of conditions affecting submission of their bid and the terms and cost of performing the contract. No pleas of ignorance by the Bidder of conditions that exist or may hereafter exist as a result of failure or omission on the part of the Bidder to make the necessary examinations and investigations, or failure to fulfill in every detail the requirements of the contract documents, will be accepted as a basis of varying the requirements of the County or the compensation of the Bidder. Bidder agrees that submittal of a bid for the work is prima facie evidence he (they) have conducted such examinations.

- 3.7. No material, labor, or facilities will be furnished by the County unless specifically stated.
- 3.8. Blank spaces in the bid must be properly filled in and the phraseology of the bid must not be changed. Additions must not be made to items mentioned therein and any unauthorized conditions, limiting any provision, attached to a bid shall render irregular and may cause the response to be found non-response and subject to rejection.
- 3.9. No responsibility shall attach to Hernando County, the Clerk of Circuit Court, or any official or employee thereof, for the pre-opening of, post opening of, or failure to open, a bid not properly addressed and identified.

4. **TIMETABLE:**

<b>Date of Distribution:</b>	<b><u>MARCH 21, 2018</u></b>
<b>Mandatory Pre-Bid:</b>	<b><u>NA</u></b>
<b>Last Date of Inquiries:</b>	<b><u>APRIL 4, 2018</u></b>
<b>Bids Due:</b>	<b><u>APRIL 18, 2018</u></b>

5. **MANDATORY PRE-BID CONFERENCE:** NA

6. **BID OPENING:** Bids that are not received in a timely manner by this specific office will not be accepted. Bids will be opened immediately after this date and time, and will remain binding upon the bidder for a period of ninety (90) days thereafter. Pursuant to Florida Statutes 119.071 (current edition) sealed bids, proposals, or replies received by an agency pursuant to a competitive solicitation are exempt from inspection until such time as the agency provides notice of an intended decision or until thirty (30) days after opening the bids, proposals, or final replies whichever is earlier.
7. **QUESTIONS REGARDING SPECIFICATIONS OR BIDDING PROCESS:** To ensure fair consideration for all Bidders, the County prohibits communication to or with any department, division or employee during the bid process, except as provided below:
  - 7.1. All questions relative to interpretation of the specifications or the bid process shall be addressed in writing as indicated below, in ample time prior to the period set for submittal and opening of the bids.
  - 7.2. Any interpretation or clarification made to prospective bidders will be expressed in the form of an addendum to the specifications which, if issued will be posted on the [www.floridabidsystem.com](http://www.floridabidsystem.com). Oral answers will not be authoritative.
  - 7.3. It will be the responsibility of the bidder to visit [www.floridabidsystem.com](http://www.floridabidsystem.com) to insure they are aware of all addenda issued for this solicitation.
  - 7.4. Questions must be submitted via e-mail to [purchasing@hernandocounty.us](mailto:purchasing@hernandocounty.us) or faxed to (352) 754-4199. Questions will only be accepted through the period specified in the bid documents.
  - 7.5. All addenda must be acknowledged by signing and submitted with the bid. Failure to acknowledge any addenda may render the vendor/contractor's bid as non-responsive and subject to rejection.

8. **COMMUNICATION:** There shall be no communication between the Vendor/Contractor, their employees or subcontractors and County employees and elected officials (hereafter referred to as "County Representative"), except through the Purchasing and Contracts Department. Any attempt to communicate with any County Representative outside the Purchasing Department will be considered a violation of the Purchasing Policy and may result in the rejection of your bid.
9. **WITHDRAWAL OF BIDS:** Bids may be withdrawn by written request received from Bidders prior to the time fixed for opening. Negligence on the part of the Bidder in preparing the bid confers no right for the withdrawal of the bid after it has been opened. Faxed or electronically mailed withdrawals will not be recognized.
10. **BID PROTESTS:** Any Bidder who protests the bid specifications or Award or Intent to Award, must file with the County a notice of protest and formal written protest in compliance with Chapter 28-110, Florida Administrative Code, and applicable provisions in Section 120.57, F.S. (current edition). Failure to timely file such documents will constitute a waiver of proceedings under Chapter 120, F.S. (current edition).

### **SECTION III - GENERAL CONDITIONS**

#### **11. CONTRACT PERIOD:**

- 11.1. The Contract resulting from this solicitation shall be a term contract for the time period specified herein. During the specified time period, the County may order services/supplies as the requirements generate and the Vendor/Contractor will deliver the services/supplies ordered. It is understood that the County is not obligated to purchase any specific amount of services/supplies under this agreement.
- 11.2. The period of the Contract shall extend for twenty-four (24) months effective from September 28, 2018
- 11.3. The Contract may be extended, by mutual agreement, for three (3) additional twelve (12) month periods up to a cumulative total of sixty (60) months. The County will notify the Vendor/Contractor, in writing, no later than thirty (30) days prior to expiration of the Contract as to its desire for extension. Any request by the Vendor/Contractor for consideration of a price adjustment must be made to the County at the time of renewal, and must only be based on increased costs to the Vendor/Contractor. Documentation of these increases must be furnished to the County upon request. Any upward price adjustment approved by the County shall impose upon the Vendor/Contractor the requirement to advise and extend to the County price reductions when costs similarly decrease.
- 11.4. Either party may cancel this Contract, in whole or in part, by giving ninety (90) days prior notice in writing. However, the Vendor/Contractor shall not be authorized to exercise this cancellation option during the first one-hundred eighty (180) days of the Contract. The number of days within which, or the dates by which, the work is to be substantially completed and ready for final payment are set forth in the Agreement.

#### **12. BID PRICE/SUBMITTAL REQUIREMENTS:**

- 12.1. The prices bid shall remain firm during the period of the Contract. The prices bid shall be inclusive of all labor, equipment, and materials as specified within this solicitation. The price bid constitutes the total compensation payable to the Vendor/Contractor for performing the work.
- 12.2. Unless otherwise stated, the prices bid shall include all costs of packing, transporting, delivery, and services to the designated point within Hernando County.
- 12.3. The Bidder hereby certifies that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies, services, or equipment and is in all respects fair and without collusion or fraud. Further, the Bidder

hereby agrees to abide by all terms and conditions of this bid and certifies that the person executing the bid form is authorized to sign this bid for the Bidder.

- 12.4. Unit prices shall be shown and where there is an error in extension of price, the unit price shall govern.
- 12.5. The Bidder warrants that the prices of the items set forth herein do not exceed those charged by the Bidder under a contract with the State of Florida or any of its agencies.
- 12.6. Bidder must submit the solicitation document in its entirety, including the Solicitation-Offer-Award cover sheet, bid specifications, Bid Form and all required Forms/Certifications. Failure to submit these forms may render the bid non-responsive.

### 13. QUALIFICATION OF BIDDERS:

- 13.1. This bid shall be awarded to a responsive, responsible bidder, qualified by experience to provide the work specified. The Bidder will submit the following information with his bid:
  - 13.1.1. List and brief description of similar work (size and scope) for at least three (3) references of firms, and/or governmental agencies/entities satisfactorily completed with location, dates of contract, names, addresses, telephone numbers and email addresses of owners by completing the reference sheets attached is Section VII. These references must be for work performed within the past three (3) years.
  - 13.1.2. List of equipment and facilities available to do work.
  - 13.1.3. List of personnel, by name and title, contemplated to perform the work.
  - 13.1.4. Failure to submit this information may be cause for rejection of your bid.

### 14. BID EVALUATION AND AWARD:

- 14.1. Bid evaluation will be based on price, conformance with specifications and the Bidder's ability to perform the contract in accordance with the terms and conditions required. Bidders must submit all data necessary to evaluate and determine the quality of the item(s) and/or services they are bidding.
- 14.2. Award shall be made on an "All-or-None Total Offer" basis to the lowest, responsive and responsible Bidder. However, the County reserves the right to reject any and all bids in accordance with the Hernando County Procurement Ordinance. Failure to provide a price for all areas upon the Bid form may deem the Bidder's response non-responsive.
- 14.3. If two or more fully responsive, responsible bids are received for the same total amount or unit price, quality and service being equal, the County reserves the right to award the contract to the Bidder whose place of business is located within the boundaries of Hernando County, Florida. Should tie bids, as described above, be received from either two (2) or more Hernando County Bidders or from non-local Bidders when no Hernando County Bidder has submitted a tie bid, then the Board of County Commissioners shall award the contract to one (1) vendor/contractor by drawing lots in a public meeting.
- 14.4. The County shall be the sole judge as to the relative merits of the bids received.
- 14.5. If a separate written Contract is not required by the County; a written letter of award, mailed or otherwise furnished to the successful Bidder, shall result in a binding contract without further action by either party.
- 14.6. Discounts for payments within less than twenty (20) days will not be considered in evaluation of bids, however, offered discounts will be taken for less than twenty (20) days if payment is made within the discount period.



**15. LOCAL PREFERENCE:**

**15.1. Purpose and Findings:** These provisions apply to purchases using Formal Bid, Request for Proposals or Quotes. The County annually spends significant dollars on purchasing personal property, materials, and services, and in constructing improvements to real property or existing structures. The dollars used in making those purchases are derived, in large part, from taxes, fees and utility revenues paid by businesses located within Hernando County, and the County Commission has determined that funds generated in the community should, to the extent possible, be placed back into the local economy. Therefore, the County Commission has determined that it is in the best interest of the County to give a preference to local businesses in making such purchases whenever the application of such a preference is reasonable in light of the dollar-value of bids and quotes received in relation to such expenditures.

**15.2. Application:**

**15.2.1.** In bidding for, or letting contracts for procurement of supplies, materials, equipment, and services, as described in the purchasing policies of the County, the Board of County Commissioners may give a preference to local businesses in making purchases or awarding contracts in an amount not to exceed:

**15.2.1.1.** Five (5%) percent of the local business' total bid price if the cost differential does not exceed \$10,000.00 for procurement activities in amounts over \$35,000.00, or

**15.2.1.2.** Three (3%) percent if the cost differential does not exceed \$1,000.00 for procurement activities in amounts more than \$10,000.00, but less than \$35,000.

**15.2.2.** The total bid price shall include not only the base bid price, but also all alterations to the base bid price resulting from alternates which were both part of the bid and actually purchased or awarded by the Board of County Commissioners.

**15.2.3.** In the case of requests for proposals or qualification, letters of interest, or other solicitations and competitive negotiations and selections in which objective factors are used to evaluate the responses, local businesses shall be assigned five percent of the total points of the total evaluation points.

**15.3. Definitions:**

**15.3.1.** Local Vendor means a person or business entity which has maintained a permanent place of business with full-time employees within Hernando County for a minimum of twelve months prior to the date bids or quotes were received for the purchase or contract at issue, and which generally provides from such permanent place of business the kinds of goods or services solicited, and which at the time of the solicitation fully complies with the local vendor eligibility identified below.

**15.3.2.** Local Vendor Affidavit of Eligibility shall accompany the quotation or bid submittal in order to be considered valid and shall include, but not be limited to, the following current information:

**15.3.2.1.** A physical business and location address;

**15.3.2.2.** A copy of a current Hernando County Local Business Tax Receipt (formerly known as an "occupational license") to verify the business location;

**15.3.2.3.** Proof of payment of business license and/or real property tax due to Hernando County;

**15.3.2.4.** A copy of the firm's most recent annual corporation report to the Florida Division of Corporations;

**15.3.2.5.** Any additional information necessary to verify local status.

- 15.4. Competitive Bids/Quotes:** The County reserves the exclusive right to compare, contrast and otherwise evaluate the qualifications, character, responsibility and financial qualifications of all persons, firms, partnerships, companies or corporations submitting formal bids or formal quotes in any procurement for goods and services when making an award in the best interests of the County.
- 15.5. Exemptions:**
- 15.5.1.** Purchases resulting from exigent emergency conditions where any delay in completion or performance would jeopardize public health, safety, or welfare of the citizens of the County, or where in the judgment of the County the operational effectiveness or a significant County function would be seriously threatened if a purchase was not made expeditiously.
  - 15.5.2.** Purchases with any sole source supplier for supplies, materials, or other equipment.
  - 15.5.3.** Purchases made through cooperative purchasing arrangements utilized by the Purchasing Department as identified in the Purchasing Policy.
  - 15.5.4.** Purchases that are funded in whole or in part by assistance from any federal, state, or local agency where the program guidelines do not permit local preference.
  - 15.5.5.** Purchases with an estimated cost of less than \$10,000.00 or less.
- 15.6. Appeal:** If an application for a "Local Contractor/Vendor" designation is denied, the applicant may appeal such decision to the County Administrator for review and further consideration.
- 16. HOURS:** Work may be performed between the hours of 8:00 AM - 5:00 PM, Monday through Friday, except County holidays. The County may, on certain occasions, approve work outside of these times. Such exception(s) must be approved in writing by the County at least one (1) day in advance. Services will not be permitted when operations would cause a traffic or safety hazard.
- 17. DELIVERY AND ACCEPTANCE:**
- 17.1.** The County will order services by issuance of a Hernando County numbered Purchase Order. Each order will specify the scope of work, location and date(s) for service required.
  - 17.2.** Receipt of services/supplies shall not constitute acceptance. Final acceptance and authorization of payment shall be given only after thorough inspection indicates that the services/supplies delivered meet bid specifications and conditions. Should the services/supplies differ in any respect from the specifications, payment will be withheld until such time as the Vendor/Contractor takes necessary corrective action. If the proposed corrective action is not acceptable to the County, final acceptance of the services may be refused, in which case the services shall remain the property of the Vendor/Contractor and the County shall not be liable for payment for any portion thereof.
  - 17.3.** Unless otherwise specified, services shall be performed as described in these contract documents.
  - 17.4.** Vendor/Contractor(s) shall not commence work prior to the County's receipt and acceptance of the Certification of Insurance, and any other required documents/certificates as specified by these contract documents.
- 18. REJECTION OF BID:** The County reserves the right to reject any and all bids. Bids which are incomplete, unbalanced, conditional, obscure or which contain additions not required, or irregularities of any kind, or which do not comply with every aspect of this solicitation, may be rejected at the option of the County.
- 19. MINOR INFORMALITIES AND IRREGULARITIES:** Hernando County has the right to waive minor defects or variations of a bid from the exact requirements of the specifications that do not affect price, quality, quantity, delivery, or performance time of the services being procured. If insufficient information is submitted by a Bidder with the bid for Hernando County to properly evaluate the bid, Hernando County has the right

to require such additional information as it may deem necessary after the time set for receipt of bids, provided that the information requested does not change the price, quality, quantity, delivery or performance time of the services being procured. The Board of County Commissioners reserves the right to reject any or all bids in whole or in part; to award by any item, group(s) of items or in the aggregate whichever is most advantageous to the County.

**20. NON-EXCLUSIVE CONTRACT:** Award of a contract resulting from this bid imposes no obligation on the County to utilize the Vendor/Contractor for all work of this type, which may develop during the contract period. This is not an exclusive Contract. The County specifically reserves the right to contract with another company for similar work if it deems such action to be in the County's best interest.

**21. NON-PERFORMANCE:**

**21.1.** Time is of the essence in this Contract and failure to deliver the services specified within the time period required shall be considered a default.

**21.2.** In case of default, the County may procure the services from other sources and hold the Vendor/Contractor responsible for all costs occasioned thereby and may immediately cancel the contract.

**22. ASSIGNMENT:** The successful Bidder is required to perform this Contract and may not assign, transfer, convey, sublet or otherwise dispose of any award or any or all of its rights, title, or interest therein, or the resulting contractual agreement in whole or in part without prior written authorization given at the sole discretion of Hernando County.

**23. PUBLIC ENTITY CRIMES:** Any person submitting a bid or proposal in response to this invitation certifies that they are aware of, and in compliance with, all requirements under Section 287.133, Florida Statutes (current edition), on Public Entity Crimes. Bidders must complete and return with bid the Sworn Statement to Public Entity Crimes attached in these bid documents.

**24. LICENSES AND PERMITS:** Prior to furnishing the requested product(s) or service(s), it shall be the responsibility of the awarded Vendor/Contractor to obtain, at no additional cost to Hernando County, any and all licenses and permits required to complete this contractual service. These licenses and permits shall be readily available for review by the Chief Procurement Officer or his/her designee.

**25. LAWS, REGULATIONS, PERMITS AND TAXES:** Vendor/Contractor shall comply with County's jobsite procedures and regulations and with all applicable local, state and federal laws, rules and regulations and shall obtain all permits required for any of the work performed hereunder. Vendor/Contractor shall procure and pay for all permits and inspections required for any of the work performed hereunder and shall furnish any bonds, security or deposits required to permit performance of the work. Vendor/Contractor shall, to the extent permissible under applicable law, comply with the jobsite provisions which validly and lawfully apply to work on the specific jobsite being performed under this Contract. County of Hernando is exempt from Federal Excise Taxes and all Sales Taxes.

**26. TAXES:**

**26.1.** The Board of County Commissioners, Hernando County, Florida, has the following tax exemption certificates assigned:

Florida Sales & Use Tax Exemption Certificate No. 85-8012556945C-8, effective 1/31/14 – expiring on 1/31/2019.

**26.2.** This exemption does not apply to purchases of tangible personal property made by Vendor/Contractor(s) who use the tangible personal property in the performance of contracts for improvements of County owned real property (Chapters 192 and 212, F.S. (current edition) and applicable rules of the Department of Revenue).

**27. MANUFACTURERS' NAME AND APPROVED EQUIVALENTS:** When manufacturers' names, trade names, brand names, information and/or catalog number listed in a specification are for information and not intended to limit competition. It is for the purpose of item identification and to establish standards for quality; style and features. Bids on equivalent items will be considered unless items are noted as no substitutes. The Bidder may offer any brand for which he is an authorized representative, which meets or exceeds the specifications for any item(s). If Bids are based on equivalent products, indicate on the Bid Form the manufacturers' name and catalog number. Bidder shall submit with his bid, cuts, sketches, and descriptive literature and/or specifications. The Bidder should also explain in detail the reasons(s) why and submit proof that the proposed equivalent will meet the specifications and not be considered an exception thereto. Hernando County Board of County Commissioners reserves the right to be the sole judge of what is equal and acceptable. Bids which do not comply with these requirements may be found non-responsive and subject to rejection. If Bidder fails to name a substitute, it will be assumed that he is bidding on, and will be required to furnish goods identical to the bid standard as specified.

**28. LITIGATION/WAIVER OF JURY TRIAL:** This Agreement shall be governed by and construed according to Florida law. Venue for any dispute or formal litigation concerning this Agreement shall be in the appropriate court with territorial jurisdiction over Hernando County, Florida. In the event of a dispute or litigation, each party to such dispute or litigation shall be solely responsible for its own attorneys' fees and costs. This Agreement shall not be construed for or against any party hereto, without regard to which party is wholly or partly responsible for its drafting. Each party acknowledges that it is aware of and has had the opportunity to seek advice of counsel of its choice with respect to its rights to trial by jury, and each party, for itself and its successors, creditors, and assigns, does hereby expressly and knowingly waive and release all such rights to trial by jury in any action, proceeding or counterclaim brought by any party hereto against the other (and/or against its officers, directors, employees, agents, or subsidiary or affiliated entities) on or with regard to any matters whatsoever arising out of or in any way connected with this Contract and/or any other claim of injury or damage.

**29. TERMINATION:**

**29.1. Termination for Default:**

**29.1.1.** The County may, by written notice to the Vendor/Contractor, terminate this Contract for default in whole or in part (delivery orders, if applicable) if the Vendor/Contractor fails to:

**29.1.1.1.** Provide products or services that comply with the specifications herein or fails to meet the County's performance standards.

**29.1.1.2.** Deliver the supplies or to perform the services within the time specified in this contract or any extension.

**29.1.1.3.** Make progress so as to endanger performance of this contract.

**29.1.1.4.** Perform any of the other provisions of this Contract.

**29.1.2.** Prior to termination for default, the County will provide adequate written notice to the (Vendor/Contractor) through the Chief Procurement Officer, Purchasing and Contracts, affording him/her the opportunity to cure the deficiencies or to submit a specific plan to resolve the deficiencies within ten (10) days (or the period specified in the notice) after receipt of the notice. Failure to adequately cure the deficiency shall result in termination action. Such termination may also result in suspension or debarment of the Vendor/Contractor in accordance with the County's Procurement Ordinance. The Vendor/Contractor and its sureties (if any) shall be liable for any damage to the County resulting from the Vendor/Contractor's default of the Contract. This liability includes any increased costs incurred by the County in completing Contract performance.

- 29.1.3.** In the event of termination by the County for any cause, the Vendor/Contractor will have, in no event, any claim against the County for lost profits or compensation for lost opportunities. After a receipt of a Termination Notice and except as otherwise directed by the County the Vendor/Contractor shall:
- 29.1.3.1.** Stop work on the date and to the extent specified.
  - 29.1.3.2.** Terminate and settle all orders and subcontracts relating to the performance of the terminated work.
  - 29.1.3.3.** Transfer all work in process, completed work, and other materials related to the terminated work as directed by the County.
  - 29.1.3.4.** Continue and complete all parts of that work that have not been terminated.
- 29.1.4.** If the Vendor/Contractor's failure to perform the Contract arises from causes beyond the control and without the fault or negligence of the Vendor/Contractor, the Contract shall not be terminated for default. Examples of such causes include (1) acts of God or the public enemy, (2) acts of a government in its sovereign capacity, (3) fires, (4) floods, (5) epidemics, (6) strikes and (7) unusually severe weather.
- 29.2.** Termination for Convenience: The County, by written notice, may terminate this Contract, in whole or in part, when it is in the County's interest. If this Contract is terminated, the County shall be liable only for goods or services delivered and accepted. The County Notice of Termination may provide the Vendor/Contractor ninety (90) days prior notice before it becomes effective. A termination for convenience may apply to individual delivery orders, purchase orders or to the Contract in its entirety.
- 30. FISCAL NON-FUNDING:** In the event sufficient budgeted funds are not available for a new fiscal period, the County must notify the Vendor/Contractor of such occurrence and contract shall terminate on the last day of current fiscal period without penalty or expense to the County.
- 31. USE OF CONTRACT BY OTHER GOVERNMENT AGENCIES:**
- 31.1.** At the option of the Vendor/Contractor, the use of the Contract resulting from this solicitation may be extended to other governmental agencies, including the State of Florida, its agencies, political subdivisions, counties, and cities.
  - 31.2.** Each governmental agency allowed by the Vendor/Contractor to use this Contract shall do so independent of any other governmental entity. Each agency shall be responsible for its own purchases and shall be liable only for goods or services ordered, received and accepted. No agency receives any liability by virtue of this bid and subsequent contract award.
- 32. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:** By submission of this bid, the Bidder certifies, and in the case of joint bid, each party thereto certifies as to its own organization, that in connection with this procurement:
- 32.1.** The prices in this bid have been arrived at independently, without consultation, collusion, communication, or agreement for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor.
  - 32.2.** Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly to any other Bidder or to any competitor.

- 33. INTERIM EXTENSION OF PERFORMANCE:** If it is determined that interim performance is required to allow for the solicitation and award of a new Contract, the County may unilaterally extend the Contract for a maximum period of up to six (6) months. Current pricing, delivery and all other terms and conditions of the Contract must apply during this interim period.
- 34. COMPETENCY OF BIDDERS:** The County reserves the right to make such investigations as they may deem necessary to establish the competency and financial ability of any Bidder to perform the work; and if after investigation, the evidence of his competency or financial ability is not satisfactory, the County reserves the right to reject his bid.
- 35. MAINTENANCE OF RECORDS:** The Vendor/Contractor will keep adequate records and supporting documents applicable to this contract. Said records and documentation will be retained by the Vendor/Contractor for a minimum of five (5) years from the date of final payment on this Contract. The County and its authorized agents shall have the right to audit, inspect and copy records and documentation as often as the County deems necessary during the period of this contract and a period of five (5) years after completion of contract performance; provided however, such activity shall be conducted only during normal business hours. The County during the period of time defined by the preceding sentence, shall also have the right to obtain a copy of and otherwise inspect any audit made at the direction of the Vendor/Contractor as concerns the aforesaid records and documentation. Pursuant to Section 119.0701, Florida Statutes, Consultant/Firm shall comply with the Florida Public Records' laws and shall:
- 35.1.** Keep and maintain records that ordinarily and necessarily would be required by the public agency in order to perform the service;
  - 35.2.** Provide the public with access to public records on the same terms and conditions that the public agency would provide the records and at a cost that does not exceed the cost provided in Chapter 119, F.S., or as otherwise provided by law.
  - 35.3.** Ensure that public records that are exempt or confidential and exempt from public records disclosure requirement are not disclosed except as authorized by law; and,
  - 35.4.** Meet all requirements for retaining public records and transfer, at no cost, to the public agency all public records in possession of the Consultant/Firm upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the public agency in a format that is compatible with the information technology systems of the public agency.
  - 35.5.** Failure to comply with this section shall be deemed a breach of the contract and enforceable as set forth in Section 119.0701, Florida Statutes.

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES (CURRENT EDITION), TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 352-754-4020, [PURCHASING@HERNANDOCOUNTY.US](mailto:PURCHASING@HERNANDOCOUNTY.US), WITH AN OFFICE LOCATED AT 1653 BLAISE DRIVE, BROOKSVILLE, FL 34601.**

**36. PAYMENT:**

- 36.1.** Payment for services received will be accomplished by submission of an invoice, in duplicate, with purchase order number referenced thereon at the completion of each specified job. Said invoice(s) shall be submitted to:

UTILITIES DEPARTMENT  
15365 CORTEZ BLVD.  
BROOKSVILLE, FL 34601

- 36.2.** Each invoice shall give a detailed breakdown of the services provided.
- 36.3.** The Vendor/Contractor may invoice the County after each work order is complete. Invoice shall reference, and be based upon the Quantity Report received after project completion.

- 36.4.** Payment will be made in no less than thirty (30) days **after receipt of the invoice by the Finance Department of Hernando County.** Terms not within Hernando County's payment period are not acceptable and may be cause for rejection.
- 36.5. Payment to Vendor/Contractor by Electronic Payment Solution:** ACH (Direct Deposit): If the Vendor/Contractor is enrolled in the County's ACH electronic payment solution, all payments will be made using the direct deposit which may or may not include a pre-note transaction. The Vendor/Contractor's bank account information will remain confidential to the extent provided by law and necessary to make direct deposit payments. Once the County has approved payment, an electronic remittance advice will be sent to the Vendor/Contractor via e-mail.

**37. CONFLICT OF INTEREST:**

- 37.1. Conflict of Interest of Officers or Employees of the Contracting Entity/Local Jurisdiction, Members of the Local Governing Body, or Other Elected Officials:** No member or employee of the contracting entity/local jurisdiction or its designees or agents; no member of the governing body; and no other public official of Hernando County who exercises any function or responsibility with respect to this contract, during his/her tenure or for one year thereafter, shall have any interest, direct or indirect, in any contract or subcontract, or the proceeds thereof, for work to be performed. Further, the Vendor/Contractor shall cause to be incorporated in all subcontracts, the language set forth in this paragraph prohibiting conflict of interest.
- 37.2. Employee Conflict of Interest:** It shall be unethical for any Hernando County employee to participate directly or indirectly in a procurement contract when Hernando County employee knows that:
- 37.2.1.** Hernando County employee or any member of Hernando County employee's immediate family has a financial interest in the procurement contract; or
- 37.2.2.** Any other person, business, or organization with whom Hernando County employee or any member of a Hernando County employee's immediate family is negotiating or has an arrangement concerning prospective employment is involved in the procurement contract; or
- 37.2.3.** A Hernando County employee or any member of a Hernando County employee's immediate family who holds a financial interest in a disclosed blind trust shall not be deemed to have a conflict of interest with regard to matters pertaining to that financial interest.
- 37.3. Former Employee Conflict of Interest:** It shall be a violation for any person, business or organization contracting with County to employ in any capacity, any former County employee or member of County employee's immediate family within one year of that employee's separation from employment with the County, unless the employer or the former County employee files with the County Clerk, the County's Employment Disclosure Statement. The penalty for this violation may include disqualification of the bid submission.

**38. GRATUITIES AND KICKBACKS:**

- 38.1. Gratuities:** It shall be unethical for any person to offer, give, or agree to give any Hernando County employee or former Hernando County employee, or for any Hernando County employee or former Hernando County employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity. The County in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore.

- 38.2. Kickbacks:** It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier sub-contractor or any person associated therewith, as an inducement for the award of a subcontract or order.

**39. E-VERIFY:**

- 39.1.** Vendor/Contractor is advised that the County has entered into an agreement with U.S. Immigration and Customs Enforcement (ICE) wherein the County will, in part, seek to promote the principles of ethical business conduct, prevent the knowing hiring of unauthorized workers through self-governance, and encourage voluntary reporting of the discovery of unauthorized workers to ICE (the IMAGE Agreement). Accordingly, by submitting your bid, Vendor/Contractor represents and warrants (a) that the Vendor/Contractor is in compliance with all applicable federal, state and local laws, including, but not limited to, the laws related to the requirement of an employer to verify an employee's eligibility to work in the United States, (b) that all of the Vendor/Contractor employees are legally eligible to work in the United States, and (c) that the Vendor/Contractor has actively and affirmatively verified such eligibility utilizing the Federal Government's Employment Verification Eligibility Form (I-9 Form).
- 39.2.** A mere allegation of Vendor/Contractor's intent to use and/or current use of unauthorized workers may not be a basis to delay the County's award of a contract to the Vendor/Contractor unless such an allegation has been determined to be factual by ICE pursuant to an investigation conducted by ICE prior to the date the contract is scheduled to be awarded by the County.
- 39.3.** Legitimate claims of the Vendor/Contractor's use of unauthorized workers must be reported to both of the following agencies:
- 39.3.1.** The County's Purchasing Contracts Department at (352) 754-4020; and
- 39.3.2.** ICE (Immigration and Customs Enforcement) at 1-866-DHS-2-ICE
- 39.4.** In the event it is discovered that the Vendor/Contractor's employees are not legally eligible to work in the United States, then the County may, in its sole discretion, demand that the Vendor/Contractor cure this deficiency within a specified time frame, and/or immediately terminate the contract without any cost or penalty to the County, and/or debar the Vendor/Contractor from bidding on all County contracts for a period up to twenty-four (24) months, and/or take any and all legal action deemed necessary and appropriate.
- 39.5.** Vendor/Contractor is encouraged (but not required) to incorporate the following IMAGE Best Practices into its business and, when practicable, incorporate verification requirements into its agreements with subcontractors:
- 39.5.1.** Use the Department of Homeland Security employment eligibility verification program (E-Verify) to verify the employment eligibility of all new hires.
- 39.5.2.** Use the Social Security Number Verification Service and make good faith effort to correct and verify the names and Social Security numbers of the current workforce.
- 39.5.3.** Establish a written hiring and employment eligibility verification policy.
- 39.5.4.** Establish an internal compliance and training program related to the hiring and employment verification process, to include, but not limited to, completion of Form I-9, how to detect fraudulent use of documents in the verification process, and how to use E-Verify and the Social Security Number Verification Service.
- 39.5.5.** Require the Form I-9 and E-Verify process to be conducted only by individuals who received appropriate training and include secondary review as of each employee's verification to minimize the potential for a single individual to subvert the process.



- 39.5.6. Arrange for annual Form I-9 audits by an external auditing firm or a trained employee not otherwise involved in the Form I-9 process.
- 39.5.7. Establish a procedure to report to ICE credible information of suspected criminal misconduct in the employment eligibility verification process.
- 39.5.8. Establish a program to assess subcontractors' compliance with employment eligibility verification requirements. Encourage Vendor/Contractors to incorporate the IMAGE Best Practices contained in this Article and, when practicable, incorporate the verification requirements in subcontractor agreements.
- 39.5.9. Establish a protocol for responding to letters received from federal and state government agencies indicating that there is a discrepancy between the agency's information and the information provided by the employer or employee; for example, "no match" letters received from the Social Security Administration.
- 39.5.10. Establish a tip line mechanism (inbox, e-mail, etc.) for employees to report activity relating to the employment of unauthorized workers, and a protocol for responding to employee tips.
- 39.5.11. Establish and maintain appropriate policies, practices, and safeguards against use of the verification process for unlawful discrimination, and to ensure that U.S. Citizens and authorized workers do not face discrimination with respect to hiring, firing, recruitment or referral for a fee because of citizenship status or national origin.
- 39.5.12. Maintain copies of any documents accepted as proof of identify and/or employment authorization for all new hires.

#### **40. INSURANCE REQUIREMENTS:**

##### **40.1. INDEMNITY, SAFETY AND INSURANCE PROVISIONS:**

- 40.1.1. **INDEMNITY:** To the fullest extent permitted by Florida law, the Vendor/Contractor covenants, and agrees that it will indemnify and hold harmless the County and all of the County's officers, agents, and employees from any claim, loss, damage, cost, charge, attorney's fees and costs, or any other expense arising out of any act, action, neglect, or omission by Vendor/Contractor during the performance of the contract, whether direct or indirect, and whether to any person or property to which the County or said parties may be subject, except that neither the Vendor/Contractor nor any of its subcontractors, or assignees, will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the County or any of its officers, agents, or employees.
- 40.1.2. **PROTECTION OF PERSONS AND PROPERTY:**
  - 40.1.2.1. The Vendor/Contractor will take all reasonable precautions for, and will be responsible for initiating, maintaining and supervising all programs relating to the safety of all persons and property affected by, or involved in, the performance of his operations under this contract.
  - 40.1.2.2. The Vendor/Contractor will take all reasonable precautions to prevent damage, injury or loss to: (a) all persons who may be affected by the performance of his operations, including employees; (b) all materials and equipment; and (c) all property at or surrounding the work site. In an emergency affecting the safety of persons or property, the

Vendor/Contractor will act, with reasonable care and discretion, to prevent any threatened damage, injury or loss.

**40.2. MINIMUM INSURANCE REQUIREMENTS:** Vendor/Contractor shall procure, pay for and maintain at least the following insurance coverage and limits. Said insurance shall be evidenced by delivery to the County of a certificate(s) of insurance executed by the insurers listing coverage and limits, expiration dates and terms of policies and all endorsements whether or not required by the County, and listing all carriers issuing said policies. The insurance requirements shall remain in effect throughout the term of this contract.

**40.2.1. WORKERS' COMPENSATION:** As required by law:

STATE.....	Statutory
APPLICABLE FEDERAL.....	Statutory
EMPLOYER'S LIABILITY.....Minimum :	\$100,000 each accident
	\$100,000 by employee
	\$500,000 policy limit

**Exemption per Florida Statute 440:** If a Vendor/Contractor has less than three (3) employees and states that they are exempt per Florida Statute 440, they must provide an exemption certificate from the State of Florida. Otherwise, they will be required to purchase Workers' Compensation Insurance and provide a copy of Workers Compensation Insurance. <http://www.myfloridacfo.com/wc/exemption.html>

**40.2.2. GENERAL LIABILITY:** Comprehensive General Liability including, but not limited to, Independent Contractor, Contractual Premises/Operations, and Personal Injury covering the liability assumed under indemnification provisions of this Contract, with limits of liability for personal injury and/or bodily injury, including death.

**COVERAGE AS FOLLOWS:**

EACH OCCURRENCE.....	\$1,000,000
GENERAL AGGREGATE.....	\$2,000,000
PERSONAL/ADVERTISING INJURY.....	\$1,000,000
PRODUCTS-COMPLETED OPERATIONS AGGREGATE.....	\$2,000,000

Per Project Aggregate (if applicable)

**ALSO,** include in General Liability coverage for the following areas based on limits of policy, with minimum of:

FIRE DAMAGE (Any one (1) fire).....	\$50,000
MEDICAL EXPENSE (Any one (1) person).....	\$5,000

**40.2.3. ADDITIONAL INSURED:** Vendor/Contractor agrees to endorse Hernando County as an additional insured on the Comprehensive General Liability. The additional insured shall read "Hernando County Board of County Commissioners." Proof of Endorsement is required.

**40.2.4. WAIVER OF SUBROGATION:** Vendor/Contractor agrees by entering into this Contract to a Waiver of Subrogation for each required policy herein. When required by the insurer, or should a policy condition not permit Vendor/Contractor to enter into a pre-loss agreement to waive subrogation without an endorsement, then Vendor/Contractor agrees to notify the insurer and request the policy be endorsed with a waiver of transfer of rights of recovery against others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy, which includes a

condition specifically prohibiting such an endorsement, or voids coverage should Vendor/Contractor enter into such an agreement on a pre-loss basis.

- 40.2.5. **AUTOMOBILE LIABILITY:** Comprehensive automobile and truck liability covering any auto, all owned autos, scheduled autos, hired autos, and non-owned autos. Coverage shall be on an "occurrence" basis. Such insurance to include coverage for loading and unloading hazards.

**COVERAGE AS FOLLOWS:**

COMBINED SINGLE LIMIT (CSL).....	\$1,000,000
BODILY INJURY (Per Person).....	\$1,000,000
BODILY INJURY (Per Accident).....	\$1,000,000
PROPERTY DAMAGE.....	\$1,000,000

- 40.2.6.  Not-Required JKW (Initials)  
PLEASE NOTE: If box is not checked and initialed by Chief Procurement Officer, the specified insurance below is required.

**PROFESSIONAL LIABILITY:** including errors and omissions with minimum limits of \$3,000,000.00 per occurrence, if occurrence form is available; or claims made form with "tail coverage" extending three (3) years beyond completion and acceptance of the project with proof of "tail coverage" to be submitted with the invoice for final payment. In lieu of "tail coverage", consultant may submit annually to the County a current Certificate of Insurance proving insurance remains in force throughout the same three (3) year period.

Notwithstanding the requirements for Professional Liability Insurance listed above, Engineer and/or Architect must provide evidence of coverage, a minimum of \$1,000,000.00.

- 40.2.7.  Not-Required JKW (initials)  
PLEASE NOTE: If box is not checked and initialed by Chief Procurement Officer, the specified insurance below is required.

**BUILDERS RISK INSURANCE:** Combined single limit must equal value of the construction, per project aggregate.

The policy shall cover portions of the work in transit, property scaffolding, false work and temporary buildings located at the site. The policy must cover the cost of removing debris, including demolition as may be made legally necessary by the operation of any law, Ordinance or regulation.

The insurance required herein must be on an all risk form and must be written to cover all risks of physical loss or damage to the insured party and must insure at least against the perils of fire and extended coverage, theft, vandalism, malicious mischief, collapse, lightening, earthquake, flood, water damage and windstorm.

If there are any deductibles applicable to the insurance required herein, Vendor/Contractor must pay any part of any loss not covered because of the operation of such deductibles.

The insurance as required herein must be maintained in effect until the earliest of the following date:

- 40.2.7.1. Date which all persons and organization that are insured under the policy agree in writing that it must be terminated;
- 40.2.7.2. Date on which final payment of this contract has been made by County to Vendor/Contractor; or
- 40.2.7.3. Date on which the insurable interests in the property of all insured other the County have ceased.
- 40.2.7.4. Wind coverage to be included with a minimum deductible to be determined based on the project. Deductible will be a percentage based upon the total insured value.

- 40.2.8.  Not-Required JSW (initials)  
PLEASE NOTE: If box is not checked and initialed by Chief Procurement Officer, the specified insurance below is required.

**CRIME PREVENTION – BOND:** Vendor/Contractor shall procure a fiduciary bond in the amount of \$100,000 covering loss or theft by Vendor/Contractor, its agents, or employees, and shall procure insurance in the amount of \$10,000 covering loss or theft by non-employees such as by burglary or robbery for any funds or negotiable instruments under the custody or care of Vendor/Contractor that would insure to the benefit of the County.

- 40.2.9.  Not-Required JSW (initials)  
PLEASE NOTE: If box is not checked and initialed by Chief Procurement Officer, the specified insurance below is required.

**EXCESS/UMBRELLA LIABILITY:** Vendor/Contractor shall provide proof of excess/umbrella liability coverage with minimum limits of \$1,000,000. Limits can be increased, based on contract.

- 40.2.10. **SUBCONTRACTORS (if applicable):** All subcontractors hired by said contractor is required to provide Hernando County Board of County Commissioners a Certificate of Insurance with the same limits required by the county as required by the contract. All subcontractors are required to name Hernando County Board of County Commissioners as additional insured and provide a Waiver of Subrogation in regards to General Liability.
- 40.2.11. **RIGHT TO REVISE OR REJECT:** County reserves the right, but not the obligation, to revise any insurance requirement, not limited to limits, coverages and endorsements, or to reject any insurance policies which fail to meet the criteria stated herein. Additionally, County reserves the right, but not the obligation, to review and reject any insurer providing coverage due to its poor financial condition or failure to operating legally.

- 40.3. Each insurance policy shall include the following conditions by endorsement to the policy:
- 40.4. Vendor/Contractor agrees to provide County with a Certificate of Insurance evidencing that all coverages, limits and endorsements required herein are maintained and in full force and effect, and the Certificate of Insurance shall provide a minimum thirty (30) day endeavor to notify, when available by Vendor/Contractor's insurer. If the Vendor/Contractor receives a non-renewal or cancellation notice from an insurance carrier affording coverage required herein, or receives notice that coverage no longer complies with the insurance requirements herein, Vendor/Contractor agrees to notify the County by fax within five (5) business days with a

**copy of the non-renewal or cancellation notice, or written specifics as to which coverage is no longer in compliance.** The Certificate Holder shall read:

Hernando County Board of County Commissioners  
 ATTN: Purchasing and Contracts Department  
 1653 Blaise Dr..  
 Brooksville, FL 34601

- 40.4.1.** Companies issuing the insurance policy, or policies, shall have no recourse against the County for payment of premiums or assessments for any deductibles as all are the sole responsibility and risk of Vendor/Contractor.
- 40.4.2.** The term "County" or "Hernando County" shall include all authorities, boards, bureaus, commissions, divisions, departments, and offices of the County and individual members, employees and agents thereof in their official capacities, and/or while acting on behalf of Hernando County.
- 40.4.3.** The policy clause "Other Insurance" shall not apply to any insurance coverage currently held by County, to any such future coverage, or to County's self-insured retentions of whatever nature.
- 40.5.** The Vendor/Contractor shall be required to provide a current certificate of insurance to the County prior to commencement of services.
- 40.6.** Bidders may, at the County's request, be required to provide proof that their firm meets the preceding insurance requirements, by submission of a certificate of insurance coverage(s), prior to award of the contract.
- 40.7.** Failure of the owner to demand such certificates or other evidence of full compliance with these insurance requirements or failure of the owner to identify a deficiency from evidence provided shall not be construed as a waiver of the Vendor/Contractor's obligation to maintain such insurance.

**41. MINIMUM WAGE RATES:**

- 41.1.** The Vendor/Contractor shall be required to pay his employees no less than the Federal Minimum Wage Rate.
- 41.2.** If the Contract should be renewed, the Contract shall be adjusted for benefit of the Vendor/Contractor in proportion with Federal Law Governing Wage Rates during the period of the Contract for labor-related costs only.
- 41.3.** The County reserves the right to inspect the payroll records of the Vendor/Contractor, as may be deemed necessary, to determine that the Vendor/Contractor is complying with Federal Wage and Hour Law.

**42. SAFETY PRE-CAUTIONS:**

- 42.1.** The Vendor/Contractor shall be responsible for instructing his workmen in appropriate safety measures with respect to all services provided under this contract, and shall not permit them to place equipment in traffic lanes or other locations in such a manner as to create a safety hazard.
- 42.2.** All equipment shall be equipped with all necessary safety equipment to satisfy all applicable Florida Department of Transportation and OSHA requirements.

- 43. RESPONSIVE/RESPONSIBLE:** At the time of submitting a bid response, the County requires that the Bidder be properly licensed and registered to do business in the State of Florida in accordance with applicable Florida Statutes (F.S.). Bid responses that fail to provide the required forms listed in these Bid Documents may be rejected as non-responsive. Bidders whose responses, past performance, or current status do not reflect the capability, integrity or reliability to fully and in good faith perform the requirements of the bid may be rejected as non-responsible. The County reserves the right to determine which responses meet the requirements of this solicitation, and which Bidders are responsive and responsible. The County reserves the right before awarding the bid, to require a Bidder to submit such evidence of their qualifications as it may deem necessary, and may consider any evidence available to it of the financial, technical, and other qualifications and abilities of a Bidder to perform the work in a satisfactory manner and within the time specified. The Bidder is assumed to be familiar with all federal, state or local laws, ordinances, rules and regulations that in any manner affect the work, and to abide thereby if awarded the bid. Ignorance of legal requirements on the part of the Bidder will in no way relieve responsibility.
- 44. CONE OF SILENCE:** This solicitation falls under the Hernando County Procurement Ordinance 93-16. After a bid is opened or a short list is established for a Invitation to Bid, Request for Qualification, or Request for Proposal, a Vendor/Contractor or representative as defined in the Ordinance, may not seek information or clarification or in any way contact any official or employee of the County concerning this solicitation with the exception of the Chief Procurement Officer, County Attorney, or an individual specifically designated in this document for dissemination of information. A copy of any written communication concerning this solicitation shall be filed with the Purchasing and Contracts Department and shall be made available to the public upon request. A violation of the "Cone of Silence" renders any award voidable at the sole discretion of the Chief Procurement Officer with approval from the Board of County Commissioners and may subject the potential Vendor/Contractor or representative to debarment. Nothing in the Ordinance prevents a Vendor/Contractor or representative from taking part in a public meeting concerning the solicitation.
- 44.1.** All Vendors/Contractors or representatives are hereby placed on formal notice. A lobbying "Cone of Silence" period shall commence upon issuance of the solicitation until the Board selects the successful Bidder. For procurements that do not require Board approval, the "Cone of Silence" period commences upon solicitation issuance and concludes upon Contract award.
- 44.2.** Neither the members of the Board of County Commissioners nor candidates for County Commission, nor any employees from the Hernando County Government, Hernando County staff members, nor any members of the evaluation team are to be lobbied, either individually or collectively, concerning this project. Vendors/Contractors or representatives who intend to submit bids, or have submitted bids, for this project are hereby placed on formal notice that they are not to contact County personnel for such purposes as holding meetings of introduction, meals, or meetings relating to the selection process outside of those specifically scheduled by the County. Any such lobbying activities may cause immediate disqualification from this project.
- 45. CLAIMS:**
- 45.1.** Chief Procurement Officer's Decision Required: All claims, except those waived, shall be referred to the Chief Procurement Officer for decision.
- 45.2.** Notice: Written notice stating the general nature of each claim shall be delivered by the claimant to the Chief Procurement Officer and the other party to the Contract promptly (but in no event later than thirty (30) days) after the start of the event giving rise thereto. The responsibility to substantiate a claim shall rest with the party making the claim. Notice of the amount or extent of the claim, with supporting data, shall be delivered to the Chief Procurement Officer and the other party to the Contract within sixty (60) days after the start of such event (unless the Chief Procurement Officer allows additional time for claimant to submit additional or more accurate data in support of such claim). A claim for an adjustment in Contract Price shall be prepared in accordance with the provisions of Paragraph 11.3. A claim for an adjustment in Contract Time shall be prepared in accordance with the provisions of Paragraph 11.1. Each claim shall be

accompanied by claimant's written statement that the adjustment claimed is the entire adjustment to which the claimant believes it is entitled as a result of said event. The opposing party shall submit any response to the Chief Procurement Officer and the claimant within thirty (30) days after receipt of the claimant's last submittal (unless the Chief Procurement Officer allows additional time).

**45.3. Chief Procurement Officer's Action:** Chief Procurement Officer will review each claim and, within thirty (30) days after receipt of the last submittal of the claimant or the last submittal of the opposing party, if any, take one of the following actions in writing:

**45.3.1.** deny the claim in whole or in part,

**45.3.2.** approve the claim, or

**45.3.3.** notify the parties that the Chief Procurement Officer is unable to resolve the claim if, in the Chief Procurement Officer's sole discretion, it would be inappropriate for the Chief Procurement Officer to do so. For purposes of further resolution of the claim, such notice shall be deemed a denial.

**45.4.** In the event that Chief Procurement Officer does not take action on a claim within said thirty (30) days, the claim shall be deemed denied.

**45.5. Chief Procurement Officer's** written action or denial will be final and binding upon Owner and Vendor/Contractor, unless Owner or Vendor/Contractor invoke the dispute resolution procedure within thirty (30) days of such action or denial.

**46. DISPUTE RESOLUTION:**

**46.1.** Owner and Vendor/Contractor may mutually request mediation of any claim submitted to the Owner for a decision before such decision becomes final and binding. The mediation will be governed by the Construction Industry Mediation Rules of the American Arbitration Association in effect as of the effective date of the Agreement. The request for mediation shall be submitted in writing to the American Arbitration Association. Timely submission of the request shall stay the effect.

**46.2.** Owner and Vendor/Contractor shall participate in the mediation process in good faith. The process shall be concluded within sixty (60) days of filing of the request. The date of termination of the mediation shall be determined by application of the mediation rules referenced above.

**46.3.** If the claim is not resolved by mediation, Chief Procurement Officer's action or denial shall become final and binding thirty (30) days after termination of the mediation unless, within that time period, Owner or Vendor/Contractor:

**46.3.1.** agrees with the other party to submit the claim to another dispute resolution process, or

**46.3.2.** gives written notice to the other party of their intent to submit the claim to a court of competent jurisdiction.

**SECTION IV - SPECIAL CONDITIONS**

**47. POST-AWARD MEETING:** Within ten (10) days after receipt of notification of award of bid, Vendor/Contractor shall meet with the County's representative(s) to discuss job procedures and scheduling.

**48. PRICING:** The County requires a firm price for the entire contract period. Invoices will be reviewed to confirm compliance with quoted pricing. Failure to hold prices firm shall be grounds for immediate termination of the Contract.

- 49. ESTIMATED QUANTITIES:** Hernando County reserves the right to increase or decrease estimated quantities as required. Estimated quantities are shown on the Bid Form attached to these bid documents. It is understood by all Bidder's that these are only estimated quantities and the County is not obligated to purchase any minimum or maximum amount during the life of this Contract. The Contract resulting from this solicitation shall be non-exclusive and the County may procure the goods or services covered by the contract from other sources at its discretion.

### **SECTION V: SCOPE AND SPECIFICATIONS**

- 50. SCOPE OF WORK:** The Vendor/Contractor will supply all materials, labor, and equipment in order to accomplish providing billing services for the Hernando County Utilities Department, including printed statement stock, printed envelopes, printing, folding, insertion, and mailing of customer user statements.

Additional desired functions include: selective envelope inserting, e-billing statements to customers, print customer envelope endorsements, consolidation capability for mailing multiple statements, ability to access customer printed billing statements to reproduce actual billing statement copy per customer or Hernando County Utilities' request via mutually agreed upon method(s), bill redesign and format per Hernando County Utilities request, meet move update standards for address verification per Unites States Postal Service (USPS) forwarded mail.

**51. GENERAL REQUIREMENTS AND TECHNICAL SPECIFICATIONS:**

- 51.1.** The Hernando County Utilities Department is currently billing on a 4-cycle monthly schedule, with statement runs scheduled to be mailed approximately every seven (7) days.
- 51.2.** It is estimated that between 744,000 and 786,000 statements will be mailed annually. The number of statements generated per cycle may vary from a low of 12,000 statements to a high of 25,000 statements, with a monthly output of 62,000 to 65,500 statements.
- 51.2.1. Description of Statement:** Front and back printed in blue with one section printed in red on the top indicating a past due amount. Color on both sides - blue and red (See Exhibit D).
- 51.2.2. Envelopes:** Pre-printed window envelope with a return envelope with pre-printed mailing address, inserted with statement.
- 51.3.** Interim Assessment statements: It is estimated that 100 – 400 interim assessment statements are mailed monthly for annual total of 1200 – 4800. The assessment statements vary depending on new construction.
- 51.3.1. Description of Statement:** Front and back have Green print. Color on both sides – Green\*\*\* (See Exhibit C)
- 51.3.2. Envelopes:** Preprinted window envelope and a return envelope with pre-printed mailing address, inserted with statement. (Same envelopes are used with the Blue statements).
- 51.4.** The quantities indicated are based on last year's statements mailed. The quantities in this bid are not to be construed as the minimum or maximum quantities that the County is obligated or limited to purchase.
- 51.5.** After receipt of County's billing file, Vendor/Contractor must submit an email Confirmation Report that includes the number of statements mailed, total dollar amount, and copy of sample statement to be mailed on the same day as receipt of County's billing file.
- 51.6.** Production facility used in performing the Utility Billing Services as required in this solicitation must be located in the State of Florida. The successful Vendor/Contractor must have an alternate



production facility located in the State of Florida to ensure timely and uninterrupted delivery of Utility Billing Services should the current production facility be rendered inoperable and unable to provide the necessary services to Hernando County.

- 51.7. Reimbursement of Postage:** Vendor/Contractor must pay any postal charges not covered by the County's postage permit (i.e., foreign mail). The bid amount shall not include postage. The County will maintain a prepaid postage account at a post office convenient for the purpose of mailing the billing statements. The Vendor/Contractor may submit billing for reimbursement of such postage charges (i.e. foreign mail) to the County immediately after each statement run or include a separate monthly invoice for reimbursement of postage charges. The invoice for postage reimbursement must include a postal receipt, U.S. Postal Service form 3600 and detail log for each statement run listing the number of statements and postal rates for which the Vendor/Contractor paid the postage. The Vendor/Contractor must meet Move Update Standards for compliance to maximize discounted postage prices. The invoice shall be mailed to: Hernando County Utilities Department, 15365 Cortez Blvd., Brooksville, FL 34613. See Sample Detail Log - Exhibit F.
- 51.8. Invoicing:** Vendor/Contractor shall invoice the County either monthly or after each billing cycle, for the number of statements mailed. The Vendor/Contractor's invoice shall include a detail of the number of statements mailed for each cycle run of the month. The invoice must match the numbers associated with the U.S. Postal Service's Form 3600, detail log, and the Confirmation Report for each billing cycle mailed. See Sample Detail Log – Exhibit F.
- 51.9. Material Content:**
- 51.9.1.** Vendor/Contractor may submit bid for non-recycled paper and envelopes.
- 51.9.2.** The fiber content of paper supplied, including envelopes, shall contain at least 10 percent "post-consumer recovered materials" when bidding recycled paper/envelopes.
- 51.9.3.** Vendor/Contractor must submit written certification attesting to the percentage of post-consumer recovered materials contained in the commodity with their bid of recycled paper/envelopes.
- 51.10. Materials to be Included in Cost:**
- 51.10.1.** Number 10, Pre-printed, Single Window Envelope: For use in automatic insertion equipment. See - Exhibit B.
- 51.10.2.** Number 9, Pre-printed, Return Envelope: Will be inserted with statement; includes bar coding specified by the U.S. Postal Service. See – Exhibit A.
- 51.10.3.** Twenty-four pound (24 lb), pre-printed paper (8.5" x 11" ) with perforation, for return bill stub.
- 51.10.4.** Statement and envelopes will be imprinted with recycled or non-recycled paper. See - Exhibit C, for "Green" sample Statement and Exhibit D, for "Blue" sample Statement.
- 51.10.5.** No Magnetic Ink – OCR requirement. See – Exhibit E
- 51.11. Processing to be Included in Cost:**
- 51.11.1.** Prepare "billing print program" for statement format as designed by County. Please note that current statements have two (2) preprinted sides. Modifications to statement format are planned and will be scheduled within the first six (6) months after the start of any contract. Please provide total number of hours, hourly rate and any template costs

for planned statement modifications. (See Section VI-Bid Form, Line Item 5.) Planned modifications include:

- 51.11.1.1. Modification of information on back of statement.
  - 51.11.1.2. Revised format, fields and information on front of statement.
  - 51.11.1.3. Consumption History table.
  - 51.11.1.4. Interim Assessment Statements – Back of Statement may change.
  - 51.11.1.5. See Exhibit C – Sample Interim Assessment Statement
  - 51.11.1.6. See Exhibit D – Sample Statement
- 51.11.2. Preference may be given to Vendors/Contractors capable of receiving the Customer Billing Files in the following mode/media:
- 51.11.2.1. E-mail transfer via Internet.
  - 51.11.2.2. ASCII format compressed and transmitted via Internet FTP or by telephone modem.
  - 51.11.2.3. ASCII format compressed and stored on Memory Stick or Compact Disk (CD)
  - 51.11.2.4. Print File Format via Internet or Modem.

The lack of one of these transfer modes/media will not prevent a Vendor/Contractor from being selected as the successful Bidder. Acceptance of transfer mode/media shall be at the discretion of the County.

- 51.11.3. Printed statement will be of laser quality and contain no Magnetic Ink. The County utilizes an outside vendor for Retail Lockbox processing. The statement stub must strictly adhere to the OCR required specs. The information on the scan line must contain Account Number with check digit, Amount Due with check digit, and a Scan line check digit. Vendor/Contractor's billing print program must be capable of generating and imprinting U.S. Postal Service Delivery Point bar code requirements, in the address block of each statement. Further, Vendor/Contractor's billing print program must meet current and future U.S. Postal Service bar code requirements. See Exhibit E – OCR Specifications.
- 51.11.4. Vendor must be able to comply with US Postal requirement of Move update. The Move Update Mailing list updating methods for presort or automation rate mailings. Mailers who claim presort or automation rates for First-Class Mail® service must demonstrate that they have updated the addresses in their mailing lists within a specific timeframe prior to the mailing date. An Ancillary Service Endorsements is placed on the outside envelope. See – Exhibit B.
- 51.11.5. Vendor billing program will validate and correct customer addresses utilizing either a Certified Accuracy Support System (CASS) certified process or Multi-line Accuracy Support System (MASS) certified equipment each time billing data is submitted for processing. Program will utilize methods to maximize mailing discounts and provide detailed reports of items contained in the mailing as required by the Domestic Mail Manual (DMM). Vendor must submit a list of address changes by electronic means.
- 51.11.6. Vendor must be able to comply with US Postal requirement Intelligent Mail Barcode. This barcode expands mailers' ability to track individual mail pieces, provides greater visibility into the mainstream and reduces labor intensive reporting.
- 51.11.7. The County desires to have the Vendor/Contractor combine customer statements being mailed to the same address, to be mailed in one envelope with one return envelope.

- 51.11.8.** The County desires to imprint outside envelopes with endorsements for campaigns. The County is currently planning on six (6) campaigns per year.
- 51.11.9.** Insert statements with return envelopes into window envelopes: See Exhibits A, B, C, and D.
- 51.11.10.** Insert, at no additional cost, single page pre-folded informational inserts (supplied by County) as required. Hernando County Utilities Department currently has six (6) additional informational inserts per year and dependent upon communication requirements, may increase to twelve (12) inserts per year. The County also desires to have the Vendor/Contractor selectively delete customer inserts for specified groups of customers.
- 51.11.11.** The County desires to insert “buck slip” inserts on either colored or white paper with black print. The estimated number of buck slip inserts is projected at six (6) per year.
- 51.11.12.** Seal and sort envelopes for mailing.
- 51.11.13.** Deliver statements sequenced, packaged with forms/reports required by the DMM, to the Post Office no later than close of the business day with receipt of customer billing data, provided customer billing data is delivered to Vendor/Contractor no later than 2:00 p.m. After 2:00 p.m., deliver statements no later than the next US Post Office business day.
- 51.11.14.** Notify County by email or fax when customer-billing data is received, i.e. Confirmation Report. This Confirmation Report must include the number of statements processed, sample statement proofs and dollar amount billed.
- 51.11.15.** The County desires to have the Vendor/Contractor selectively delete EFT and other customer return envelopes. The County desires to achieve maximum postal discounts for statements and realizes that the file sort method of exclusion may result in a reduction in postal discounts. The Vendor/Contractor may include information on mail sort methods to retain all applicable discounts on the separate file sort for exclusion purposes. The County reserves the right to consider postal savings in comparing costs of methods used for excluding return envelopes.
- 51.11.16.** Provide detail log for foreign mail. See - Attachment F.
- 51.11.17.** The County desires to establish a E-Billing Statement process of delivering customer statements via e-mail with the possibility of Vendor/Contractor hosting.
- 51.11.18.** The County desires the ability to access customer printed billing statements to reproduce a billing statement copy per customer or Hernando County Utilities' request via mutually agreed upon method(s).
- 51.12.** Hernando County has an aggressive Recycling Program and therefore this bid specifies paper products from recycled materials. However, to compare material costs, pricing is required for both recycled and non-recycled materials on the Bid Form.

**END OF SECTION V - THE REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

**SECTION VI: BID FORM**  
**ITB NO. 18-T00039/DK – UTILITIES BILL PRINT AND MAILING SERVICES**

The Vendor/Contractor shall provide all labor and other resources necessary to provide the supplies, equipment and/or services in strict accordance with the specifications defined in this solicitation for the amounts specified in this Bid Form, inclusive of overhead, profit and any other costs.

**NON-RECYCLED**

ITEM NO.	DESCRIPTION	ESTIMATED QTY.	UNIT PRICE	EXTENDED PRICE
<b>NON-RECYCLED STATEMENTS (All statements - 24 lb-pre-printed white paper)</b>				
A	Blue pre-printed - Utility Statement	786,000	0.058	45,588.00
B	Green pre-printed - Interim Assessments	4,800	0.058	278.40
<b>NON-RECYCLED BILL ENVELOPES (White Pre-Printed No. 10 - Single Window)</b>				
C	Non-Recycled Bill Envelopes	790,800	0.0180	14,234.40
<b>NON-RECYCLED - RETURN ENVELOPES (Excluded from EFT and other statements)</b>				
D	Non-Recycled Return Envelopes	670,800	0.0149	9,994.82
<b>NON-RECYCLED BILL ENVELOPES (White Pre-printed No 10-Single Window)</b>				
E	Non-recycled envelopes with endorsement	131,000	0.0180	2,358.00

**RECYCLED**

ITEM NO.	DESCRIPTION	ESTIMATED QTY.	UNIT PRICE	EXTENDED PRICE
<b>RECYCLED STATEMENTS (All statements - 24 lb-pre-printed white paper)</b>				
A	Blue pre-printed - Utility Statement	786,000	0.0667	52,426.20
B	Green pre-printed - Interim Assessments	4,800	0.0667	320.16
<b>RECYCLED BILL ENVELOPES (White Pre-Printed No. 10 - Single Window)</b>				
C	Recycled Bill Envelopes	790,800	0.0207	16,369.56
<b>RECYCLED - RETURN ENVELOPES (Excluded from EFT and other statements)</b>				
D	Recycled Return Envelopes	670,800	0.0186	12,476.88
<b>ec</b>				
E	recycled envelopes with endorsement	131,000	0.02017	2,642.27

**E-STATEMENTS**

ITEM NO.	DESCRIPTION	ESTIMATED QTY.	UNIT PRICE	EXTENDED PRICE
A	Utility Statements(e-billing/actual bill retrieval capability)	786,000	0.045	35,370.00
B	Interim Assessments(e-billing/actual bill retrieval capability)	4,800	0.045	216.00

**INSERTS**

ITEM NO.	DESCRIPTION	ESTIMATED QTY.	UNIT PRICE	EXTENDED PRICE
A	Inserts received electronically - print and fold (estimate - 372,000 - 6 inserts, run once per month)	372,000	0.0223	8,295.60
B	Inserts pre-printed; fold only	372,000	0.01	3,720.00
C	Inserts received to be inserted only	No Charge	No Charge	No Charge
D	Buckslip inserts, colored paper with black print	131,000	0.0125	1,637.20

Cathedral Corporation  
 Company Name

Marianne W. Baige  
 Authorized Signature

**SECTION VI: BID FORM (Continued)**  
**ITB NO. 18-T00039/DK – UTILITIES BILL PRINT AND MAILING SERVICES**

**PLANNED STATEMENT MODIFICATION (Information Purposes)**

ITEM NO.	DESCRIPTION	ESTIMATED QTY.	UNIT PRICE	EXTENDED PRICE
A	Estimated Number of Hours for Statement Modification	N/A	N/A	10-12 hours
B	Estimated Hourly Rate	N/A	N/A	75.00
C	Estimated Print Template Cost	N/A	N/A	no charge

**TOTAL BASE BID (in words):** *One hundred twenty-one thousand six hundred ninety two dollars and fifty two cents. (Based on non-recycled option; not statement modification)*

The undersigned Bidder has carefully read the Invitation to Bid and its provisions, terms and conditions covering the equipment, materials, supplies and services as called for, and fully understands the requirements and conditions. Bidder certifies that this bid for the same goods/services (unless otherwise specifically noted), and is in all respects fair and without collusion or fraud. Bidder agrees to be bound by all the terms and conditions of this Invitation to Bid and certifies that the person(s) signing this bid is (are) authorized to bind the Bidder. Bidder agrees that if Bidder is awarded this Invitation to Bid, Bidder will provide the materials and services as stipulated in the specifications of this Invitation to Bid. Bidder further agrees to furnish and to deliver materials and services as indicated, with all transportation charges prepaid, and for the prices quoted.

Cathedral Corporation

*Marianne W. Baize*  
**AUTHORIZED SIGNATURE**

**COMPANY NAME**

3851 TPC Drive

**MAILING ADDRESS**

Orlando, Florida 32822

**CITY, STATE, ZIP CODE**

407-351-0232

407-363-4586

lfoerster@cathedralcorporation.com

**TELEPHONE NUMBER**

Lori Foerster

**FAX NUMBER**

**EMAIL ADDRESS**

Senior Regional Director

**CONTACT PERSON**

**TITLE**

**Inquiries regarding this Invitation for bid may be directed to Diane Kafritsen, Purchasing Agent, at telephone number 352-754-4020 or email purchasing@hernandocounty.us.**

**IMPORTANT NOTE:** When completing your bid, do not attach any forms which may contain terms and conditions that conflict with those listed in the County's bid document(s). Inclusion of additional terms and conditions such as those which may be on your company's standard forms shall result in your bid being declared non-responsive as these changes will be considered a counteroffer to the County's bid.

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 2**

**DRUG FREE WORKPLACE CERTIFICATE**

I, the undersigned, in accordance with Florida Statute 287.087 (current edition), hereby certify that,  
(print or type name of firm) Cathedral Corporation

- Publishes a written statement notifying that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Workplace named above, and specifying actions that will be taken against violations of such prohibition.
- Informs employees about the dangers of drug abuse in the workplace, the firm's policy of maintaining a drug free working environment, and available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug use violations.
- Gives each employee engaged in providing commodities or contractual services that are under proposal or proposal, a copy of the statement specified above.
- Notifies the employees that as a condition of working on the commodities or contractual services that are under proposal or proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, pleas of guilty or nolo contendere to, any violation of Chapter 893, or of any controlled substance law of the State of Florida or the United States, for a violation occurring in the workplace, no later than five (5) days after such conviction, and requires employees to sign copies of such written statement to acknowledge their receipt.
- Imposes a sanction on, or requires the satisfactory participation in, a drug abuse assistance or rehabilitation program, if such is available in the employee's community, by any employee who is so convicted.
- Makes a good faith effort to continue to maintain a drug free workplace through the implementation of the Drug Free Workplace program.
- "As a person authorized to sign this statement, I certify that the above named business, firm or corporation complies fully with the requirements set forth herein".
- 

Marianne V. Gargè  
 \_\_\_\_\_  
 Authorized Signature  
3/30/18  
 \_\_\_\_\_  
 Date Signed

State of: New York

County of: oneida  
 Sworn to and subscribed before me this 30<sup>th</sup> day of March, 2018  
 Personally known X or Produced Identification \_\_\_\_\_

Leslie P. Lloyd  
 \_\_\_\_\_  
 Signature of Notary

(Specify Type of Identification)

LESIE P. LLOYD  
 Notary Public, State of New York  
 Qualified in Oneida County  
 Commission Expires July 14, 2019

My Commission Expires: 7-14-19

**This document must be completed and returned with your Submittal.**

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 3**

**AFFIDAVIT OF NON-COLLUSION AND OF NON-INTEREST OF HERNANDO COUNTY EMPLOYEES**

Certification that Vendor/Contractor affirms that the Bid/Proposal presented to the owner is made freely, and without any secret agreement to commit a fraudulent, deceitful, unlawful or wrongful act of collusion.

Cathedral Corporation

\_\_\_\_\_, \* being first duly sworn, deposes and says that he (it) is the Vendor/Contractor in the above bid/proposal, that the only person or persons interested in said proposal are named therein; that no officer, employee or agent of the Hernando County BCC or of any other Vendor/Contractor is interested in said bid/proposal; and that affiant makes the above bid/proposal with no past or present collusion with any other person, firm or corporation.

Marianne W. Guige  
Affiant

STATE OF New York  
COUNTY OF Oneida

The foregoing instrument was acknowledged before me this 30<sup>th</sup> day of March, 20 18  
by Marianne W. Guige, who is personally known to me or who has produced as identification and who did take an oath.

Notary Public: Leslie P. Lloyd  
My Commission Expires: 7-14-19

LESLIE P. LLOYD  
Notary Public, State Of New York  
No. 01LL6095490  
Qualified in Oneida County  
Commission Expires July 14, 20 19

\*NOTICE: State name of Vendor/Contractor followed by name of authorized individual (and title) that is signing as Affiant. If Vendor/Contractor is an individual, state name of Vendor/Contractor only.

**This document must be completed and returned with your Submittal.**

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 4**

**SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a),  
FLORIDA STATUTES (CURRENT EDITION), IN PUBLIC ENTITY CRIMES**

**THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC  
OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.**

1. This sworn statement is submitted to

County of Hernando

by Marianne W Gauge Chairman & CEO  
[print individual's name and title]

for Cathedral Corporation  
[print name of entity submitting sworn statement]

whose business address is 6851 TPC Drive Orlando FL 32822

(if applicable) its Federal Employer Identification Number (FEIN) is 14-0576820

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement) : \_\_\_\_\_

- 2. I understand that a "public entity crime" as defined in Paragraph 287.133 (1)(g), Florida Statutes (current edition), means a violation of any public entity or with an agency or political subdivision of any other State or of the United States, including, but not limited to, any Proposal or Contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
- 3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133 (1)(b), Florida Statutes (current edition), means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
- 4. I understand that an "affiliate" as defined in Paragraph 287.133 (1)(a), Florida Statutes (current edition), means:
  - a. A predecessor or successor of a person convicted of a public entity crime; or
  - b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding thirty-six (36) months shall be considered an affiliate.



5. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes (current edition), means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding Contract and which Proposals or applies to Proposal on Contracts for the provisions of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement: [indicate which statement applies]

Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list [attach a copy of the final order].

**I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31, OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT.**

Marianne W. Gargi  
[signature] [date]

STATE OF FLORIDA

COUNTY OF oneida

PERSONALLY APPEARED BEFORE ME, the undersigned authority

Marianne W. Gargi who, after first being  
[Name of Individual Signing]

sworn by me, affixed his signature in the space provided above on this

30<sup>th</sup> day of march 2018 Leslie P. Lloyd

NOTARY PUBLIC

LESLIE P. LLOYD  
Notary Public  
Qualified in Oneida County  
Commission Expires July 14, 20 19

My commission expires: 7-14-19

**This document must be completed and returned with your Submittal.**

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 5**

**AUTHORIZED SIGNATURES/NEGOTIATORS**

The Vendor/Contractor represents that the following persons are authorized to sign and/or negotiate contracts and related documents to which the Vendor/Contractor will be duly bound:

Name	<u>Marianne W. Gaige</u>	Title	<u>Chairman and CEO</u>	Phone No.	<u>315-338-0021</u>
	<u>  </u>		<u>  </u>		<u>  </u>
	<u>  </u>		<u>  </u>		<u>  </u>
	<u>  </u>		<u>  </u>		<u>  </u>

Marianne W Gaige  
(Signature)

Chairman & CEO  
(Title)

Cathedral Corporation  
(Name of Business)

The Vendor/Contractor shall complete and submit the following information with the bid or proposal:

**Type of Organization**

Sole Proprietorship       Partnership  
 Joint Venture             Corporation

**State of Incorporation:** New York

Federal I.D. is 14-0576820

**This document must be completed and returned with your Submittal.**

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 6**

**VENDOR REGISTRATION HERNANDO COUNTY, FL**

To be completed by vendor:

Vendor type:

- (  ) Corporation
- (  ) Partnership
- (  ) Sole Proprietorship
- (  ) Other \_\_\_\_\_ (Explain)

Federal Employer Identification

Number or Social Security Number: 14-0576820

Please attach your completed W-9 Form

**PAYMENT WILL NOT BE MADE UNTIL A COMPLETED W9 HAS BEEN RECEIVED.**

Firm Name: Cathedral Corporation

Mailing Address: 6851 TPC Drive

City Orlando State FL Zip 32822

Telephone No. 407-351-0232 Fax No. 407-363-4586

Web Address: www.cathedralcorporation.com EMail: lfoerster@cathedralcorporation.com

Commodity or Service Supply: Printing and Mailing

If remittance address is different from the mailing address so indicate below.

Firm Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

An ACH electronic payment method is offered as an alternative to a payment by physical check.

- (  ) Please check this box if you accept the ACH electronic payment method. (Recommended and Preferred)

Signature: *Marionne W Gaige*

Name & Title Printed: Marionne W Gaige Chairman & CEO

**This document must be completed and returned with your Submittal.**

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 7**

**LOCAL VENDOR AFFIDAVIT OF ELIGIBILITY**

**THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.**

1. This sworn statement is submitted to

HERNANDO COUNTY BOARD OF COUNTY COMMISSIONERS

by Marianne W Gaige Chairman of CEO  
[Print individual's name and title]

for Cathedral Corporation  
[Print name of Company/Individual submitting sworn statement]

Whose business address is 6851 TPC Drive Orlando FL 32822

(If applicable) its Federal Employer Identification Number (FEIN) is 14-0576820

(If the entity has no FEIN, include the Social Security Number of the individual signing this Sworn statement) : \_\_\_\_\_

2. **LOCAL PREFERENCE ELIGIBILITY**

A. Vendor/Individual has been in business in Hernando County for a minimum of twelve (12) months prior to date of bid or quote? \_\_\_\_\_ YES x NO

B. Hernando County Local Business Tax Receipt Submitted with Affidavit:

YES \_\_\_\_\_ NO x

C. Proof of Business License and/or Real Property Tax Submitted with Affidavit:

YES \_\_\_\_\_ NO x

D. Copy of Florida Division of Corporations Annual Report Submitted with Affidavit:

YES \_\_\_\_\_ NO x

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE HERNANDO COUNTY PURCHASING AND CONTRACTS FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM SHALL BE SUBMITTED WITH EACH BID OR QUOTE SUBMITTED TO HERNANDO COUNTY.

Mariann W. Gaye  
[Signature]

[Date]

STATE OF FLORIDA new York  
COUNTY OF Oneida

PERSONALLY APPEARED BEFORE ME, the undersigned authority  
Mariann W. Gaye Who, after first being Sworn by me, affixed his signature  
[Name of Individual Signing]  
in the space provided above on this 30<sup>th</sup> Day of March, 20 18.

Leslie P. Lloyd  
NOTARY PUBLIC

My commission expires: 7-14-19

Personally Known X or Produced Identification \_\_\_\_\_  
Type of Identification Produced \_\_\_\_\_

LESLIE P. LLOYD  
Notary Public, State Of New York  
No. 01LL6095490  
Qualified In Oneida County  
Commission Expires July 14, 20 19

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 8**

**E-VERIFY CERTIFICATION**

Bid/Contract No: 18-T00039/DK

Financial Project No(s): \_\_\_\_\_

Project Description: Utilities Bill Print and Mailing Services

Vendor/Contractor acknowledges and agrees to the following:

Vendor/Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system, in accordance with the terms governing use of the system, to confirm the employment eligibility of:

- 1. all persons employed by the Vendor/Contractor during the term of the Contract to perform employment duties within Florida; and
- 2. all persons, including subcontractors, assigned by the Vendor/Contractor to perform work pursuant to the contract with the Department.

Company/Firm: Cathedral Corporation

Authorized Signature: Marianne W Gaige

Print Name: Marianne W Gaige

Title: Chairman & CEO

Date: 3-30-18

**This document must be completed and returned with your Submittal.**

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 9**

**REFERENCES**

Vendor/Contractor shall attest, by signing this bid/proposal, that their firm has at least three (3) years commercial experience performing services similar to the scope of services specified within these contract documents.

Vendor/Contractor shall submit at least three (3) references of firms, organizations and/or governmental agencies/entities for which services of similar size and scope as this bid have been performed within the last three (3) years. Failure to complete and return this section may render the Bid/Proposal non-responsive.

<b>FIRM NAME AND ADDRESS</b>	<b>CONTACT PERSON</b>	<b>TELEPHONE/FAX NUMBERS</b>
<u>Indian River Utilities</u>	<u>Lisa Patton</u>	<u>772-226-1803</u>
<u>1801 27th Street</u>	<b>EMAIL ADDRESS</b>	<u>lpatton@ircgov.com</u>
<u>Vero Beach, FL 32960</u>		
Contract Date(s): <u>5/20-08- Current</u>		

<b>FIRM NAME AND ADDRESS</b>	<b>CONTACT PERSON</b>	<b>TELEPHONE/FAX NUMBERS</b>
<u>City of Hollywood Utilities</u>	<u>Alberto Jimenez</u>	<u>954-921-3933</u>
<u>2600 Hollywood Boulevard</u>	<b>EMAIL ADDRESS</b>	<u>ajimenez@hollywoodfl.org</u>
<u>Hollywood, FL 33020</u>		
Contract Date(s): <u>10/20/14- Current</u>		

<b>FIRM NAME AND ADDRESS</b>	<b>CONTACT PERSON</b>	<b>TELEPHONE/FAX NUMBERS</b>
<u>City of Melbourne Utilities</u>	<u>Wayne Rosser</u>	<u>321-608-7200</u>
<u>900 E. Strawbridge Ave., Melbourne, FL 32901</u>	<b>EMAIL ADDRESS</b>	<u>wrosser@melbourneflorida.org</u>
Contract Date(s): <u>5/2003-Current</u>		

Cathedral Corporation  
 Company Name

  
 Authorized Signature

**This document must be completed and returned with your Submittal.**

**SECTION VII - REQUIRED FORMS AND CERTIFICATIONS**

**ATTACHMENT 10**

**ADDENDUM ACKNOWLEDGEMENT**

The undersigned acknowledges receipt of the following addenda to the Bid/Request for Proposals (indicate number and date of each):

Addendum No.   1   Dated   4-5-2018  

Addendum No.            Dated                           

Addendum No.            Dated                           

Addendum No.            Dated                           

**FAILURE TO SUBMIT ACKNOWLEDGEMENT OF ANY ADDENDUM THAT AFFECTS THE PRICING AND/OR SCOPE IS CONSIDERED A MAJOR IRREGULARITY AND MAY BE CAUSE FOR REJECTION OF ANY BID.**

Cathedral Corporation  
Company Name

Marciano W. Danje  
Authorized Signature

**This document must be completed and returned with your Submittal.**



**ADDENDUM NO. 1**

TO  
THE CONTRACT DOCUMENTS  
FOR THE

**UTILITIES BILL PRINT AND MAILING SERVICES**

IN  
HERNANDO COUNTY, FLORIDA

**SOLICITATION NO. 18-T00039/DK**

**BID DATE: APRIL 18, 2018**

**NOTICE**

BIDDERS ARE REQUIRED TO ACKNOWLEDGE RECEIPT OF THIS ADDENDUM BY SIGNATURE AT THE BOTTOM OF THIS ADDENDUM IN THE SPACES PROVIDED AND RETURNED AT THE TIME OF THE BID DATE.

TO ALL PLAN HOLDERS:

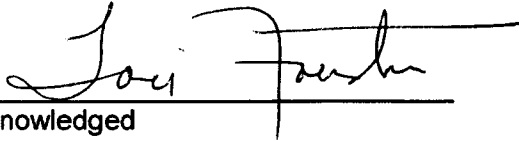
The following changes, additions and/or deletions are hereby made a part of the Contract Documents for the **UTILITIES BILL PRINT AND MAILING SERVICES**, located in Hernando County, as fully and completely as if the same were fully set forth therein:

**CLARIFICATIONS**

1. Question: **Reference: 51.6. Production facility used in performing the Utility Billing Services as required in this solicitation must be located in the State of Florida. The successful Vendor/Contractor must have an alternate production facility located in the State of Florida to ensure timely and uninterrupted delivery of Utility Billing Services should the current production facility be rendered inoperable and unable to provide the necessary services to Hernando County.**  
**Question: The last major hurricane to impact Florida affected the entire state. Would the County consider a facility located outside Florida as an alternate facility?**

Answer: The chances of mailing delay are higher if a company is not based and operated within the State of Florida.

Based on previous experience, we require a company to be based and operated within the State of Florida so that Florida State Laws would apply. However, we would most certainly consider the possibility of a company operating their alternate-backup facility in another state.



A handwritten signature in cursive script, appearing to read "Loui Fauster", is written over a horizontal line.

Acknowledged

BOARD OF COUNTY COMMISSIONERS  
HERNANDO COUNTY



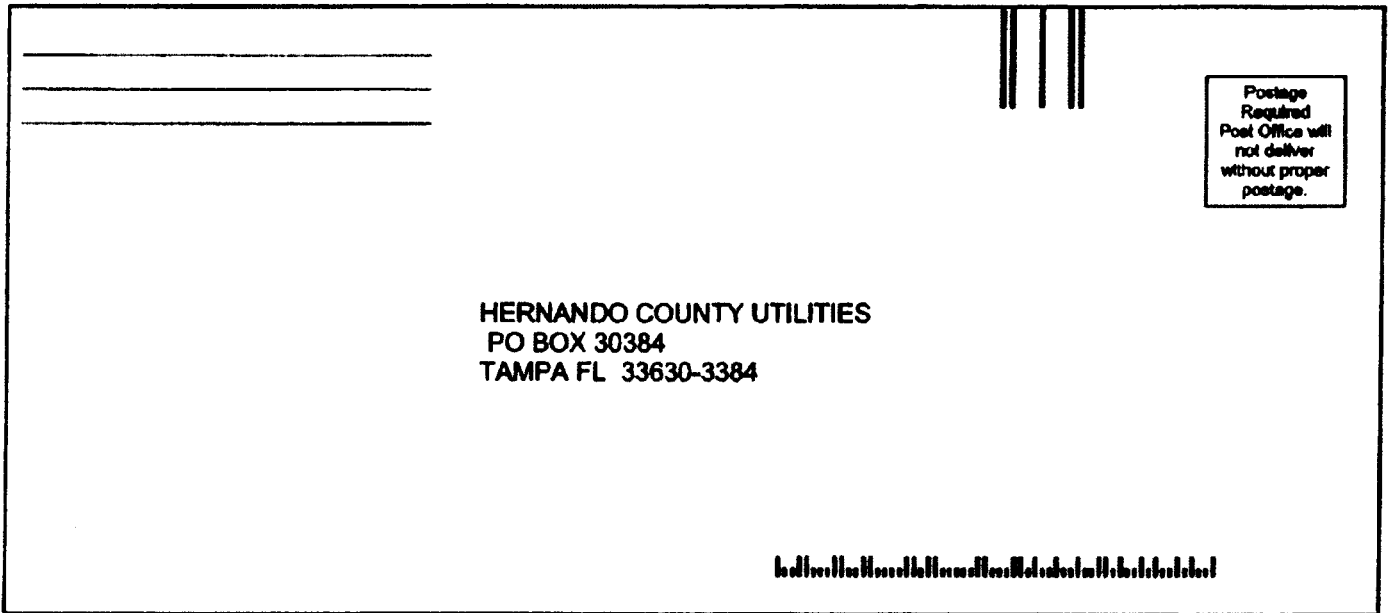
A handwritten signature in cursive script, appearing to read "James S. Wunderle", is written over a horizontal line.

James S. Wunderle  
Purchasing and Contracts Manager  
Chief Procurement Officer, Hernando County

Issued: April 5, 2018

**SECTION VIII - EXHIBITS**

**EXHIBIT A**



**EXHIBIT B**

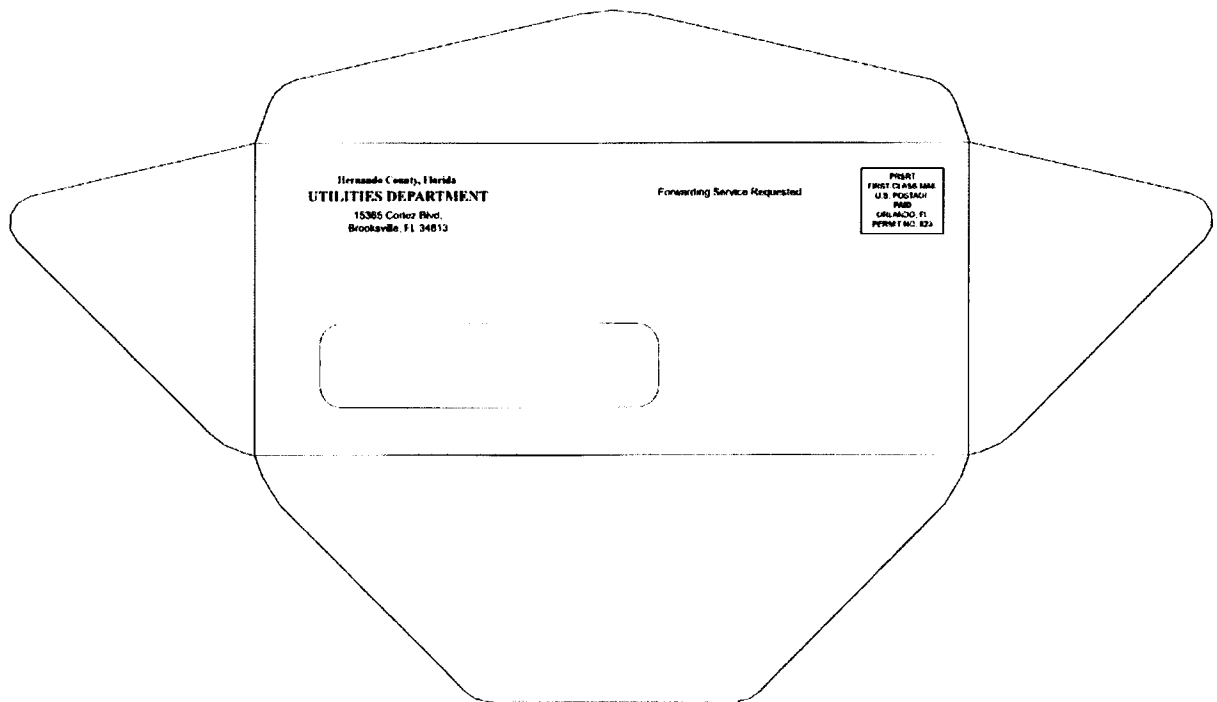


EXHIBIT C



HERNANDO COUNTY UTILITIES DEPARTMENT  
SOLID WASTE & RECYCLING DIVISION  
14450 LANDFILL ROAD  
BROOKSVILLE, FL 34614  
(352) 754-4112

Statement Date 09/25/17  
Account Number IA22214-00

Account Summary

Total Balance Due 37.25  
Payment Due Date 10/15/17  
Total Due 37.25

IA2221400 9 000003725 3 0



1 - 1

INC  
12602 ELECOW DR  
TEMPLE TERRACE FL 33637-0935



MAIL PAYMENTS TO: HERNANDO COUNTY UTILITIES, PO BOX 30384, TAMPA, FL 33630-3384

**IMPORTANT MESSAGES** → Charges are prorated interim solid waste disposal & fire service assessments. Future annual assessments are reflected as Non-ad valorem assessments on your tax bill. Call 352-754-4857 for more information.

PLEASE FOLD AND TEAR THE TOP PORTION OF BILL AND RETURN WITH YOUR PAYMENT

**NOTICE:**  
Effective October 2017, new rates for water and sewer will be in effect. Please conserve. Once a week watering restrictions still apply.

INC

IA22214-00 13564 HUNTING CREEK PL

PREVIOUS BALANCE	0.00
PAYMENTS RECEIVED	0.00
BALANCE FORWARD	0.00

Any Past Due Balance Must Be Paid Immediately to Avoid Possible Lien of Property

CURRENT ACTIVITY

INTERIM SOL WASTE ASSESS	21.02
INTERIM FIRE ASSESS RES	16.23
TOTAL CURRENT CHARGES	37.25
TOTAL DUE	37.25



IA22214-00

EXHIBIT C cont'd.

<p align="center"><b>Materials Accepted for Recycling:</b></p> <p><b>Newspaper</b> - Includes Advertisements, Inserts and Coupons  <b>Cardboard</b> - Corrugated, Brown, Gray and White Boxes  <b>Aluminum Cans</b> - All types of beverage cans  <b>Steel Cans</b> - All food cans and lids  <b>Plastic</b> - All bottles marked with a #1 or #2 in the recycling arrows on the bottom of the plastic container  <b>General Paper</b> - Magazines, Office Paper, Telephone Books, Mail, Envelopes, Index Cards, Colored Paper, File Folders, Paperback Books, Shredded Paper</p>	<p align="center"><b>REQUEST FOR MAILING ADDRESS CHANGE</b>                  Please complete to change mailing address.</p> <p>ADDRESS _____ APT OR UNIT NUMBER _____</p> <p>CITY _____ STATE _____ ZIP _____</p> <p>COUNTRY (IF OTHER THAN USA) _____</p> <p>WEBSITE _____</p> <p>ACCOUNT HOLDER'S SIGNATURE _____</p>
---	---

Hernando County assesses all residential units (single family and multi-family) annually for solid waste disposal. The Hernando County Interim Solid Waste Disposal Assessment Ordinance (Ord. 17) became effective on September 1, 1990. The ordinance establishes that the solid waste disposal assessment is due and payable for all new residential units for the interim between contractor completion and placement of the assessment on the property tax bill. This ordinance affects all conventional houses, duplexes, triplexes, and quad-plexes for which construction permits, and mobile homes for which set-up/down permits, are issued on or after September 1, 1990.

This invoice covers the prorated interim solid waste disposal assessment due on your home. The amount owed depends on when your home was completed, and when the assessment can be added to your tax bill, your interim assessment may be prorated for four (4) months to 15 months. The annual Solid Waste Disposal Assessment is \$61.00 for single family homes and \$77.50 for each unit of multi-family dwellings.

You may pay the interim assessment in person at the **Hernando County Utilities Department, 18386 Cortez Boulevard, Brooksville, Florida 34613** or make your payment to **Hernando County Utilities Department, P.O. Box 30384, Tampa, Florida 33630-3384**. Make checks payable to the **Hernando County Utilities Department**.

The Solid Waste Disposal Assessment is not to be confused with the fee that you pay a private solid waste company for collection of your household garbage. These companies charge only for the collection and hauling of household garbage. If you live in the mandatory area of Spring Hill, then garbage collection and curbside recycling is mandatory and you are required to contract with Seaside Sanitation, Inc. (aka Republic Services). Residents in other areas may elect to contract with a collection company (see "franchised haulers" below) or transport your household garbage to any of the three (3) county solid waste facilities. All residents may use the solid waste facilities, even if they contract for collection services. There is no charge at the facilities for residents with homes assessed the Solid Waste Disposal Assessment.

If you have any questions, please call the Utilities Department's Solid Waste & Recycling Division at 754-4112.

Month Certificate of Occupancy Issued	Amount Owed
January	67.89
February	62.84
March	47.76
April	42.63
May	36.75
June	31.53
July	26.27
August	21.02
September	16.81
October	12.56
November	8.35
December	4.16

Month Certificate of Occupancy Issued	Amount Owed One (1) Unit	Amount Owed Two (2) Units	Amount Owed Three (3) Units	Amount Owed Four (4) Units
January	62.89	125.78	188.67	251.56
February	47.80	95.60	143.40	191.86
March	25.11	50.22	75.33	100.44
April	20.32	40.64	60.96	81.28
May	13.83	27.66	41.49	55.32
June	9.74	19.48	29.22	38.96
July	5.55	11.10	16.65	22.20
August	1.36	2.72	4.08	5.44
September	1.17	2.34	3.51	4.68
October	0.78	1.56	2.34	3.12
November	0.39	0.78	1.17	1.56
December	0.20	0.40	0.60	0.80

Month Certificate of Occupancy Issued	Single Family Unit Prorated Assessment
September	\$ 167.28
October	\$ 92.08
November	\$ 84.08
December	\$ 78.14
January	\$ 67.89
February	\$ 60.22
March	\$ 50.76
April	\$ 42.30
May	\$ 33.84
June	\$ 26.28
July	\$ 18.92
August	\$ 8.46

**Full Year Fire Assessments:**  
 \$151.89 per single family unit & \$50.41 per vacant lot

**\*\*FRANCHISED HAULERS:**

<b>SEASIDE DISPOSAL INC</b>	<b>(880) 282-9820</b>
<b>(AKA REPUBLIC SERVICES)</b>	
<b>CITY OF BROOKSVILLE</b>	<b>(352) 540-3880</b>

**TO LOCATE YOUR FRANCHISED DISTRICT  
 VISIT WEB PAGE:  
[www.hernandocounty.us/hccc/franchise.htm](http://www.hernandocounty.us/hccc/franchise.htm)**

**EXHIBIT D**



MAIL PAYMENT TO  
 HERNANDO COUNTY UTILITIES  
 P.O. BOX 30384  
 TAMPA, FL 33630-3384  
 (352) 754-4037 \*AT YOUR SERVICE\*

<http://www.hernandocounty.us/utills>

Statement Date **08/09/17**  
 Account Number **HB00157-02**



13 - 6

DAVID P  
 44 JACONA DR  
 HERNANDO BEACH FL 34607-2836



Current Charges **86.46**  
 Current Charges Due Date **08/29/17**  
 Total Due **91.75**

**HB0015702 5 00009175 8 0**



PLEASE FOLD AND TEAR THE TOP PORTION OF STATEMENT & RETURN WITH YOUR PAYMENT MAIL PAYABLE TO HERNANDO COUNTY UTILITIES DEPARTMENT IN US FUNDS  
 PLEASE DO NOT FOLD, CLIP OR STAMP PAYMENT SLIP. INCLUDE ACCOUNT NUMBER ON PAYMENT

**IMPORTANT MESSAGES** → Credit card payments (VISA, MASTERCARD, DISCOVER, AMEX) can be made by phone 7 days a week, 24 hours a day by calling 352/754-4037, option 3.

Account # **HB00157-02**  
 Name **DAVID P**  
 Address **44 JACONA DR**  
 Phone **1831104763**

Your time IS valuable - Sign up for Electronic Fund Transfer. It's fast easy AND convenient. Call Customer Service for more information at (352) 754-4037 or Visit our Web site <http://www.hernandocounty.us/utills>.

\*\*\*\*\* Your Watering Day At 44 JACONA DR Is On MONDAY \*\*\*\*\*  
 \*\*\*\*\* Water ONLY Before 8:00 am OR after 6:00 pm \*\*\*\*\*

89461586	5/8"	1.0000	08/04/2017	07/05/2017	07/10/2017	08/09/2017	30
4400		3600		2200		6100	
259400	246800	12600					

Month	Rate	Usage	Balance
1	\$ 1.33	0 - 5,000	6.65
2	\$ 1.58	5,001 - 10,000	7.80
3	\$ 2.33	10,001 - 20,000	8.98
4	\$ 3.14	20,001 - 30,000	N/A
5	\$ 4.69	30,001 - 50,000	N/A
6	\$ 7.60	50,001 - 75,000	N/A
7	\$15.60	75,001 - and up	N/A

PREVIOUS BALANCE **55.29**  
 PAYMENTS RECEIVED **50.00CR**  
 BALANCE FORWARD **5.29**

Any Past Due Balance Must Be Paid Immediately to Avoid Interruption in Service

**CURRENT ACTIVITY**

WATER USAGE **20.51**  
 WATER BASE CHG **7.09**

SEWER USAGE **40.20**  
 SEWER USAGE - Billed at \$4.02/1,000 gallons based on meter units  
 SEWER BASE CHG **18.66**

TOTAL CURRENT CHARGES **86.46**  
 TOTAL DUE **91.75**

Month	Usage
JUL	5500
JUN	4200
MAY	4000
APR	2300
MAR	1600
FEB	1600
JAN	1700
DEC	2300
NOV	2700
OCT	9900
SEP	4400
AUG	4000

HB00157-02

EXHIBIT D cont'd

**PAYMENT OPTIONS:**

- Electronic Fund Transfer (EFT) – is the most convenient and comes with monthly billing statements at no charge!
- On-line payments via our website
- Pay by Phone (24 hrs a day, 7 days a week) by calling 352/754-4037 and choosing option 3.
- Drop-off box (24 hrs a day) at 15365 Cortez Blvd, Brooksville, FL 34613.
- Payment centers located throughout the area. Visit: [http://www.hernandocounty.us/utilis/Customer\\_Service/Index.asp](http://www.hernandocounty.us/utilis/Customer_Service/Index.asp)

**Credit cards accepted: VISA, MasterCard, Discover, American Express.**

**If your service is in jeopardy of being disconnected, you MUST contact customer service at 352/754-4037 REGARDLESS of which payment option was utilized to make a payment!**

**If you choose to pay through a third-party vendor, you could risk a delay in delivery of your payment. Such delays may result in additional fees and/or disconnection of service. Customers who use their online banking service should allow enough time for the payment to reach HCUD in order to prevent additional fees and/or disconnection of service.**

**PAYMENT AND DISCONNECT POLICY:**

Utility bills are due upon receipt and become past due after the bill due date. Failure to receive a bill does not prevent service interruption or additional service charges. If your statement shows a past due balance, payment should be made immediately to avoid late fees and/or **ADDITIONAL FEES**. Deposit may be required. To restore service, all past due charges, together with any fees, must be paid in full to avoid additional fees. A partial payment is not sufficient to resume service unless satisfactory arrangements have been made with Customer Service in advance.

**OVERTIME CHARGES** – Apply for services scheduled after 2PM, Weekends and Holidays.

**AFTER HOURS AND EMERGENCIES:**

Our Customer Service and Operations Division responds to after hour call outs for emergency turn off of services. If you are requesting service to be restored for **NON-EMERGENCY**, such as a delinquent re-connect or normal service activation, an after hour overtime fee of \$70.00 is charged.

**PLEASE NOTE:** No **NON-EMERGENCY** re-connects after 7 pm!

**PLEASE NOTE:**

For questions relating to garbage pickup services, please contact Republic Services at 1-800-282-9820.

For current rates, service charges and operating hours, please visit our webpage:

[http://www.hernandocounty.us/utilis/Customer\\_Service/Index.asp](http://www.hernandocounty.us/utilis/Customer_Service/Index.asp)

We offer **ON-LINE ACCOUNT** access!

All active accounts are billed base charges regardless of consumption.

Delinquent fees apply if service was interrupted **OR** was scheduled for delinquent interruption.

**PLEASE MAIL CORRESPONDENCE TO OUR LOCAL OFFICE**  
15365 Cortez Blvd, Brooksville FL 34613

The 3 year residential water consumption average reflects HCUD customers' water usage

**CURRENT WATERING RESTRICTIONS:**

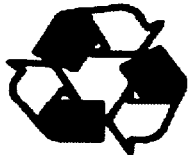
Address numbers ending with:

- 0 or 1 may water on **MONDAY** before 8 am or after 6 pm
  - 2 or 3 may water on **TUESDAY** before 8 am or after 6 pm
  - 4 or 5 may water on **WEDNESDAY** before 8 am or after 6 pm
  - 6 or 7 may water on **THURSDAY** before 8 am or after 6 pm
  - 8 or 9 may water on **FRIDAY** before 8 am or after 6 pm
- Areas with no address or multiple addresses (common grounds, shopping Plaza, etc.) may water on **FRIDAY**.  
Home Owners Associations please check with your organization or property

**PREVENT DAMAGE TO YOUR WASTE WATER SYSTEM!**

**PLEASE FLUSH ONLY TOILET PAPER AND WHAT NATURE PROVIDES**

**Reduce, Reuse, Recycle**



Curbside recycling is available at no additional charge to ALL Hernando County trash customers!

**CALL 800-282-9820 to start recycling now!**

**Hernando County Mosquito Control**

**352-540-6552**



**LOOK - DUMP - DRESS - DEET**

See us on FACEBOOK or [www.hernandocounty.us/mosquito](http://www.hernandocounty.us/mosquito)



## EXHIBIT E

Intuition Systems (ISI) has prepared this document to aid our clients in the design of their remittance coupon. The content of this document has been extracted from the "Document Design Guidelines" published by our hardware vendor, NCR Corporation.

### DOCUMENT SPECIFICATIONS

#### **Size of Form**

**Length:** 4.5 to 8.5 inches  
**Height:** 2.5 to 4.5 inches  
**Aspect Ratio:** The document length should be greater than the document height

#### **Paper Stock**

**Weight:** 20 pound to card stock  
**Thickness:** .004 to .010 inch  
**Smoothness:** Relatively smooth. Free from hills and valleys, which cause uneven light reflectance.  
**Gloss:** Low gloss paper only  
**Reflectance:** High reflectance to provide good contrast for machine reading  
**Opacity:** In excess of 85%  
**Dirt, etc.:** Dirt, specks, wood pulp, which would affect reflectivity, should be less than 50 marks per 1,000 inches. Folds, wrinkles, foreign marks, and creases should be less than 100 marks per thousand inches.  
**Porosity:** Medium  
**Grain:** Short grain  
**Fluorescence:** Free of any fluorescent material

#### **Inks**

**OCR Characters:** Black, carbon based ink  
**Base forms:** All inks should be non-read or blind inks

#### **OCR Encoding**

**Font and character set:** OCR A Numeric, ANSI 10  
**Character density:** Horizontal, 10/in      Vertical, 6/in

#### **Perforations**

Cut clean on bottom and right edges

### SCANLINE POSITIONING

#### **Location**

The scanline may be located almost anywhere on the document. However, it must be located at least .25 inch from the top or bottom of the document, and .375 inch from either side.

#### **Scan Band**

The scanline should be vertically centered in an imaginary horizontal "scan band" with a minimum height of .6 inch. This imaginary scan band is defined as an area that should be free of any marking, other than the scanline itself, that might be visible to the scanner. In cases where this is not possible, it must extend at least .6 inch past both ends of the scanline.

#### **Scan Window**

The scan head "sees" a .4 inch high window in the scan band, and will attempt to recognize anything visible to it in this window, including extraneous marks, which cause rejects. The minimum scan band height of .6 inch provides a .050 inch tolerance above and below the scan window.

#### **Reference Edges**

From the readers' point of view, the location of the area to be scanned is determined by the bottom edge and the right edge of the document.

The vertical location of the scan area above the bottom edge of the document is determined by the physical location of the scan head, which can be adjusted by our operators. Thus, for any given group of documents, the scan band should be at a constant height relative to each document's bottom edge.

**ISI requires 100 test documents prior to the initial account set-up to test and insure readability.**

EXHIBIT F

**Hernando County Utilities**

**FOREIGN MAIL POSTAGE AUDIT CONTROL REPORT**

DATE ~~10/01/2017~~ 10/01/2017  
 Cycle # 5 4

Rate	# OF PIECES	Dollar Amount
		0
0.312	13398	4179.552
0.334		0
0.341		0
0.360		0
0.373		0
0.410	43	17.63
0.690	52	35.88
0.900	20	18
		0
<b>Totals</b>	<b>13511</b>	<b>4251.06</b>

**TOTAL** **13.511** **4251.06**



**Solicitation No.  
18-T00039/DK**

**Utilities Bill Print and Mailing Services**

**Hernando County Utilities**

**Submitted:**

**April 18, 2018**

**By:**

**Lori Foerster**

**Cathedral Corporation**

**Cathedral Corporation,  
Florida Division  
6851 TPC Drive  
Orlando, FL 32822**

**Lori Foerster, Senior Regional Director  
Tel: (407) 351 – 0232 x 162  
Email: lfoerster@cathedralcorporation.com**

**Executive Offices:  
Cathedral Corporation  
Griffiss Technology Park  
632 Ellsworth Road  
Rome, NY 13441  
[www.cathedralcorporation.com](http://www.cathedralcorporation.com)**

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 **Tab 1 – Letter of Transmittal**

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We are pleased and excited to have this opportunity to respond to this request for proposal for Hernando County Utilities. Within this letter and the following proposal, we will clearly specify Cathedral Corporation's willingness, understanding and ability to meet the terms, conditions and requirements as defined in this Request for Proposal. Our years of experience and success working with the utility industry will provide a strong foundation for these projects and we are confident that you will see Cathedral is a competent choice for this critical work.

Cathedral Corporation is a privately owned company that provides high caliber state of the art data processing, laser printing, mailing and electronic presentment services to businesses throughout the United States. We are very proudly celebrating over **100 years** of continuous service. Part of the reason for that success is our complete focus on customer satisfaction and 100% quality output and service. This focus arises out of the type of work that we handle each day; work that mirrors yours in terms of complexity and an absolute requirement for accuracy and timeliness. The vast majority of the documents we produce each day on the business-to-business side of our company are strategic, mission critical documents like yours –statements, bills, checks and vital communications to end customers.

Cathedral Corporation's corporate headquarters in Rome, NY; with additional production facilities located in Lincoln, RI., as well as Orlando, FL. ***All processing, printing and mailing services for Hernando County Utilities will be managed from our Orlando, FL location.***

Cathedral's business strategy is illustrated by our value proposition; tailored services, special treatment, and true partnership separate us from all other outsourcing companies. Our knowledge and expertise in data processing, unsurpassed quality in the processing, printing and mailing of strategic financial documents, and extraordinary customer support and service have allowed our clients to develop comfort and confidence in our relationship based upon measurable performance.

We are intimately familiar with the nature of the work you outline in your RFP and experienced at bringing on large-scale print production applications and we fully understand the work that is to be performed.

The following individuals will be the main contacts for Hernando County Utilities regarding this project:

- Lori Foerster – Senior Regional Director
- Para Vereen- Primary Project Manager
- Cassandra Lewis- Back Up Project Manager

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## Tab 2- Demonstrated Experience Providing Requested Services

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As previously mentioned, Cathedral Corporation has been in business for over **100 years** and has been involved with the data management, printing, personalization, and high volume mailing of business documents since the mid-1950s. These services first began as part of the fundraising programs and activities offered by Cathedral's Church Stewardship Division, which serves over 5000 customers nationwide. In 1990, Cathedral expanded its operations to include a wide range of business-to-business communication services.

Cathedral Corporation maintains the technology and resources necessary to provide utility bill printing and mailing services for Hernando County Utilities. We offer a full range of equipment and redundancy capabilities from one site to the other that include print technologies: MICR (for checks), plain black, highlight/spot color, full color and high speed ink-jetting. Both cut sheet and continuous form production platforms are available to provide clients with the appropriate mix of flexibility on the forms side and increased efficiencies. Cathedral also utilizes a combination of intelligent inserters.

Cathedral specializes in strategic financial communications for banks and credit unions, healthcare providers and insurers, mutual fund and insurance companies, telecommunication and utility companies, and government agencies. Cathedral Corporation's core competencies include data management and application development, high quality laser printing, intelligent and selective inserting, and electronic document presentment. Customer applications include check issuance, statement rendering, bill and notice rendering, and direct mail programs.

We have a long history of providing critical, secure technical project development and on-going processing for the public sector and we have created scheduling processes and quality control practices specific to this segment of our business. As a company we provide services to thousands of companies and organizations across the country.

### ***Experience***

As a company we provide services to thousands of companies and organizations across the country. From our production locations in New York, Rhode Island and Florida we produce millions of invoices, statements and checks for organizations large and small. A vast majority of our daily work is derived from documents identical to yours. These are vital transactional documents for utilities, municipalities, banks, hospitals and healthcare/insurance companies. These are documents that must be done correctly and delivered on time.

- Since our first utility, we have grown to manage daily, weekly, and monthly cycles for multiple utility and electric co-op clients throughout the eastern United States, with over half of these being in Florida.
  - *Thorough knowledge and understanding of multiple core systems as many of our clients utilize a variety of them*
- We work with **85%** of the counties in Florida with offices that include Electric Co-operative and Utilities, Tax Collectors, Property Appraisers, Supervisor of Elections, Clerk of Courts.
  - Florida has a total of **67** counties. Of those 67 counties, we provide the processing printing and mailing for over **50% of the Tax Collector's and Property Appraiser Offices**
- We have a long history of processing monthly statements for over 50 credit unions throughout the United States including Suncoast Credit Union, the 7<sup>th</sup> largest Credit Union in the country.

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## Tab 2- Demonstrated Experience Providing Requested Services (*continued*)

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- **Security** - Annually, Cathedral Corporation successfully completes an external financial audit along with an IT/Operational audit known as **SSAE-16 Type II (previously SAS-70)** certification; a stringent process to ensure the security of our clients' data and maintain our operational standards.

Our expertise and core competence is data management, specifically utilizing data to compose and deliver critical communications for our clients. Cathedral Corporation has successfully implemented numerous projects and conversions utilizing various types of data formats and software, especially in the utility industry. We know and understand the importance of working closely with each client to ensure the data we are receiving appears to be correct based on accuracy checkpoints. The experience we have working with different types of clients has given us the opportunity to have exposure to many types of software applications and file formats.

### ***Available Resources (Staffing)***

Cathedral Corporation's account structure and project flow typically consists of a Senior Regional Director, Project Manager, Manager of Client Services, Production Coordinator, Director of Operations, Data Processing Supervisor, Application Development Supervisor, and our Postal Liaison.

Below are brief summaries of some of the key team members that will be specifically involved in supporting the City of Clearwater. Each member has experience directly related to the printing and mailing of utility bills as this is a normal day-to-day segment of our business. Additionally, all personnel that will be assigned to City of Clearwater projects has thorough knowledge of multiple core systems as many of our clients utilize a variety of them.

### **Project Manager**

Upon contract award, your Account will be assigned one primary in-house **Project Manager, Para Vereen** along with a **back-up Project Manager, Cassandra Lewis**. Cathedral Corporation's Project Managers are trained to schedule projects in our production window, review data programming and form layout instructions with our customers and impart this knowledge to our technical staff. Project Managers also proof test and live data samples prior to sending to your contact for approval. They will also monitor materials and postage levels. They interact with our customers and production staff to keep all parties involved in project issues. The Project Managers have maintained our close partnerships with our customers as we have grown and are a critical part of our organization's success.

### **Account Administration**

#### ***Senior Regional Director***

Your account will be managed and supported by an experienced **Senior Regional Director, Lori Foerster**. Lori has thorough knowledge with the printing and mailing process of utility bills as she previously was a Project Manager with Cathedral. Lori will be able to provide you with ongoing support to discuss contract and project specifications, share industry updates, design ideas and support escalation of any issues.

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**Tab 2- Demonstrated Experience Providing Requested Services (*continued*)**

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***Client Service Manager***

In addition to your Project Manager and Regional Sales Associate, Cathedral's Client Services Manager **Christina Hodges** has over 15 years' experience at Cathedral and is familiar with all industry projects and timelines and assists in project support and interfacing among the Sales, Project Management, IT, Purchasing and Billing areas to aid in onboarding of clients and responsiveness to client needs.

**Technical Support/Data Operations**

- Senior IT Analyst
- Applications Developer
- Data Operator
- Supervisor

Overseen by Cathedral Corporation's VP of Product Development, Jeff Standefer oversees and administers company platforms, technology and strategies in support of current and future business needs. This includes hardware, infrastructure, network capacity and growth management, organizational and system security, telecom services, new product development, software and standards compliance.

Our IT, development and data operations department members have all been involved in the development, implementation and daily, weekly and monthly processing of our utility clients.

**Additional staff support:*****Print Production***

Cathedral Corporation's **Production Coordinator, Gayle Bryant** has over 25 years of industry and postal experience. Gayle meets throughout the day with department Supervisors ensuring timelines are maintained and notifying internal teams of issues/production concerns. Daily status reporting is provided to internal teams on production progress through departments.

***Mail Operations***

Cathedral Corporation also has a dedicated full time **USPS Certified Mail Piece design Postal Liaison** on-site who is certified with the **USPS as a (MDP) Mail Design Professional**. **Isaac Knight** has over 25 years of industry experience and maintains a relationship with the post office to ensure that Cathedral understands the postal changes and requirements so that our client's benefit from the discounts that are available and that your mail meets postal requirements.



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### **Tab 3- Proposed Schedule for Daily/Weekly/Monthly Services**

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As previously mentioned, Cathedral Corporation maintains the technology and resources necessary to provide utility bill printing and mailing services for Hernando County Utilities. We understand the stress your organization may go through during a change or conversion. There can be long hours spent ensuring the accurate migration and calculations of your data along with interfacing with multiple points of contact throughout the process. Our goal is to make the process as seamless as possible while offering support of your invoice design needs.

#### **Implementation**

*Because you are a current client with Cathedral Corporation, you will not have to go through the time consuming processing of being brought on as a new client. You will not have to go through the on-boarding process, nor will we have to set up your forms from scratch or ask you for data files we have never seen before. We understand and know your processes and procedures, and will continue to provide you with the highest quality of service you have come to know from Cathedral Corporation with no long on-boarding processes.*

Cathedral maintains and adheres to service level agreements with our clients. Cathedral will receive Hernando County Utilities data files as we currently do. In the event data receipt is delayed, those bills will mail the next business day. Data files will consist of Regular, Past Due, Final accounts. All pieces will be mailed directly from our Orlando, Florida facility which is a Certified Detached Mail Unit.

➤ ***Detached Mail Unit***

Cathedral Corporation is a certified Direct Mail Unit (DMU) in which all of our mail is cleared by an on-site USPS clerk directly into the USPS system, resulting in more efficient turnaround times for mail processing and the ability to have more quality control and hands-on monitoring of your mail directly on-site rather than have to go through the approval and clearance steps at the post office.

#### **Accuracy Standards**

Cathedral Corporation has successfully implemented numerous projects and conversions. We know the questions to ask and the potential pitfalls in implementation and on-going management to deliver on-time accurate documents. We understand it takes the knowledge, expertise, and responsiveness of our entire team to deliver superior service to our clients. If any issues may arise after implementation and the go-live date, Cathedral representatives will notify you immediately when we learn of an issue with an explanation of what the cause is, what the impact is and what steps we are taking to rectify the situation and ensure it doesn't happen again.

Our Orlando, Florida location operates 24 hours a day, 7 days a week with employees over 3 shifts. We are available to our clients with primary and back-up phone numbers in the event we need to be reached outside of the office.

➤ ***Procedures for Correcting Issues***

Timeliness is important but without a quality product it means little. Cathedral Corporation has raised the bar in our industry by implementing processes and procedures that have translated to an error-free rate.

Cathedral Corporation's Quality System incorporates the use of an online interactive corrective action/continuous improvement system. This system is integral in allowing Cathedral to achieve the level of performance demanded at all levels of our organization to meet or exceed Customer Requirements and expectations. Any person in our organization involved in production of your

statements is required to open a **Corrective Action System (CAS)** report any time an error has been uncovered. Phase I of this report requires the author to provide basic key information, after which the report is saved. Once saved an electronic copy of this report is distributed over our internal network to all senior management from the president and C.O.O. down, as well as to departmental managers, customer service and account managers.

Cathedral stands firmly behind the quality of our completed work. Should any segment of our output for the City of Clearwater be shown to be incorrect we will expeditiously work with Hernando County Utilities to correct those errors free of charge.

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## Tab 4- Reporting, Quality Control, and Accountability Plans

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Upon award of contract, Cathedral will continue to work with you to set up any updates you may have to your current system. Your Cathedral Project Manager communicates via email to our staff through daily structured status reports noting project volumes, critical dates, changes to schedules, materials and postage statuses and itemized project updates. We have a daily production status meeting held with all Project Managers and Supervisors from each department to ensure communication on project changes and key dates. Communication to our clients is handled via phone, through our online Client Center web portal, email and in person. Inventory and postage reports are provided as requested by clients. Cathedral maintains client project documentation onsite including all postal reports and statements.

- **Cathedral Client Center** - An application that is automatically implemented during the onboarding of our clients and included in our services is our online Client Center, which is accessed directly through our web portal homepage. Through this, our clients are able to view project related documents that are posted in addition to electronically approve, hold and/or provide live feedback on project documents and samples. This communication tool is used throughout all departments at Cathedral and automatically advises all of our teams via email notification of any updates to your projects based on your feedback.

### **Testing and Live processes**

In addition to the processes outlined above for implementation, Cathedral maintains quality control procedures and processes that impact the on-going production process that should be considered. These are related to Data Processing, Laser printing and inserting and mail processing.

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**Tab 4- Reporting, Quality Control, and Accountability Plans *(continued)***

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**Quality Control and Assurance**

Cathedral has developed a unique approach to the accurate, documented control of all printed items through our plant. This Standard Operating Procedure (SOP) incorporates dual signoffs within departments and additional signoffs across departments as completed work moves through production.

Cathedral accounts for each data item and printed piece through the entire production process. We reconcile at each production step, including data processing, presorting, laser printing, inserting, mailing, and USPS acceptance, with the original data file received from the customer. Each department must accept and sign for the job components received from the preceding department.

Ultimately we reconcile every piece of data sent to us from data processing, through laser printing and mailing, making certain that from the transmitted file into the secure server, to the postal meter on the back of the inserter, all pieces are in balance and accounted for.

This is a 3-way crosscheck; we prove the machine count from the inserter to the human-readable sequence number on the piece to the postal reconciliation on the inserter meter base. All three checks must agree before your mail leaves the facility. The final check is the USPS inspection and acceptance of the mailing cycle into the mail stream in the Cathedral facility.

**Data Processing**

Beginning with the safe, and secure transmission of data, Cathedral Corporation utilizes Secure File Transfer via FTP (FTPS) over SSL. This method of data transmission provides a secure tunnel to greatly reduce the chance of unintended use of the information being transferred. Hernando County Utilities has their own unique, secured FTP folder for data reception. Our FTP folders are automatically monitored by the Cathedral Data Receipt Utility that provides a secure transfer from FTP folders to our production processing environment. The reporting of file receipt is automated to client contacts as well as internal project resources. Transmission logs and statistics are maintained for appropriate quality control and audit purposes. All Hernando County Utilities data files will reside in secured, and highly restricted network folders, requiring specific user authentication, under strict auditing and oversight. User access is both monitored and reported in direct compliance with standards set for in our annual SSAE16 audit.

The data processing phase performed by Cathedral will employ several auditing steps that will accumulate control totals that are used for balancing purposes. The first is the accumulated total bytes of data received by Cathedral that will be matched against the bytes of data that the customer has documented sending to Cathedral. These numbers are then balanced to what is printed and inserted by Cathedral. These numbers will be balanced against the number of statements sent by the customer and a report will be generated.

Hernando County Utilities will receive an email notification advising of the availability of a summary report that details the total number of images and packages (envelopes) we have processed for that file. This will be located on our online Client Center web portal. Cathedral will also post PDF samples of bills to our Client Center for review and approval prior to print production.

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## Tab 4- Reporting, Quality Control, and Accountability Plans (*continued*)

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### **Laser Printing**

During the printing stage, the pages printed will be matched against the number of pages processed in the data processing phase by Cathedral. Each page printed will have a sequence number to enable the print operator to keep all pages in order should there be a paper jam on the printer. We have implemented the use of quality control worksheets by our printer operators for all projects. Quality of address, general detail data, message areas and print quality are all verified. Printer logs with sample pieces are maintained on all projects.

### **Inserting**

**Cathedral is the first company in the United States to implement software for integrity checking utilizing the delivery point barcode.** We have Videk cameras fitted to all of our production inserting machines, which allows us to match an intelligent mail barcode (IMB) on a mail piece to an ASCII file supplied from the Data department. The Manager or Supervisor in the Mail Operation department will send the file to the designated inserter that has been assigned for that job.

The pieces are printed and inserted in the same order as the ASCII file. The machine will stop identifying a "Mismatch Error" if the corresponding mail piece does not match the IMB in the ASCII file and the operator will check the integrity of the mail piece.

Because we are reading the IMB with the camera it also allows us to catch any pieces of mail that have been masked by additional inserts. If the insert was in front of the address block on the piece masking the IMB the inserter would stop with an error message, and the operator would repair the piece and continue.

On completion of each job an output file is created which includes any pieces that were missing or damaged during the inserting or printing process. This file can then be used to generate reprints more efficiently. The MSM system takes Cathedral to a higher level of integrity.

There are occasions where the inserting process will damage some of the material. In these instances, Cathedral has developed a process that enables the timely reprinting of those statements. Our process is not complete until all "damaged" statements are reprinted and mailed by Cathedral. Cathedral maintains daily service and production logs on all mailing equipment within the facility.

### **Security**

As previously mentioned, Cathedral completes an external financial audit along with an IT/Operational security audit known as SSAE-16 Type II certification; ensuring the security of our clients' data and maintaining our operational standards.

Our clients' records and data, including individual, non-public, personal information of our clients' customers are treated as confidential. If we receive any confidential information from or on behalf of our clients, Cathedral maintains the security and confidentiality of that information as required by applicable laws and regulations.

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## Tab 4- Reporting, Quality Control, and Accountability Plans *(continued)*

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The following are other technologies and practices to ensure the security throughout our facility:

- **Key Card Access** – currently, we utilize a secure building access system. This logs all attempts at entry to secure areas and is monitored in real time by our HR Manager and Network Administrator. Certain high security areas, including server rooms, file storage, and secure client stock storage, are only accessibly by Cathedral upper management and the Network Administrator to ensure no unauthorized access occurs. The access cards are issued to all employees. The access capability is different for each employee based on the need to access certain areas. (i.e. Print department cannot access the Data department).
- **Secure Email Filtering** – Cathedral maintains a hosted service for secure inbound email filtering which scans all incoming email and blocks any messages which may be SPAM, virus or malware from being delivered to the end user.
- **Employee Background Checks** – Cathedral performs FDLE background checks on all employees
- **Video Surveillance** – 24 hour cameras on inside and outside of facilities
- Onsite secure shredding
- Yearly review of proprietary processing with employees
- Yearly testing of our network security by an outside third party
- Cathedral carries supplemental insurance to mitigate impact of any data breach by a third party.

*In addition to our services and capabilities described within this proposal, we also offer the following:*

**Mail Essentials Mail Tracking** - Cathedral Corporation is a full-service USPS customer which allows us to obtain mail delivery information which in turn we share with our clients. This ability to share mail piece delivery information allows our clients to track, predict and view delivery of both incoming and outgoing mail pieces. Utilizing IMB barcodes on mail pieces, the USPS will capture the scans. Our custom mail tracking application has access to the data from the USPS scans which are done at regular intervals during the mailing lifecycle, allowing you to:

- Monitor the mail processing status
- Estimate delivery dates/times
- Identify that a remittance has been mailed
- Make decisions to delay service disconnect dispatches
- Identify when mail pieces have been delivered

Having early knowledge of remittance activity negating service disruption can improve management and customer satisfaction by allowing for more informed service disruption management in addition to avoiding additional print, mail and operational costs. This feature is fully accessible through our client portal. Pricing will be provided for this additional service upon request.

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**Tab 4- Reporting, Quality Control, and Accountability Plans (continued)**

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**Full Color Continuous form printing** – the advantage with working with Cathedral is we have full equipment and capabilities to print your bills on demand on our **Impika full color continuous high speed printer** with dynamic perfing. This results in **no preprint** and provides the ability for you to make on-demand changes to your bill layout in addition to print variable data in color. We use blank white roll stock and everything is printed at once when in production.

**Redundancy and Disaster Recovery**

We operate three production facilities: corporate headquarters production facilities are located in Rome, NY (55,000 sq. ft.) with redundant production facilities located in Lincoln, RI (65,000 sq. feet) and Orlando, Florida – (68,000 sq. ft.) These facilities are in place to offer business continuity and work flow management for customer applications to ensure they run accurately and on time.

Cathedral Corporation maintains redundant data connection through fiber lines, T1 circuit lines and cable for high speed transmission and real-time failover. Should a circuit or system fail, data transmissions are dynamically routed to another circuit or connection. We have both commercial power and full-site generator power at our Orlando location through our on-site Energy Dynamics Power Systems 750 KW generator, encased in a hospital enclosure. This gives us the capability of providing power to our facility for an extended period of time. We offer alternate equipment servers, network and data backup at all locations, which can be utilized by all departments. Cathedral maintains consistent software and hardware licensing and profiles across all divisions within Cathedral as well.

**Disaster Recovery**

Our Back-up and recovery processes are determined through 2 phases.

First phase - Business Interruption: Business Interruption, as defined by Cathedral is the loss of commercial power or other minor interruption with impacts less than a 48 hour time frame to our facility.

- This could entail an actual loss of commercial power or an anticipated loss of commercial power in the case of an impending severe weather or hurricane. Our first line of defense should we experience a Business Interruption, such as an unexpected loss of power to our facility, is our onsite Energy Dynamics Power Systems 750 KW generator, encased in a hospital enclosure. This gives us the capability of providing power to our Orlando facility for 7 days.
- In some instances, there may not be a loss of power. However, there may be the loss of an item or multiple items of equipment. In that instance we provide redundant servers, printers, inserters and folders.

Second phase – Disaster/Recovery (Loss of Primary Facility): If there is a loss of the physical primary facility, **Cathedral Corporation's** multiple locations can serve as our back-up facilities. Below are the disaster recovery site locations:

1. Cathedral Corporation - Headquarters  
632 Ellsworth Road  
Rome, NY 13441  
315-338-0021
2. Cathedral Corporation – Lincoln facility  
15 Blackstone Valley Place  
Lincoln, RI 02865  
401-333-1020

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 **In Conclusion**

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Cathedral Corporation is uniquely qualified to provide high quality invoice production and delivery services to Hernando County Utilities through the company's experience in handling a wide range of billing applications for many companies, and due to our intimate knowledge of municipal billing applications derived from other Utilities like you!

- Cathedral is experienced in developing and implementing critical business document solutions for a wide range of financial services applications.
- We are intimately familiar with the needs and requirements of municipal utility organizations – you do not need to teach us your business. And more importantly, we know YOUR business as you have been a long term client of ours!
- Cathedral has a proven track record of reliability and accuracy for print and mail applications like yours.
- The flexibility we offer in the customization of systems based on individual objectives and schedules allows us to develop customized solutions that increase value for your external clients, and improve efficiencies for your internal staff.
- Proactive account management assures clear, frequent, and complete communications with you
- Cathedral has a demonstrated commitment to investment in technology and systems, ensuring our clients the highest level of quality and service.

Thank you for taking the time to review our proposal. We look forward to hearing from you regarding your decision. If there are any questions in the meantime, please do not hesitate to contact me.

Sincerely,

Lori Foerster  
Senior Regional Director  
407-351-0232 x 162  
lfoerster@cathedralcorporation.com