

**REQUEST FOR PROPOSALS (RFP) No. 665
FOR A
TAX COLLECTION, MANAGEMENT, AND REVENUE DISTRIBUTION SOLUTION**

PRE-PROPOSAL CONFERENCE TO BE HELD:

February 4, 2009 at 10:00 AM (local time)
111 NW 1st Street, 18th Floor, Conf. Rm. 18-1, Miami, Florida

ISSUED BY:

Department of Procurement Management
for the
Finance Department

COUNTY CONTACT FOR THIS SOLICITATION:

Melissa Adames, Senior Procurement Contracting Officer
Address: 111 NW 1st Street, Suite 1300, Miami, Florida 33128
Telephone: (305) 375-4029
E-mail: madames@miamidade.gov

PROPOSALS ARE DUE AT THE CLERK OF THE BOARD NO LATER THAN:

February 25, 2009 at 2:00 PM (local time)

at
CLERK OF THE BOARD
Stephen P. Clark Center
111 NW 1st Street, 17th Floor, Suite 202
Miami, Florida 33128-1983

The Clerk of the Board business hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. Additionally, the Clerk of the Board is closed on holidays observed by the County.

All proposals received and time stamped by the Clerk of the Board prior to the proposal submittal deadline shall be accepted as timely submitted. The circumstances surrounding all proposals received and time stamped by the Clerk of the Board after the proposal submittal deadline will be evaluated by the procuring department in consultation with the County Attorney's Office to determine whether the proposal will be accepted as timely. Proposals will be opened promptly at the time and date specified. The responsibility for submitting a proposal on or before the stated time and date is solely and strictly the responsibility of the Proposer. The County will in no way be responsible for delays caused by mail delivery or caused by any other occurrence. All expenses involved with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne by the Proposer(s).

The submittal of a proposal by a Proposer will be considered by the County as constituting an offer by the Proposer to perform the required services at the stated prices. A Proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal up until the proposal due date. The County will only consider the latest version of the proposal.

Requests for additional information or inquiries must be made in writing and received by the County's contact person for this Solicitation. The County will issue responses to inquiries and any changes to this Solicitation it deems necessary in written addenda issued prior to the Proposal Due Date. Proposers who obtain copies of this Solicitation from sources other than the County's Department of Procurement Management website at www.miamidade.gov/dpm or the Vendor Assistance Unit risk the possibility of not receiving addenda and are solely responsible for those risks.

1.0 PROJECT OVERVIEW AND GENERAL TERMS AND CONDITIONS**1.1 Introduction**

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade County Finance Department, is soliciting proposals for a web-based state of the art solution capable of supporting the Department's tax collection, management, and revenue distribution process.

The business processes and functions of this new Solution will encompass real property, tangible personal property, local business tax receipts, convention and tourism, bankruptcy/litigation cases, and public service cashing, as summarized by the requirements in Section 2.0 of this RFP document. The Solution must be web based and Windows compatible from the user perspective, modular in design, and be capable of integrating and interfacing with other County systems. The proposed Solution should be capable of allowing public inquiries and payments over the Internet as well as inquiries over an existing Voice Response Phone System. In addition, the proposed Solution should provide imaging capabilities either by using the existing County electronic document management system (EDMS) or through the proposed Solution's document imaging functionality.

The County anticipates awarding a contract for an initial five (5) year period, with three (3) five-year options to renew, at the County's sole discretion.

During the initial five year term the selected Proposer will be responsible for conducting a Gap Analysis, finalizing the system design, implementation, testing, training, professional services and ongoing maintenance and support after the initial warranty period expires. The selected Proposer will be responsible for ongoing maintenance support and professional services for all optional years to renew.

The Anticipated Schedule for this Solicitation is as Follows:

Solicitation issued:	Friday, January 23, 2009
Pre-Proposal Conference:	See front cover for date, time and place. Attendance is recommended but not mandatory. If you need a sign language interpreter or materials in accessible format for this event, please call the DPM ADA Coordinator at (305) 375-1564 at least five days in advance.
Deadline for receipt of questions:	Friday, February 6, 2009 at 5:00 PM (local time)
Proposal due date:	See front cover for date, time and place.
Evaluation process:	Anticipated to begin the week of March 2, 2009
Projected award date:	December 2009

1.2 Definitions

The following words and expressions used in this Solicitation shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The word "Contractor" to mean the Proposer that receives any award of a contract from the County as a result of this Solicitation, also to be known as "the prime Contractor".
2. The word "County" to mean Miami-Dade County, a political subdivision of the State of Florida.
3. The word "Department" to mean the Miami-Dade County Finance Department / Tax Collector Division.
4. The word "Proposer" to mean the person, firm, entity or organization, as stated on Form A-1, submitting a response to this Solicitation.
5. The word "Solicitation" to mean this Request for Proposals (RFP) document, and all associated addenda

and attachments.

6. The word "Subcontractor" to mean any person, firm, entity or organization, other than the employees of the Proposer, who contracts with the Proposer to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Proposer.
7. The words "Work", "Services", "Program", or "Project" to mean all matters and things that will be required to be done by the Proposer in accordance with the Scope of Services and the terms and conditions of this Solicitation.
8. The words "Scope of Services" or "Scope of Work" to mean Section 2.0 of this Solicitation, which details the work to be performed by the Proposer.
9. The words "Solution" and "System" to mean the software, hardware, databases, and all components required to implement, deploy, maintain, and operate the goods and services described in Section 2.0 of this Solicitation.

1.3 General Proposal Information

The County may, at its sole and absolute discretion, reject any and all or parts of any or all responses; accept parts of any and all responses; further negotiate project scope and fees; postpone or cancel at any time this Solicitation process; or waive any irregularities in this Solicitation or in the responses received as a result of this process. Proposers may take exceptions to any of the terms of this Solicitation unless the Solicitation specifically states where exceptions may not be taken. The County may accept or reject the exceptions at its sole discretion and the Proposer's proposal shall be binding on the Proposer as if submitted without exception. The County reserves the right to request and evaluate additional information from any respondent after the submission deadline as the County deems necessary.

Proposals shall be irrevocable until contract award unless the proposal is withdrawn. A proposal may be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the proposal due date or upon the expiration of 180 calendar days after the opening of proposals.

Proposers are hereby notified that all information submitted as part of, or in support of proposals will be available for public inspection after opening of proposals, in compliance with Chapter 119, Florida Statutes, popularly known as the "Public Record Law". The Proposer shall not submit any information in response to this Solicitation which the Proposer considers to be a trade secret, proprietary or confidential. The submission of any information to the County in connection with this Solicitation shall be deemed conclusively to be a waiver of any trade secret or other protection, which would otherwise be available to Proposer. In the event that the Proposer submits information to the County in violation of this restriction, either inadvertently or intentionally and clearly identifies that information in the proposal as protected or confidential, the County shall endeavor to redact and return that information to the Proposer as quickly as possible, and if appropriate, evaluate the balance of the proposal. The redaction or return of information pursuant to this clause may render a proposal non-responsive.

Any Proposer who, at the time of proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law, may be found non-responsible.

1.4 Cone of Silence

Pursuant to Section 2-11.1(t) of the Miami-Dade County Code, as amended, a "Cone of Silence" is imposed upon each RFP or RFQ after advertisement and terminates at the time a written recommendation is issued. The Cone of Silence prohibits any communication regarding RFPs or RFQs between, among others:

- potential Proposers, service providers, lobbyists or consultants **and** the County's professional staff including, but not limited to, the County Manager and the County Manager's staff, the Mayor, County

Commissioners or their respective staffs;

- the Mayor, County Commissioners or their respective staffs **and** the County's professional staff including, but not limited to, the County Manager and the County Manager's staff; or
- potential Proposers, service providers, lobbyists or consultants, any member of the County's professional staff, the Mayor, County Commissioners or their respective staffs **and** any member of the respective selection committee.

The provisions do not apply to, among other communications:

- oral communications with the staff of the Vendor Assistance Unit, the responsible Procurement Agent or Contracting Officer, provided the communication is limited strictly to matters of process or procedure already contained in the solicitation document;
- oral communications at pre-proposal conferences, oral presentations before selection committees, contract negotiations during any duly noticed public meeting, public presentations made to the Board of County Commissioners during any duly noticed public meeting; or
- communications in writing at any time with any county employees, official or member of the Board of County Commissioners unless specifically prohibited by the applicable RFP or RFQ documents.

When the Cone of Silence is in effect, all potential vendors, service providers, bidders, lobbyists and consultants shall file a copy of any written correspondence concerning the particular RFP or RFQ with the Clerk of the Board, which shall be made available to any person upon request. The County shall respond in writing (if County deems a response necessary) and file a copy with the Clerk of the Board, which shall be made available to any person upon request. Written communications may be in the form of e-mail, with a copy to the Clerk of the Board at CLERKBCC@MIAMIDADE.GOV.

1.5 Public Entity Crimes

Pursuant to Paragraph 2(a) of Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal for a contract to provide any goods or services to a public entity; may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and, may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 for Category Two (\$10,000) for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

1.6 Lobbyist Contingency Fees

- A) In accordance with Section 2-11.1(s) of the Code of Miami-Dade County, after May, 16, 2003, no person may, in whole or in part, pay, give or agree to pay or give a contingency fee to another person. No person may, in whole or in part, receive or agree to receive a contingency fee.
- B) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependent on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Manager or any County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

1.7 Collusion

Where two (2) or more related parties, as defined herein, each submit a proposal for any contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean Proposer or the principals thereof which have a direct

or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership interest in another Proposer for the same contract. Furthermore, any prior understanding, agreement, or connection between two or more corporations, firms, or persons submitting a proposal for the same services shall also be presumed to be collusive. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

2.0 SCOPE OF SERVICES

2.1 INTRODUCTION

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade County Finance Department, is soliciting proposals for a web-based state of the art computer Solution capable of supporting the Department's tax collection, management, and revenue distribution process. The business processes and functions of this new solution will encompass real property, tangible personal property, local business tax receipts, convention and tourism, bankruptcy/litigation cases, and public service cashing, as summarized by the requirements in Section 2.0 of this RFP document.

The Solution must be web based and Windows compatible from the user perspective, modular in design and have the capability of integrating and interfacing with other County systems. The proposed Solution should be capable of allowing public inquiries and payments over the Internet as well as inquiries over an existing Voice Response Phone System. In addition, the proposed Solution should provide imaging capabilities either by using the existing County electronic document management system (EDMS) or through the proposed Solution's document imaging functionality.

2.1.1 ACRONYMS

The following is a list of acronyms used in the Scope of Services:

- A) "ADPICS" - Advanced Purchasing and Inventory Control System module of FAMIS
- B) "CAMA" - the Property Appraiser's Computer Aided Mass Appraisal system, which includes real estate appraisal and tangible personal property appraisal applications.
- C) "EDMS" - an enterprise electronic document management system.
- D) "ETSD" - the County's Enterprise Technology Services Department.
- E) "FAMIS" - the County's Financial Accounting Management Information System, a mainframe system for accounting, purchasing and reporting.
- F) "GIS" – the County's Geographic Information System.
- G) "IDMS" - the department's Computer Associates Integrated Database Management System. IDMS is a network, CODASYL database management system.
- H) "MICR" - Magnetic Ink Character Recognition
- I) "PCS" – the County's Payment Collection System.
- J) "SOAP" - Simple Object Access Protocol
- K) "TPA" – Tax Paying Agent such as a mortgage company
- L) "TRIM" – TRuth In Millage process, the annual State-mandated mailing of Proposed Tax Notices.
- M) "WRS" – Water, Road and Sewer Improvement Lien
- N) "WSDL" - Web Services Description Language

O) “XML” - eXtensible Markup Language

2.1.2 DEFINITIONS

The following is a list of definitions used in the Scope of Services:

1. The words “Error and Insolvency (E & I)” to mean a reference to unpaid folios that can no longer be collected and may be removed from outstanding balances with proper authorization. Currently the Tax Collector uses various codes including: Double Assessment (DA), Legal Settlement (LS), Property Appraiser Error (AE), Out and Gone (OG), and Other – See Note (SN).
2. The words “Homestead Violation Lien” to mean a lien for back taxes, penalties and interest placed on a house for any person who knowingly gave false information for the purpose of claiming homestead exemption.
3. The words “Improvement Lien Districts” to mean an assessment for improvements that may be paid in full at notification, or paid over a term (usually 10 years) as an installment, plus accrued interest.
4. The words “Jeopardy Warrant” to mean the legally obtained right to seize property on which taxes have not yet been paid before such property is removed from the County.
5. The words “Judgment and Loss” to mean an amount that is calculated for reimbursement to the tax certificate holder for liens sold because of an error or omission by the Property Appraiser or Tax Collector.
6. The words “List of Lands Available for Taxes” to mean properties that went to a tax deed auction but were not bid on, resulting in the properties being placed on this list, from which anyone can purchase during the next three years. After three years, the Clerk of Courts escheats (transfers) properties remaining on this list to the County free and clear of taxes and liens.
7. The words “Not Paid – Not Sold” (NPNS) to mean properties that are delinquent but for which a certificate was not sold. This may occur, for example, when the property value is being contested through the Value Adjustment Board, during which time the taxes are *not paid*, and the certificate is *not sold*.
8. The word “Pre-deposit” to mean money that is placed in a suspense account by the bank. These funds must be researched to determine where they should be applied for posting.
9. The word “Voucher” to mean a document produced in the Solution in order to be able to process an overpayment and create a refund for the overpaid amount.
10. The word “Warrant” meaning a document authorized by the courts that, when executed and served on an owner of property with a tax lien, allows for the seizure of the property.
11. The word “User” to mean any individual, representative of an organization, or any Department staff who requires access to the Solution.

2.1.3 MINIMUM SYSTEM REQUIREMENT

The proposed Solution must adhere to the following State statutes and local ordinances that govern business in Miami-Dade County:

- i. All features and functions of the Ad Valorem module are governed by the rules contained in Chapter 12D of the Florida Administrative Code and Florida Statutes Chapters 192 through 201.

- ii. All features and functions of the Local Business Tax module are governed by Miami-Dade County Code, Chapter 8A, Articles IX and X and Chapter 8CC on Code Enforcement and Penalties.
- iii. All features and functions of the Convention and Tourism module are governed by Florida Statutes Chapters 125 and 212.

2.2 BACKGROUND

Miami-Dade County is the largest metropolitan area in the State of Florida with a population of approximately 2.4 million. Over half of the population resides in 36 municipalities incorporated within the County, while the remaining population lives in unincorporated areas. The largest municipalities are the City of Miami, Hialeah, Miami Gardens, Miami Beach, North Miami and Coral Gables.

An Executive Mayor form of government was recently adopted by Miami-Dade County, with the Mayor serving as head of County government. Thirteen County Commissioners form the legislative and governing body, with powers to review and determine policies. As part of County government, the Tax Collector's Office is the largest division within the Finance Department.

The Tax Collector's Office is charged with collecting, accounting for, and distributing current and delinquent real and tangible personal property taxes, and non ad valorem special assessments for all local taxing authorities including the County Commission, municipalities, the School Board, and local and state independent special districts.

For the State of Florida, the Tax Collector's Office serves as an agent of the Florida Division of Highway Safety and Motor Vehicles and the Florida Fish and Wildlife Conservation Commission. The Tax Collector is also responsible for the collection and distribution of convention and tourist development taxes, as well as issuing local business tax receipts for businesses located in the County or conducting business with the County.

The major tax collection and revenue distribution functions being considered for the new Solution are:

1. Current and Delinquent Real Property Taxes
2. Current and Delinquent Tangible Personal Property
3. Current and Delinquent Local Business Tax Receipts
4. Convention and Tourism
5. Bankruptcy/Litigation Case Management System
6. Public Service Cashiering/ Payment Processing

The tables below reflect current transactional statistics for these functions:

Current and Delinquent Real Property Taxes

Current Folios	Average Number of Open Delinquent Folios	Peak Monthly Bill Volume	Average Monthly Bill Volume	Peak Monthly Payment Volume	Average Monthly Payment Volume	Average Monthly Correspondence
900,000 - \$4,110,000,000	30,000 - \$110,000,000	500,000	92,000	466,000	75,000	1,500

Current and Delinquent Tangible Personal Property

Average Number of Open Delinquent Folios	Peak Monthly Bill Volume	Average Monthly Bill Volume	Peak Monthly Payment Volume	Average Monthly Payment Volume	Average Monthly Correspondence
120,000 - \$230,000,000	53,000	13,000	48,000	10,000	2,000

Current and Delinquent Local Business Tax Receipts

Receipts	Peak Monthly Bill Volume	Avg. Monthly Bill Volume	Peak Monthly Payment Volume	Avg. Monthly Payment Volume	Average Monthly Correspondence
180,000 – \$16,000,000	180,000	20,000	50,000	15,000	2,000

Convention and Tourism

Folios	Peak Monthly Bill Volume	Avg. Monthly Bill Volume	Peak Monthly Payment Volume	Avg. Monthly Payment Volume	Average Monthly Correspondence
2,000 - \$87,000,000	1,700	1,500	1,600	1,400	260

Bankruptcy/Litigation Case Management System

Cases	Peak Monthly Bill Volume	Average Monthly Bill Volume	Peak Monthly Payment Volume:	Average Monthly Payment Volume	Average Monthly Correspondence
15,000 - \$10,000,000	Not Applicable	30	600	300	80

Public Service Cashiering

Locations	No. of Transactions	\$ of Transactions
3	150,000	\$680,000,000

*** Note: These figures do not include closed/historical records.**

The current automated tax system adheres to the following State statutes that govern business in Miami-Dade County:

- All features and functions of the Ad Valorem module are governed by the rules contained in Chapter 12D of the Florida Administrative Code and Florida Statutes Chapters 192 through 201.
- All features and functions of the Local Business Tax module are governed by Miami-Dade County Code, Chapter 8A, Articles IX and X and Chapter 8CC on Code Enforcement and Penalties.
- All features and functions of the Convention and Tourism module are governed by Florida Statutes Chapters 125 and 212.

2.3 CURRENT PROCESSES

The current automated tax system is managed by the County's Enterprise Technology Services Department (ETSD), and is a custom-built, mainframe-based Integrated Database Management System (IDMS). The system components are roughly 20 years old and technologically out of date.

Following is a summary of the functionality of the present mainframe tax system components. Other components related to this system, such as Cashier for Windows, Fast Payment Processing Unit, Lockbox Processor, and the Payment Collection System are listed under System Interfaces in Section 2.5.

2.3.1 Current and Delinquent Real Property Tax Systems

- Load new tax roll (current) and tax certificates (delinquent)
- Load rates for non-ad valorem fees
- Process daily payments
- Inquire by name/property address/folio number
- Inquire by certificate/deed number (delinquent)
- Track all updates and activities by date and user ID
- Allow entry and display of memos and notes stamped with user ID and date
- Process mortgage payments (current)
- Process payment cancellations, including reason and return date
- Tax certificate buyer registration, information, distribution, and IRS 1099 data capture (delinquent)
- Application and processing for tax deed (delinquent)
- Automated changes to the tax roll from the Property Appraiser (current) including recalculation of taxes, adjustments to payments, refund creation, and print adjusted bills
- Interfaced third party cash receipts with the County's current Payment Collection System (PCS), the Tax Collector's Netvantage/NCR 7780 High Speed Payment Processor, the Opex System, and lockbox processor.
- Interface with the County's IBM WebSphere Payment Manager for web payments (current)
- Perform other daily activities (e.g., print/track individual bills, track returned mail)
- Process quarterly installment payment plans (current)
- Process refunds, including approval path (audit) and interface to Finance System
- Process Homestead deferrals
- Process expired certificates (delinquent)
- Conduct other maintenance activities (e.g., adding and modifying certificates/liens)
- Generate bills, refund notices, bad check notices and receipts and update records accordingly
- Process reminder bills/advertising/tax sale results
- Collect funds for all taxing authorities, special taxing districts, non-ad valorem fees, and improvement districts
- Process reports and store in IBM's On-Demand report repository for retrieval
- End of year process – close the current tax roll and end of fiscal year

2.3.2 Current and Delinquent Tangible Personal Property Systems

- Load the new tax roll (current only)
- Process daily payments
- Inquire by name/property address/folio number
- Track all updates and activities by date and user ID
- Allow entry and display of memos and notes
- Process payment cancellations, including reason and return date
- Automated changes to the tax roll from the Property Appraiser (current) including re-calculation of taxes, adjustments to payments, refund creation, and printing adjusted bills
- Manually process changes to the tax roll from the Property Appraiser (prior year)
- Interface third party cash receipts with the County's current Payment Collection System (PCS), Netvantage/NCR 7780 High Speed Payment Processor, the Opex System, and lockbox processor
- Interface with the County's IBM WebSphere Payment Manager for web payments (current)
- Generate bills, refund notices, bad check notices and receipts and update records accordingly
- Perform other daily activities (e.g., print/track individual bills, track returned mail)
- Process quarterly installment payment plans (current)
- Process refunds, including approval path (audit) and interface to Finance System
- Process reminder bills/advertising/certified mail-outs
- Process delinquent collection enforcement notices including warrants
- Process reports and store in IBM's On-Demand report repository for retrieval
- End of year process – close the current tax roll and end of fiscal year

2.3.3 Current and Delinquent Local Business Tax Systems

- Create Local Business Tax records including taxpayer information and business classification selection
- Generate fees and late fees automatically by date, location, number of units, etc.
- Allow the addition of new and changes of existing business classifications and tax tables.
- Allow multiple user groups (i.e. cashiers, enforcement officers and clerks) to enter data
- Monitor and identify input by user chronologically; allow memos/notes
- Link (auto match and function key) to Building Code Compliance Department certificates of competency
- Interface third party cash receipts with the County's current Payment Collection System (PCS), the Tax Collector's Netvantage/NCR 7780 High Speed Payment Processor, the Opex System, and lockbox processor
- Interface with the County's IBM WebSphere Payment Manager for web payments
- Manually hold receipts pending documents/payments
- Generate bills, refund notices, bad check notices and receipts and update records accordingly
- Process reports and store in IBM's On-Demand report repository for retrieval
- Print statistical reports sorted using multiple criteria such as business classification, municipality, zip codes, number of delinquent years, etc.

2.3.4 Convention and Tourism System

- Calculate taxes due based on the account information entered
- Post payments to the system, with transactions printed to a desktop slip printer
- Accept single and multiple payments and handle transactions including voids, refunds, bad checks, and payment cancellations and adjustments
- Conduct inquiries on account information and payment history
- Print various reports sorted on multiple criteria (other statistical reports are computed manually in Microsoft Excel)

2.3.5 Millage Rate System

- Store millage rates for the last ten years, maintained by the Property Appraiser

2.3.6 Public Service Cashiering / Payment Processes

- Conduct dynamic inquiries to verify account status and amount due
- Balance daily
- Provide daily reports, including reports for daily bank reconciliation purposes
- Manually reconcile accounts with bank deposits
- Process refunds, cancellations (non-sufficient funds - NSF) and re-application of payments
- Process distribution of collected funds to prescribed taxing authorities and other entities
- Process receipts from other sources - lockbox processor, Payment Collection System (includes Public Service Cashiering and the County's IBM WebSphere Payment Manager), Netvantage/NCR 7780 Payment Processor, the Opex System, Tax Paying Agents' CDs.

2.4 FUNCTIONAL SYSTEM SPECIFICATIONS

The County seeks to implement a configurable web-based Solution that will provide the Tax Collector with the ability to collect, manage, and distribute revenue. The proposed Solution should also be capable of allowing the public to conduct inquiries and pay taxes online.

2.4.1 MODULES

The following major modules are highly desired for the proposed Solution:

- A) Current and Delinquent Real Property Taxes
- B) Current and Delinquent Tangible Personal Property Taxes
- C) Current and Delinquent Local Business Tax Receipts (formerly Occupational Licenses)
- D) Convention and Tourist Taxes
- E) Bankruptcy/Litigation Case Management System
- F) Public Service Cashiering System / Payment Processing

2.4.2 USERS

- A) Primary Users will include approximately 350 employees distributed amongst different

County departments.

- B) Based on job specifications, the level of access may vary. The proposed Solution is able to provide different levels of security setup.
- C) Each transaction is to include a user ID and time/date stamp.
- D) Allowances should be made for a ten percent increase in the number of users per year throughout the term of the contract including any extensions.
- E) The proposed Solution allows the general public to access the system to search information and make secured payments online.

2.4.3 DESIRED SOLUTION FUNCTIONALITIES

The County desires a web based state of the art solution that is flexible and fully configurable to meet the changing needs of the County. The proposed Solution should be deployed and maintained via configuration without significant modification to the base source code. The proposed Solution may be either Vendor or County hosted based upon your proposed Solution's methodology and infrastructure requirements.

In order for the County to understand how Proposers intend to deliver the identified requirements, the Proposer response shall classify how the requirement is met by specifying the appropriate response code as defined below in the Response column of the Requirements matrix. In your proposal response you are to clearly define and provide screen shots, examples, and samples of canned reports as applicable to your solution.

Comments that further clarify how the requirement is met should be included in the Response Comments column as well as your proposal response. The below table is to be included with your Proposal Submission package as further outlined in Section 3.0 "Proposal Submission Package".

- **F** – Requirement will be FULLY met with the proposed solution (without configuration, extension(s), or modification).
- **C** – Requirement will be met via configuration (without changing base source code in proposed solution).
- **E** – Requirement will be met via code extensions (without changing base source code in proposed solution).
- **M** – Requirement will be met via modification of the solution.
- **N** – Requirement will not be met and why.

It is desired that the proposed solution provide the following functionality:

No.	Requirement Description	Response:	Response Comments
GENERAL SOLUTION SPECIFICATIONS			

No.	Requirement Description	Response:	Response Comments
1.	Solution is designed around business functionality, with fully integrated components that are readily adaptable to the changing needs in revenue collection (including State and County requirements), management, enforcement and distribution.		
2.	Solution is configurable to include client specific rules-based, table-driven, workflow-enabled processing		
3.	Solution provides seamless integration with existing County enterprise solutions and business process tools.		
4.	Solution provides executive level reporting and performance indicators for each module, including flexible Ad-Hoc report capabilities that can be utilized by non-programming staff.		
5.	Solution is modular in design for simple maintenance and expansion while providing a consistent look and feel.		
6.	Software modules are web based.		
7.	Solution's screen and database design will eliminate the necessity of entering/editing/deleting the same data in multiple modules.		
8.	Solution provides electronic storage for reports and distributions as required by the State and County for a period of at least 20 years.		
9.	Solution provides the ability to view on-line and print archive reports upon request.		
10.	Solution is capable of providing multi-users simultaneous use and allows all users to access assigned functions and perform uninterrupted operations.		
11.	Solution provides multi-level security measures built-in to allow the County to define access to the data, based on current practices utilized in the County's technological environment.		

No.	Requirement Description	Response:	Response Comments
12.	In the event of a System failure, the solution will automatically attempt to re-establish connections, update transactions, and indicate which transactions are waiting to be updated.		
13.	Solution is able to readily “hot key” or retrieve information from other solution modules without having to close out the module currently being used.		
14.	Solution’s security features are built in and compliant with industry standards. (Ex: SAS70 compliant, ISO 27002 compliant, etc.)		
15.	Solution has multi-level security measures built in to allow the County to define access to the data based on current practices utilized in the County’s technological environment.		
16.	Solution will provide the County with web functionality for online inquiries, payments and other transactions by the public.		
17.	Solution provides the ability to accommodate existing imaging solutions.		
18.	Solution can convert and import historical data from the current mainframe into the new modules of the proposed Solution.		
19.	Solution can conduct inquiries by name, address, folio number, certificate, tax deed, Local Business Tax receipt, FEIN number, social security number, and Convention and Tourism account number.		
20.	Solution can conduct payment inquiry functions as well as retain payment information.		
21.	Solution provides the public with the capability of conducting inquiries, reviewing information, and making payments online.		
22.	Solution can calculate the amount due for any month including discounts, interest, penalties, and fees as applicable.		

No.	Requirement Description	Response:	Response Comments
23.	Solution provides the County with administrative functionality to adjust and control discount periods and rates, penalty periods and rates, and any applicable fees.		
24.	Solution prints individual tax bills and retain a record, including name and address of billing recipient, and user ID and date.		
25.	Solution can print large groups of bills upon request by selecting the appropriate criteria.		
26.	Solution can create electronic files for use by a print vendor for mass mailings including bills, reminder bills, tax and renewal notices, a certified mail out, and quarterly bills and memo notices.		
27.	Solution allows for verification and approval of data to be sent to the outside print vendors.		
28.	Solution can reflect "payment pending" on any item or account as soon as the solution can be notified that payment was received but not yet processed.		
29.	Solution can accept payments without having to create a separate billing statement.		
30.	Solution can accept partial payments when appropriate.		
31.	Solution can print paid receipts upon request.		
32.	Solution can process payment cancellations along with corresponding fees, penalties and interest charges.		
33.	Solution is capable of including the reason for the cancellation and effective date of cancellation and account for reverse distribution of funds.		

No.	Requirement Description	Response:	Response Comments
34.	Solution is capable of doing refunds automatically when generated in the change process (i.e. value change), where appropriate, and in payment application processes resulting from duplicates and overpayments. Each refund should generate documentation for County staff to research the payment prior to processing a request for a refund check.		
36.	Solution is capable of refunding dollars distributed to taxing authorities when refunds are created, and reversed when checks are requested or other actions are taken with the money.		
37.	Solution provides functionality to request a refund check which only allows for modifications to payee information (name/address) as needed while protecting all other refund data. A report should be generated daily for verification purposes.		
38.	Solution allows County users to cancel a payment and convert it into a refund, with appropriate authorization.		
39.	Solution allows for the creation of an automatic refund request document with OCR scan line to be processed with bills and checks when it is known at processing time that a portion of the money will be refunded (overpayments).		
40.	Solution provides a process to correct or remove items that failed verification from a batch.		

No.	Requirement Description	Response:	Response Comments
41.	Solution provides a way for a verified batch of refund check requests to be passed to the County's FAMIS general ledger solution and/or any future Enterprise Resource Planning Solution via interface, for processing and refund check generation, including a report for final approval and signatures.		
42.	Solution allows the cancellation of a refund check request in a batch pending approval for interface.		
43.	Solution can accept an interface file back from the County's FAMIS general ledger solution and/or any future Enterprise Resource Planning Solution to record the check issue information (date issued, check number), or to record check cancellation information and open the refund for further research.		
44.	Solution can generate a monthly summary report of cancelled refund checks.		
45.	Solution can alert the operator that there are refunds against the folio/account so that appropriate action can be taken during the payment cancellation process.		
46.	Solution allows staff to generate a refund resulting from an unapplied payment.		
47.	Solution allows a refund to be applied to other outstanding tax debts and close the refund record in lieu of issuing a check.		
48.	Solution allows staff to indicate that a refund has been manually requested and produce all necessary documentation, locking the refund from further processing until approved by the authorized administrator.		
49.	Solution can accept and process check issue information from the interface file.		

No.	Requirement Description	Response:	Response Comments
50.	Solution can flag a refund check as returned, triggering the workflow to perform research for alternate address and/or name to appropriate County user(s).		
51.	Upon receipt of a cancellation from the General Ledger (via an interface), the Solutions workflow can generate a new refund check request with the alternate address/name found.		
52.	If no new name/address can be found, the Solution should allow appropriate staff to set refund status to undeliverable.		
53.	Solution can accept new address/name entry, automatically generating verification reports.		
54.	Solution's verification and approval can trigger notification(s) to appropriate County users in the workflow to cancel the check in the General Ledger.		
55.	Solution allows staff to 'suspend' an open refund (with appropriate authority) so it cannot be requested, and capture text as to why it is being suspended.		
56.	Solution generates a monthly report of suspended refunds.		
57.	Solution provides the capability to inquire on refunds and refund checks by various criteria, including but not limited to: check number, folio/account number, and name, even if refund check is voided.		
58.	Solution can import a file or spreadsheet of unclaimed refund checks on a periodic basis as defined by the County. <i>(This should trigger a workflow for research to determine if the check should be re-issued or escheated to the State.)</i>		

No.	Requirement Description	Response:	Response Comments
59.	Solution can accept a file of items transferred to the State from the County's FAMIS general ledger solution and/or any future Enterprise Resource Planning Solution via interface and update the refund check status.		
60.	Solution includes the ability to comply with the Confidentiality Act.		
61.	Solution is able to accept Confidentiality updates from the County Property Appraiser on a daily basis.		
62.	Solution is able to electronically update folio/account history upon receipt of returned mail. <i>(Current process uses bar code scanning to identify folios/accounts.)</i>		
63.	Solution can retain and view all records and transactions for at least 20 years.		
64.	Solution prepares distributions for Ad Valorem, Convention and Tourism, and Local Business taxes collected by the Tax Collector according to Florida Statutes.		
65.	Solution allows users to select revenue distribution frequency and hold back funds, as needed. <i>(Distributions shall interface with the County's current FAMIS general ledger solution and/or any future general ledger solution including the Enterprise Resource Planning Solution.)</i>		
66.	Solution produces detailed recapitulations of Ad Valorem taxes, Non-Ad Valorem assessments and collections by municipality and/or taxing authority on demand.		
67.	Solution allows for automated customized reporting with scheduling capabilities while allowing flexibility for ad hoc reporting.		

No.	Requirement Description	Response:	Response Comments
68.	Solution modules have access to an escrow account management component that will allow the user to apply funds in escrow to appropriate folios or accounts.		
69.	Solution produces management reports that will be available for County users on an as needed, when needed basis.		
70.	Solution has a Service Oriented Architecture (SOA) based interfaces for integration with existing County solutions as well as other solutions that may be developed in the future. <i>(Existing solutions include but may not be limited to the Property Appraiser's Solution, the County's current general ledger, Payment Collection Solution (including Cashier for Windows and the IBM WebSphere Payment Manager), NCR 7780/Opex Payment Processing, offsite Lockbox Processor, CDs from Tax Paying Agents, the IVR Solution (interactive voice response solution), and future interfaces for imaging solutions.)</i>		
71.	Solution provides support for the Public Service Cashiering/ Payment Processes Solution in multiple geographical locations throughout the County.		
72.	Solution provides for editing, error trapping and data masking, along with easily understood error messages, for all data entered.		
73.	Solution provides help screens that are readily available to all users.		
74.	Solution help screens are extensive and have the ability for updates and expansion.		
75.	Solution allows for the entry and display of user comments stamped with user ID and date/time.		

No.	Requirement Description	Response:	Response Comments
76.	Solution is able to easily export data in a format compatible with other software including Microsoft Excel, Word and associated databases.		
77.	Solution can create ASCII files.		
78.	Solution can store e-mail addresses along with other account contact information including but not limited to Contact Name, Phone, Address, Fax, etc.		
79.	Solution can support and enforce address requirements that meet United States Postal Services (USPS) standards (http://pe.usps.gov/cpim/ftp/pubs/Pub28/pub28.pdf)		
80.	Solution provides form letters and correspondence templates that can be modified as needed by an authorized County user and sent to citizens/taxpayers upon demand.		
81.	Information such as amounts due will be retrievable by the Solution and a transaction of the mailing and copy of the letter can be maintained.		
82.	Solution can generate tickler files to remind employees of records flagged for future handling and workflow management.		
83.	Solution provides the functionality to enable managers and supervisors to monitor all worked accounts/records through reports and inquiries.		
84.	Solution provides summary statistical reports that will be available to track user activity for performance monitoring and reporting.		
85.	Solution can provide a means to audit and verify the load process and produce beginning year tax roll with subtotals by municipality and millage code, and an overall total.		

No.	Requirement Description	Response:	Response Comments
CURRENT REAL PROPERTY TAXES			
86.	The Property Appraiser maintains data related to back assessments and abatements by creating "extra" folios with relationships to the original folios. Is the solution able to load this information electronically and maintain the relationship to the original folio? This relationship can be communicated on any inquiry or solution activity from either the original folio or the "extra" folio.		
87.	Solution is able to process a value change on a prior year paid item, (as allowed by statute) re-calculate the information, and create a refund pending Department of Revenue (DOR) approval.		
88.	Solution can determine once an approval is received that a refund should be handled via the normal refund process and generate a monthly report of refunds pending DOR approval.		
89.	Solution can automatically accept and process frequent changes (cutouts) throughout the year from the Property Appraiser, Public Works, Solid Waste, and municipalities, including recalculating taxes, adjusting payments, creating refunds and new bills.		
90.	Solution can automatically accept and process address changes from the Property Appraiser at least on a weekly basis.		
91.	Solution can accept an electronic file from the Value Adjustment Board (VAB) to identify a folio with a VAB application, to prevent advertising of the property and the subsequent sale of a tax certificate.		

No.	Requirement Description	Response:	Response Comments
92.	Solution can accept and process electronic files regarding the separation or combining of parcels of property (folio splits/groupings) from the Property Appraiser's CAMA solution, including adding new folios with cross reference to previous folios and history, redistributing/ adjusting payments to related folios and creating refunds or new bills as required.		
93.	Solution can accept and process a reversal of this update, while maintaining the transaction history and notify user of any payments processed against these folios.		
94.	Solution can handle and display multiple taxable values wherever required (i.e. additional homestead exemptions allowed by the County and some, but not all municipalities).		
95.	If a new municipality is incorporated, or property annexed by a municipality, Solution can retain references to old folio numbers and maintain a cross reference relationship between the folios for inquiry and reporting.		
96.	Solution is able to provide all processes for Tax Paying Agents' participation including but not limited to the following: Assigning ID codes to Tax Paying Agents (TPAs), with contact information. Solution is able to accept and process electronic data files from TPAs to identify in the solution the folios the TPAs intend to pay. Solution is able to send electronic files to the TPAs of all folios on the tax roll including amounts due.		

No.	Requirement Description	Response:	Response Comments
97.	Solution can process payment files. This includes but is not limited to balancing payment files to wires received, applying payments to corresponding folios with cross reference to wire identifiers, generating error and accounting reports, tracking any short or excess funds to be returned to the TPA.		
98.	Solution can electronically interface with the current County's FAMIS general ledger solution or future Enterprise Resource Planning Solution to process these refund payments by the TPA to the general ledger.		
99.	Solution provides all processes needed for quarterly installment participation.		
100.	Solution can produce physical tax rolls upon request (one version with confidential information blocked) on CD, DVD or other electronic media.		
101.	Solution can simulate any major processes including but not limited to beginning of year load and end-of-year roll closing process.		
102.	Solution provides a process that allows for the verification and approval of data (regarding beginning or end-of-year roll closing) in a test region prior to moving it into production.		
103.	Solution can electronically extract Real Estate data, including improvement liens and unsold prior year folios, for advertising in the media and the County web site and transmitting to the tax sale vendor.		

No.	Requirement Description	Response:	Response Comments
104.	During the tax certificate sale, Solution can accept and hold redemption payments to automatically apply them once the sale is balanced and closed.		
105.	Solution can comply with Florida Statutes regarding deferred taxes, with annual recap and reminder to property owners.		
106.	Solution can handle Improvement liens, including: Accepting automated files from the Property Appraiser containing data for any new improvement districts. <i>(One file contains district data (number, name, and term, rate per foot, interest rate, and early payoff discount. The second file contains the folios included for each district and the footage assessed. This data is received at the time of TRIM)</i>		
107.	Solution can use the improvement liens data to calculate and load the liens and produce a notice to the taxpayer describing the lien being assessed, offering a full payoff amount by a selected date, and describing the installment plan as the alternative.		
108.	Improvement lien notices issued by the Solution will include an OCR line to be usable as a bill for processing a payoff payment.		
109.	Solution is able to include the lien amounts, with proper interest accrued, on any combined tax bill printed, except for a quarterly installment bill.		

No.	Requirement Description	Response:	Response Comments
110.	For an on-line, on-demand bill, the solution allows users the option of removing the lien from the bill before printing. <i>*Quarterly exception - An improvement lien attached to a quarterly installment folio should not appear on any quarterly installment bill. Instead, it should appear on the November quarterly installment memorandum notice, generate an improvement only bill in the November mail-out, and any unpaid taxes and/or lien should both be included in the Reminder Bill.</i>		
111.	Solution provides for an improvement only bill for any of the following: paying the installment with interest, a full payoff (including applicable discount/interest) at any time during the term, or an extra principal payment (including interest) following any annual installment payment. Note: <i>Improvement amounts due include regular discount or penalty interest on the installment, plus any accrued interest on unpaid principal from last payment date, plus applicable fees.</i>		
112.	Solution provides a method for changes to individual liens from Public Works including footage corrections, folio splits and folio groupings.		
113.	Solution provides a process to re-calculate all liens in a district for a change in district rate or interest rate, or to cancel a district assessment (including refunds if necessary).		

No.	Requirement Description	Response:	Response Comments
114.	Solution provides staff with the option of removing the lien from advertising and sale. <i>(Note: Non-payment of an annual installment results in advertisement/sale of the entire unpaid principal amount plus accrued interest and fees as a separate item from any taxes sold. A lien is advertised and sold independent of the tax portion; a VAB application on taxes may not protect the lien.)</i>		
115.	Solution provides County users the ability to sort accounting reports by related bond group, with detail per improvement district.		
DELINQUENT REAL PROPERTY TAXES			
116.	Solution can maintain tax certificate buyer information including but not limited to Federal ID, name and address, etc.		
117.	Solution can keep records of all related financial transactions and produce electronic interfaces to the current County FAMIS general ledger solution or future Enterprise Resource Planning Solution for any payments, refunds and interest earned for 1099 reporting.		
118.	Solution can print mailing address labels upon request.		
119.	Solution can produce redemption distributions automatically, on a schedule or on demand with all associated reports. Should keep records of all related financial transactions and produce electronic interfaces to the current County FAMIS general ledger solution or future Enterprise Resource Planning Solution.		

No.	Requirement Description	Response:	Response Comments
120.	Solution can accept and process electronic files regarding the separation or combining of parcels of property (folio splits/groupings) from the Property Appraiser's solution, including adding new folios with cross reference to previous folios and history, redistributing/ adjusting payments to related folios and creating refunds or new bills as required.		
121.	Solution can accept and process a reversal of an update, while maintaining the transaction history and notifying user of any payments processed against these folios.		
122.	Solution can interface with the current or future vendor for the purpose of sending, receiving, and processing electronic files required for this sale including updating results. <i>Note: Currently, the County uses a third party vendor to conduct the annual auction of Tax Certificates.</i>		
123.	Solution can receive electronically and load tax sale results at the folio level from the vendor processing the on-line tax sale.		
124.	Solution can apply the results at the folio and buyer levels by creating certificates/liens and appropriately applying and distributing tax sale proceeds.		

No.	Requirement Description	Response:	Response Comments
125.	Solution includes functionality to perform all automated activities for certificates/liens including but not limited to: A) Additions B) Purchases with application of payment and distribution to taxing authorities C) Transfers, both individual and in mass D) Surrenders of certificates/liens by buyer to close the certificate E) Splits and groupings F) Collection and application of redemption payments with distribution to buyers G) Cancellation of redemption payments with appropriate reversals of distributions H) Revisions of tax assessments with judgment and loss where applicable I) Cancellations of certificates/liens with judgment and loss where applicable J) Refunds		
126.	Solution can calculate amount due on any certificates/liens, or tax deeds for any month/year including applicable discounts, interest and fees, and display the full breakdown.		

No.	Requirement Description	Response:	Response Comments
127.	Solution includes functionality for managing tax deeds and related processes, including but not limited to: A) Application forms B) Application – option to include current year taxes if still due, and automatic notice to taxpayer of application C) Letter to Buyer asking for clerk fee D) Adding a clerk file number E) Adding/removing associated fees F) Redemption payments, with distribution to the applicant G) Direct mailings H) Adding/removing auction dates I) Assessment changes to certificates while in the tax deed J) Removing certificates from the tax deed K) Deed surrenders L) Deed transfers M) Deed resolution (issuance, list of lands, escheated to County) N) Deed cancellation – including options to return certificates to original buyers, leave them with the applicant, or strike to County; and to refund all deed fees received by the Clerk of Courts		
128.	Solution can retain open items at the close of current year tax roll cycle that were ineligible to be sold. <i>(For example: government properties, omitted taxes, bankruptcies, and items pending valuation challenge)</i>		
129.	Solution can maintain the relationship of back assessments and abatements to the original folios. <i>(Note: The Property Appraiser maintains this information by creating and transmitting “extra” folios with relationships to the original folios).</i>		

No.	Requirement Description	Response:	Response Comments
130.	Solution has built-in functionality to calculate and display an amount necessary to purchase an item from the List of Lands, including all omitted taxes, the tax deed and any other certificates.		
131.	Solution is able to process and apply the payment for purchase.		
132.	Solution has the functionality to process buyer purchase of County-held certificates.		
133.	Solution automatically (or upon request) identifies and produces reports and notices on tax certificates prior to the end of their seven year life cycle. Upon reaching seven year life cycle, Solution automatically flags as expired with functionality to reverse.		
CURRENT TANGIBLE PERSONAL PROPERTY			
134.	Solution can load various electronic files received from the Property Appraiser, including all folio information (i.e. penalties, business codes, millage codes), and should include the ability to comply with the Confidentiality Act.		
135.	Solution provides a means to audit and verify the load process and produce beginning year tax roll by municipality and millage code, etc. with subtotals, and an overall total.		
136.	Solution can load electronic information related to back assessments and abatements and maintain the relationship of this information to the original folios. <i>(Note: The Property Appraiser maintains this information by creating and transmitting "extra" folios with relationships to the original folios).</i>		

No.	Requirement Description	Response:	Response Comments
137.	Solution can automatically accept and process daily electronic changes (cutouts) throughout the year from the Property Appraiser including recalculating taxes, adjusting payments, creating refunds and new bills.		
138.	Solution can automatically accept an electronic file from the Value Adjustment Board to identify a folio with a VAB application (to <u>prevent</u> advertising of the property, preparing a certificate of lien and issuance of a warrant).		
139.	Solution has the capability to create, manage, track and accept full and/or partial payments for exemption violation liens with the ability to waive any uncollected balances with proper authorization.		
140.	Solution can automatically recalculate a tax bill and transfer receivables to the new municipality when a business relocates within the same tax roll.		
141.	Solution can handle and display exemptions as allowed by the County based on workflows or permissions.		
142.	If a new municipality is incorporated, or property annexed by a municipality, Solution is able to retain reference to old folio numbers and maintain a cross reference relationship between the folios.		
143.	Solution is able to electronically extract data on unpaid open accounts eligible for advertising in the media and County website, and for the petition for warrants and the certified mail process.		
144.	Solution is able to create and track payment plans where appropriate with appropriate authority.		

No.	Requirement Description	Response:	Response Comments
DELINQUENT TANGIBLE PERSONAL PROPERTY			
145.	Solution is able to access and update delinquent folio account information, including a detailed account history.		
146.	Solution is able to provide lists of delinquent accounts based on general geographical area (i.e. zip codes) and/or by selection criteria such as status codes, assigned staff and past due amount ranges.		
147.	Solution has the capability to organize delinquent accounts to allow for the equitable distribution to enforcement officers using parameters such as designated geographic areas, equal number of folios and/or dollar range of folios.		
148.	Solution has the capability allow the solution to track enforcement officers' activities including but not limited to memos, contacts, visits, calls, type of payments, and warnings, etc.		
149.	Solutions allows for the creation of documents required for the issuance of warrants and jeopardy warrants, and have capability to track activities such as execution of warrants, property storage, auctions, costs and recovery of funds.		
150.	Solution has the capability to designate folios as Errors and Insolvencies (E & I) based on various reason codes in order to allow for analysis and reporting. Should have ability to delete such accounts from field enforcement lists. Please describe.		
151.	Solution is able to create and track payment plans where appropriate with appropriate authority.		

No.	Requirement Description	Response:	Response Comments
152.	Solution allows authorized users to adjust interest and fees on an individual account when necessary with appropriate authority.		
153.	Solution allows users to link accounts when appropriate for research and referencing purposes (ex. franchise accounts, etc.).		
CURRENT LOCAL BUSINESS TAX RECEIPTS			
154.	Solution can automatically generate new account number and receipt number when creating a new account, and can automatically generate new receipt numbers when adding additional receipts to existing accounts.		
155.	Solution can retain and allow access to complete account information for at least five years. This includes all category schedules and tax structures for each year.		
156.	Solution can calculate the cost of collection reimbursement amount by municipality based on population.		
157.	Solution allows for the annual tax cutoff and renewal process which currently takes place in June. All accounting information is rolled over to prior year and tax amounts are established for new tax year for every account/business receipt.		
158.	Solution can recalculate tax amounts at renewal time based upon municipal boundary changes from incorporations or annexations.		

No.	Requirement Description	Response:	Response Comments
159.	Solution allows tax assessment to be based on existing business category codes as well as a possible conversion/replacement of existing codes with NAICS (North American Industrial Classification System) codes. <i>(Note: Presently fields for both types of codes exist, with NAICS being for information only.)</i>		
160.	Solution provides test processes that simulate the end of year renewal process and produces sample bills for volume testing and approval of changes to bills prior to actual production run.		
161.	Solution provides a help function (with a dropdown help list, etc.) to assist staff in determining the correct business category codes, and provide help on required taxpayer documentation.		
162.	Solution's help function can display calculated tax amount based on type of business, number of employees or other units, and whether business is located in a municipality.		
163.	When staff enters new accounts, Solution can automatically search through accounts to identify any with similar fields such as Employee Identification Number (EIN), Tax Identification Number (TIN), social security number, business and owner name, and business address.		

No.	Requirement Description	Response:	Response Comments
164.	Solution allows employees to easily research information in the Property Appraiser Solution on folio number, municipality code and zoning designation, based on a business' street address. <i>(An automated search for Property Appraiser business addresses similar to the one entered in a new Local Business Tax account is preferred. The resulting information on folio number (including municipality code) and zoning designation would be copied to the Local Business Tax account after employee review.)</i>		
165.	Solution provides the public with the ability to search for existing accounts over the Internet based upon receipt number, business category, owner name, business name and business address.		
166.	Solution provides the public with the ability to enter new account applications over the Internet.		
167.	Solution allows the public to request changes, deletions, and additions (where allowed by security) to existing accounts over the Internet.		
168.	Solution allows information from applications to be held for review and automatically updates solution records, after employee approval.		

No.	Requirement Description	Response:	Response Comments
169.	When the public enters new account applications over the Internet, the solution is able to automatically search for and display accounts with identical Employee Identification Numbers (EIN) and Tax Identification Numbers (TIN) and similar business names, owner names and business addresses.		
170.	Solution is able to identify and record the application's source (i.e., mail-in, walk-in (main or satellite office), Web, etc.). If a new account is created by a special project or through enforcement activity, the solution has a free form field to allow for manually recording an employee or project code assigned to the account.		
171.	Solution is able to flag out-of-business accounts for all receipts attached to one account.		
172.	Solution is able to reinstate out-of- business accounts with the ability to select all or individual receipts.		
173.	Solution is able to transfer ownership, business name and address on paid accounts.		
174.	Solution is able to automatically calculate appropriate fees and generate new bills.		
175.	Solution is able to issue printed temporary receipts for special events such as flea markets and carnivals, etc.		
176.	Solution is able to link all receipts to an address location, or an address to an owner, or all receipts to a business.		

No.	Requirement Description	Response:	Response Comments
177.	Solution allows for the entry of a business category and a specific sub-classification for each receipt for reporting or statistical purposes.		
178.	Solution is able to add/change/delete/split accounts, depending on security.		
179.	Solution is able to create lessor control numbers to include a list of property addresses and adjusted square footage to be linked to a new account by municipalities or unincorporated areas. Total adjusted square footage shall be used as the unit count to calculate tax amount.		
180.	Solution provides a means for records of lessors with multiple commercial properties to be linked and display separate lists of the linked properties for municipal and/or unincorporated locations. User should be able to input and modify property lists.		
181.	Solution allows for the creation of special municipal taxes for contractors and link to existing receipts.		
182.	Solution allows for the creation of bingo and nightclub permits with the ability to link to existing accounts.		
183.	Solution is able to verify business tax receipt category information from the County's Building Code Compliance system to calculate the municipal contractor tax. Typically, the link is through a contractor's Certificate of Competency (CC#) number that exists in both solutions.		

No.	Requirement Description	Response:	Response Comments
184.	Solution allows payment cancellations and modification of transfer, NSF and penalty fees, and adjustments to final balance due (up or down) depending on user authorization parameters, noting reasons, and with issuance of exception reports.		
185.	Solution can prevent or hold the printing of receipts pending satisfaction of requirements; limited by management authorization and proper security levels.		
186.	Solution can generate hold notices, refund notices and other announcements to taxpayers, if applicable, after payments are posted.		
187.	Solution allows for management to change the text on these notices.		
188.	Solution can accept a final payment without creating a billing statement if the payment amount is within predetermined parameters.		
189.	Solution can print partial payment bills and produce a bill for the remaining amount due.		
190.	Solution can process single payment and multiple payment entries.		
191.	Solution can print Local Business Tax Receipts, upon posting of the payments.		
192.	Solution can post multiple payments and partial payments to one receipt number.		
193.	Solution is able to print duplicate Local Business Tax Receipts.		

No.	Requirement Description	Response:	Response Comments
DELINQUENT LOCAL BUSINESS TAX			
194.	Solution can identify delinquencies, can calculate penalties, and allow for mass mailing of delinquent notices.		
195.	Solution allows test processes that simulate delinquent notices for volume testing prior to actual production run.		
196.	Solution can access and update delinquent account information, including a detailed account history.		
197.	Solution allows staff with proper authorization to adjust penalties and fees and enter partial payments.		
198.	Solution can organize delinquent accounts to allow for the equitable distribution to enforcement officers using parameters such as designated geographic areas, equal number of accounts and dollar range of accounts.		
199.	Solution provides lists of delinquent accounts based on general geographical area (i.e. zip codes) and/or by selection criteria such as status codes, assigned staff and past due amount ranges.		
CONVENTION AND TOURISM			
200.	Solution provides the ability to change tax rates, penalty, and interest and collection allowance rate on a solution-wide basis by authorized user.		

No.	Requirement Description	Response:	Response Comments
201.	Solution can create and maintain accounts and all related pertinent information such as municipality, type of business, tax type, business name and address, and contact information, etc.		
202.	Solution provides for account inquiries including payment history detail, pending transactions, pending credits (refunds), collection month, transaction detail, data maintenance activity and account cross references.		
203.	Solution allows taxpayers to apply for a new account applications over the Internet. Should allow customers to request changes and additions (where allowed by security) to existing accounts over the Internet.		
204.	When taxpayers enter new account applications over the Internet, Solution can automatically search for accounts with identical name and address, and display a message indicating that the account already exists.		
205.	Solution allows taxpayers to access their own accounts over the Internet based upon account number, owner name, business name and business address.		
206.	Solution provides payment processing functionality for single and multiple payment entry, validation, end-of-day closing, void payments, credits, payment cancellation, refund processing, collection month adjustments, uncollectible account balances, and modify miscellaneous and return and NSF check fees.		
207.	Solution allows authorized staff to adjust account specific penalties, interest, fees, collection allowance, and exempt revenue, including but not limited to delinquent accounts and user receipt log.		

No.	Requirement Description	Response:	Response Comments
208.	Solution can transfer credits between accounts		
209.	Solution can subtract exemptions from reported revenue to ascertain taxable revenue.		
210.	Solution can calculate and generate tax bills based upon preset tax rates according to business tax type, municipality, and County calendar dates and allow for occasional changes with appropriate authority.		
211.	Solution can calculate the collection allowance for current returns, and penalties and interest for late payments.		
212.	Solution can accommodate businesses that report revenue collections monthly, quarterly or on a 13 period annual reporting schedule.		
213.	Solution allows for electronic payments by taxpayers (as discussed in General Section) with appropriate security and the encryption of financial information.		
214.	Solution provides for on-line filing of returns by taxpayers.		
215.	Solution prevents taxpayers from submitting a payment amount that is incorrect.		
216.	Solution can calculate an account's estimated gross receipts and exemptions for future collection months.		

No.	Requirement Description	Response:	Response Comments
217.	Solution has an audit function allowing generation of audit form letters, historical data on previous returns, notation of audit findings, calculation of tax assessment, payment plans and resulting resolution as necessary. The solution shall keep track of audits where there are no assessments and further documentation is needed.		
BANKRUPTCY/LITIGATION CASE MANAGEMENT SOLUTION			
218.	Solution provides a case tracking module integrated with the tax collector solution that will manage bankruptcy, litigation, and challenge case processing. Cases include Real Estate and Tangible Personal Property folios, and may include Local Business Tax Receipts and Convention and Tourism taxes.		
219.	Solution can identify and link related folios and accounts under bankruptcy and/or litigation proceedings. Solution should limit activities on these items to authorized users only. After identifying accounts related to a case, authorized user should be able to restrict accounts involved in legal proceedings, to prevent inadvertent violations of automatic stay or interference with the plan payment process.		
220.	Solution provides functionality to record the result of a judgment (valuation or payment change or dismissal of case, etc.). Solution should be able to automatically recalculate the tax amount due and generate refunds or amount due bills as applicable. Please explain your process.		
221.	Solution provides reminder functions (ticklers) to staff for specific deadlines (for example, hearing dates, and filing deadlines, etc.). Please explain your process.		

No.	Requirement Description	Response:	Response Comments
222.	Solution can capture and track all payment and refund information per case.		
223.	Solution can create payment plans on monthly, quarterly, or other time intervals and track compliance with the plan.		
224.	Solution has the flexibility to apply payments to selected folios/accounts at varying interest rates.		
225.	Solution can process refunds within determined time frames on litigation or challenge cases. Refunds should be interfaced per process described in this scope of services.		
226.	Solution can adjust and process accounts to reflect payments made directly to Certificate holders through bankruptcy proceedings in order to prevent duplicate payments.		
227.	Solution can calculate and produce claim forms, amended claim forms, estoppel letters and generate customizable form letters.		
228.	Solution can match the case number contained in the subject line of e-mail received from the Federal Court Solution with the corresponding case number in the case management module. It then should automatically distribute the e-mail based upon the paralegal associated with the case.		
229.	Solution can import from the Federal Court Solution all new cases filed and automatically populate the case management module with the relevant new case information.		
PUBLIC SERVICE CASHIERING			

No.	Requirement Description	Response:	Response Comments
230.	Solution includes POS ability to scan bills containing information related to folio number, amount due, etc. and capture check images.		
231.	Solution can read OCR-A scan line and bar code.		
232.	Solution can scan check images and read MICR lines. <i>Proposers are requested to provide recommendations for this equipment.</i>		
233.	Solution can obtain current amount due without a bill and provide the ability to process payments without having to create a billing statement (paperless bill).		
234.	Solution can calculate/display the amount due based on required parameters (i.e. base amount and the collection month), including but not limited to local business tax receipts, current, delinquent and quarterly taxes for both real estate and tangible personal property.		
235.	Solution allows for escrow payments.		
236.	Solution provides for pre-deposit payment amounts on all payment applications. Should interface with escrow requirements.		
237.	Solution's screens include comment fields for including additional information by authorized users.		
238.	Solution provides for various tendering types, including cash, personal checks, cashier checks, travelers' checks, debit cards, credit cards, money orders, pre-deposits, etc. Should be able to specify which tenders can provide change.		

No.	Requirement Description	Response:	Response Comments
239.	Solution allows for pre-determined acceptable payment overages or shortages (e.g., plus or minus \$5.00). These amounts shall be updatable by the solution administrator and allow a separate updatable amount per payment type.		
240.	Solution can accept and process debit and credit cards, using a keypad device for card swiping and entering a Personal Identification Number or electronic signature as necessary.		
241.	Solution can print duplicate copies of receipt generated.		
242.	Cashiers can manually enter approval codes.		
243.	Solution can communicate with the County's Payment Manager or the appropriate banking institution as necessary for processing of credit and debit cards.		
244.	Solution can automatically provide incremented transaction/receipt numbers and sequencing numbers within a transaction.		
245.	When processing transactions, solution can manage single items with single or multiple payments/tenders, and multiple items with single or multiple payments/tenders.		
246.	Solution allows Cashiers to process multiple batches on the same or on multiple workstations, while utilizing only one cash till. The solution can allow these multiple batches to be open simultaneously.		

No.	Requirement Description	Response:	Response Comments
247.	Solution provides the ability to reverse and/or void single and multiple transactions.		
248.	Solution is able to void/correct/add a single receipt within a multiple transaction.		
249.	Solution can recall and view the itemized detail in a multiple transaction during the process.		
250.	Solution allows for transaction adjustments to void and correct previously posted payment transactions in closed batches, with the ability to provide a reason for the adjustment/void.		
251.	Solution provides real time account updates for transactions (i.e. payments, voids, cancelations, and refunds, etc.)		
252.	Solution provides for paperless/electronic deposits.		
253.	Solution can interface to the County's FAMIS general ledger solution automatically to report information in "real time".		
254.	Solution can provide users with a workload dashboard or "Start-of-Day" functionality to prepare workstations to process the current day's work.		
255.	Solution can assign a predefined opening bank amount for each cashier. <i>(Only the location supervisor can assign the pre-defined bank amount for each cashier.)</i>		

No.	Requirement Description	Response:	Response Comments
256.	Solution can set cash drawer limits and monitor cash deposit amounts for each cash drawer, with monitoring functions from the supervisor's workstation.		
257.	Solution display's a message to cashier when cash limit is exceeded.		
258.	Cash drawers can be controlled electronically by the workstation, should be interchangeable, have removable tills, provide a method to open manually, and turn off drawer sound, if desired.		
259.	Solution provides the ability to review cash drawer balances and deposit totals on cashier and supervisor workstations.		
260.	Solution provides the ability for a supervisor to balance any cashier's work at any time and from any workstation.		
261.	Solution provides screen displays and reports for separate payment type collection totals, voids, cash deposits, and various tender types (e.g., cash, debit card, etc.).		
262.	Solution provides the ability to verify daily collection balances and, if necessary, rectify out of balance conditions.		
263.	Solution provides functionality to monitor inventories for transactions when necessary.		
264.	Solution can provide an electronic audit tape.		

No.	Requirement Description	Response:	Response Comments
265.	Solution provides the functionality needed for each workstation to provide totals for End-Of-Day balancing: by payment type, location and cashier, with break-downs by tender types (including voids) with consolidated totals by workstation and office location. <i>All functions should be under the supervisor's control.</i>		
266.	In case of communications failure, the solution should have the capability of indicating which transactions are pending to be applied on cashiering workstations.		
267.	Solution has an automatic process that re-establishes connections and updates transactions.		
268.	In cases where communications cannot be reestablished, the Solution can provide a method to backup and transfer data.		
269.	Minimum processing speeds: walk-ins = 100/hour per device; total potential transactions = 3,000/hour.		
270.	Solution can store transactions on both workstation hard drives and the solution server.		
271.	Solution's server provides the ability to produce consolidated reports. Minimum data maintenance: workstation = 20 business days; server = twenty years.		
272.	Solution includes the ability to print bill validations, check endorsements, receipts and electronic journal. Should include the capability to print duplicate validations, endorsements and receipts. <i>Proposers are requested to provide recommended printers/hardware for these functions in their proposal response.</i>		

No.	Requirement Description	Response:	Response Comments
273.	Solution can print a receipt for any transaction.		
274.	Solution provides the ability to redefine formats for receipt, bill validation, and endorsement as needed.		
WEB APPLICATION AND INTERNET PAYMENTS			
275.	Solution provides unrestricted secure access to the public via the Internet, enabling them to conduct inquiries and searches related to Real Property Taxes, Tangible Personal Property, and Local Business Tax Receipts.		
276.	Solution provides secured access to registered Convention and tourism account holders to view relevant information, file tax returns and make payments online.		
277.	Solution can provide unrestricted secure access to the public via the Internet to make on-line payments for Real Property Taxes, Tangible Personal Property, and Local Business Tax Receipts through e-checking and credit cards. <i>This process should use a secure connection to the County's IBM WebSphere Payment Manager which will be used as the payment mechanism.</i>		
278.	Solution can conform to County established standards and branding. <i>All website content will be approved by the County prior to publishing.</i>		

No.	Requirement Description	Response:	Response Comments
279.	Solution is customizable to incorporate Miami-Dade County branding “look and feel” consistent with the existing Department website: http://www.miamidade.gov/taxcollector		
280.	Solution can display the County’s name and such other trade dress (e.g., logos, introductory statement from County, etc.) as directed by the County.		
VENDOR HOSTED SOLUTIONS			
281.	If the proposed solution is vendor hosted, the County has minimum expectations that the uptime will be 99.999% of the vendor hosted system. <i>(Additional criteria maybe specified in the final contract.)</i>		
282.	If the proposed Solution is hosted at a non-County location, what is the Proposer’s proposed disaster recovery solutions?		
283.	Proposer hosted solutions has redundancy on the server, network infrastructure, and the hardware/software configuration that allows automatic failover to backup solutions in the event that a component of the primary solution fails.		
284.	In the event of a solution failure, the proposed hosted solution can automatically attempt to reestablish connections, update transactions, and indicate which transactions are waiting to be updated.		

No.	Requirement Description	Response:	Response Comments
SOLUTION INTERFACE SPECIFICATIONS <i>See Section 2.5 on Solution Interface Descriptions for additional detailed information. (See Attachment #1 Current Tax Collector Interfaces)</i>			
285.	Solution can provide automated electronic interface with the Miami-Dade Property Appraiser's Computer Aided Mass Appraisal Solution (CAMA) (see 2.5.1), retrieving/receiving information including: • New Tax Roll load and all pertinent folio information. • Millage code table containing rates for a period of no less than 10 years, • Cutouts and VABs, folio splits and groupings, • Name/mailling address changes, folio confidentiality designation, revised folio numbers based on incorporation of new municipalities, new Improvement Lien Districts, and Special Districts		
286.	Solution can provide an automated electronic interface(s) to Miami-Dade Solid Waste Department, Miami-Dade Public Works Department, municipalities within Miami-Dade County, and Community Development District management companies for the purpose of receiving changes to non-ad valorem assessments included in the tax bill. Should be able to add new entities to this interface as required (See 2.5.2).		
287.	Solution can provide an automated electronic transmission to the Property Appraiser's existing solution or future CAMA Solution (see 2.5.1) including data related to the annual mailing of Proposed Tax Notices (TRIM - TRuth In Millage) process.		

No.	Requirement Description	Response:	Response Comments
288.	Solution can provide for automated electronic interfaces to and from the County's FAMIS general ledger solution and/or any future Enterprise Resource Planning Solution. (FAMIS - see description in section 2.5.3) for the transmission of data related to revenue distribution and for the transmission and receipt of refund requests, and other data as necessary.		
289.	Solution can be setup to automatically send and retrieve financial information to and from the NCR 7780 / NetVantage Payment Processor, OPEX 3600i / OPEX 7.5 and Lockbox Processor.(2.5.4; 2.5.5)		
290.	If the County's existing Cashiering Solution is <u>not</u> replaced by the proposed Solution, it can be setup to automatically retrieve payment information from the mainframe IDMS Payment Collection Solution (PCS) or a future web based solution (should PCS be replaced). <i>Note: The present cashiering solution is Cashier for Windows by Solutions Innovators, Inc. (SII). (2.5.6)</i>		
291.	Solution can provide an Internet application accessed through the Miami-Dade Web Portal which contains information obtained from the Tax Collection Solution and allows the public to conduct inquiries and searches related to Real Property Taxes, Tangible Personal Property Taxes, Local Business Tax Receipts and Convention and Tourism Taxes.		
292.	Solution can enable the public to make on-line payments through e-checking and credit cards using the County's IBM WebSphere Payment Manager. (2.5.7)		

No.	Requirement Description	Response:	Response Comments
293.	Solution can transmit and receive data pertaining to folios with amounts due via CDs or other media as required to/from Tax Paying Agents and mortgage companies. Solution can provide process this data and prepare reports, including error reports and receipts for transmission as well. (2.5.8)		
294.	Solution can transmit and receive information related to the online web based Tax Certificate Sale application currently hosted by Grant Street Group. (2.5.9)		
295.	Solution can receive and process a batch file from the Value Adjustment Board (VAB). <i>Currently files contain folio number information used to prevent advertising and sale of tax certificates on folios being reviewed by the VAB. (2.5.10)</i>		
296.	Solution can provide an interface to the public via the County's Interactive Voice Response Solution (IVR) enabling them to conduct inquiries related to Real Property Taxes and Tangible Personal Property. (2.5.11)		
297.	Solution can provide for storage and retrieval of checks and remittance coupons. Currently, Netvantage's Itemage browser and a Lockbox Processor in conjunction with Wachovia's web application are used for storing/retrieving payment related images (checks and remittance coupons). (2.5.4 & 2.5.5)		
298.	Solution can provide either interface with the Kofax/Global 360 Electronic Document Management Solution (EDMS) for returned mail and bankruptcy litigation (documents), and future EDMS solutions storing correspondence and documentation, or provide a solution to replace it.		

No.	Requirement Description	Response:	Response Comments
299.	If the new Tax Collection Solution provides an interface to these EDMS solutions, Solution can allow searches on multiple fields including but not limited to folio number, document type and date printed. (2.5.12)		
300.	Solution can provide an automated electronic interface in real time mode between the Local Business Tax module and the County's Building Code Compliance Solution (see 2.5.13). The link is through a contractor's Certificate of Competency number (CC#) that exists in both solutions. The data is used for verifying that the CC# is active, and to automatically calculate the municipal contractor tax based upon the contractor licensing categories.		
301.	Solution can provide for a future automated Tax Deed application process. (2.5.14)		

2.4.4 SOLUTION REPORTING FUNCTIONALITIES

In order for the County to understand how Proposers intend to deliver the identified requirements, the Proposer response shall classify how the requirement is met by specifying the appropriate response code as defined below in the Response column of the Requirements matrix. In your proposal response you are to clearly define and provide screen shots, examples, and samples of canned reports as applicable to your solution.

Comments that further clarify how the requirement is met should be included in the Response Comments column as well as your proposal response. The below table is to be included with your Proposal Submission package as further outlined in Section 3.0 "Proposal Submission Package".

- **F** – Requirement will be FULLY met with the proposed solution (without configuration, extension(s), or modification).
- **C** – Requirement will be met via configuration (without changing base source code in proposed solution).
- **E** – Requirement will be met via code extensions (without changing base source code in proposed solution).
- **M** – Requirement will be met via modification of the solution.
- **N** – Requirement will not be met and why.

Solution is capable of generating/printing/e-mailing all necessary reports, automatically on a schedule or on demand, allowing user selection of criteria, including but not limited to the following:

No.	Requirement Description	Response:	Response Comments
1.	<u>Cash Distribution Reports:</u> Daily, monthly, year-to-date and year-end revenue distribution reports for Ad Valorem, Convention and Tourism, and Local Business taxes broken down by municipality, taxing authority, district and fee type, indicating net revenue amount, interest earned, discount, gross collections and amount due. Users should have the ability to select revenue distribution frequencies and hold backs, as needed. Reports should also include exceptions such as unapplied and resubmitted payments.		
2.	<u>Validation Reports:</u> Five separate daily accounting reports of all tax payments by folio number for Regular and Quarterly Current Real Property, Delinquent Real Property, and Current and Delinquent Tangible Personal Property. Each of the above reports should include a breakdown of payments by municipality, taxing authority and special district with monthly and year-to-date totals. (Note: Tangible Personal Property does not have special districts)		
3.	<u>Cancel Payment Journals:</u> Six separate daily accounting reports of all tax payment cancellations by folio number for Regular and Quarterly Current Real Property, Delinquent Real Property, and Current and Delinquent Tangible Personal Property and Local Business Taxes. Each of the above reports should include a breakdown of payment cancellations by municipality, taxing authority and special district with monthly and year-to-date totals. (Note: Tangible Personal Property does not have special districts)		

4.	<u><i>CutOut Journal Reports:</i></u> Five separate daily accounting reports of all tax cut out payments by folio number for Regular and Quarterly Current Real Property, Delinquent Real Property, and Current and Delinquent Tangible Personal Property. Each of the above reports should include a breakdown of tax cut out payments by municipality, taxing authority and special district with monthly and year-to-date totals. (Note: Tangible Personal Property does not have special districts)		
5.	<u><i>Reapplied Cut Out Journals:</i></u> Five separate daily accounting reports of all reapplied tax cut out payments by folio number for Regular and Quarterly Current Real Property, Delinquent Real Property, and Current and Delinquent Tangible Personal Property. Each of the above reports should include a breakdown of reapplied tax cut out payments by municipality, taxing authority and special district with monthly and year-to-date totals. (Note: Tangible Personal Property does not have special districts)		
6.	<u><i>Distribution Reports:</i></u> Five separate daily, monthly and yearly accounting reports recapping taxes collected or canceled for Regular and Quarterly Current Real Property, Delinquent Real Property, and Current and Delinquent Tangible Personal. Each of the above reports should include cumulative gross and net amounts by municipality, taxing authority and special district with monthly and year-to-date totals. (Note: Tangible Personal Property does not have special districts)		

7.	<u>Monthly Distribution Reports:</u> Eight separate accounting reports listing the calculated distribution of net tax payments received for Regular and Quarterly Current Real Property, Delinquent Real Property, Current and Delinquent Tangible Personal Property, Current and Delinquent Local Business Tax Receipts, and Convention and Tourism. Each of the above reports should include the net payments received and distributed to municipalities, taxing authorities and special districts. (Note: Tangible Personal Property does not have special districts). Distribution computations and reports should be available monthly or upon request as needed. See bullet 36 under section 2.3.1 entitled General Specifications for additional information.		
8.	<u>Error Reports:</u> Various reports on solution processes with exceptions that were rejected by the solution and reason for the rejection.		
9.	<u>Clerk Detail and Productivity Report:</u> Workflow statistics by type, section and user id.		
10.	<u>File Maintenance Reports:</u> List of all accounts that have been edited within a specific date range with details of information changed.		
11.	<u>Physical Tax Roll:</u> List of all folios/accounts that have been assessed and placed on the current tax roll, including all related historical activity,		
12.	<u>Refund Request Report:</u> List of all refunds that have not been requested and status. (also see Refund bullet #21 in Section 2.3.1)		
13.	<u>Duplicate Payments/Payment In Error Reports:</u> List of accounts that have duplicate payments or payments canceled due to "paid in error."		
14.	<u>Cancellations:</u> Report of cancelled payments and distributions.		
15.	<u>Statistical Reports:</u> Up-to-date reports listing number of refunds requested number of duplicate payments, cancellations, etc. on a periodic basis.		

16.	All accounting reports generated by the proposed Solution should be capable of listing municipalities and their summaries before reporting amounts associated with unincorporated County properties. (i.e. <i>municipality codes = 1 – 29 and 31 – 36; County code = 30</i>)		
CURRENT REAL PROPERTY TAXES REPORTING FUNCTIONALITY			
17.	<u>Pending Refunds Report:</u> Listing of all open refunds sorted by year, municipality and date refund was created. Report is produced monthly and upon request and includes folio number, type of refund, receipt number, amount of refund and request date.		
18.	<u>Open folios with Pending Refunds Report:</u> Monthly report listing all current year open folios that have current year refunds, sorted by municipality and including folio number, status, refund amount and refund resolution.		
19.	<u>Preliminary Report of Check Requests:</u> Daily report of refunds requested, sorted by operator and request date/time with a recap by operator which provides the total number of items and amount refunded along with a preliminary approval signature line. Fields include folio number, original name and address, new name and address, amount of refund, receipt number, operator, and date refund created. (Note: Supervisor should be able to delete/reverse refund request errors from the solution.)		
20.	<u>Tax Collector Check Requests:</u> Contains all refunds requested after deletions and preliminary report approval have been made. Report includes total number of items and amount refunded with approval signature lines along with a separate listing of all refund requests over \$10,000.		
21.	<u>Exception and/or Errors Reports:</u> Reports generated as needed from any process.		

22.	<u>Cutout Report:</u> Daily report displaying folio information before and after corrections, adjustments to taxes and payments, with distribution, refunds and corrected bills.		
23.	<u>Duplicate Overpayment and Voucher Report:</u> Daily listing of all folios that have a second payment, overpayments or a voucher refund. The report includes the receipt numbers, dates and amounts of both payments.		
24.	<u>Tax Paying Agent (TPA) Report:</u> Includes name, address and contact person of all agents making automated payments.		
25.	<u>Load TPA Error Report:</u> Trial listing of folios requested by TPAs that were rejected by the Tax Collection Solution along with the reasons for rejection.		
26.	<u>Payment Pre-validation Report:</u> Report on the reconciled final number of folios and amounts that a TPA should submit.		
27.	<u>TPA Payment Error Report:</u> Listing of all errors created during payment processing.		
28.	<u>TPA Payment Reconciliation Report:</u> Report will list each TPA's wire received, to include TPA name and number, wire/receipt number, total amount wired, number of folios reported for payment, total dollar amount validated, payment validation date, number of payments validated, and amount to be refunded, if applicable. Refund information should include refund amount, refund check number, and refund check date. In addition, detailed folio information should be available upon demand.		
29.	<u>TPA Payment Apply Report:</u> Payments applied by folios with distributions to taxing authorities.		

30.	<u>TPA Recap Report:</u> Total number of folios submitted by a TPA, including the amount submitted, number and amount validated, number of errors and amount to be refunded.		
31.	<u>Refunds for TPAs:</u> Automated report of refunds due to TPAs as a result of overpayments or duplicate payments.		
32.	<u>County Departments Report:</u> Listing of all County departments with folios they are responsible for paying along with amount due.		
33.	<u>Reports on Quarterly Installment Payments:</u> Various reports related to quarterly payment plans including Error Reports, Duplicate Payment Reports, Overpayments and Cash Error Reports. These reports are similar to ones previously described pertaining to regular annual real estate tax payments.		
34.	<u>New Capital Improvement District Money Roll Report:</u> A listing of folios in a new district, along with their legal description, certified mail number and principal amount of lien, etc.		
35.	<u>Capital Improvement Lien Status Report:</u> Report listing all folios for each district with the status of each in terms of payoffs.		
36.	<u>Year-end Recap Report for Prior Year:</u> Annual recap of prior year real estate taxes collected or canceled. Report should include cumulative gross and net amounts by municipality, taxing authority and special district with annual totals.		
DELINQUENT REAL PROPERTY TAXES REPORTING FUNCTIONALITY			
37.	<u>Buyers' Reports:</u> Lists of all un-redeemed certificates by buyer.		

38.	<u>Tax Certificate Sale Forms:</u> Issuance of certificates, signed by the Tax Collector, to Buyers confirming their tax certificate purchases.		
39.	<u>Redemption Reports:</u> List of redeemed certificates and related activity for a specified time period. This report should be printed at time of redemption distribution.		
40.	<u>Unresolved Unapplied Report:</u> Lists redemption payments that have not been applied or refunded.		
41.	<u>Escheated Properties Reports:</u> Lists of properties escheated to the County.		
42.	<u>List of Lands Reports:</u> List of properties that did not sell at the tax deed auction.		
43.	<u>Cash Error Report (unapplied payments):</u> List of rejected payments.		
44.	<u>Tax Deed Application Report:</u> Lists the new applications processed with amounts due on a daily basis.		
45.	<u>Tax Deed Application Notice:</u> Automatically generate notices to property owners indicating that a tax deed has been applied for and alerting them to the amount due.		
46.	<u>Certificate Transfer Report:</u> List of certificates successfully transferred and separate list of certificates that were not transferred along with the reason for rejection. Report is sorted by original buyer number and includes all totals.		
47.	<u>Splits and Groupings Report:</u> Lists certificates, sorted by folio number, which have been newly split or grouped, printed upon occurrence.		

48.	<u>Clerk of Courts Letters:</u> Generate letters by buyer number requesting the Clerk of Courts tax deed fee. Totals should be consolidated by buyer number and should contain tax deed numbers.		
49.	<u>Buyers with Negative Distribution:</u> Lists account information for buyers with negative balances. Report should be generated as part of the redemption distribution process.		
50.	<u>Buyer Activity Report:</u> A monthly report displaying buyer account activity.		
51.	<u>Unsellable Certificates Report:</u> Provides the status of all unsellable certificates held by the County. Printed annually prior to the tax sale.		
52.	<u>Not Paid Not Sold Reminder Notices:</u> Print notices to property owners prior to the tax sale for delinquent prior year taxes that were not sold during a previous tax certificate sale.		
53.	<u>Expiring Certificate Report/Notices:</u> Provides both a report and the notices to be mailed to certificate buyers six months before the expiration of their unredeemed tax certificates.		
54.	<u>Folios Without Assessment:</u> Lists folios canceled by the Property Appraiser that still have delinquent taxes due.		
55.	<u>Legal Description Changes Report:</u> Lists folios with legal description changes made prior to the tax deed application.		
56.	<u>Purge Report:</u> Lists activity on old delinquent folios if a purge is done.		

57.	<u>Buyers 1099 Redemption Report:</u> An annual report listing interest received by the buyers.		
58.	<u>Buyer Redemption Detail Report:</u> Detailed list of all redemption payments generated upon redemption distribution.		
59.	<u>Tax Deeds With Senior Exemption:</u> A monthly listing of tax deed applications processed whose property owners claim senior citizen exemption.		
60.	<u>Eligible for Tax Deed Report:</u> This report lists the certificates that are available for tax deed applications. Report is generated upon request and sorted by buyer number.		
CURRENT TANGIBLE PERSONAL PROPERTY REPORTING FUNCTIONALITY			
61.	<u>Refund Request Report:</u> List of all folios that have not been processed for pending refunds.		
62.	<u>Refund Report:</u> Details and summaries of refunds pending as well as refund check registers.		
63.	<u>Pending Refunds Report:</u> Listing of all open refunds sorted by year, municipality and date refund was created. Report is produced monthly and upon request and includes folio number, type of refund, receipt number, amount of refund and request date.		
64.	<u>Open folios with Pending Refunds Report:</u> Monthly report listing all current year open folios that have current year refunds, sorted by municipality and including folio number, status, refund amount and refund resolution.		

65.	<u>Exception and/or Errors Reports:</u> Reports generated as needed from any process.		
66.	<u>Cutout Report:</u> Daily report displaying folio information before and after corrections, adjustments to taxes and payments, with distribution, refunds and corrected bills.		
67.	<u>Duplicate, Overpayment and Voucher Report:</u> Daily listing of all folios that have a second payment, overpayments or a voucher refund. The report includes the receipt numbers, dates and amounts of both payments.		
68.	<u>Reports on Quarterly Installment Payments:</u> Various reports related to quarterly payment plans including Error Reports, Duplicate Payment Reports, Overpayments and Cash Error Reports. These reports are similar to ones previously described pertaining to regular annual real estate tax payments.		
DELINQUENT TANGIBLE PERSONAL PROPERTY REPORTING FUNCTIONALITY			
69.	<u>Route Scheduling Reports:</u> Display and print route schedules organized by geographical area for enforcement officers, allowing user selection of criteria. <u>Important:</u> Route Reports should <u>combine</u> current and delinquent Tangible Personal Property data with information on current and delinquent Local Business Tax Receipts, thereby allowing the scheduling of collections on both types of accounts in the same general area.		
70.	<u>Enforcement Officers Detail and Productivity Report:</u> List of all collections, visits, and warnings, etc. by user based on a date range as well as totals based on type of accounts (Tangible Personal Property and/or Local Business Tax combined).		

71.	<u>Warrant Status Report:</u> List of the status of all delinquent accounts that are in the warrant process, including jeopardy warrants.		
72.	<u>Error & Insolvency (E&I) Report:</u> List of all accounts that have been coded or identified due to error or insolvency, sorted and totaled by various criteria including codes.		
73.	<u>Open Account Summary:</u> Periodic summary of unpaid folios that have been either tagged by enforcement, never tagged, collected, or designated E&I. These statistics need to be reported by tax year, municipality, and zip code. Frequency shall be monthly, quarterly and yearly.		
74.	<u>Warrants Report:</u> Details activity pertaining to warrant issuance and resolution.		
75.	<u>Exception and/or Errors Reports:</u> Reports generated as needed from any process.		
76.	<u>Refund Report:</u> Reports detailing and summarizing refunds pending as well as refund check registers.		
77.	<u>Zip code Report:</u> Report summarizing the number of open folios and dollar values in each zip code.		
CURRENT LOCAL BUSINESS TAX RECEIPTS REPORTING FUNCTIONALITY			
78.	<u>Summary Report:</u> Periodic summaries of paid and unpaid taxes and numbers of receipts by ranges of amount owed, zip code and municipality. Shall be available monthly or upon request.		

79.	<u>Revenue Report:</u> Periodic revenue reports by type of tax or fee.		
80.	<u>Reimbursement Cost Allocation Reports:</u> Report detailing distribution parameters based on the population in each municipality.		
81.	<u>Distribution Report:</u> Daily, monthly and yearly reports of revenue distributed.		
82.	<u>Bingo and Nightclub Report:</u> Provides details on each paid and unpaid permit along with a summary.		
83.	<u>Municipal Contractor Program Report:</u> Lists municipal contractors' revenue distributions by month and municipality.		
84.	<u>New Account Report:</u> Daily and monthly listing of new accounts, with summary and the ability to select by municipality.		
85.	<u>Control Reports:</u> Reports detailing cancellations, unapplied and reapplied payments, deleted accounts, on-hold receipts, errors, and exempt accounts.		
86.	<u>Mass Deletion Report:</u> Lists records purged or deleted from the solution at periodic intervals.		
87.	<u>Activity Report:</u> Provides information on accounts that were mailed renewal bills and reminders, plus activity related to purging old records.		
88.	<u>File Maintenance Report:</u> Provides detailed account history by user, transaction type or type of change/update.		

89.	<u>Daily Payment Report:</u> Reconciliation of payments applied with summaries and totals.		
90.	<u>Cancellations Report:</u> Provides detailed activity on cancelled transactions by user.		
91.	<u>Rejects and Errors Report:</u> Daily and monthly reports listing payment transaction rejects/errors and the reason for rejection.		
92.	<u>Refund Report:</u> Details and summarizes refunds pending as well as refund check registers.		
DELINQUENT LOCAL BUSINESS TAX REPORTING FUNCTIONALITY			
93.	<u>Route Scheduling Reports:</u> Display and print route schedules organized by geographical area for enforcement officers. <u>Important:</u> Route Reports should <u>combine</u> Delinquent Local Business Tax Receipts data with information on Tangible Personal Property.		
94.	<u>Enforcement Officers Detail and Productivity Report:</u> List of all collections, visits, and warnings, etc. by user based on a date range as well as totals based on type of accounts (Local Business Tax and/or Tangible Personal Property combined).		
95.	<u>Warrant Status Report:</u> List of the status of all delinquent accounts that are in the warrant process, including jeopardy warrants.		
CONVENTION AND TOURISM REPORTING FUNCTIONALITY			
96.	<u>Daily Posting Report:</u> Shows the transactions posted the prior day to enable balancing.		

97.	<u>Delinquent List</u> : Lists outstanding unpaid accounts.		
98.	<u>Month End Balancing Report</u> : Total collections for the month and sorts by municipality and type.		
99.	<u>Distribution Report</u> : Report indicating the allocation of funds to the proper distribution sources.		
100.	<u>Zip Code Report</u> : Lists collection of taxes by zip code		
101.	<u>Audit Reports</u> : Shows the dates, status, and results of audits or pending audits.		
102.	<u>Ad Hoc Reports</u> : Should be able to produce various ad hoc reports		

BANKRUPTCY/LITIGATION CASE MANAGEMENT SOLUTION REPORTING FUNCTIONALITY

103.	<u>Case Status Reports</u> : Reports on active, voided, closed and paid cases grouped by status, paralegal employee and bankruptcy chapter or litigation case.		
104.	<u>Management Reports</u> : The module will produce appropriate management reports, including case aging reports.		
105.	<u>Filed Claims Report</u> : Detailed report produced on a periodic basis showing the number of claims and tax amount filed sorted by paralegal.		
106.	<u>Payment Report</u> : Report produced on a periodic basis showing payments made on all cases.		
107.	<u>Refund Report</u> : Report produced on a periodic basis showing all refunds generated on all cases.		

108.	<u>Electronic Mail Processing Report:</u> A daily report sorted by paralegal listing all incoming electronic mail from the courts, the cases it belongs to and the paralegal assigned to the cases.		
109.	<u>New Cases Report:</u> Monthly listing of new cases created, sorted by paralegal assigned to the case.		
110.	<u>Restrained Accounts Report:</u> Upon request, a listing of accounts/folios that are restrained for legal cases		
111.	<u>Court Date Report:</u> Lists cases and their court hearing dates, creditors' meetings, or other hearing dates and deadlines.		
PUBLIC SERVICE CASHIERING REPORTING FUNCTIONALITY			
112.	<u>Report of Collections:</u> Shows amount collected for each index code.		
113.	<u>Recap of Collections:</u> Provides breakdown by each cashier of their bank deposit sorted by department, cashier, cash and checks.		
114.	<u>Distribution of Index:</u> Shows index, payment type, amount collected, grand total and cashier.		
115.	<u>End-Of-Day Workstation Reports:</u> Should be able to print the following four reports on a journal tape at each workstation. • Itemized tenders: is a list of individual tender amounts for all tenders defined to be itemized. • Cashier balances: transaction totals broken down by tender type for each cashier. • Cashier deposits: deposit totals broken down for each cashier for deposit. • Index code totals: breakdown of money collected for each payment type		

116.	<u>Consolidated Collection Reports:</u> Reports include audit trails for each transaction with payments grouped by cashier, workstation, revenue account distribution and index code; miscellaneous payment types grouped by index code and totals by payment tender type. See the specific Consolidated Reports below.		
117.	<u>Cashier Balance Report:</u> Lists the cash and check totals for each register and each cashier. A separate report may also be requested for just one cashier.		
118.	<u>Payment Type / Index Code Report:</u> Lists the total number of items collected and total amount collected for each payment type on each register.		
119.	<u>Credit Card Transaction Report:</u> Provides the merchant ID, date, time, user id, authorization code and amount for each credit card transaction.		
120.	<u>Itemized Tender Report:</u> Report may be requested for a single cashier or all cashiers and lists the user id, register, checks, money orders and traveler's checks.		
121.	<u>Index Code Report:</u> Lists payment type totals, including item count, with an option to select workstation and location or may be grouped by all locations. Report may also be requested for a single index code or payment type and lists each transaction taken at the workstation on a particular date.		
122.	<u>Transaction Statistic Report:</u> Provides the number of transactions taken on an hourly basis by each cashier.		

123.	<u>Void Report:</u> Lists voided transactions for the day sorted by cashier and cash register.		
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2.5 SOLUTION INTERFACE DESCRIPTIONS AND ADDITIONAL REQUIREMENTS

Below is a high level overview of the required interfaces and the Section that provides the detailed information as to the County expectations:

- 2.5.1 Property Appraiser - Computer Aided Mass Appraisal System (CAMA)
- 2.5.2 Local Government Entities With Non-Ad Valorem Assessments
- 2.5.3 Financial and Accounting Management Information System (FAMIS)
- 2.5.4 Fast Payment Processing Unit (FPPU)
- 2.5.5 Lockbox Processor
- 2.5.6 Payment Collection System (PCS)
- 2.5.7 Web Application / Websphere Payment Manager
- 2.5.8 Tax Paying Agents / Mortgage Companies
- 2.5.9 Tax Certificate Sales
- 2.5.10 Value Adjustment Board
- 2.5.11 Interactive Voice Response System (IVR)
- 2.5.12 Global 360 Imaging Interface
- 2.5.13 Building Code Compliance System
- 2.5.14 clerk of court system
- 2.5.15 Web Application / Server / Operating System / Programming Interfaces
- 2.5.16 Geographic Information System (GIS)
- 2.5.17 Code Enforcement (CEF) Interface
- 2.5.18 Self Service Features of related systems

All web services and/or other interfaces to County supported enterprise systems will be made available to the Proposer by County staff. Please refer to Attachment 1 for a diagram of current interfaces between existing systems.

HIGH LEVEL INTERFACE DESCRIPTIONS

Interfaces to the Property Appraiser Systems : Current File layout – Annual Real Estate Tax Load

The layout described below is used to load the Real Estate Tax Roll in October of each year. This file and process is used to load the Tax Collector's database and does not send any information back to the Property Appraisal System. The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. This file typically contains approximate 900,000 records.

Municipality	Two digit municipal code representing where the property is located
Folio Number	Eleven digit property identification number assigned by the Property Appraiser
Millage Code	Four digit millage code assigned by the Property Appraiser
State Exempt Code	Two digit state exemption code
County Land Use Code	County land use code
State Land Use Code	State land use code
Soundex code	Name soundex code created by Property Appraiser
Last Name Of Owner Of Record	Used to build soundex code if needed
First Initial Of Owner Of Record	Used to build the soundex code
Mailing Address Lines	Four lines of mailing address
Mailing Address Zip Code	9 Digit (zip plus 4)
Legal Description Lines	First four lines of legal description
Legal Description Continuation	Indicates that appraiser has more than four lines of legal description
Property Address	Property / location address
Market Value	Market Value
Total Value	Total Assessed Value
State Exempt Amount	State Exempt amount
Homestead Exemption Amount	State law allows Florida homeowners to claim up to a \$50,000 Homestead Exemption (HEX) on their primary residence. The first \$25,000 of this exemption applies to all taxing authorities. The second \$25,000 excludes School Board taxes and applies to properties with assessed values greater than \$50,000.
Additional Senior County Exemption	Additional senior County exempt amount
Additional Senior Municipal Exempt	Additional senior municipal exempt amount
Additional Regional Hex Exemption	2008 amendment, regional portion
Additional County Hex Exemption	2008 amendment, County portion
Additional Municipal Hex Exemption	2008 amendment, municipal portion
Widow Exemption Amount	
Veteran Exemption Amount	

Disabled Exemption Amount	
Blind Exemption Amount	
Veteran Exemption Amount	
Folio Veteran Percent Exemption	Florida veteran exemption percentage
FOLIO DISTRICT INFORMATION: • District Code • District Number • Footage • Waste Account Number	Non Ad Valorem assessments - As many as the folio has, the maximum on a single folio in the 2008 roll was 4 District code (L,M,G,T etc.) District number Districts footage/Units Ex. 12345.1234 Account number from the Solid Waste Department, stored the Property Appraisal Database

Current File layout – Non Ad-Valorem (Special Districts and Rates)

The layout described below is used to load Non Ad-Valorem Special Districts and Rates in October of each year. This file and process is used to load the Tax Collector's database and does not send any information back to the Property Appraisal System. The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. This file typically contains approximate 2,500 records.

SPECIAL DISTRICT CODE	Special district code
SPECIAL DISTRICT NUMBER	Special district number
SPECIAL DISTRICT NAME	Special district name
SPECIAL DISTRICT RATE	Special district rate

Current File layout – Back Assessments, Enterprise and Historical Abatement Folios

The Property Appraiser creates a second folio for Back Assessments, Enterprise and Historical Abatements. These files are used to establish the relationship between the property folio and the second folios mentioned above. There is no data sent back to the Property Appraisal System as a result of this process.

The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. The numbers of records contained in these files vary from year to year.

DATA TYPE	BK, ET, HI
MUNICIPALITY	Municipality of BA, ET or HI
FOLIO	Folio number of BA, ENT or HI

MUNICIPALITY	Municipality of 'parent'
FOLIO	Folio number of 'parent'

Current File layout – Confidential Folios

This file is used to process records that have been flagged as confidential by the Property Appraiser according to Florida Law. There is no data sent back to the Property Appraisal System as a result of this process.

The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. The numbers of records contained in this file is approximately 7000 records.

MUNICIPALITY	Municipality of folio to be marked as confidential
FOLIO	Folio number to be marked as confidential

Current File layout – Full Legal Descriptions

The Property Appraiser provides a file of the full set of legal descriptions for the tax roll that is loaded in October. As changes to the legal descriptions occur throughout the year in the Property Appraisal system, (via the daily cutout process) additional sets of legal descriptions are created for each folio and merged into the original file. Both the original and changed legal descriptions are included as part of the folio detail on the end of year roll. There is no data sent back to the Property Appraisal System as a result of this process.

The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. The current limitation on lines of legal descriptions for each folio is 99 lines with a maximum of 33 characters per line.

MUNICIPALITY/FOLIO	13 Character Folio number
LEGAL CHANGE DATE	Date of change for each line
LINE NUMBER	Line number of legal line
LEGAL DESCRIPTION	Line of legal (file includes a delimiter between folios which has ***** in this position)

Current File layout – Cross- reference file for Folio numbers affected by Municipal Incorporation

This file is used to setup a cross-reference between existing folio numbers and folio numbers that have been modified in the current year due to incorporations and annexations. There is no data sent back to the Property Appraisal System as a result of this process.

The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. The numbers of records in this file varies due to the size and density of the geographic area that has been incorporated or annexed.

OLD MUNICIPALITY	Old Municipality of folio
OLD FOLIO	Folio number of parcel
NEW MUNICIPALITY	New municipality
NEW FOLIO	Folio number of parcel

Current File layout – Annual Tangible Personal Property Tax Load

The layout described below is used to load the Tangible Personal Property Tax Roll in October of each year. This file and process is used to load the Tax Collector's database and does not send any information back to the Property Appraisal System. The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in this process. This file typically contains approximately 120,000 records.

FOLIO	Eight Digit Personal Property Folio Number
REAL ESTATE FOLIO	Corresponding Real Estate Folio
BUSINESS NAME 1	Business Name
BUSINESS NAME 2	Business Name Second Line
MAILING ADDRESS	2 Lines Mailing Address
MAIL ZIPCODE	Mail Zip
PROPERTY ADDRESS	Property location address
PROPERTY ZIPCODE	Property location zip
LBT NUMBER	Local business tax account if known
CLASS	Class of Account
VARLOC FLAG	Various Locations Indicator
HOUSE FLAG	House Indicator
SSN	Social Security Number
FED-ID	Federal ID Number
SIC NUMBER	
LOCAL-PHONE	
CORPORATE-PHONE	
MILLAGE CODE	Millage Code
BUSINESS CODE	Type Of Business
RETURN FLAG	Y If Return Filed

SOURCE CODE	R If Return, Etc.
SOURCE YEAR	Year of Source Document
EXEMPTIONS:	
• STATE EXEMPT 1 • STATE EXEMPT AMOUNT 1 • STATE EXEMPT 2 • STATE EXEMPT AMOUNT 2 • WIDOW EXEMPT AMOUNT • VETERAN EXEMPT AMOUNT • DISABLE EXEMPT AMOUNT • BLIND EXEMPT AMOUNT	
FOLIO-PENALTY	Folio Penalty Percent
OMISSION-PENALTY	Omission Value Penalty Percent
SITE	Assessed Value Site Category
SERVICE	Assessed Value Service Category
OMISSION	Assessed Value Omission Category
OTHER	Assessed Value Other
CALC	Assessed Value Calc
TOTAL VALUE	Total Assessed Value
TOTAL EXEMPT	Total Exemption Amount
SNDX CODE	Soundex Code For Name
CONFIDENTIAL FLAG	'Y' if Confidential

Current File layout – Tangible Personal Property Back Assessments

The Property Appraiser creates a second folio for Back Assessments. This file is used to establish the relationship between the property folio and the second folio mentioned above. There is no data sent back to the Property Appraisal System as a result of this process.

The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. The numbers of records contained in these files vary from year to year.

PARENT/ORIGINAL FOLIO	Original folio number
BACK ASSESS FOLIO	Back assess folio for original
BACK ASSESS YEAR	Year of back assessment

BACK ASSESS MILLAGE CODE	Millage on child (special code)
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Current File layout – Tangible Personal Property Enterprise Abatements

The Property Appraiser creates a second folio for Enterprise Abatements. This file is used to establish the relationship between the property folio and the second folio mentioned above. There is no data sent back to the Property Appraisal System as a result of this process.

The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. The numbers of records contained in these files vary from year to year.

PARENT FOLIO	Original Folio Number
ENTERPRISE FOLIO	Second Folio For Enterprise Portion
ENTERPRISE YEAR	Year of Abatement

Current File layouts – Load of New Improvement Lien Districts for Real Estate

When a new improvement district is approved (usually in August) two files are used to load the data to the Tax Collection System. One file contains the data for the district(s), and the other file contains the data for all folios being assessed in the district(s). This file and process is used to load the Tax Collector's database and does not send any information back to the Property Appraisal System. The layouts below represent an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layouts are being made available in an effort to provide RFP proposers with detailed information currently used in today's process. This number of records in these files varies based on the size of the district assessed.

File for the District Data:

LETTER	Letter Designed To Identify The District Type (W, R, S)
NUMBER	Number Assigned To The District
NAME	Name Of District
RATE	Rate For The District
TERM	Term For The District
INTEREST RATE	Yearly Interest Rate

File of the folios being assessed with details

MUNICIPALITY	Municipality
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FOLIO	Folio Number (assigned by the Property Appraiser's Office)
FRONT FOOTAGE	The addition of these two fields multiplied by the rate yields the principal to be collected for the life of the district. Interest rate and term are used to set up the rest of the lien.
SIDE FOOTAGE	

Current File layout – Real Estate Changes (Cutouts/Value Adjustment Board (VAB)) from the Property Appraiser

The layout described below is used to pass the Property Appraiser changes and VAB updates to the Real Estate Tax Collection System on a daily basis. It does not send any information back to the Property Appraisal System. The layout below represents the extract from the new CAMA system that is being implemented. The layout is being provided in an effort to provide RFP proposers with detailed information used in the current process. In times of peak activity this file may contain 600 to 800 records per day. It is estimated that the 2008 tax roll will have 35,000 cutouts applied.

MUNICIPALITY	
FOLIO	
BATCH NUMBER	Number assigned by the Property Appraiser's Office
CUTOUT NUMBER	Number assigned by Property Appraiser's Office
CUTOUT DATE	Date change entered by Property Appraiser's Office
MILLAGE CODE	
STATE EXEMPT CODE	
STATE LAND USE CODE	
COUNTY LAND USE CODE	
NAME	Property Owner Name
NAME 2	Second line of name
ADDRESS	2 lines of mailing address
MAIL ZIP	Mailing zip code
PROPERTY ADDRESS	
TOTAL VALUE	Total Assessed value
TOTAL NON-EXEMPT VALUE	Total Value minus State Exemption, HEX, Widow, Veteran, Disable, and Blind exemptions
TOTAL STATE EXEMPT AMOUNT	State Exemption
VAB FLAG	Y if the change is from VAB

EXEMPTIONS (multiple entries) • EXEMPTION TYPE • EXEMPTION AMOUNT	ID code for Homestead(H), Widow(W), Disable(D), Veteran(V), County Senior(S), City Senior(m), Florida veteran(F), additional HEX Amend 1 2008 regional(R), additional HEX municipal(C), Additional HEX County(A)
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Current File layout – Real Estate Name and Address Changes from the Property Appraiser

The layout described below is used to synchronize changes for property owner information specifically name and mailing address to the Real Estate Tax Collection System. This process executes on a weekly basis. The process does not send any information back to the Property Appraisal System. The layout below represents an extract from the production IDMS Property Appraisal database. This process will change as the CAMA system currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. The number of records in this file varies from week to week; the 2007 roll had approximately 171,000 changes for the year.

MUNICIPALITY
FOLIO
NEW NAME
NEW NAME 2
NEW ADDRESS (STREET)
NEW ADDRESS (CITY/STATE)
NEW ZIP
NEW PROPERTY ADDRESS

Current File layout – Tangible Personal Property Changes (Cutouts/VAB) from the Property Appraiser

The layout described below is used to pass the Property Appraiser changes and VAB updates to the Tangible Personal Property Tax Collection System on a daily basis. It does not send any information back to the Property Appraisal System. The layout below represents the extract from the production IDMS Property Appraisal database. This process will change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in today's process. The number of records in this file varies daily.

YEAR	Roll Year Affected
FOLIO	Folio Number
CHANGE NUMBER	Assigned By Property Appraiser
CHANGE DATE	
BUSINESS NAME	2 Lines Of Name

MAILING ADDRESS	2 Lines Of Address
MAIL ZIP	
PROPERTY ADDRESS	Location Address
PROPERTY ZIP	Zip of Location
BUSINESS CODE	
CLASS	
SOURCE CODE/YEAR	Source of Assessment Info
CANCEL FLAG	Y/N, If Account Cancelled
MILLAGE CODE	
EXEMPTIONS	Multiple Types, Code And Amount
VALUES	Cost, Site, Service, Omission, Other
PENALTY PERCENT	Folio, Omission
TOTAL VALUE	
TOTAL EXEMPT AMOUNT	

Current File layout – File to the Property Appraiser for TRIM processing

The Tax Collector's system must provide data on improvement districts, to provide the correct gross due amount to be displayed on the TRIM for the improvement lien. This data is passed to the Property Appraisal system. This process does not send any information back to the Tax Collection System.

The layout described below is used to pass the Improvement Data needed for the TRIM from the Tax Collector to the Property Appraiser. This layout may change as the CAMA system which is currently being implemented is placed in a production environment. The layout is being made available in an effort to provide RFP proposers with detailed information currently used in the process. The number of records in this file varies yearly.

MUNICIPALITY	2 digit municipality
FOLIO Number	
IMPROVEMENT DISTRICT	District ID for lien
MARCH AMOUNT	Estimated amount of lien to go in gross column of TRIM

Current File layout – File of Non Ad-valorem changes from Public Works, County Solid Waste Department and Municipalities

In the existing system Tax Collector's system these As-valorem changes from Public Works, County Solid Waste Department and Municipalities are made via on-line screens. This information is then extracted and merged with the Property Appraisal System changes before updating the Tax Collection System.

The layout described below is the pertinent information gathered from the on-line screens. The layout is being provided in an effort to provide RFP proposers with detailed information currently used in today's process.

ASSESSMENT ID	Letter and number
ASSESSMENT FOOTAGE/UNIT	Rate cannot be changed only the measure
WASTE ACCOUNT NUMBER	Solid Waste Collection System unique id

Current File layouts – Files to Interface to the County's General Ledger (FAMIS) System

Interface files to and from the FAMIS system must have exactly these layouts and a fixed file length of 650. Any fields below that do not have a description in the right column should be either spaces or zeros. This is a bi-directional process passing data to FAMIS, and from FAMIS to update the Tax Collection System.

File to FAMIS to request refund checks – Detail record

IFD-SUBSYS-ID	Value 'TX'
IFD-RECORD-TYPE	Value 'D'
IFD-INPUT-MO	Current Month
IFD-INPUT-YR	Current Year In Format CCYY.
IFD-TRANS-CODE	Value 120
IFD-TRANS-SUFFIX	
IFD-DOC-TYPE	V6
IFD-DOC-DATE	
IFD-DISCOUNT-DATE	Current Date
IFD-GG-DOC.	
IFD-DOC-NO	Value 'VBTX' plus next voucher number comprised of two digits to indicate year and six digits of a consecutive number that starts over each year
IFD-DOC-SUFFIX	Value 01
IFD-GG-DOC-REF.	
IFD-DOC-REF-NO	Refund Request Date
IFD-DOC-REF-SUFFIX	

IFD-BANK-NO	
IFD-TREAS-NO	
IFD-GL-ACCT	
IFD-SUBSID-NO	
IFD-VENDOR-SUFFIX	
IFD-SINGLE-CHK-IND	
IFD-INDEX-CODE	Index code of transaction (internal accounting system financial code identifier)
IFD-OBJECT-3	Value R31100
IFD-USER-CODE	
IFD-GRANT-LVL-1	
IFD-GRANT-LVL-2	
IFD-PROJECT-LVL-1	
IFD-PROJECT-LVL-2	
IFD-TRANS-AMT	Refund Amount
IFD-TRANS-AMT-NET	
IFD-TRANS-DESC	Stub message (municipal code,folio number,refund creation date, roll year, message, concatenated from refund data)
IFD-CURRENCY-CODE	
IFD-CONV-DATE	
IFD-FC-TRANS-AMT	
IFD-PST-IND	
IFD-PST-RATE	
IFD-GST-IND	
IFD-GST-RATE	
IFD-QUANTITY	
IFD-UNIT-OF-MEASURE	
IFD-UNIT-PRICE	
IFD-TERMS	
IFD-OPER-ID	

IFD-RESP-UNIT	
IFD-VENDOR-NAME	Name of Refund Payee
IFD-ADDRESS-ATTN-1	Second Line Of Name
IFD-ADDRESS-ATTN-2	
IFD-ADDRESS-ATTN-3	
IFD-ADDRESS-STREET	Street Mailing Address
IFD-ADDRESS-CITY	City
IFD-ADDRESS-STATE	State
IFD-ADDRESS-ZIP	Zip Code
IFD-COUNTRY-CODE	Country Code If Other Than US
IFD-ALT-NAME	Name of Refund Payee
IFD-FEDTAX-SSN-NO	
IFD-FEDTAX-SSN-IND	
IFD-1099-IND	
IFD-INIT-AGENCY	
IFD-APPROVAL-TYPE	

File to FAMIS to request refund checks – Summary Trailer Record

Each interface file with FAMIS must have a summary trailer record.

IFS-SUBSYS-ID	Value 'TX'
IFS-RECORD-TYPE	Value 'S'
IFS-SUBSYS-TYPE	
IFS-SUBSYS-DATE	Current date
IFS-SUBSYS-REC-COUNT	Sum of Record Counts
IFS-SUBSYS-TRAN-HASH	Sum of IFD-TRANS-CODE
IFS-SUBSYS-AMT-HASH	Sum of Refund Amounts
IFS-SUBSYS-TRAIL-DATA	

File from FAMIS to record refund check numbers

This file returns the refund check request with the check number issued, and also transactions to void any checks previously issued.

DOC-NOA	Document reference number
FILLER	
SOURCE-DATA	Value 'F' for Finance
FISCAL-DATEA	Fiscal collection year
DOC-REFER	Voucher number and suffix
VENDOR-NUMBER.	
VENDOR-NUM	Temporary vendor number assigned by FAMIS
VENDOR-SUFFIX	Vendor number suffix 01
FILLER	
FILLER	
FILLER-AMT	
FILLER-AMT2	
POSTING-DATE	
DUE-DATE	
CREATE-DATE	
CREATE-OP-ID	
UPDATE-DT	
UPDATE-OP-ID	
FILLER-AMT3	
TRANS-DESCR	Duplicate from stub message
FILLER	
TRANS-NOA	Number identifying transaction type
FILLER	
DOC-NOB	
DOC-SUFFIX	
FISCAL-DATEB	
TRANS-AMT	Transaction amount
INDEX-CODE	Transaction index code same

SUB-OBJ	R31100
PROJ-LVL1	
PROJ-LVL2	
GRANT-LVL1	
GRANT-LVL2	
USER-CODE	
GL-ACCT	
SUBSID-NO	
BANK-NO	Value '108'
CHECK-NO	Check number being issued or cancelled
FILLER	
TRANS-NOB	
FILLER	

File to FAMIS to distribute Special District Collections – Detail record

This file transmits journal entries to distribute money collected on Special Districts to the proper index codes for Public Works and Parks. The index codes are stored in the Tax Collection system.

IFD-SUBSYS-ID	Value 'TC'
IFD-RECORD-TYPE	Value 'D'
IFD-INPUT-MO	Current Month
IFD-INPUT-YR	Current Year In Format CCYY
IFD-TRANS-CODE	Transaction type 708,707,706,705
IFD-TRANS-SUFFIX	
IFD-DOC-TYPE	99
IFD-DOC-DATE	Transaction date
IFD-DISCOUNT-DATE	
IFD-GG-DOC.	
IFD-DOC-NO	Value 'JTFN'
IFD-DOC-SUFFIX	
IFD-GG-DOC-REF.	
IFD-DOC-REF-NO	
IFD-DOC-REF-SUFFIX	

IFD-BANK-NO	
IFD-TREAS-NO	
IFD-GL-ACCT	
IFD-SUBSID-NO	
IFD-VENDOR-SUFFIX	
IFD-SINGLE-CHK-IND	N
IFD-INDEX-CODE	District Index code of transaction
IFD-OBJECT-3	Object code of transaction - same as above
IFD-USER-CODE	
IFD-GRANT-LVL-1	
IFD-GRANT-LVL-2	
IFD-PROJECT-LVL-1	
IFD-PROJECT-LVL-2	
IFD-TRANS-AMT	Transaction amount
IFD-TRANS-AMT-NET	
IFD-TRANS-DESC	Message is based on transaction type
IFD-CURRENCY-CODE	
IFD-CONV-DATE	
IFD-FC-TRANS-AMT	
IFD-PST-IND	
IFD-PST-RATE	
IFD-GST-IND	
IFD-GST-RATE	
IFD-QUANTITY	
IFD-UNIT-OF-MEASURE	
IFD-UNIT-PRICE	
IFD-TERMS	
IFD-OPER-ID	
IFD-RESP-UNIT	
IFD-VENDOR-NAME	
IFD-ADDRESS-ATTN-1	

IFD-ADDRESS-ATTN-2	
IFD-ADDRESS-ATTN-3	
IFD-ADDRESS-STREET	
IFD-ADDRESS-CITY	
IFD-ADDRESS-STATE	
IFD-ADDRESS-ZIP	
IFD-COUNTRY-CODE	
IFD-ALT-NAME	
IFD-FEDTAX-SSN-NO	
IFD-FEDTAX-SSN-IND	
IFD-1099-IND	
IFD-INIT-AGENCY	
IFD-APPROVAL-TYPE	

File to FAMIS to distribute Special District Collections - Summary Trailer Record

Each interface file with FAMIS must have a summary trailer record.

IFS-SUBSYS-ID	Value 'TC'
IFS-RECORD-TYPE	Value 'S'
IFS-SUBSYS-TYPE	
IFS-SUBSYS-DATE	Current date
IFS-SUBSYS-REC-COUNT	Sum of record counts
IFS-SUBSYS-TRAN-HASH	Sum of IFD-TRANS-CODE
IFS-SUBSYS-AMT-HASH	Sum of Transaction amounts
IFS-SUBSYS-TRAIL-DATA	

Current File layouts for Payment Transactions from FPPU, Lockbox Processor, and Payment Collection System.

Each of these processes gathers data from the OCR line on bill coupons processed. Each processing area has specific register ranges assigned and receipts are numbered sequentially by the processors. The FPPU and the Lockbox create files as described below that are transmitted via FTP. The Payment Collection System data is extracted into the same formats.

Layout for current R/E, current TPP, R/E quarterly, TPP quarterly:

HEADER	Used to separate payment types later
--------	--------------------------------------

BILL CODE	Code assigned to different kinds of bills and payments
MUNICIPALITY	
FOLIO	
BATCH NUMBER (also called register)	Processing batch on machine 1000-1999 - lockbox 4000-6999 - NCR
RECEIPT NUMBER	Assigned by machine
AMOUNT	Amount paid for transaction
COLLECTION MONTH	Discount or penalty month
PAYMENT DATE	Processing date
TRANSACTION TYPE	M/S/P - multiple, single, pre-deposit
RETURNED CHECK FEE	OCR amount of returned check fee

Layout for Prior Year Real Estate and Prior Year Tangible Personal Property

HEADER	
BILL CODE	Code assigned to payment types
YEAR	Certificate year or TPP year
CERTIFICATE / WARRANT NUMBER	Depending on bill type, certificate number, warrant number, or 0
MUNICIPALITY	
FOLIO	
COLLECTION MONTH/YEAR	Collection month/year of payment
PAYMENT DATE	
BATCH NUMBER	Assigned by machine
RECEIPT NUMBER	Assigned by machine
TRANSACTION TYPE	M/S/P (see above)
AMOUNT PAID	Amount paid on transaction
PRINT SEQUENCE	Sequence number to match printed bill

Layout for Local Business Tax

HEADER	
MUNICIPALITY	
ACCOUNT NUMBER	
CHECK DIGIT FOR ACCOUNT NUMBER	
PAYMENT DATE	
BATCH NUMBER	See above
RECEIPT NUMBER	See above
TRANSACTION TYPE	M/S see above
LICENSE TYPE	
PENALTY CODE	
PAYMENT CODE	
YEAR TO PAY	
AMOUNT COLLECTED	
AMOUNT DUE	
MISCELLANEOUS AMOUNT	
YEAR	
COLLECTION MONTH	Month of payment for discount or penalty

Web Application Inquiries and On-line Payments

In November 2008 there were 28,400 web payments totaling approximately \$177 million. 10,000 of these were in the last 5 calendar days of November.

Real Estate
Tax Information

miamidade.gov



Show Me:

Property Taxes

Search By:

Select Item

Detail Tax Information:

[Real Estate Tax Info](#)
[2008 Taxes](#)
[Prior Years Taxes Due](#)
[2008 Ad Valorem](#)
[2008 Non-Ad Valorem](#)
[2008 Back Assessments](#)
[2008 Enterprise Folio](#)
[2008 Historical Abatements](#)
[2009 Quarterly Payments](#)
[2008 Tax Notice/Memorandum](#)

Real Estate Tax Information

Today's Date: 12/12/2008 Last Update: 11/25/2008 Tax Year: 2008
Folio Number: 01 41090110650 MIAMI
Owner's Name: JOHN DOE
Property Address: TESTING LANE

Mailing Information :

JOHN DOE
TESTING LANE
MIAMI FL
33173

Legal Description :

LEGAL LINE 1
LEGAL LINE 2
LEGAL LINE 3
LEGAL LINE 4

To view 2008 Tax Notice/Memorandum click here

Amounts due if paid by 12/31/2008 in U.S. funds

2008 Taxes	\$ 2262.74
------------	------------

To pay by e-check please carefully read the following before clicking on the PAY NOW button below. Funds must be available for immediate withdrawal. A regular checking account must be used. Do not use Money Market, Line of Credit or Equity accounts. Do not use credit card issued checks/balance transfer checks. A service fee of not less than \$25.00 up to a maximum of \$250.00 will be charged for any e-check payments returned by your bank. Pursuant to Administrative Order 4-86 the taxpayer will be responsible for fees and/or loss of discount that occurs from returned payments. Please be aware that for security reasons only IE6+ and like version browsers are supported for e-check payments.

PAY NOW

If payment is not received by the specified date the total amount due is subject to change.

Amounts due are subject to change without notice.

Contact Information

E-Mail:
proptax@miamidade.gov
(305) 270-4916

Downtown Office:
140 W Flagler St.,
Room 101
Miami, FL 33130

South Miami-Dade
Office:
10710 SW 211 St,
Room 104
Miami, FL 33189

Office Hours:
Mon - Fri
8:00 am - 5:00 pm

Related Links:

[Tax Collector](#)
[Property Appraiser](#)
[Florida State Dept of Revenue](#)

Done

Local intranet

100%

Sample Inquiry form

Real Estate Tax Information
miamidade.gov

Show Me:
Property Taxes

Search By:
Select Item

Detail Tax Information:
[Real Estate Tax Info](#)
[2008 Taxes](#)
[Prior Years Taxes Due](#)
[2008 Ad Valorem](#)
[2008 Non-Ad Valorem](#)
[2008 Back Assessments](#)
[2008 Enterprise Folio](#)
[2008 Historical Abatements](#)
[2009 Quarterly Payments](#)
[2008 Tax Notice/Memorandum](#)

2008 Taxes
 Today's Date: 12/12/2008 Last Update: 11/25/2008 Tax Year: 2008
 Folio Number: 01 41090110650 MIAMI
 Owner's Name: JOHN DOE
 Property Address: TESTING LANE

Total Value : 128317 Millage Code: 0100
Exemptions : HOMESTEAD

Ad Valorem Taxes by Millage Authority:

Taxing Authority	Millage rate per \$1,000 of Taxable Value	Taxes Levied
SCHOOL BOARD OPERATING	7.53300	103317
SCHOOL BOARD DEBT SERVICE	.26400	103317
FLORIDA INLAND NAVIGATION DISTRICT	.03450	78317
SOUTH FLORIDA WATER MGMT DISTRICT	.53460	78317
EVERGLADES CONSTRUCTION PROJECT	.08940	78317
CHILDRENS TRUST AUTHORITY	.42120	78317
COUNTY WIDE OPERATING	4.83790	78317
COUNTY WIDE DEBT SERVICE	.28500	78317
LIBRARY DISTRICT	.38220	78317
CITY OF MIAMI OPERATING	7.67400	78317
CITY OF MIAMI DEBT SERVICE	.58030	78317

Amounts due are subject to change without notice.

Contact Information
 E-Mail: proptax@miamidade.gov
 (305) 270-4916
 Downtown Office:
 140 W Flagler St.,
 Room 101
 Miami, FL 33130
 South Miami-Dade Office:
 10710 SW 211 St,
 Room 104
 Miami, FL 33189
 Office Hours:
 Mon - Fri
 8:00 am - 5:00 pm

Related Links:
[Tax Collector](#)
[Property Appraiser](#)
[Florida State Dept of Revenue](#)

[Property Tax Home](#) | [Real Estate Tax Info](#) | [2008 Taxes](#) | [Prior Years](#) | [2008 Non-Ad Valorem](#)
[2008 Back Assessments](#) | [2008 Enterprise Folio](#) | [2008 Historical Abatements](#) | [2009 Quarterly Payments](#)

File of e-check payments / charge backs received from BankServ

BankServ provides a file of all web transactions (e-checks) that is used to assist in reconciling the bank deposits, and to trigger a cancellation if a payment is charged back. Large portions of this file are encrypted. This file has a header, details and a trailer record. The Header is bypassed. The trailer is used to verify the detail records

RECORD ID	
RECORD COUNT	Total number of detail records in file
DOLLAR AMOUNT	Total dollar sum of detail records in file
DETAIL RECORD	
MERCHANT ID	Different types of payments come under different Merchant IDs

ACTION	ACHED, SETTLED, CHARGEBACK, etc. Triggers handling for reports
AMOUNT	Amount of transaction
REFERENCE NUMBER	BankServ reference number on transaction
TRANSACTION DATE	Actual processing date
BATCH DATE	Date transaction is credited to
TRANSACTION TYPE	i.e. 'original'
TRANSACTION/ORDER NUMBER	Confirmation number given to taxpayer for transaction

Current Files - Tax Paying Agents / Mortgage Companies

Each TPA or servicing company sends a file consisting of all the properties they intend to pay. (September)

MUNICIPALITY	Two digit municipality code
FOLIO	Eleven digit parcel identification
LOAN/ACCOUNT NUMBER	Loan number/TPA account number for property
TPA NUMBER	3 digit Company Number assigned by Collector
SERVICE COMP. NUMBER	Service Company Number if applicable

When the update from this first file is performed the process may have error messages. A file of the errors is passed back to the Tax Paying Agent.

FILE ID	Each file processed has a number assigned, this helps the TPA ID which file has the error
COMPANY NUMBER	TPA ID
MUNICIPALITY	municipality
FOLIO	folio
LOAN/ACCOUNT NUMBER	Loan/TPA account number for property
ERROR MESSAGES	2 lines of error information

When the tax roll is ready, each Tax Paying Agent is sent a file of properties, with the November discounted amount, and other information to assist in identifying the property.

MUNICIPALITY	Two digit municipality code
FOLIO	Eleven digit parcel identification
LOAN/ACCOUNT NUMBER	Loan number/TPA account number for property
TPA NUMBER	3 digit company number assigned by Collector
TOTAL VALUE	Total assessed value on property
HOMESTEAD EXEMPTION	Homestead amount
COUNTY SR. EXEMPTION	Exemption amount
MUNICIPAL SR. EXEMPTION	Exemption amount
STATE EXEMPTION AMOUNT	Exemption amount
WIDOW EXEMPTION	Exemption amount
VETERAN EXEMPTION	Exemption amount
DISABLED EXEMPTION	Exemption amount
BLIND EXEMPTION	Exemption amount
NOVEMBER AMOUNT	Discounted November amount due
LEGAL DESCRIPTION	First 4 lines of legal
DELINQUENT FLAG	'Y' indicates prior years taxes due

To pay, the Tax Paying Agent sends in a payment file

(Most are paid in November, but other months are accepted)

MUNICIPALITY	Two digit municipality code
FOLIO	Eleven digit parcel identification
LOAN/ACCOUNT NUMBER	Loan/TPA Account number
TPA NUMBER	3 digit TPA ID assigned by Collector
AMOUNT PAID	Amount paid
SERVICE COMP. NUMBER	Service company ID if it has one

The payment process may also generate errors, so a file is returned to the Tax Paying Agent

TPA COMPANY NUMBER	Three digit TPA ID assigned by collector the one that supplied the data
MUNICIPALITY	Two digit municipality code

FOLIO	Eleven digit Parcel identification
LOAN/ACCOUNT NUMBER	Loan/TPA account number
AMOUNT PAID	
ERROR MESSAGE	
PAYING COMPANY NUMBER	Company that provided payment, TPA or service
REGISTER/RECEIPT	Assigned to rejected payment
PAYMENT DATE	Payment date

The payment process also provides a receipt file of payments applied

TPA COMPANY NUMBER	Three digit TPA ID assigned by collector the one that supplied the data
LOAN/ACCOUNT NUMBER	Loan/TPA account number
MUNICIPALITY	Two Digit Municipality Code
FOLIO	Eleven Digit Parcel Identification
PAYMENT DATE	Processing Date
REGISTER/RECEIPT NUMBER	Assigned To Payment
AMOUNT PAID	amount applied to folio
COLLECTION MONTH	Collection month used for payment

Files for Advertising/Tax Certificate Sales

Current file layouts for newspaper to advertise

These files are space ' ' and '*' delimited, and have a header record for each section of advertising. All 3 kinds of Real Estate advertising have one layout, TPP is slightly different.

Real Estate Header

HEADER	Contains titles for print layout, i.e. Municipality name, improvement district name, etc.
RECORD TYPE	H for header

Real Estate detail

ADVERTISING SEQUENCE NUMBER	Assigned by System
------------------------------------	--------------------

MUNICIPALITY	Municipality of Item
FOLIO	Folio Number of Item
OWNER NAME	Property Owner Name
AMOUNT	Delinquent Amount
RECORD TYPE	'R'

Tangible header

HEADER	See Above
RECORD TYPE	H for header

Tangible detail

ADVERTISING SEQUENCE NUMBER	As Assigned By System
NAME	Account Name
AMOUNT	Delinquent Amount
RECORD TYPE	P

Files for the Internet Auction Process

When advertising process starts a file of all advertised items and pertinent information is sent to the vendor on a daily basis from May 1st through the completion of sales. The file contains updates depicting payments and deletions from the sale.

ADVERTISING NUMBER	Advertising sequence assigned to item
YEAR or LIEN	Roll year, lien item or district ID
MUNICIPALITY/FOLIO	Folio Number
ADVERTSIED AMOUNT	
STATUS	Open To Sell, Paid, Deleted
GROSS AMOUNT	Total Gross Taxes
GROSS PAID	Contains gross paid if partially paid
ADVERTISING FEE	Fee Amount
SALE FEE	Sale Fee Amount

When the sale is closed 2 files are returned from the vendor
 Buyer Deposit File:

BUYER NUMBER	Number Assigned By Collector
TIN	Tax ID Number
NAME/ADDRESS	
EXEMPT FLAG	If Buyer Exempt From Taxes
DEPOSIT	Amount Of Money On Deposit
AWARDED AMOUNT	Total Amount Of All Certificates Awarded
TELEPHONE	
E-MAIL ADDRESS	

SALE RESULT FILE:

ADVERTISING NUMBER	Sequence Number Of Item
BUYER AWARDED	Buyer Number Awarded To
PERCENT	Percent Bid

Final buyer payment file, returned by the vendor to the Tax Collection System

BUYER NUMBER	Assigned By Collector
AMOUNT	Amount Of Final Deposit
DATE	Date Of Payment

Current File layout – Interface files from Value Adjustment Board (VAB)

The VAB system provides two files containing the folios that have a VAB application filed. This process does not send any information back to the VAB. The layout below represents an extract from the production VAB system sending data to the Tax Collection System. The Real Estate file currently contains about 100,000 records.

Real Estate File

MUNICIPALITY	Municipality of folio to be marked as under VAB process.
FOLIO	Folio number to be marked as under VAB process.

Tangible Personal Property

FOLIO NUMBER	Personal Property Folio Number
---------------------	--------------------------------

The Interactive Voice Response System (IVR) uses a Webservice to retrieve data from the tax systems to present to the caller. The IVR sends a folio number as a key to retrieve required information.

AS OF DATE	Date Of Last Cash Apply On The System
FOLIO	
STATUS	Status Of Folio/Account
NAME	
GROSS TAXES	
TOTAL VALUE	
LAST PAYMENT DATA	Date, amount, register/receipt, amount
TOTAL DUE	Amount Due if any

INTERFACE from Local Business Tax to the Building (BNZ) IDMS Database

The Local Business Tax application links to the BNZ IDMS database real-time on the mainframe (via ADSO dialogs) and references the following records and fields. It uses the contractor number as a key to access the BNZ contractor record and checks for the different tradesman classes and category. An example of the tradesman may be BUILDING or ELECTRICIAN, while category may be GENERAL, RESIDENTIAL, FENCE, or BURGLAR ALARM.

BNZ4547-CONTR	Building & Zoning contractor record.
BNZ-CONTR-NUMBER	16 digits Contractor number. This is primary key for interfacing to BNZ.
BNZ-CONTR-STATUS	1 alphanumeric character. Must be 'A' - active or 'R'
BNZ-CONTR-NAME	60 alphanumeric characters. Contains contractor name which is checked against LBT business name.
BNZ4551-TRDCLS	Trade classification record. A contractor may have more than one trade classification.
BNZ-TRDCLS-TRADE-CLASS	4 alphanumeric characters. Trade class code, eg: 'PLUM' - plumber 'BLDG' - building 'ELEC' - electrician
BNZ-TRDCLS-EXP-DATE	Trade class expiration date. Valid for 1 year. Format: yyyymmdd. Packed decimal numeric. Length of 5 bytes.

Current File layout – Code Enforcement (CEF) interface

The CEF system requests Mortgage-related information and Property Owner information from the Tax Collector Application. This is a bi-directional interface batch function in which CEF sends Folio number information to the Tax Collector Application. In return, the Tax Collector returns related information.

CEF to Tax Collector

Folio Number	13 Digits
---------------------	-----------

Tax Collector to CEF

Folio Number	
Mortgage Company Number	Company that claimed it in September
Mortgage Company Name	
Mortgage Company Contact name	
Mortgage Company Address (Street, City, State, Zip)	
Owner Name	
Owner Address (Street, City, State, Zip)	

2.5.1 PROPERTY APPRAISER - COMPUTER AIDED MASS APPRAISAL (CAMA) SOLUTION

- The Property Appraiser's Computer Aided Mass Appraisal (CAMA) solution includes real estate appraisal and tangible personal property appraisal applications. This System provides the Property Appraiser with the tools necessary to equitably assess all real and tangible personal property.
- The System complies with the laws (statutory and administrative) of the State of Florida, specifically Amendment 10, and the administrative requirements of the Florida Department of Revenue.
- CAMA will integrate the existing software applications residing on the IBM MVS environment (mainframe), the countywide Geographic Information Solution (GIS), the intranet/internet, the Clerk of Courts (COC) imaging solution and future applications into one comprehensive solution.
- The CAMA infrastructure is hosted by a pair of IBM LPARs (logical partitions) running AIX v5.3. Each LPAR has four CPUs, 8GB RAM, redundant 1GB network adapters, redundant 2GB fiber adapters (for connection to the storage area network, SAN) and redundant power supplies with access to 1.7TB of disk storage space. These LPARs are hosted in a single IBM Squadron located at ETSD's main facility.
- The CAMA System database is Oracle 10g. The backup software is Veritas Netbackup for AIX. The CAMA GUI interface was developed using Borland Delphi.
- Access to CAMA is through personal computers with the CAMA GUI and Oracle 10g Client. PCs use the existing MetroNet infrastructure, with access to the LPARs restricted and monitored by ETSD's firewalls.

2.5.2 LOCAL GOVERNMENT ENTITIES WITH NON-AD VALOREM ASSESSMENTS

- Various local government entities have non-ad valorem assessments collected on the tax bill, and local agreements to maintain them. They have access to functionality on the Tax Collector's solution to record updated transactions for these assessments, which are processed automatically with the Property Appraiser value changes.
- Examples of these entities include Miami-Dade Public Works Department, Miami-Dade Solid Waste Department, City of Miami, City of Opa Locka, etc.

- A web-based interface is preferred.

2.5.3 FAMIS (*Financial and Accounting Management Information System*)

- ONLINE FAMIS Series 5.1 Version from Tier's Government Solutions Center, is designed to address the accounting, purchasing and ad hoc reporting needs of Miami-Dade County Departments. The application performs on-line systems management, table maintenance, financial processing, and inquiry functions. There are also programs and jobs that run in the batch environment; these jobs process financial transactions, produce reports and perform other critical tasks.
- The types of data in the system consist of Budgetary, Financial and General Ledger, Accounting, Labor Distribution, Cost Allocation, Recurring Information, Vendor, Contract, and Purchasing information.
- The FAMIS suite of modules runs on an IBM mainframe 2064-102 series computer and the z/OS1.79 operating system. The online programs run under the control of CICS, which performs on-line transaction management, table maintenance, financial processing, and inquiry functions. The Data Management structure of the files comprises mostly VSAM and Sequential files. Accessibility is through a mainframe terminal, Windows GUI, web services and batch interface files.

2.5.4 FAST PAYMENT PROCESSING UNIT (FPPU)

- The function of the FPPU is to process payment transactions for Vehicle, Vessel, Mobile Home and Parking Permit Renewals, Real and Tangible Personal Property Taxes, and Local Business Tax Receipts. Payments are received by mail, processed, and stored in an archival database. Files are then transmitted to ETSD to update customer payment information, and processed checks are sent to the bank for deposit.
- Payments received in the mail are first processed through OPEX equipment to capture images. OPEX equipment includes: workstation controller, OPEX-51, OPEX-3600i and OPEX 7.5. OPEX-51 is used to open and extract payments from the mail envelope. The OPEX-3600i and OPEX 7.5 scan the images into TIF files for importing into Netvantage for further processing and image archival. The workstation controller is a standard computer workstation with an XP operating system and AS3600i Application software.
- Payment endorsing and encoding is completed on the NCR7780 equipment. Payments can either be imported from OPEX or processed directly by the NCR7780. Regardless of origin, the transactions are matched to payment (check) and the check is encoded and endorsed. The completed transactions are then stored in the Netvantage archive. The archive is used for browsing and as an interface to other solutions. NCR equipment includes: high speed transport and controlling workstation. The controlling workstation is a Dell OPTIPLEX GX620 with XP operating system, NCR/Wise IP 4.00.02 workstation controller software, and a Netvantage/Itemage Application processing system.
- Once the transactions are processed and indexed into the Netvantage archive, the archive can be browsed by personnel to research payment information.
- The Netvantage archive is also used to create interface files to the Florida Department of Highway Safety and Motor Vehicles, Florida Real-time Vehicle Information Solution (FRVIS) to update customer vehicle information. Text files are sent to record customer payments in FRVIS. Updated information is returned to update archive information based upon FRVIS customer status.
- The Netvantage archive is used to create an interface file for Mainframe Real and Tangible Personal Property Taxes and Local Business Tax Receipts. This text file is prepared daily and transported using FTP for evening update of customer records in the appropriate Tax Collector Solution.

- At the completion of daily processing on the Mainframe system, a text file is returned to the Netvantage archive containing a list of all customer payments recorded in the appropriate Tax Collector Mainframe solutions. This information is used by the Netvantage/Itemage Application processing solution to reject duplicate payments.
- The Netvantage archive is maintained on a server with Windows Server 2003 operating system and Netvantage Archival Solution. The server represents the heart of the Payment Processing system by coordinating imports from OPEX, payment processing on the NCR 7780 transport, researching historical payments, and interfaces with other solutions.

2.5.5 LOCKBOX PROCESSOR

- The lockbox is currently processed by Wachovia's partner, Remitco, which uses equipment similar to that in the Tax Collection Fast Payment Processing Unit. As with the Fast Payment Processing Unit, Remitco uses specifications provided by ETSD to read/process tax bill OCR lines and provides payment data back to ETSD in ASCII format using FTP.

2.5.6 PAYMENT COLLECTION SYSTEM (PCS)

- The PCS functions as a central repository for most revenues collected by the Miami-Dade County Tax Collector and some revenues for Solid Waste management, and Credit & Collection.
- Walk-in payments are processed using System Innovators Inc.'s CASHIER for Windows (CFW) solution. These payments are transmitted (real-time) to the PCS as they are processed. PCS is a mainframe (host) IDMS database solution.
- Payments for Local Business Tax Receipts and Real Property Taxes made via the County's Web Portal are also transmitted (real-time) to the PCS.
- While mail-in payments are processed on the NCR 7780 equipment, the totals for these are entered into the PCS by using the PCS Report of Collection functions. This way, they will be included in the Recap and Index Code reporting and in the FAMIS (Financial Accounting) interface file.
- The PCS has many inquiry functions related to cashiering and accounting that can be used. There are also administrative functions (including table maintenance and security) and report requesting functions (including the recap of collections for the bank).
- Once CFW and Web payments are processed and then balanced in the PCS, they are extracted and applied to the various IDMS application solutions:
 - Real Estate Current (TXC)
 - Real Estate Delinquent (DTX)
 - Personal Property Current and Delinquent (PDX)
 - Local Business Tax Receipts (OCL)
 - Waste Collection (WCS)
- After the payments have been extracted from the PCS, the associated figures are later extracted from the PCS by index code and written to an interface file to be sent and posted to FAMIS.

2.5.7 WEB APPLICATION / WEBSphere PAYMENT MANAGER (e-Commerce)

- The Miami-Dade County Web Portal provides Internet access to the public, enabling them to conduct inquiries and searches related to Real and Tangible Personal Property Taxes, Local Business Tax Receipts and Convention and Tourism Taxes.
- This solution uses the County's IBM WebSphere Payment Manager allowing the public to make on-line payments through e-checking and credit cards. County guidelines require that the County's

IBM WebSphere Payment Manager or engine be used by all web based solutions that accept payments for the County. The proposed solution will include web services to receive updates of tax payments collected via the Internet and to reverse previously submitted payments in the event of problems collecting funds.

- A daily file is received from BankServ (the clearing house) that reports and summarizes the ACH, charge backs, etc. and an accounting report is produced to assist with balancing.
- An automatic payment cancellation for chargebacks is triggered and fees are assigned based on rules applied to the error codes. Cancellations automatically result in an email being sent to the person making the payment.
- Site content and appearance will be determined by the Tax Collector and follow County branding standards.

2.5.8 TAX PAYING AGENTS / MORTGAGE COMPANIES

- Files of folios with amounts due are copied to CD and sent to the Tax Paying Agents and mortgage companies.
- Tax Paying Agents and mortgage companies send files on CDs which are copied to a County FTP server inside the County firewall, triggering a batch request that uploads the information to the Tax Collection System on the mainframe.
- Other batch programs process the data. Files sizes range from 20 items to 150,000 items.
- Error data and receipts are returned to the mortgage companies by sending files back to a server after the update, where they are copied to CDs and sent out.

2.5.9 TAX CERTIFICATE SALES

- The County transmits the advertised items via FTP to the provider, Grant Street, for the sale.
- The provider posts the sale results on their FTP server and batch processes retrieve the file from the server and apply the data to the Tax Collection System.

2.5.10 VALUE ADJUSTMENT BOARD

- The Value Adjustment Board mainframe system creates a file of folios that have VAB applications on file. This is applied via batch to the Tax Collection System.
- This information is used to prevent advertising and sale of a tax certificate on these folios.

2.5.11 INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

- The Tax Collector Interactive Voice Response (IVR) Solution provides tax payers information on Real and Tangible Personal Property Taxes over the phone. The solution guides the callers to enter their request.
- Callers have the option to hear information on office location, hours of operation, where to mail their payment, tax certificate sales, etc. Additionally, the IVR provides for immediate transfer to a Customer Service Representative (CSR) for further assistance.
- For each caller's request over the phone, this solution interfaces with the Tax Collection mainframe databases in order to provide current information.
- The caller interacts with the backend interface or the mainframe using two web services. These web services pass the tax information to the front end or Java application. There are two web services, one for Real Estate and another one for Tangible Personal Property tax information. These web services are used to get tax information from the mainframe and to the Java interface.

The Java interface runs JSPs (Java Servlet Pages) on the application server. Each JSP can have VoiceXML code and Java methods. The Java application logic formats requests (through data beans) to the web services. The web service returns the database tax response to the application. The VoiceXML code within the Java application renders the tax information over the phone.

2.5.12 GLOBAL 360 IMAGING INTERFACE

- The enterprise electronic document management system (EDMS) has a web service available for interfacing with other applications. The web service uses SOAP formatted XML envelopes which have their interfaces described by WSDL. The web service runs on a .NET environment. The EDMS web service has calls such as logon; RetrieveDoc for retrieving documents; AddDocToFolderNoFkey for storing new documents and RetrieveDocData for retrieving document information. There are a total of 20 operations that are supported for all functions necessary to logon, store and retrieve electronic documents. Miami-Dade County currently uses EM from Global 360 as its EDMS solution.

2.5.13 BUILDING CODE COMPLIANCE SYSTEM

- This system tracks State approval and County approval of licensed contractors, including contractor's certificate of competency number (CC#), test score, license insurance, qualifier information and license expiration date, etc.
- Contractor licensing runs on an IBM mainframe 2064-102 series computer and the z/OS 1.9 Operating System. The online programs run under the control of IDMS, to perform system management, table maintenance, tracking processing, and inquiry functions. The data resides in an IDMS database, and 99% of the customer updates are real time via IDMS ADSO online programs. The batch processes are mostly used to print Dade County licenses renewal notices. Accessibility is through a mainframe terminal or Windows GUI.

2.5.14 CLERK OF COURT SOLUTION

- Currently, an automated interface between the Delinquent Real Property Taxes module of Tax Collection Solution and the Clerk of Courts Solution does not exist. Everything related to escheated properties, Tax Deed applications, and fees, etc. is handled through reports and other paper documents. The Clerk of Courts is planning to purchase a new solution with automated interfaces and the Tax Collection Solution would need to interface with the Clerk of Courts solution at that point.

2.5.15 WEB APPLICATION / SERVER / OPERATING SOLUTION / PROGRAMMING INTERFACES

The technology compatibility matrix (Attachment 2) must be completed for all solutions that can possibly be hosted within MDC. Miami-Dade supports the following minimum release level web platforms.

- WebSphere Application Server 6.x; AIX 5.3 – J2EE 1.3; Servlet 2.3, JSP 1.2, JDK 1.42, HTML 4.0, IBM HTTP Server (Apache) 2.0. J2EE 1.3 is the preferred platform for enterprise applications and includes Servlet 2.3, EJB 2.0 and SDK 1.3.x or 1.4.x.
- Microsoft IIS 6.0 with .NET framework on a Windows 2003 platform – Supports ASPX. The use of non Microsoft DLL's, Com Objects, DHTML and Active X Components are prohibited in the shared enterprise environment. If these components are required then application specific hardware must be acquired.
- Miami-Dade County application interface standard is web services using XML, SOAP and WSDL. The interface method utilized must provide open access in such a manner that it may be wrapped and consumed as a Servlet or portlet in a J2EE environment.

2.5.16 GEOGRAPHIC INFORMATION SOLUTION (GIS)

- Miami-Dade maintains its GIS utilizing the ESRI (Environmental Systems Research Institute) ArcGIS 9.3 product suite; which include the following platforms:
 - Desktop ArcView, ArcEditor, ArcInfo and ArcGIS extensions made available through CITRIX.
 - ArcSDE for spatial database management using Oracle with Sun Solaris
 - ArcIMS and ArcGIS Server for Web applications on the WINTEL platform.
- The architecture relies on the geodatabase model to manage geographic data and build relationships between different data types. The County has over 250 geographic layers as well as current digital orthophotography and oblique photography. Miami Dade County GIS WEB services must be utilized for address standardization, verification, and the return of spatially related data such as zip code, municipality, and property id (Folio).

GIS WEB Services - Standardize

<http://arcgis.miamidade.gov/GISAddress/standardize.asmx>

WEB Service description: <http://arcgis.miamidade.gov/GISAddress/standardize.asmx?wsdl>

This XML Web service standardizes address with Miami-Dade County – USPS Address Standards.

The following methods are supported.

- [standardizeAddress](#)
This XML Web service method returns a standardized address for the input address.
- [standardizeAddressParsed](#)
This XML Web service method returns a standardized address for the parsed input address.
- [standardizeIntersection](#)
This XML Web service method returns a standardized intersection for the input intersection.
- [standardizeIntersectionParsed](#)
This XML Web service method returns a standardized intersection for the parsed input intersection.

Verify

<http://arcgis.miamidade.gov/GISAddress/verify.asmx>

WEB Service description: <http://arcgis.miamidade.gov/GISAddress/verify.asmx?wsdl>

This XML Web service identifies that an address is a valid address within Miami-Dade County.

The following methods are supported.

- [VerifyAddress](#)
This XML Web service method validates the input address.
- [VerifyAddressMunic](#)
This XML Web service method validates the input address and Municipality Code.
- [VerifyAddressParsed](#)
This XML Web service method validates the parsed input address.
- [VerifyAddressParsedMunic](#)
This XML Web service method validates the parsed input address and Municipality Code.
- [VerifyAddressParsedZip](#)
This XML Web service method validates the parsed input address and Zip Code.

- [VerifyAddressZip](#)
This XML Web service method validates the input address and Zip Code.
- [VerifyIntersectionParsed](#)
This XML Web service method validates the parsed input intersection.
- [VerifyIntesection](#)
This XML Web service method validates the input intersection.

AddrXY

<http://arcgis.miamidade.gov/GISAddress/addrxy.aspx>

WEB Service description: <http://arcgis.miamidade.gov/GISAddress/addrxy.aspx?wsdl>

This XML Web service returns NAD 83 State Plane X and Y coordinate for a valid Miami-Dade County address.

The following methods are supported.

- [XYAddress](#)
This XML Web service method returns X, Y Coordinate(s) for the input address.
- [XYAddressMunic](#)
This XML Web service method returns X, Y Coordinate for the input address and Municipality Code.
- [XYAddressParsed](#)
This XML Web service method returns X, Y Coordinate(s) for the parsed input address.
- [XYAddressParsedMunic](#)
This XML Web service method returns X, Y Coordinate for the parsed input address and Municipality Code.
- [XYAddressParsedZip](#)
This XML Web service method returns X, Y Coordinate for the parsed input address and Zip Code.
- [XYAddressZip](#)
This XML Web service method returns X, Y Coordinate for the input address and Zip Code.
- [XYIntersection](#)
This XML Web service method returns X, Y Coordinate(s) for the input intersection.
- [XYIntersectionParsed](#)
This XML Web service method returns X, Y Coordinate(s) for the parsed input intersection.
- [XYStreetParsedZip](#)
This XML Web service method returns X, Y Coordinate(s) for the parsed input address and Zip code geocoding against street.
- [XYStreetZip](#)
This XML Web service method returns X, Y Coordinate(s) for the input address and Zip code geocoding against street.

AddressWebService

<http://arcgis.miamidade.gov/GISAddress/addresswebservice.aspx>

WEB Service description: <http://arcgis.miamidade.gov/GISAddress/addresswebservice.aspx?wsdl>

This XML Web service combines the other WEB services to produce results.

- [Address](#)
This XML Web service method returns the first found X, Y Coordinate, Folio, Cluc, Standardized Address

and Validation result for the input address.

- [AddressD](#)
This XML Web service method returns multiple X, Y Coordinate, Folio, Cluc, Standardized Address and Validation result for the duplicated address.
- [AddressMunic](#)
This XML Web service method returns X, Y Coordinate, Folio, Cluc, Standardized Address and Validation result for the input address and Municipality code.
- [AddressMunicParsed](#)
This XML Web service method returns X, Y Coordinate, Folio, Cluc, Standardized Address and Validation result for the Parsed input address and Municipality code.
- [AddressParsed](#)
This XML Web service method returns the first found X, Y Coordinate, Folio, Cluc, Standardized Address and Validation result for the Parsed input address.
- [AddressParsedD](#)
This XML Web service method returns multiple X, Y Coordinate, Folio, Cluc, Standardized Address and Validation result for the Parsed duplicated address.
- [AddressZip](#)
This XML Web service method returns X, Y Coordinate, Folio, Cluc, Standardized Address and Validation result for the input address and zip code.
- [AddressZipParsed](#)
This XML Web service method returns X, Y Coordinate, Folio, Cluc, Standardized Address and Validation result for the Parsed input address and zip code.
- [Intersection](#)
This XML Web service method returns the first found X, Y Coordinate, Standardized Intersection and Validation result for the input Intersection.
- [IntersectionD](#)
This XML Web service method returns multiple X, Y Coordinate, Standardized Intersection and Validation result for the duplicated Intersection.
- [IntersectionParsed](#)
This XML Web service method returns the first found X, Y Coordinate, Standardized Intersection and Validation result for the input Intersection.
- [IntersectionParsedD](#)
This XML Web service method returns multiple X, Y Coordinate, Standardized Intersection and Validation result for the Parsed duplicated Intersection.

FolioCluc

<http://arcgis.miamidade.gov/GISAddress/foliocluc.asmx>

WEB Service description: <http://arcgis.miamidade.gov/GISAddress/foliocluc.asmx?wsdl>

This XML Web service returns Folio number and CLUC value for Miami-Dade County address.

The following methods are supported.

- [FolCluc](#)
This XML Web service method returns FOLIO numbers and CLUC values for the input address.
- [FolClucMunic](#)
This XML Web service method returns FOLIO number and CLUC value for the input address and Municipality Code.

- [FolClucParsed](#)
This XML Web service method returns FOLIO numbers and CLUC values for the parsed input address.
- [FolClucParsedMunic](#)
This XML Web service method returns FOLIO number and CLUC value for the parsed input address and Municipality Code.
- [FolClucParsedZip](#)
This XML Web service method returns FOLIO number and CLUC value for the parsed input address and ZipCode.
- [FolClucZip](#)
This XML Web service method returns FOLIO number and CLUC value for the input address and Zip Code.

Condo

<http://arcgis.miamidade.gov/GISAddress/condo.asmx>

WEB Service description: <http://arcgis.miamidade.gov/GISAddress/condo.asmx?wsdl>

This XML Web service returns condo folio numbers that are related with the parent address within Miami-Dade County.

The following methods are supported.

- [CondoAddressMunic](#)
This XML Web service method returns condo folio numbers that are related with the parent address and Municipality Code.
- [CondoAddressParsedMunic](#)
This XML Web service method returns condo folio numbers that are related with the parsed parent address and Municipality Code.
- [CondoAddressParsedZip](#)
This XML Web service method returns condo folio numbers that are related with the parsed parent address and Zip Code.
- [CondoAddressZip](#)
This XML Web service method returns condo folio numbers that are related with the parent address and Zip Code.
- [ParentChildFolio](#)
This XML Web service method returns children folio numbers and addresses information for the input parent folio number.
- [ParentFolio](#)
This XML Web service method returns parent folio number for the input child folio number.

GeoProperty

<http://arcgis.miamidade.gov/GISAddress/geoproperty.asmx>

WEB Service description: <http://arcgis.miamidade.gov/GISAddress/geoproperty.asmx?wsdl>

This XML Web service returns Ge values for Miami-Dade County address.

The following methods are supported.

- [GeoProperty](#)
This XML Web service method returns a standard address and other location identifiers for the input address and Zipcode through a geoprocess.

- [GeoPropertyParsed](#)

This XML Web service method returns a standard address and other location identifiers for the input address and Zipcode through a geoprocess.

GeoIntersect

<http://arcgis.miamidade.gov/GISAddress/geointersect.asmx>

WEB Service description: <http://arcgis.miamidade.gov/GISAddress/geointersect.asmx?wsdl>

This XML Web service returns the attributes of the feature in the specified Feature Class that intersects the specified X and Y.

The following methods are supported.

- [GetAllFieldsRecords](#)

This XML Web service method returns a DataTable, with the values of all field for the feature(s) intersecting the specified x and y in the given polygon feature Class .

- [GetSpecifiedFieldsRecords](#)

This XML Web service method returns a DataTable, with the values of the specified comma-separated fields for the feature(s) intersecting the specified x and y in the given polygon feature Class.

GeoAttribute

<http://arcgis.miamidade.gov/gisdata/geoattribute.asmx>

This XML Web service returns the attributes of the feature(s) or records in the specified Feature Class or Table, given a field to search on, and the field's value.

Web Service description: <http://arcgis.miamidade.gov/gisdata/geoattribute.asmx?WSDL>

- **GetAllFieldsRecordsGivenAFieldNameAndValue**

This XML Web service method returns a DataTable, with the values of all fields for the feature(s) or record(s) selected on the specified Feature class or Table, given the name of the field to search on, and the field's value. Valid field types to search on are: Numeric, String or Date. If value type 'Date' is used the value string must be in the following format 'YYYY-MM-DD HH24:MI:SS' Example: '2008-07-08 10:25:03'. If your request returns to many records you may need in your application to increase the time the XML Web Service client waits for synchronous XML Web Service request to complete (in milliseconds) by using 'Service.Timeout = -1' where Service is the object pointing to this Web Service. Use -1 to set an Infinite time out. Also, you may need to increase your httpRuntime executionTimeout. One way to do it is adding the line <httpRuntime executionTimeout=(Here goes the number of seconds)/> between the <system.web> tabs in your Web.Config.

- **GetSpecifiedFieldsRecordsGivenAFieldNameAndValue**

This XML Web service method returns a DataTable, with the values of the specified fields for the feature(s) or record(s) selected on the specified Feature Class or Table, given the name of the field to search on, the field's value, and a string of fields names to be returned separated by commas.

Valid field types to search on are: Numeric, String or Date. If value type 'Date' is used the value string must be in the following format 'YYYY-MM-DD HH24:MI:SS' Example: '2008-07-08 10:25:03'. If your request returns to many records you may need in your application to increase the time the XML Web Service client waits for synchronous XML Web Service request to complete (in milliseconds) by using 'Service.Timeout = -1' where Service is the object pointing to this Web Service. Use -1 to set an Infinite time out. Also, you may need to increase your httpRuntime executionTimeout. One way to do it is adding the line <httpRuntime executionTimeout= (Here goes the number of seconds)/> between the <system.web> tabs in your Web.Config.

2.5.17 CODE ENFORCEMENT (CEF) INTERFACE

- At present, a batch process exists in which Code Enforcement, using the Folio #, accesses TXC to obtain the Owner Name, Address and Mortgage Company Information related to that Folio.

2.5.18 SELF SERVICE FEATURES OF RELATED SYSTEMS

Miami-Dade County Internet access to the Real Estate Property Taxes, Tangible Personal Property Taxes, and Local Business Tax Receipts, Convention and Tourism Taxes.

- **Option 1:** The proposed solution will include web services or similar programmatic means to extract detailed tax information. This information will then be utilized by Miami-Dade Web applications.
- **Option 2:** The proposed solution will include its own web interface to allow citizens to interactively lookup property tax information. This web interface must be flexible enough to allow Miami-Dade County Corporate Identity to be incorporated (e.g. images, logos, look and feel, colors, etc.)

2.6 SOLUTION IMPLEMENTATION PLANNING

The Proposed Solution must be fully implemented, operational, and accepted at the beginning of a tax cycle; but no later than three (3) ad-valorem tax cycles from the final solution design acceptance by the County.

2.7 GAP ANALYSIS

The selected Proposer shall perform a detailed, high-level review of the functional requirements submitted by the Miami-Dade County Tax Collector after contract award. This review will include an analysis of the business functions and statutory rules, workflow, user interfaces and reports as described in the Tax Collection RFP. The primary goals of this analysis are to identify the selected Proposer's implementation approach and facilitate requirements' gathering and documentation necessary for software configuration, customization, conversion, training, testing and integration of all modules of the Tax Collection and Billing Solution.

This review shall at a minimum:

- Determine the methodology for collecting, analyzing and converting data
- Define the proposed methodology for the configuration, customization, and integration of the solution
- Develop schedules for each phase as well as the overall project
- Develop acceptance criteria
- Define milestones and resource requirements
- Develop communications plans for progress reporting and managing expectations
- Develop a strategy for keeping the Division involved in the later phases of the implementation process, considering this will be a multi-year project.

2.7.1 Revised Project Plan

The selected Proposer will provide a revised detailed project plan as a result of gap analysis findings. The selected Proposer and the Tax Collector's Division will create a work breakdown structure for each phase of the project, listing all the tasks that must be completed, determining the dependencies between the tasks, and identifying resource requirements

The revised project plan will include, but not be limited to:

- Revision of initial phase reports
- Recommendation of overall direction for management
- Setting priorities
- Developing schedules for the entire project and in more detail for each of the phases
- Identifying resource requirements
- Defining milestones and resource requirements

- Developing communication plans for progress reporting
- Identifying and managing potential risks
- Proposing strategy for keeping the Division's sections and units, scheduled in later phases, involved in the implementation process.

2.8.2 Parallel / Simulation Testing

- The selected Proposer must provide a test plan for the conversion, scrubbing, migration and quality assurance of the converted data.
- A proposed testing plan must be provided for each of the proposed modules. The selected Proposer must describe the type of testing, including parallel and simulation testing, that they will be conducting and the recommended length of time for the testing.
- Testing will consist of test plans and procedures prepared by the selected Proposer, based on the Scope of Services, and approved by the County. The selected Proposer shall develop a detailed plan for solution acceptance testing to include:
 - Software modifications, and interfaces/links developed and implemented for the various stages of the solution conversion
 - Conversion testing performed on the entire solution and software to test the solution's ability to successfully convert existing data in all material aspects
 - Methods for testing and areas to be tested
 - Performance criteria
 - Test data that will be utilized
 - Test scripts
 - Over-all testing schedule
 - Expected results
 - Resources needed (staff and materials)
 - Transaction testing
 - Mass updates and batch process testing
 - Parallel / Simulation Testing (as appropriate)
 - Stress testing (volume performance)
- The selected Proposer shall provide a testing and acceptance plan that will be used for the acceptance of the application and integrations. This testing and acceptance plan will describe the data passed to the module, as well as, integrations and test procedures to be followed and the expected results if the application and/or integrations are functioning properly. The test plan shall be based on approved configuration and requirements documents.

2.8 CHANGE MANAGEMENT

- The selected Proposer shall describe their change management methodology for this implementation. This methodology shall address the following areas:
 - Project scope changes
 - Product changes / upgrades
 - Product configuration changes

- Communications planning
 - Strategy for different levels of staff
 - Assessing effectiveness of change management activities
 - Controlling risk change management issues to ensure project success
 - Updating of documentation of configuration changes
- The selected Proposer shall provide examples of prior projects where this methodology has been used.
- The selected Proposer shall assist the Tax Collector's Division in implementing an effective change management strategy for preparing, managing, and reinforcing change.

2.9 TRAINING

- The selected Proposer will provide basic, advanced, and/or supervisory user training as well as overview and extended training to administration and staff. Where appropriate, training shall include solution administration training and "train the trainer" training.
- Technical training must be provided for County technical staff that will enable them to complete a full installation of all modules to their respective environments (unless the Proposer is offering a hosted solution), establish any database linkages required, and install and configure PCs to operate the software in the correct environment. Technical manuals must be provided for all staff that will receive this type of training.
- User training shall include but not be limited to basic and advanced training to make a user familiar with the software, software capabilities, reporting tools, printing tools, communications, export tools and on-line "Help" features. A basic user must be able to operate the software sufficiently to input and update data, correct errors, and conduct inquiries related to taxpayers' questions on current and prior year taxes and other records. More advanced training will include all basic functions as well as ad hoc queries and reports, exporting files to either hard copy or electronic media, performing end-of-year reporting with comprehensive totals, printing records, and operating all functions of the software available.
- User manuals are to be provided for all staff. The Proposer is requested to provide electronic versions of these documents.

2.10 HARDWARE /SOFTWARE

2.10.1 HARDWARE / SOFTWARE

- Proposer must provide all applicable software licenses required for full implementation of the solution.
- Proposer must provide a detailed overview regarding the programming languages utilized in the proposed solution.
- Proposer must complete the technology compatibility matrix (Attachment 2) for all solutions to be hosted within the County.
- If the solution is hosted by the County it will be supported by ETSD on a shared infrastructure. The selected Proposer must be cognizant that maintenance windows are coordinated to be at the least disruptive time for the community which is supported on the hardware. Configuration of OS, Database and Middleware in the Shared UNIX AIX environment is limited to the ETSD Technical Support team.
- The County utilizes a shared services environment that is managed by ETSD. AIX / UNIX

environment access to the ROOT privileged use is restricted to the ETSD UNIX Systems Administrator. Installation of software that needs to be installed as root needs to be performed by or conjunction with an ETSD Systems Administrator. Application software is prohibited to run as root.

2.10.2 PROPOSER HOSTED SOLUTIONS

Proposers must specify all software, the type of equipment (if applicable) and its proposed methodology and a statement regarding security measures they will be implementing at their site in their proposal response; as further defined in the Proposal Submission Package. If the Solution requires any other additional hardware and/or software not included above, Proposers must provide a breakdown of components and corresponding prices.

- Recommendation for all applicable hardware configurations suitable for County users to obtain optimal performance. The County will provide client PCs, Microsoft Windows and Microsoft Office, Internet and e-mail services and Ethernet network infrastructure.
- The connection medium must be clearly identified. Supported mediums are Internet VPN Tunnel or dedicated leased lines with SSL connections. All communications must be encrypted end to end and the selected Proposer must be PCI compliant.

2.11 DELIVERY AND INSTALLATION

If applicable to the proposed Solution, delivery and installation of hardware and software by the Proposer shall be included in the cost of the solution. The Proposer will inform the County of pre-installation activities that will be conducted and any support and materials that will be needed for the initial installation. The County will develop, in conjunction with the Selected Proposer, all installation plans, schedules, procedures and reports as required for implementation.

Prior to the start of the project, the implementation plan will be presented to the County Project Manager for approval. The final implementation plan will incorporate logistical details, formal procedures, safety and security issues, customer service, coordination and communication path, staffing requirements, and any other related issues important to the successful completion of the project.

2.12 SOFTWARE CUSTOMIZATION / ENHANCEMENTS

Proposer must provide an estimate of the amount of time (in hours) required for any customization(s) necessary to meet the requirements specified in this RFP on Form B-1 or Form B-2 as applicable. All customization costs must be included in the solution cost and must include solution and user testing by unit test case for all customized business processes grouped by module.

2.13 UPGRADES

Proposer will provide timely software updates to the installed solution and modules. All upgrades, updates, patches, and new versions of the software, as well as new software products of similar functionality developed by the selected Proposer must be offered as part of the maintenance contract at no additional cost to the County and include all customization previously incorporated in the software for the County.

2.14 MAINTENANCE AND POST-PRODUCTION ENHANCEMENTS

Throughout the Solution development and deployment, as well as during the resultant Contract term, including any option-to-renew periods or extensions exercised by the County; the Proposer is required to provide Maintenance and Technical Support.

For Proposer hosted solutions, the Proposer must provide the configuration and cost of a disaster recovery (DR) infrastructure to be hosted at MDC for operational use within 4 hours if their hosted solution fails. All applicable costs are to be listed on Form B-1.

2.15 TECHNICAL SUPPORT

- The selected Proposer shall support the installed solution along with upgrades for the life of the contract with the County, including any exercised Option to Renew (OTR).
- All services, including on-site service calls, must be included as part of the first year warranty and including any exercised Option to Renew (OTR) period.
- The cost of maintenance and support after the first year warranty period must be included as part of the Proposer's price for the Tax Collection Solution. It must be broken down to indicate the annual cost as further defined on Form B-1 or Form B-2 (as applicable).
- Support must be rendered by certified personnel who have the skills necessary to support services with respect to all solution components and subcomponents.
- Selected Proposer shall provide telephone and on-site diagnostic support and troubleshooting as needed, including but not limited to a toll-free telephone and/or hot-line number and e-mail. The County shall also be entitled to an unlimited number of calls to Proposer regarding technical issues and/or to report support issues. Support will include, but is not limited to Proposer provided software and custom integration services.
- Technical support must be available 24 hours a day, seven days a week. Support must be provided on the same day requested with a two hour response time or less, via phone, email, or web support. In addition, if problem is not resolved remotely, within 24 hours of initial contact and if requested by the County, Onsite Technical Support shall be provided.
- Selected Proposer shall provide a reporting mechanism, preferably accessible via an Internet browser that allows tracking of reported support calls and problem resolution history.

2.16 SECURITY PROTOCOLS

Proposers are required to complete the below chart indicating whether their Proposed solutions meets, does not meet, or requires customization for security protocols standard throughout the Miami-Dade County infrastructure.

The acceptable responses are as follows:

“M” – Solution meets the security protocols standard throughout the Miami-Dade County infrastructure

“N” – Solution does not meet the security protocols standard throughout the Miami-Dade County infrastructure and can not be customized to do so.

“C” – Solutions requires customization to meet the security protocols standard throughout the Miami-Dade County infrastructure.

SECURITY		Response	Module/Detailed Explanation
Number	Requirement		
	Basic Requirements		
1	Provide the ability for each user to be uniquely identified by ID		
2	Provide basic authentication through use of passwords		

SECURITY			
3	Provide the ability to enforce password expiration		
4	Provide the ability to require automatic password expirations when initially assigned or reset		
5	Provide ability to configure password parameters such as password lengths, user access to expiration settings and other behaviors, enabling alphanumeric characters, etc.		
6	Provide the ability to encrypt transmitted data and authentication information over internal and external networks		
7	Provide support for SSL 128 bit and higher encryption (SSL v.3 or TLS 1.0)		
8	Provide a password database encrypted in storage at a minimum of 128 bit encryption		
9	Provide ability to protect audit logs from unauthorized access		
10	Provide ability to log activities performed by specific user ID or time of day, and to date stamp all activities		
11	Provide ability to identify and log all subsequent access points to ensure accountability is maintained throughout session		
12	Provide ability to limit concurrent sessions		
13	Provide ability to log changes to administrative functions		
14	Provide ability to automatically archive audit logs		
15	Provide ability to set an unsuccessful access attempt limit and suspend IDs after reaching the unsuccessful access threshold		
16	Provide ability to send alerts to administrators for unauthorized access attempts		
17	Enable automatic logoff of ID after a defined period of session inactivity, and perform subsequent re-log-on password authentication		

SECURITY			
18	Provide ability to lock out user or group ID by date or time		
19	Provide centralized administration, user authorization, registration and termination		
20	Communication between the vehicles and the provider's solutions must be transmitted at no less than 128 bit encryption		
21	The solution must provide definable "exclusion zones" to protect the residences of county employees		
22	Data transferred from the provider to the county must be encrypted at no less than 128 bit encryption while in transit.		
23	Data stored in the provider's solution must be encrypted at no less than 128 bit encryption.		
24	The provider must submit the results of an annual SAS 70 type II, or similar, audit performed at the provider's expense.		
25	The solution will be subjected to a penetration test to validate adequate security measures are in place.		
Advanced Requirements			
26	Provide integration with single sign-on systems and provide the ability to share an existing or migrate to a future (SSO) user store		
27	Provide strong authentication via digital certificates		
28	Provide authentication via hardware tokens or machine ID		
29	Provide support for, or have a plan in the product roadmap to support, authentication via biometrics and/or smart cards		
30	Supports controlled public access to documents where permitted.		
31	Provide the ability to synchronize passwords throughout a network		
32	Provide support for electronic signatures		

SECURITY			
33	Support or integrate with PKI solutions for certificate management		
34	Provide ability to log changes to the product's security configurations or administrative functions		
35	Provide the ability for password resets to be done by the user on the Portal by answering specific questions		
36	Provide the ability for user accounts to be created that are not part of an LDAP or Active Directory		
37	Provide the ability to use multiple LDAPs		
38	Provide the ability to use multiple LDAPs and Active Directories simultaneously		
39	Provide the ability to use multiple LDAPs located in different domains		

2.18 OPTIONAL SERVICES

The proposed Solution should provide imaging capabilities either by using the existing County electronic document management system (EDMS) or through an optional document imaging system. The document imaging functionality should be fully detailed and the costs listed in Form B-1 or Form B-2 as applicable.

Proposers are encouraged to offer Optional Services, if available with your proposed solution that meet or exceed the specifications listed in this Request for Proposal. The purchase of these Optional Services is at the County's sole discretion.

3.0 RESPONSE REQUIREMENTS

3.1 Submittal Requirements

In response to this Solicitation, Proposer should **return the entire completed Proposal Submission Package** (see attached). Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required.

The proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate responses are not requested or desired.

4.0 EVALUATION PROCESS

4.1 Review of Proposals for Responsiveness

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this Solicitation. A responsive proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the proposal being deemed non-responsive.

4.2 **Evaluation Criteria**

Proposals will be evaluated by an Evaluation/Selection Committee which will evaluate and rank proposals on criteria listed below. The Evaluation/Selection Committee will be comprised of appropriate County personnel and members of the community, as deemed necessary, with the appropriate experience and/or knowledge, striving to ensure that the Evaluation Committee Evaluation/Selection Committee is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of three-hundred seventy-five (375) points per Evaluation/Selection Committee member.

Technical Criteria

Points

- | | |
|--|----|
| 1. Proposer's relevant experience, qualifications, and past Performance | |
| A) Proposers, experience and qualifications | 30 |
| B) Proposer Experience in State of Florida | 15 |
| C) Past system implementation experience comparable to the County requirements | 30 |
| 2. Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors | 35 |
| 3. Proposer's approach to providing the services requested in this Solicitation | |
| A) Proposer's Project Plan | 25 |
| B) Solution infrastructure | 25 |
| C) Implementation Timeline | 20 |
| a. Vendor Hosted | |
| b. County Hosted | |
| D) Solution Backup / Disaster Recovery | 15 |
| 4. Solution Functionality: Proposer's approach to meet the functional and technical solution specification requirements described in this solicitation, including an evaluation of how well it matches Proposer's understanding of the County's needs described in this Solicitation | |
| A) Ease of use / Solution Look and Feel | 25 |
| B) Interfaces | 25 |
| C) Solution capability to meet operational/business needs | 50 |
| D) Reports | 30 |
| E) Security | 30 |

Price Criteria

Points

- | | |
|--|----|
| 5. Proposer's proposed price will be evaluated based on overall best value to the County | 20 |
|--|----|

4.3 Oral Presentations

Upon completion of the criteria evaluation indicated above, rating and ranking, the Evaluation/Selection Committee may choose to conduct an oral presentation with the Proposer(s) which the Evaluation/Selection Committee deems to warrant further consideration based on, among other considerations, scores in clusters and/or maintaining competition. (See **Form A-2** regarding registering speakers in the proposal for oral presentations.) Upon completion of the oral presentation(s), the Evaluation/Selection Committee will re-evaluate, re-rate and re-rank the proposals remaining in consideration based upon the written documents combined with the oral presentation.

4.4 Selection Factor

This Solicitation includes a selection factor for Miami-Dade County Certified Small Business Enterprises (SBE's) as follows. A SBE/Micro Business Enterprise is entitled to receive an additional ten percent (10%) of the total technical evaluation points on the technical portion of such Proposer's proposal. An SBE/Micro Business Enterprise must be certified by the Department of Small Business Development for the type of goods and/or services the Proposer provides in accordance with the applicable Commodity Code(s) for this Solicitation. For certification information contact the Department of Small Business Development at (305) 375-3111 or access <http://www.miamidade.gov/sba>. The SBE/Micro Business Enterprise must be certified by proposal submission deadline, at contract award, and for the duration of the contract to remain eligible for the preference.

4.5 Price Evaluation

The price proposal will be evaluated subjectively in combination with the technical proposal, including an evaluation of how well it matches Proposer's understanding of the County's needs described in this Solicitation, the Proposer's assumptions, and the value of the proposed services. The pricing evaluation is used as part of the evaluation process to determine the highest ranked Proposer. The County reserves the right to negotiate the final terms, conditions and pricing of the contract as may be in the best interest of the County.

4.6 Local Preference

The evaluation of competitive solicitations is subject to Section 2-8.5 of the Miami-Dade County Code, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses (see **Form A-4**). If, following the completion of final rankings by the Evaluation/Selection Committee, a non-local Proposer is the highest ranked responsive and responsible Proposer, and the ranking of a responsive and responsible local Proposer is within 5% of the ranking obtained by said non-local Proposer, then the Evaluation/Selection Committee will recommend that a contract be negotiated with said local Proposer.

4.7 Negotiations

The County may award a contract on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the Proposer's best terms from a monetary and technical standpoint.

The Evaluation/Selection Committee will evaluate, score and rank proposals, and submit the results of their evaluation to the County Manager with their recommendation. The County Manager or designee will determine with which Proposer(s) the County shall negotiate, if any, taking into consideration the Local Preference Section above. In his sole discretion, the County Manager or designee may direct negotiations with the highest ranked Proposer, negotiations with multiple Proposers, or may request best and final offers.

Notwithstanding the foregoing, if the County and said Proposer(s) cannot reach agreement on a contract, the County reserves the right to terminate negotiations and may, at the County Manager's or designee's discretion, begin negotiations with the next highest ranked Proposer(s). This process may continue until a contract acceptable to the County has been executed or all proposals are rejected. No Proposer shall have any rights against the County arising from such negotiations or termination thereof.

Any Proposer recommended for negotiations shall:

- a) Complete a Collusion Affidavit, in accordance with Sections 2-8-1.1 and 10-33.1 of the Miami-Dade County Code as amended by Ordinance 08-113. (If a Proposer fails to submit the required Collusion Affidavit, said Proposer shall be ineligible for award.)

Any Proposer recommended for negotiations may be required to provide to the County:

- a) Its most recent certified business financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition. A copy of the most recent business income tax return will be accepted if certified financial statements are unavailable.
- b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.

4.8 Contract Award

Any contract, resulting from this Solicitation, will be submitted to the County Manager or designee for approval. All Proposers will be notified in writing when the County Manager or designee makes an award recommendation. The Contract award, if any, shall be made to the Proposer whose proposal shall be deemed by the County to be in the best interest of the County. Notwithstanding the rights of protest listed below, the County's decision of whether to make the award and to which Proposer shall be final.

4.9 Rights of Protest

- A. A recommendation for contract award or rejection of all proposals may be protested by a Proposer in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the County Code, as amended, and as established in Implementing Order No. 3-21.
- B. A written intent to protest shall be filed with the Clerk of the Board and mailed to all participants in the competitive process and to the County Attorney within three (3) County workdays of the filing of the County Manager's recommendation. This three day period begins on the County workday after the filing of the County Manager's recommendation. Such written intent to protest shall state the particular grounds on which it is based and shall be accompanied by a filing fee as detailed in Para C below.
- C. The written intent to protest shall be accompanied by a non-refundable filing fee, payable to the Clerk of the Board, in accordance with the schedule provided below:

<u>Award Amount</u>	<u>Filing Fee</u>
\$25,000-\$250,000	\$500
\$250,001-\$500,000	\$1,000
\$500,001-\$5 million	\$3,000
Over \$5 million	\$5,000

- D. For award recommendations greater than \$250,000, the County's recommendation to award or reject will be immediately communicated (via mail, fax or e-mail) to all participants in the competitive process and filed with the Clerk of the Board.
- E. For award recommendations from \$25,000 to \$250,000, each County workday, as appropriate, recommendations to award or reject will be posted in the lobby of the Stephen P. Clark Center, located at 111 NW 1st Street, Miami, FL. Participants may also call the Awards Line at 305-375-4724, or 800-510-

4724, or the contact person as identified on the cover page of this Solicitation.

Any question, issue, objection or disagreement concerning, generated by, or arising from the published requirements, terms, conditions or processes contained or described in the solicitation document shall be deemed waived by the protester and shall be rejected as a basis for a protest unless it was brought by that Proposer to the attention, in writing, of the procurement agent, buyer, contracting officer or other contact person in the County department that issued the solicitation document, at least two working days (not less than 48 hours) prior to the hour of the due date for proposal submission.

5.0 TERMS AND CONDITIONS

The draft form of agreement is attached. The terms and conditions summarized below are of special note and can be found in their entirety in the agreement:

A. Proposer Registration

Prior to being recommended for award, the Proposer shall complete a Miami-Dade County Proposer Registration Package. Effective June 1, 2008, the new Proposer Registration Package, including a Uniform Affidavit Packet (Affidavit form), must be completed. The Proposer Registration Package, including all affidavits can be obtained by downloading from the DPM website at www.miamidade.gov or from the Proposer Assistance Unit at 111 N.W. 1st Street, 13th Floor, Miami, FL. The recommended Proposer shall affirm that all information submitted with its Proposer Registration Package is current, complete and accurate, at the time they submitted a response to the Solicitation, by completing an Affirmation of Proposer Affidavit form.

B. Insurance Requirements

The Proposers shall furnish to the County, Department of Procurement Management, prior to the commencement of any work under any agreement, Certificate(s) of Insurance which indicate insurance coverage has been obtained that meets the stated requirements.

C. Inspector General Reviews

According to Section 2-1076 of the Code of Miami-Dade County, as amended by Ordinance No. 99-63, Miami-Dade County has established the Office of the Inspector General which may, on a random basis, perform audits on all County contracts, throughout the duration of said contracts, except as otherwise indicated. The cost of the audit, if applicable, shall be one quarter (1/4) of one (1) percent of the total contract amount and the cost shall be included in any proposed price. The audit cost will be deducted by the County from progress payments to the Contractor, if applicable.

D. User Access Program

Pursuant to Miami-Dade County Ordinance No. 03-192, any agreement issued as a result of this Solicitation is subject to a user access fee under the County User Access Program (UAP) in the amount of two percent (2%). All sales resulting from this Solicitation and the utilization of the County contract price and the terms and conditions identified therein, are subject to the two percent (2%) UAP.

E. Performance Bond

The selected Proposer shall furnish to the County, Department of Procurement Management, prior to the commencement of any work under any resultant agreement a Performance Bond. The Performance Bond shall be written through surety insurers authorized to do business in the State of Florida as surety. Please refer to Article 52 in the draft form of agreement for more detailed information.

6.0 ATTACHMENTS

Proposal Submission Package

Form B-1 – Price Proposal Schedule - Vendor Hosted Solution

Form B-2 – Price Proposal Schedule - County Hosted Solution

Attachment # 1 Current Tax Collector Interfaces

Attachment # 2 Technology Compatibility Matrix

Attachment # 3 ETSD Backup and Recovery Scheme

Draft Form of Agreement

RFP665

Proposal Submission Package

PROPOSAL SUBMISSION PACKAGE
Request for Proposals (RFP) No. 665
Tax Collection, Management, and Revenue
Distribution Solution

In response to the Solicitation, Proposer shall **RETURN THIS ENTIRE PACKAGE** completed as follows:

1. Form A-1, Cover Page of Proposal

Complete and sign (by Proposer or representative of the Proposer who is legally authorized to enter into a contractual relationship in the name of the Proposer) as required.

2. Proposer Information

Complete the Proposer Information section following the requirements therein.

Note: The Proposer Information document is available in an electronic format (Word) by submitting a written request via e-mail to the County contact person for this Solicitation.

3. Affidavits/Acknowledgements

Complete and sign the following forms:

Form A-2, Lobbyist Registration for Oral Presentations

Form A-3, Acknowledgement of Addenda

Form A-4, Local Business Preference

Form A-5, Proposer's Disclosure of Subcontractors and Suppliers

Form A-6, Fair Subcontracting Policies

4. Form B-1 and / or Form B-2, Price Proposal Schedule

Complete and sign (by Proposer or representative of the Proposer who is legally authorized to enter into a contractual relationship in the name of the Proposer) as required.

5. Proposal Submission

Submit in hardcopy format an unbound original, complete Proposal Submission Package and nine (9) copies of the complete package (for a total of ten Proposals) **by the Proposal Due Date** (see front cover of Solicitation) in a sealed envelope/container. Proposers are requested to submit an electronic version of the Proposal in PDF format or equivalent. The electronic version shall also be submitted with the unbound originals as appropriate. Electronic media submitted may be either a Compact Disk (CD) or USB Flash Drive and shall bear a label on the outside containing the RFP number and name, the name of the Proposer. All electronic media submitted to the County will not be returned to the Proposer.

Proposer's Name

Proposer's Address

Proposer's Telephone Number

Clerk of the Board

Stephen P. Clark Center

111 NW 1st Street, 17th Floor, Suite 202

Miami, FL 33128-1983

RFP No.: 665

RFP Title: Tax Collection, Management, and Revenue Distribution Solution

Proposal Due Date: February 25, 2009 @ 2:00 PM (local time)

MINIMUM QUALIFICATION REQUIREMENTS

2. Provide documentation that demonstrates Proposer's ability to satisfy all of the minimum qualification requirements. Proposers who do not meet the minimum qualification requirements or who fail to provide supporting documentation may be deemed non-responsive. The minimum qualification requirements for this Solicitation are:
 - a. Proposers must have completed at least two (2) major implementations of a revenue collection system and provide evidence of past experience for the integration team being recommended.
 - b. Proposer must have at least two (2) years experience providing software, maintenance, support, and integration services with a public Tax Collection agency.

PROPOSER'S EXPERIENCE AND PAST PERFORMANCE

3. Describe the Proposer's past performance and experience and state the number of years that the Proposer has been in existence, the current number of employees, and the primary markets served.
4. Provide a detailed description of comparable contracts (similar in scope of services to those requested herein) which the Proposer has either ongoing or completed within the past three years. The description should identify for each project: (i) client, (ii) description of work, (iii) total dollar value of the contract, (iv) dates covering the term of the contract, (v) client contact person, phone number, and e-mail, (vi) statement of whether Proposer was the prime contractor or subcontractor, and (vii) the results of the project. Where possible, list and describe those projects performed for government clients or similar size private entities (excluding any work performed for the County).
5. Provide a detailed explanation of any work completed with a similar scope or services for a Florida Tax Collection agency. The description should identify for each project: (i) client, (ii) description of work, (iii) total dollar value of the contract, (iv) dates covering the term of the contract, (v) client contact person, phone number and e-mail, (vi) statement of whether Proposer was the prime contractor or subcontractor, and (vii) the results of the project.
6. List all contracts which the Proposer has performed for Miami-Dade County. The County will review all contracts the Proposer has performed for the County in accordance with Section 2-8.1(g) of the Miami-Dade County Code, which requires that "a Bidder's or Proposer's past performance on County Contracts be considered in the selection of Consultants and Contractors for future County Contracts." As such the Proposer must list and describe all work performed for Miami-Dade County and include for each project: (i) name of the County Department which administers or administered the contract, (ii) description of work, (iii) total dollar value of the contract, (iv) dates covering the term of the contract, (v) County contact person and phone number, (vi) statement of whether Proposer was the prime contractor or subcontractor, and (vii) the results of the project.
7. Provide a listing of all major clients.

KEY PERSONNEL AND SUBCONTRACTORS PERFORMING SERVICES

8. Provide an organization chart showing all key personnel, including their titles, to be assigned to this project. This chart must clearly identify the Proposer's employees and those of the subcontractors or subconsultants and shall include the functions to be performed by the key personnel. All key personnel include all partners, managers, seniors and other professional staff that will perform work and/or services in this project.
9. List the names and addresses of all first tier subcontractors, and describe the extent of work to be

performed by each first tier subcontractor. Describe the experience, qualifications and other vital information, including relevant experience on previous similar projects, of the subcontractors who will be assigned to this project.

10. Describe the experience, qualifications and other vital information, including relevant experience on previous similar projects, of all key personnel, including those of subcontractors, who will be assigned to this project.
11. Provide resumes, if available with job descriptions and other detailed qualification information on all key personnel who will be assigned to this project, including any key personnel of subcontractors.

Note: After proposal submission, but prior to the award of any contract issued as a result of this Solicitation, the Proposer has a continuing obligation to advise the County of any changes, intended or otherwise, to the key personnel identified in its proposal.

PROPOSED APPROACH TO PROVIDING THE SERVICES

12. Describe Proposer's specific project plan and procedures to be used in providing the services in the Scope of Services (**see Section 2.0**). Proposers are to discuss and provide documentation depicting the various project stages, milestones, module installation, and necessary staffing. The Proposer must submit an implementation plan and schedule to include approximate timeframes for all implementation phases (including, but not limited to software customization, site preparation, training, data conversion, acceptance testing, load and balance testing, parallel/simulated testing, and implementation of the software modules) and resource allocation.
13. Completely fill out and submit with your proposal response the **Solution and Reporting questionnaire tables listed in Sections 2.4.3 "Desired Solution Functionalities" and 2.4.4 "Solution Reporting Functionalities"**.
14. Describe Proposer's project plan, methodology and recommended solutions in performing the services described in the Scope of Services (Section 2.0). The Proposer shall describe its approach to project organization and management, responsibilities of Proposer's management and staff personnel that will perform work in this project.
15. Proposer must specify all software, the type of equipment (if applicable) and its proposed methodology and a statement regarding security measures they will be implementing at their site in their proposal response.
16. Vendor Hosted Solutions: The Proposer must provide the configuration and cost of a disaster recovery infrastructure to be hosted at MDC for operational use within 24 hours if their hosted Solution fails. Proposer must specify whether they will provide the Software As A Service (SAAS) or separate the hosting and solution maintenance charges. If hosting/maintenance responsibilities are to be shared by both the Proposer and a subcontractor, the division of hosting and maintenance fees must be specified.
17. If the Solution requires any other additional hardware and/or software not included above, Proposer must provide a breakdown of components and corresponding prices.
18. Proposer is required to recommend Hardware configurations suitable for County users to obtain optimal performance. The County will provide client PCs, Microsoft Windows and Microsoft Office, Internet and e-mail services and Ethernet network infrastructure.
19. Provide description of level of software customization Proposer will be performing in order to meet the requirements of this Solicitation's Scope of Services.
20. If the modules will be installed in phases, Proposers must define plans for integrating their newly installed

modules with modules for the County's current solution until all of the selected Proposer's modules have been tested and implemented in their proposal response.

21. **Please describe the proposed Solution's security features by completing the Security Protocol questionnaire listed in Section 2.16.** The proposed Solution should have multi-level security measures built in to allow the County to define access to the data based on current practices utilized in the County's technological environment. Explain in detail how this will be accomplished.
22. Provide breakdown of number of hours of software customization that will be required per module in order to meet the requirements defined in the Scope of Services (SOS) on Form B-1 or Form B-2 as applicable.
23. Please explain the proposed Solution's process for archiving historical records.
24. Please explain the Solution's architecture in your proposal response.
25. Please provide information in your proposal response as to any certified imaging solutions you currently interface or have integrated with. Please indicate whether these solutions are compliant with the State of Florida record retention laws.
26. In your proposal response, please describe your escrow management component. All associated escrow procedures are to be provided specifying how all source code and documentation will be handled through an independent escrow agent throughout the term of the contract including any extensions or renewals.
27. Please explain your procedures for accomplishing an electronic interface with the County's FAMIS general ledger solution or future Enterprise Resource Planning Solution to process these refund payments by the TPA to the general ledger in your proposal response.
28. Please describe your Solution's process for handling cutouts in your proposal response. (SOS # 89)
29. Please provide sample(s) with your proposal response on how the proposed Solution can produce physical tax rolls upon request (one version with confidential information blocked) on CD, DVD or other electronic media. (SOS #100)
30. Please explain your process in your proposal response how the proposed Solution can apply the results at the folio and buyer levels by creating certificates/liens and appropriately applying and distributing tax sale proceeds. (SOS # 124)
31. Please explain your process in your proposal response how the proposed Solution includes functionality for managing tax deeds and related processes. (SOS # 127)
32. Please describe your process for quarterly installment payment participation.
33. Please describe how the proposed Solution allows users to link accounts when appropriate for research and referencing purposes (ex. franchise accounts, etc.). (SOS # 153)
34. Please describe how the proposed Solution provides reminder functions (ticklers) to staff for specific deadlines (for example, hearing dates, and filing deadlines, etc.).
35. Please describe the functionality of your cashiering module.
36. For Proposer hosted solutions, the Proposer must provide the configuration and cost of a disaster recovery (DR) infrastructure to be hosted at MDC for operational use within 4 hours if their hosted solution fails. All applicable costs are to be listed on Form B-1.
37. Provide a detailed description of training courses that are offered as part of the Proposal to the County. Provide the recommended number of on-site training hours, as well as any other type of training, including, but not limited to on-line tutorials, web seminar training (if available), training documentation, etc.
38. Provide an itemized training plan to describe the methodology, facilities, and levels and types of training required. Training prices must be all inclusive and presented as one total price without separate per diem charges for the trainer's travel, room and board.

39. Training will be conducted on-site. However, the selected Proposer may also provide other types of training including video conferencing and on-line tutorials if desired. Proposers must specify the types of training they will provide, the number of hours of training that will be given, and the number of staff to be trained based upon their assessment of the amount of training needed to meet adequate training requirements. Pricing for training, including materials, personnel and hours must be included as part of the Proposer's proposal response on Form B-1 or Form B-2 as applicable.
40. Provide a detailed description of Proposer's technical support services including telephone and email support, response times, escalation procedures, days and hours available, etc.
41. Provide a detailed explanation on the Solution's infrastructure (County Hosted / Vendor Hosted) and the approach to Solution Maintenance. Including but not limited to the Proposer's policy regarding new software releases, software upgrades, updates, patches, bug fixes, optional software features, etc. Specify which are included as part of the Proposed Solution.
42. Provide printed screen shots for all modules pertinent to the Solution that will assist evaluators in understanding the look and feel.
43. Provide printed screen shots of at least ten different help screens available on Proposed Solution.
44. Proposers must provide a tentative implementation schedule identifying specific key tasks and duration, to include, but not be limited to, solution deployment, customization, testing, and operational "go-live" dates.
45. Provide sample reports that the Proposed Solution will generate.
46. Provide description of anything else required to make Proposed Solution meet the Scope of Services.
47. Explain in detail the security measures that have been imposed on your solution to maintain data integrity.
48. Describe Proposer's approach to project organization and management, including the responsibilities of Proposer's management and staff personnel that will perform work in this project.
49. Provide a project schedule identifying specific key tasks and duration to meet the specifications as set forth in Section 2.0.
50. Provide all hardware and/or equipment recommendations to achieve optimal performance for the Proposed Solution as well as meet the requirements defined in Section 2.0.
51. If the Solution is Vendor Hosted, Proposers must specify the type of backup and disaster recovery solutions they will have in place, including those to protect against natural disasters and acts of sabotage or terrorism. Loss of any tax data that has been entered into the system is not acceptable at any time.
52. For County hosted solutions, the Proposer shall complete the Technology Compatibility Matrix (Attachment 2). Any and all information that is helpful in the determination of the solution's ability to coexist in the County's shared services environment should be included.
53. Identify if Proposer has taken any exception to the terms of this Solicitation and the draft form of agreement. If so, indicate what alternative is being offered and the cost implications of the exception(s) if applicable.

PROPOSED PRICE FOR THE TAX COLLECTION, MANAGEMENT, AND REVENUE DISTRIBUTION SOLUTION

54. The Proposer's price shall be submitted on either Form B-1 "Price Proposal Schedule – Vendor Hosted

Solution” or Form B-2 “Price Proposal Schedule - County Hosted Solution”.

55. If the Proposer wishes to submit an alternate pricing, the Proposer must first submit pricing in accordance with the correct Form B-1 and/or Form B-2, and then include a separate alternate pricing labeled “ALTERNATE PRICE PROPOSAL”. The alternate pricing will not be scored for evaluation purposes, but may be considered by the County if the Proposer is selected for negotiations.

FORM B-1
VENDOR HOSTED SOLUTION
PRICE PROPOSAL SCHEDULE

Form B-1**Price Proposal Schedule*****Vendor Hosted Solution*****TAX COLLECTION, MANAGEMENT, AND REVENUE DISTRIBUTION SOLUTION****INSTRUCTIONS:**

The Proposer's price shall be submitted on this Form B-1 "Price Proposal Schedule". Proposer is requested to fill in the applicable blanks on this form. Additional sheets may be added as applicable. (For information regarding submitting a price proposal in an alternate format, please refer to the RFP Section 3.2)

The Proposer must submit this Form B-1 "Price Proposal Schedule" together with the technical portion of the Proposal in one package for evaluation. All pricing must include **all cost elements** including but not limited to travel, warranty, integration, maintenance, support, and professional support services provided in the Proposal response.

A. PROPOSED PRICE

The Proposer shall state its price for providing all services as stated in Section 2.0 - Scope of Services.

TOTAL PROPOSED PRICE FOR A VENDOR HOSTED TAX COLLECTION, MANAGEMENT, AND REVENUE DISTRIBUTION SOLUTION FOR THE INITIAL FIVE (5) YEAR TERM:

\$ _____

Note: A payment schedule will be negotiated with the selected Proposer and based upon project milestones and deliverables (e.g., installation, County's final acceptance of deliverables, etc.)

B. BREAKDOWN OF PROPOSED PRICE

The Proposer shall provide a breakdown of the "Proposed Price" stated Section A, above, as provided for in the tables below. Items that are not applicable shall be identified as "N/A"; items that are at no charge to the County shall be identified as "N/C".

DESCRIPTION	PRICE
Software License Fee (if applicable)	\$
Software Module 1 – Current and Delinquent Real Property Taxes (Please provide detailed cost breakdown below)	\$

Software Module 2 - Current and Delinquent Tangible Personal Property Taxes (Please provide detailed cost breakdown below)	\$
Software Module 3 - Current and Delinquent Local Business Tax Receipts (Please provide detailed cost breakdown below)	\$
Software Module 4 - Convention and Tourism Taxes (Please provide detailed cost breakdown below)	\$
Software Module 5 - Bankruptcy/Litigation Case Management Solution (Please provide detailed cost breakdown below)	\$
Software Module 6 - Public Service Cashiering (Please provide detailed cost breakdown below)	\$
Web Services for Web Payments and Public Inquires (Must interface with County Payment Gateway, IBM WebSphere)	\$
Imaging (EDMS) Solutions (indicate whether interfacing with existing Imaging Solutions and/or providing new solutions)	\$
Testing and Implementation	\$
Security – ISO, PCI Compliance	\$
Hosting and Bandwidth	\$
Data Conversion (Please provide detailed cost breakdown below)	\$

Training (Please provide detailed cost breakdown below)	\$
Interfaces (Please provide detailed cost breakdown below)	\$
Backup and Recovery (Five years)	\$
Software Escrow Agreement (Initial Contract Term)	\$
Travel	\$
Additional Costs and Fees (Please list and add additional sheets as necessary)	\$
Maintenance and Technical Support Fees (Five years) after County Final Acceptance	
Maintenance and Technical Support Fees Year 1	N/A – Warranty Period
Maintenance and Technical Support Fees Year 2	\$
Maintenance and Technical Support Fees Year 3	\$
Maintenance and Technical Support Fees Year 4	\$
Maintenance and Technical Support Fees Year 5	\$
Total Proposed Price*	\$

*** Note: Total Proposed Price shall be equal to the Proposed Price stated in Section A above.**

PRICE BREAKDOWN FOR SOFTWARE MODULE 1			
CURRENT AND DELINQUENT REAL PROPERTY TAXES			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description	Price	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
Other	Description		
		\$	
		\$	
Total Module 1 :			\$

PRICE BREAKDOWN FOR SOFTWARE MODULE 2			
CURRENT AND DELINQUENT TANGIBLE PERSONAL PROPERTY TAXES			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$

		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description		Price
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
Other	Description		
			\$
			\$
Total Module 2:			\$

PRICE BREAKDOWN FOR SOFTWARE MODULE 4			
CONVENTION AND TOURISM TAXES			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$

		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description		Price
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
Other	Description		
			\$
			\$
Total Module 4:			\$

PRICE BREAKDOWN FOR SOFTWARE MODULE 5 BANKRUPTCY/LITIGATION CASE MANAGEMENT SOLUTION			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description	Price	

		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
Other	Description	
		\$
		\$
Total Module 5:		\$

PRICE BREAKDOWN FOR SOFTWARE MODULE 6

PUBLIC SERVICE CASHIERING

Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description	Price	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	

		\$
		\$
		\$
Other	Description	
		\$
		\$
Total Module 6:		\$

PRICE BREAKDOWN FOR TRAINING			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Other	Description		
			\$
			\$
Total for Training:			\$

PRICE BREAKDOWN FOR DATA CONVERSION			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$

Other	Description	
		\$
		\$
Total for Data Conversion:		\$

PRICE BREAKDOWN FOR INTERFACES			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Other	Description		
			\$
			\$
Total for Interfaces:			\$

C. OPTIONAL SERVICES

The Proposer shall state its price for providing all Optional Services and related services as provided for in the table below. **These prices should not be included in the Proposer's Total Proposed Price.** Unless otherwise negotiated by County and Contractor, these rates will remain in effect for the duration of any contract issued as a result of this RFP, including any option-to-renew periods.

OPTIONAL YEARS TO RENEW (OTR) FEE SCHEDULE

DESCRIPTION	ANNUAL FEE	TOTAL
OTR 1 - Ongoing Hosting Fees : Including Maintenance and Technical Support Services (Years 6 through 10)	-	\$
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 6	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 7	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 8	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 9	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 10	\$	
OTR 2 - Ongoing Hosting Fees : Including Maintenance and Technical Support Services (Years 11 through 15)	-	\$
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 11	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 12	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 13	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 14	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 15	\$	
OTR 3 - Ongoing Hosting Fees : Including Maintenance and Technical Support Services (Years 16 through 20)	-	\$
Ongoing Hosting Fees: Including Maintenance and Technical Support Services Year 16	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 17	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 18	\$	
Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 19	\$	

Ongoing Hosting Fees: Including Maintenance and Technical Support Services - Year 20	\$	
--	----	--

OPTIONAL DOCUMENT IMAGING SYSTEM		
Software / Equipment	Description	Price
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
Grand Total:		\$

D. ADDITIONAL SERVICES

Proposer must provide rates for disciplines of its personnel for any additional services requested by County which are not part of this Scope of Services, but may become necessary at a later time.

Position	Proposed Rate
Project Manager	\$ Per Hour
Programmer	\$ Per Hour
Junior Programmer	\$ Per Hour
Web Developer	\$ Per Hour
Consultant	\$ Per Hour
Trainer	\$ Per Hour
System Administrator	\$ Per Hour
Database Administrator	\$ Per Hour
On-Site Training (Per Day)	\$ Per Day
Other	

Notes:

1. Compensation to the selected Proposer for Additional Services shall be based on the projects assigned. The selected Consultant shall use agreed upon hourly rates to calculate the not-to-exceed cost statement required for each project.

E. COUNTY USER ACCESS PROGRAM (UAP)

Joint purchase and entity revenue sharing program

For the County's information, the Proposer is requested to indicate, at '1' and '2' below, its general interest in participating in the Joint Purchase Program of the County User Access Program (UAP) described in Section 1.0 of this Solicitation. Vendor participation in the Joint Purchase portion of the UAP is **voluntary**, and the Proposer's expression of general interest in '1' and '2' below is for the County's information only and **shall not be binding** on the Proposer.

1. If awarded a contract as a result of this Solicitation, would Proposer be interested in participating in the Joint Purchase portion of the UAP with respect to other governmental, quasi-governmental or not-for-profit entities located **within** the geographical boundaries of Miami-Dade County?

Yes__ No__

and

2. If awarded a contract as a result of this Solicitation, would Proposer be interested in participating in the Joint Purchase portion of the UAP with respect to other governmental, quasi-governmental, or not-for-profit entities located **outside** the geographical boundaries of Miami-Dade County?

Yes__ No__

Proposer: _____

Authorized Signature: _____

Print Name and Title: _____

Federal Employer Identification Number: _____

Address: _____

City/State/Zip: _____

Telephone: (____) _____

E-Mail: _____

FORM B-2
COUNTY HOSTED SOLUTION
PRICE PROPOSAL SCHEDULE

Form B-2
Price Proposal Schedule
County Hosted Solution

TAX COLLECTION, MANAGEMENT, AND REVENUE DISTRIBUTION SOLUTION

INSTRUCTIONS:

The Proposer's price shall be submitted on this Form B-1 "Price Proposal Schedule". Proposer is requested to fill in the applicable blanks on this form. Additional sheets may be added as applicable. (For information regarding submitting a price proposal in an alternate format, please refer to the RFP Section 3.2)

The Proposer must submit this Form B-1 "Price Proposal Schedule" together with the technical portion of the Proposal in one package for evaluation. All pricing must include **all cost elements** including but not limited to travel, warranty, integration, maintenance, support, and professional support services provided in the Proposal response.

A. PROPOSED PRICE

The Proposer shall state its price for providing all services as stated in Section 2.0 - Scope of Services.

**TOTAL PROPOSED PRICE FOR A VENDOR HOSTED TAX COLLECTION, MANAGEMENT, AND
REVENUE DISTRIBUTION SOLUTION FOR THE INITIAL FIVE (5) YEAR TERM:**

\$ _____

Note: A payment schedule will be negotiated with the selected Proposer and based upon project milestones and deliverables (e.g., installation, County's final acceptance of deliverables, etc.)

B. BREAKDOWN OF PROPOSED PRICE

The Proposer shall provide a breakdown of the "Proposed Price" stated Section A, above, as provided for in the tables below. Items that are not applicable shall be identified as "N/A"; items that are at no charge to the County shall be identified as "N/C".

DESCRIPTION	PRICE
Software License Fee	\$
Software Module 1 – Current and Delinquent Real Property Taxes (Please provide detailed cost breakdown below)	\$
Software Module 2 - Current and Delinquent Tangible Personal Property Taxes (Please provide detailed cost breakdown below)	\$

Software Module 3 - Current and Delinquent Local Business Tax Receipts (Please provide detailed cost breakdown below)	\$
Software Module 4 - Convention and Tourism Taxes (Please provide detailed cost breakdown below)	\$
Software Module 5 - Bankruptcy/Litigation Case Management Solution (Please provide detailed cost breakdown below)	\$
Software Module 6 - Public Service Cashiering (Please provide detailed cost breakdown below)	\$
Web Services for Web Payments and Public Inquires (Must interface with County Payment Gateway, IBM WebSphere)	\$
Imaging (EDMS) Solutions (indicate whether interfacing with existing Imaging Solutions and/or providing new solutions)	\$
Testing and Implementation	\$
Security – ISO, PCI Compliance	\$
Hardware (Please provide detailed cost breakdown below in Form B-2 Item A)	
Data Conversion (Please provide detailed cost breakdown below)	\$
Training (Please provide detailed cost breakdown below)	\$
Interfaces (Please provide detailed cost breakdown below)	\$
Backup and Recovery (Five years)	\$
Software Escrow Agreement (Initial Contract Term)	\$
Travel	\$
Additional Costs and Fees (Please list and add additional sheets as necessary)	\$
Maintenance and Technical Support Service Fees (Initial Contract Term)	
Maintenance and Technical Support Service Fees Year 1	N/A – Warranty Period
Maintenance and Technical Support Service Fees Year 2	\$
Maintenance and Technical Support Service Fees Year 3	\$
Maintenance and Technical Support Service Fees Year 4	\$
Maintenance and Technical Support Service Fees Year 5	\$
Total Proposed Price*	\$

* Note: Total Proposed Price shall be equal to the Proposed Price stated in Section A above.

**PRICE BREAKDOWN FOR SOFTWARE MODULE 1
CURRENT AND DELINQUENT REAL PROPERTY TAXES**

Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description		Price
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
Other	Description		
			\$
			\$
Total Module 1 :			\$

**PRICE BREAKDOWN FOR SOFTWARE MODULE 2
CURRENT AND DELINQUENT TANGIBLE PERSONAL PROPERTY TAXES**

Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$

		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description	Price	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
Other	Description		
		\$	
		\$	
Total Module 2:		\$	

PRICE BREAKDOWN FOR SOFTWARE MODULE 3
CURRENT AND DELINQUENT LOCAL BUSINESS TAX RECEIPTS

Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description	Price	
		\$	
		\$	

		\$
		\$
		\$
		\$
		\$
		\$
Other	Description	
		\$
		\$
Total Module 3:		\$

**PRICE BREAKDOWN FOR SOFTWARE MODULE 4
CONVENTION AND TOURISM TAXES**

Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description		Price
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
Other	Description		

		\$
		\$
Total Module 4:		\$

**PRICE BREAKDOWN FOR SOFTWARE MODULE 5
BANKRUPTCY/LITIGATION CASE MANAGEMENT SOLUTION**

Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description		Price
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
Other	Description		
			\$
			\$
Total Module 5:			\$

PRICE BREAKDOWN FOR SOFTWARE MODULE 6**PUBLIC SERVICE CASHIERING**

Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Software / Equipment	Description		Price
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
Other	Description		
			\$
			\$
Total Module 6:			\$

PRICE BREAKDOWN FOR TRAINING

Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$

		\$	\$
		\$	\$
		\$	\$
Other	Description		
			\$
			\$
Total for Training:			\$

PRICE BREAKDOWN FOR DATA CONVERSION			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Other	Description		
			\$
			\$
Total for Data Conversion:			\$

PRICE BREAKDOWN FOR INTERFACES			
Position	Anticipated Hours	Proposed Hourly Rate	Total (Hours x Rate)
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$

		\$	\$
		\$	\$
		\$	\$
		\$	\$
Other	Description		
			\$
			\$
Total for Interfaces:			\$

Form B-2 ITEM A

HARDWARE PRICE PROPOSAL

The Proposer should itemize all hardware that will need to be purchased by the County to make the proposed Solution operate according to the specifications in Section 2.0 of this RFP. Please provide manufacturer and model numbers for all hardware as applicable.

Hardware Price Proposal

Hardware	Number of Units	Manufacturer (Including CPU Size and Operating System Version, if Applicable)	Model #	Unit Price	Extended Price / Total
Production Database server					
Production Application Server					
Training/Test Server					
E-mail Server					
SIP Server					
Web Portal Server					
Networking Equipment					
Report Writing Server					
Electronic Payment Server					
Interactive Voice Notification					
Bluecoat Appliances for Filtering					
Terminal Servers					
Backup/Recovery					
Other (Please specify)					

Hardware	Number of Units	Manufacturer (Including CPU Size and Operating System Version, if Applicable)	Model #	Unit Price	Extended Price / Total
Total:					
Label printer					
Barcode Scanners					
Handheld Scanners					
Flatbed scanners					
Cash Register/ Point of Sale					
E-Commerce Equipment (if applicable) (i.e. Credit card machines)					
Other (please specify)					
Total:					
GRAND TOTAL :					

C. OPTIONAL SERVICES

The Proposer shall state its price for providing all Optional Services and related services as provided for in the table below. **These prices should not be included in the Proposer's Total Proposed Price.** Unless otherwise negotiated by County and Contractor, these rates will remain in effect for the duration of any contract issued as a result of this RFP, including any option-to-renew periods.

OPTIONAL YEARS TO RENEW (OTR) FEE SCHEDULE

DESCRIPTION	ANNUAL FEE	TOTAL
OTR 1 - Ongoing Maintenance and Technical Support Service Fees (Years 6 through 10)	-	\$
Ongoing Maintenance and Technical Support Service Fees Year 6	\$	
Ongoing Maintenance and Technical Support Service Fees Year 7	\$	
Ongoing Maintenance and Technical Support Service Fees Year 8	\$	
Ongoing Maintenance and Technical Support Service Fees Year 9	\$	
Ongoing Maintenance and Technical Support Service Fees Year 10	\$	
OTR 2 - Ongoing Maintenance and Technical Support Service Fees (Years 11 through 15)	-	\$
Ongoing Maintenance and Technical Support Service Fees Year 11	\$	
Ongoing Maintenance and Technical Support Service Fees Year 12	\$	
Ongoing Maintenance and Technical Support Service Fees Year 13	\$	
Ongoing Maintenance and Technical Support Service Fees Year 14	\$	
Ongoing Maintenance and Technical Support Service Fees Year 15	\$	
OTR 3 - Ongoing Maintenance and Technical Support Service Fees (Years 16 through 20)	-	\$
Ongoing Maintenance and Technical Support Service Fees Year 16	\$	

Ongoing Maintenance and Technical Support Service Fees Year 17	\$	
Ongoing Maintenance and Technical Support Service Fees Year 18	\$	
Ongoing Maintenance and Technical Support Service Fees Year 19	\$	
Ongoing Maintenance and Technical Support Service Fees Year 20	\$	

OPTIONAL DOCUMENT IMAGING SYSTEM		
Software / Equipment	Description	Price
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
Grand Total:		\$

D. ADDITIONAL SERVICES

Proposer must provide rates for disciplines of its personnel for any additional services requested by County which are not part of this Scope of Services, but may become necessary at a later time.

Position	Proposed Rate
Project Manager	\$ Per Hour
Programmer	\$ Per Hour
Junior Programmer	\$ Per Hour
Web Developer	\$ Per Hour
Consultant	\$ Per Hour
Trainer	\$ Per Hour
System Administrator	\$ Per Hour
Database Administrator	\$ Per Hour
On-Site Training (Per Day)	\$ Per Day
Other	

Notes:

1. Compensation to the selected Consultant for Additional Services shall be based on the projects assigned. The selected Proposer shall use agreed upon hourly rates to calculate the not-to-exceed cost statement required for each project.

E. COUNTY USER ACCESS PROGRAM (UAP)

Joint purchase and entity revenue sharing program

For the County's information, the Proposer is requested to indicate, at '1' and '2' below, its general interest in participating in the Joint Purchase Program of the County User Access Program (UAP) described in Section 1.0 of this Solicitation. Vendor participation in the Joint Purchase portion of the UAP is **voluntary**, and the Proposer's expression of general interest in '1' and '2' below is for the County's information only and **shall not be binding** on the Proposer.

3. If awarded a contract as a result of this Solicitation, would Proposer be interested in participating in the Joint Purchase portion of the UAP with respect to other governmental, quasi-governmental or not-for-profit entities located **within** the geographical boundaries of Miami-Dade County?

Yes___ No___

and

4. If awarded a contract as a result of this Solicitation, would Proposer be interested in participating in the Joint Purchase portion of the UAP with respect to other governmental, quasi-governmental, or not-for-profit entities located **outside** the geographical boundaries of Miami-Dade County?

Yes___ No___

Proposer: _____

Authorized Signature: _____

Print Name and Title: _____

Federal Employer Identification Number: _____

Address: _____

City/State/Zip: _____

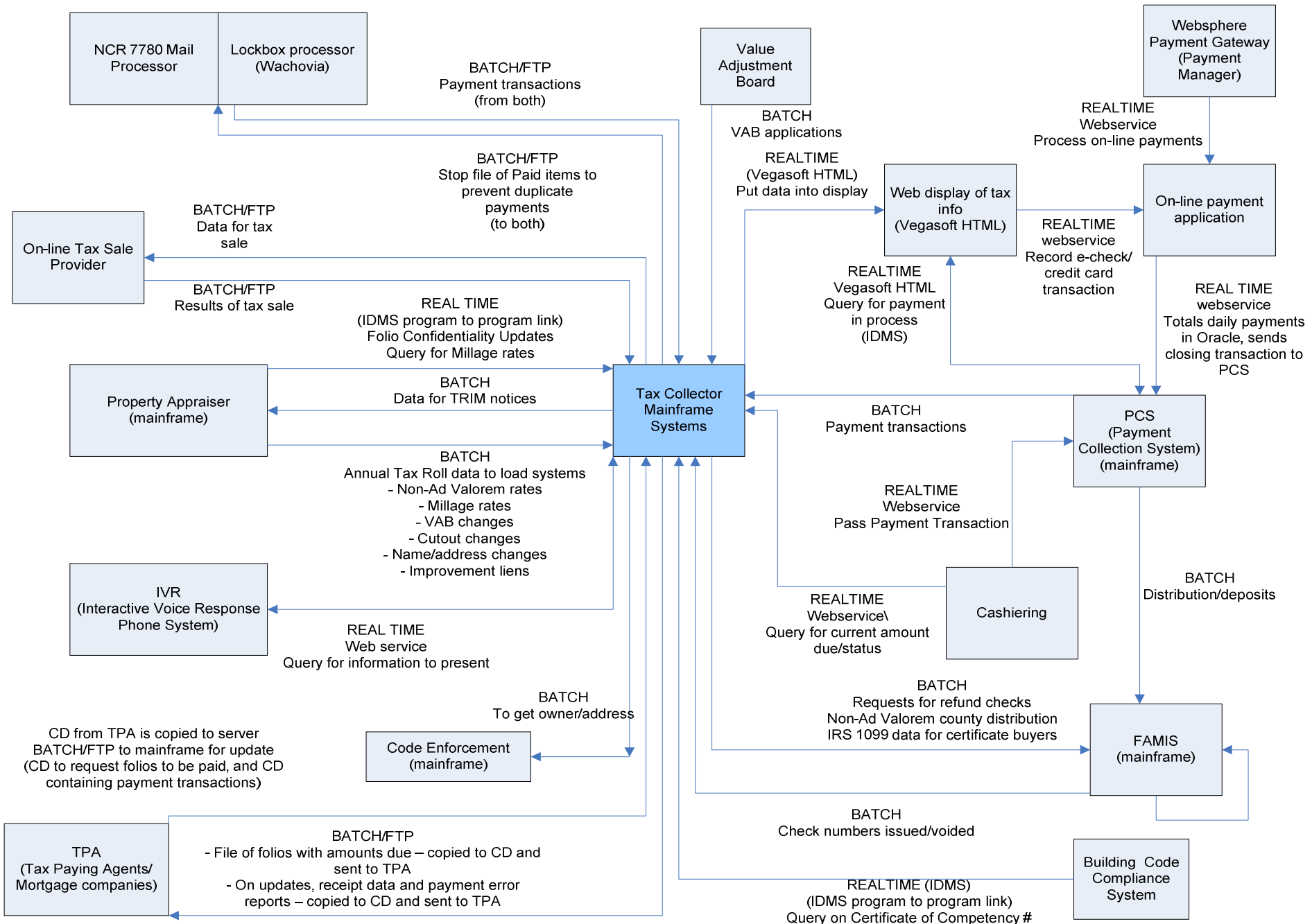
Telephone: (____)_____

E-Mail: _____

ATTACHMENT #1

CURRENT TAX COLLECTION INTERFACES

Attachment #1 Current Tax Collection Interfaces



ATTACHMENT #2

TECHNOLOGY COMPATIBILITY MATRIX

Attachment # 2
Technology Compatibility Matrix

Place an X or n/a in the Yes or No column as appropriate. Provide further explanation in the comments column.	Yes	No	Comments
General Questions			
Are there any implementations of solution at other government locations/agencies comparable in size with MDC? List where in the comments column.			
Operating solution Questions			
Solution is supported for operating solution level AIX 5.3 TL05 or higher with the use of the Virtual IO Server (VIO) which allows for the sharing of Network and SAN resources.			
Solution is supported for operating solution level AIX 6.1 or higher with the use of Workload Partitioning and Virtual IO Server (VIO) which allows for the sharing of Network and SAN resources.			
Solution is supported for operating solution level Windows 2003 Enterprise edition or higher.			
Solution is supported for operating solution level z/VM/Release 5.2 or higher and Z/Linux Release 9 or higher.			
Solution is supported for operating solution level z/OS 1.9 or higher.			
Solution is supported for operating solution level Ret Hat Linux AS 4 or higher.			
Solution is supported for use with Vmware software.			
Database Questions			
Solution is supported for use with Oracle Enterprise Edition Release 10.2.0.4 Grid Certified solutions (Enterprise Solution).			
Solution is supported for use with AIX Oracle Non-Grid 10.2.0.4.			
Solution is supported for use with MSSQL 2005 Enterprise 64 bit .			
Middleware Questions			
Solution has a web-based presentation layer that is compatible with Internet Explorer version 7 or higher.			
Solution has a web-based presentation layer that is compatible with Netscape or higher.			
Solution has a web-based presentation layer that is compatible with Firefox version or higher.			

Place an X or n/a in the Yes or No column as appropriate. Provide further explanation in the comments column.	Yes	No	Comments
Solution is supported on Websphere Application Server 6.x or higher.			
Solution is supported on IIS 6.x or higher.			
Solution does not use non-Microsoft DLL's, Com Objects, DHTML and Active X components			
Solution can be presented as a Websphere Portal Server version 6.x or higher portlet.			
Solution can run in a shared enterprise server environment. If no, explain why in the comments column.			
e-Commerce Questions			
Solution can consume existing MDC provided web services for processing of credit cards and/or e-checks.			
Solution has a cashiering or POS (point-of-sale) component that can consume existing MDC provided web services for processing of credit cards and/or e-checks.			
Solution is PCI-compliant at merchant level 3 or higher.			
Solution Development, Integration and Support Questions			
Solution is J2EE 1.3 based and includes Servlet 2.3, EJB 2.0 and SDK 1.3.x or 1.4.x.			
Solution is .NET Framework 1.2 or higher.			
Solution is heavy client J2EE 1.3 or higher.			
Solution is heavy client Visual Basic 6. x or higher.			
Solution is heavy client C#.			
Solution is capable of consuming WC3 compliant web services.			
Solution publishes its own WC3 compliant web services as a means of integration.			
Solution does not use web services but provides a proprietary API as a means of integration.			
Solution has mobile wide area network functionality. Please provide examples.			
GIS (Geographic Information solution) Questions			
Will the solution collect, store or display an address?			
Does it require a mapping component? If so what functionality is required (addition of record, display, search, etc.)			
Will the solution store coordinate data such as latitude/longitude or State Plane?			

Place an X or n/a in the Yes or No column as appropriate. Provide further explanation in the comments column.	Yes	No	Comments
Is there a requirement for the solution to store location identifiers such as zip code, grid, census tracts, commission districts, etc.?			
Can the solution consume standard address web services (to format addresses, obtain X, Y coordinates of geographic identifiers such as Zip Code, Commission District, Folio, etc.?)			
Will the solution require reports or displays based on location identifier(s)?			
Does the proposed solution have a mobile wide area network GIS component?			
Will the solution require viewing or output of spatial imagery (aerial photography, ground imagery, oblique photography, etc.?)			
Does the solution require geographic analysis (proximity, routing, districting, etc.) Please provide an example.			
Electronic Document Imaging (EDMS) Questions			
Do you want to store digital representations of forms in the document imaging system?			
Do you want to store standard operating procedures (SOP) in the document imaging system?			
Do you want to store digital pictures in the document imaging system?			
Do you want to store computer generated reports in the document imaging system?			
Do you want to store other types of very large documents in the document imaging system?			
Do you want to store architectural or engineering plans (E size) in the document imaging system?			
Do you want to store executed contracts or other legal documents in the document imaging system?			
Do expect the document in the EDMS to be the legal document of record and destroy all paper equivalents?			
Security Related Questions			
The solution authenticates users/processes at all relevant architectural levels (e.g. operating solution, network, database and solution).			
The solution is integrated with Microsoft Active Directory.			
Each user (individual or process) is uniquely identified. If no, explain in the comments column.			
Generic user-IDs are used. If yes, explain their usage in the comments column.			
Does the solution automatically disable IDs after a period of 60 days of			

Place an X or n/a in the Yes or No column as appropriate. Provide further explanation in the comments column.	Yes	No	Comments
inactivity?			
Does the solution use passwords as its authentication mechanism?			
Are passwords suppressed (not echoed back) as they are entered by the user?			
Are passwords encrypted in storage?			
Are passwords encrypted before they are transmitted?			
Are minimum length (6 characters) passwords enforced?			
Is password complexity enforced (e.g. passwords must contain at least one alphabetic and one numeric character and must not be the same as the User ID)?			
Does the solution enforce the periodic changing of user passwords (passwords must have a maximum lifetime of 60 days)?			
Does the solution enforce the periodic changing of privileged (administrator) passwords (privileged passwords must either have a maximum lifetime of 15 days or compensating controls)?			
Are users prohibited from reusing the previous 6 passwords?			
Can users change their own passwords?			
Does the solution require users to change their password upon initial log-on?			
Can administrators reset passwords (in the event a password is compromised)?			
When an administrator resets or initially sets a password, does the solution force the user to change it?			
Are developers prohibited from hard-coding passwords into the solution?			
The solution provides a mechanism for password resets. Explain in the comments column.			
Does the solution use an authentication mechanism other than passwords (e.g. Smartcards, tokens) that meets or exceeds security controls otherwise provided by password authentication mechanisms? Explain in comments column.			
Does the solution provide a mechanism for limiting the number of unsuccessful login attempts to at most three?			
Does the solution limit the simultaneous usage of the same User ID (i.e. can the solution restrict concurrent sessions)?			
Can administrators temporarily disable and re-activate user IDs?			

Place an X or n/a in the Yes or No column as appropriate. Provide further explanation in the comments column.	Yes	No	Comments
During the user login process, does the solution display the date and time of the last successful sign-on and the number of unsuccessful attempts since the last sign-on?			
Is there a mechanism in place to time-out the user's session after a period of inactivity?			
Does the solution prevent users from bypassing its access control mechanisms (e.g. for client/server solutions, password logic employed only at the client level can allow SQL sessions to bypass solution access control mechanisms)?			
Does the solution limit users' access to solution data based on region, client, business line or functional levels? Explain in the comments column			
Does the solution, the network or the operating solution display a warning banner during network or solution login?			
Is the solution designed such that users are associated to user groups and user groups to privileges?			
Are tools available to report the access rights of the current user population (locations, permissions/privileges, group memberships, user profiles)?			
Are software version controls in place to ensure that outdated software is denied DBMS connectivity?			
For web-based solutions, can administrators validate the author and date published of all site content?			
Is external access to the solution (clients, vendors, support, and contingency sites) well controlled?			
Are outbound communications generated? Explain what data is contained in said messages (e.g. email alerts, automated reports, SMNP traps...).			
If the solution's database is relational, is referential integrity enforced by the RDBMS?			
Is mandatory field population controlled at the database rather than at the front-end?			
Are data types enforced at the database level rather than at the front-end?			
Are batch processing failures automatically detected and correctly managed?			
Does the solution help to prevent erroneous transactions (e.g., confirmation screens, 2nd person verifications)?			

Place an X or n/a in the Yes or No column as appropriate. Provide further explanation in the comments column.	Yes	No	Comments
Does the solution prohibit users, developers, DBA's or solution administrators from making changes to posted, completed or closed transaction records?			
Are rollback processes incorporated into the database for all critical transactions?			
Are there legal or regulatory responsibilities to safeguard the data? If so, Explain in the comments column which regulations and why.			
Is sensitive data encrypted during transmission over the client's network (across LANs/WANs or through the use of RLA)?			
Is sensitive information which is vulnerable to unauthorized access, encrypted while in storage?			
Is sensitive information encrypted for transmission over external networks or connections?			
Are all successful user actions that would be necessary for an after-the-fact investigation recorded in the audit trail?			
Are all successful administrator actions that would be necessary for an after-the-fact investigation recorded in the audit trail?			
For each audited event, does the audit trail contain information sufficient for post-event investigation (at a minimum: Date and time of event, User ID, IP address, Type of event, Success/Failure Indicator)?			
Does the solution prohibit administrators from disabling the audit mechanism?			
Are unsuccessful login attempts recorded in the audit trail?			
Are unsuccessful attempts to access sensitive information or process restricted transactions recorded in the audit trail?			
Is the audit log protected from unauthorized access? (i.e Are logs simultaneously sent to a logging server in addition to being maintained locally)?			
Does the solution prevent users or administrators from editing the audit log?			
Are the audit log files kept for a minimum of 13 months?			
Are the logs periodically reviewed and if so how often?			
Does the solution identify the source or originator of all significant transactions and/or messages?			
Does the solution confirm the receipt or completion of all significant transactions/messages?			
Interactive Voice Response (IVR) Questions			
The solution has a stand-alone, proprietary IVR component?			

Place an X or n/a in the Yes or No column as appropriate. Provide further explanation in the comments column.	Yes	No	Comments
The IVR sub-system of the solution can run in a shared Websphere Voice Server/Response enterprise environment, release level 5.1.x (WVS) and 4.2.3 (WVR)?			
The solution will interface with the existing MDC enterprise IVR application via web services.			
Preliminary compatibility score	0	0	

**ATTACHMENT # 3
ETSD BACKUP AND
RECOVERY SCHEME**

Attachment #3 ETSD Backup and Recovery Scheme

The ETSD standard backup methodology for production databases is to back up each database on a server to a common disk, then run an independent process to “sweep” (back up) new files on the server’s common disk to the permanent backup media. Each database has its own backup jobs to perform the backups to disk, and each server has its own sweep job.

The following represents conventions used for backup Jobs that must be scheduled via Enterprise scheduler.

There are three types of jobs that back up a database to disk:

- Level 0 RMAN hot backup; on a database of any size this should run once a week, typically on Friday night or during the weekend; for a small database it may serve as the nightly backup.
- Level 1 RMAN hot backup; a very small database may not have a level 1, but on a database of any size this should be the nightly backup.
- Cold RMAN and non-RMAN, database is shutdown and either files are copied via operating system commands or RMAN utility essential does the same and catalogs copy for automated recovery.

Backup files are accumulated on the common disk between runs of the level 0 backup job, which will delete them and begin a new set after first making sure that all old backup files to be deleted have been “swept” to the backup server. This scheme permits typical recoveries to be performed solely from disk backups without reference to the backup server, while providing the backup server as a fallback in case the common disk and its contents are lost.

This backup scheme assumes that the database server has been configured with a disk volume large enough to contain all backup files generated by all backup jobs for all databases resident on that server, and that this disk volume is not used to store any files other than those generated by these backup jobs. This is referred to in this document as the server’s “Backup Drive”. A database resident on a server without a Backup Drive must be backed up directly to a separate backup server via special utility or interface software provided by the backup server software vendor.

The other exceptional situation is databases that are not recoverable to a point in time between backups. This may be the case where the cost in storage and reduced performance of keeping a full audit trail of database changes is not justifiable. Such a database can only be backed up cold.

The internal sequence of operations for the disk backup jobs is as follows.

- Sweep to the backup server any disk backup files for the database that may have been missed by the server’s sweep job
- Delete RMAN backup files that have accumulated since the last level 0 backup
- Delete references in the control file and RMAN catalog to RMAN backup files more than 45 days old
- Perform a level 0 incremental backup to disk of all data files and the control file
- Backup archive log files to disk and delete the backed up archive log files
- Age the alert log and back up it and other message dump files to the backup server
- Perform a level 1 incremental backup to disk of all data files and the control file; for the data

files, only blocks changed since the last level 1 or level 0 backup are backed up

- Backup archive log files to disk and delete the backed up archive log files
- Backup the newly created disk backups to the backup server
- Abort the database, restart it, shut it down normally, and make sure it is down by attempting to connect to it
- Do a disk-to-disk copy of all data, control and online redo log files
- Start the database and ensure that it is available by attempting to connect to it
- Direct backup of the database to the backup server will be implemented at such time as sufficiently fast and reliable connections between database and backup servers have been established.

Numerous jobs exist to facilitate recovery using the RMAN and cold backups created by the production backup jobs. When an RMAN recovery requires backup files that do not reside on the database server's storage, these backup files should be restored to the location on the database server's storage on which they were originally created. This is best done using the backup server's GUI tool rather than a batch job. A batch job is provided, however, to list all backups currently catalogued along with the location where they must exist in order to be usable by RMAN. Once the backup files have been restored to the correct location on storage accessible by the database server, normal recovery procedures can begin. This preliminary restore process will eventually be eliminated when direct backups are implemented.

The recovery jobs that will most commonly be used in RMAN recoveries are as follows:

- RMAN_list_backups: list fully qualified names of RMAN backup files which Oracle "thinks" exist on database server storage (in reality they may have been archived to the backup server via some backup utility)
- RMAN_pit_recover_db: recover the database omitting updates entered after a given point in time
- RMAN_relocate_recover_db: reconstruct the database on a new server or new media
- RMAN_restore_recover_db: recover the database data files to the latest possible point in time using the current control file
- RMAN_restore_recover_db_cf: restore the control file and recover the database to the latest possible point in time
- RMAN_restore_recover_ts: recover a single non-SYSTEM tablespace to the latest possible point in time
- RMAN_restore_recover_ts_closed: recover the SYSTEM tablespace or a tablespace containing rollback segments to the latest possible point in time

Other useful RMAN jobs are:

- RMAN_backup_cf: backup the control file ensure recoverability before beginning a potentially dangerous maintenance operation
- RMAN_backup_db_full: obtain a backup of the entire database and all archive logs without affecting the incremental backup scheme
- RMAN_change_crosscheck: delete references in the control file and RMAN catalog to archive logs that have been physically deleted
- RMAN_register_database: store in the RMAN catalog the database name and technical details about the database obtained from the database's control file – must be the first RMAN operation performed for a database, as RMAN needs this information to begin

managing backups for the database

- RMAN_save_trans: archive the current redo log, backup all archive logs to disk and delete backed up archive logs
- RMAN_duplicate_db: use the backups of the database and archive logs to create a new database on the same or a different server

Jobs used in database recovery via a cold backup are:

- COLD_restore_dbbackup_from_tape: restore the desired backup image of the database files from the appropriate backup server (must be edited with the date/time range within which the backup to the server was run)
- COLD_restore_ctlfiles_from_disk: recreates the database control files from their backup images
- COLD_restore_datafiles_from_disk: recreates the database data files from their backup images
- COLD_restore_logfiles_from_disk: recreates the database online redo log files from their backup images
- COLD_restore_arcfiles_from_disk: recreates the database archive log files from their backup images

DRAFT FORM OF AGREEMENT

TAX COLLECTION, MANAGEMENT, AND REVENUE DISTRIBUTION SOLUTION

THIS SOFTWARE LICENSE, IMPLEMENTATION, INTEGRATION, MAINTENANCE, AND SUPPORT AGREEMENT ("AGREEMENT") IS MADE AND ENTERED INTO BY AND BETWEEN MIAMI-DADE COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA, HAVING ITS PRINCIPAL OFFICE AT 111 N.W. 1ST STREET, MIAMI, FLORIDA 33128 (HEREINAFTER REFERRED TO AS THE "COUNTY"), AND _____, A CORPORATION ORGANIZED AND EXISTING UNDER THE LAWS OF THE STATE OF _____, HAVING ITS PRINCIPAL OFFICE AT _____ (HEREINAFTER REFERRED TO AS THE "CONTRACTOR").

WITNESSETH:

WHEREAS, the Contractor has offered to provide a Tax Collection, Management, and Revenue Distribution Solution, that shall conform to the Scope of Services (Appendix A); Miami-Dade County's Request for Proposals (RFP) No. 665 and all associated addenda and attachments, incorporated herein by reference; and the requirements of this Agreement; and,

WHEREAS, the Contractor has submitted a written proposal dated _____, hereinafter referred to as the "Contractor's Proposal" which is incorporated herein by reference; and,

WHEREAS, the County desires to procure from the Contractor such Tax Collection, Management, and Revenue Distribution Solution for the County, in accordance with the terms and conditions of this Agreement;

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, the parties hereto agree as follows:

A. County is the owner of, or has acquired rights to, the Tax Collection, Management, and Revenue Distribution Solution and Documentation (as defined below).

B. Contractor desires to grant to the County and the County desires to obtain from the Contractor a(n) nonexclusive perpetual license to use the Software and Documentation solely in accordance with the terms and on the conditions set forth in this Agreement.

C. Contractor shall provide the required maintenance and support services for the Software licensed by the County on the conditions set forth in this Agreement.

ARTICLE 1. DEFINITIONS

1.1 The words "Contract" or "Contract Documents" or "Agreement" to mean collectively these terms and conditions, the Scope of Services (Appendix A), RFP No. 665 and all associated addenda and attachments, the Contractor's Proposal, and all other attachments hereto and all amendments issued hereto.

1.2 "Designated Equipment" shall mean the hardware products identified on Exhibit "A" with which the Software is licensed for use by the County.

1.3 "Documentation" shall mean all manuals, user documentation, and other related materials pertaining to the Software which are furnished to Licensee by County in connection with the Software.

1.4 "License Fee" shall mean the annual fee associated to granting the County use of the Software as outlined in Appendix B "Price Schedule".

1.5 "Software" shall mean the computer programs in machine readable object code form listed in Exhibit "A" attached hereto and any subsequent error corrections or updates supplied to the County by the Contractor pursuant to this Agreement. Exhibit "A" may be amended from time to time by the parties in writing.

1.6 "Projects" and "Services" shall mean enhancements or modifications to the licensed Software in the areas of business strategy, business integration, business process improvement, training, management development, project management, computer programming, systems integration, data processing, software development and other specific activities related to improving the County's computer systems, training or personnel to operate the same, creation or modification of software, and related consulting activities.

1.7 "Maintenance and Support Services" shall mean the support required for the County to achieve optimal performance of the licensed Software.

ARTICLE 2. GRANT OF RIGHTS

2.1 License. The License granted for Software under this Agreement authorizes the County on a nonexclusive basis to use the Software on Designated Equipment as outlined in Exhibit "A".

2.2 Additional Licenses. During the term of the Agreement, should the County wish to purchase additional licenses from the Contractor, the fees shall be according to Appendix B "Payment Schedule". All additional licenses purchased shall be documented in writing by the Contractor and amended in Exhibit "A".

ARTICLE 3. DELIVERY

3.1 Software. The Contractor shall deliver to the County a master copy of the Software licensed hereunder in object code form, suitable for reproduction, in electronic files only.

3.2 Web Based Software. All County license keys, usernames, and passwords shall be authenticated by the Contractor and perform according to Appendix A "Scope of Services".

3.3 Documentation. The Contractor shall deliver copies of the associated Software Documentation to the County in an electronic format.

ARTICLE 4. AGREEMENT TERM

4.1 The Agreement shall become effective on the date that is it is signed by the County or the Contractor, whichever is later and shall be for the duration of five (5) year(s). The County, at its sole discretion, reserves the right to exercise the option to renew this Agreement for three (3) additional five (5) year periods.

4.2 Extension. The County also reserves the right to exercise its option to extend this Agreement for up to one hundred-eighty (180) calendar days beyond the current Agreement period or beyond any of the renewals.

4.3 Notification. The County will notify the Contractor in writing of the extension. This Agreement may be further extended beyond the initial one hundred-eighty (180) calendar day extension period by mutual agreement between the County and the Contractor, upon approval by the Board of County Commissioners.

ARTICLE 5. SUPPORT AND MAINTENANCE SERVICES

5.1 Contractor Obligations. Contractor shall provide the County with the following support and maintenance services for the products licensed by the County:

- a) Provision of known error corrections by delivery of available patches via electronic communication and for download via the Internet.
- b) Provision of available minor updates (bundling of several error corrections in one version) for download via the Internet.
- c) Provision of available medium upgrades (version with additional / enhanced functions) for download via the Internet.
- d) Provision of available major upgrades (version with substantially enhanced volume of functions).
- e) Information via electronic communication (email) when new minor/medium/major updates are available.

The support and maintenance services listed in this clause 5.1 only comprise the products licensed by the County, but not any new products of the same product family. The granting of rights of use and the delivery of the relevant license files for all minor, medium and major upgrades shall be limited to the number and type of products for which this Agreement has been concluded.

5.2 Telephone Support. For the term of this Agreement, Contractor shall provide telephone support in the following manner: Queries for specific technical problems and failures are possible at any time. For this purpose, the County will generally leave a message indicating the exact problem description and a classification in the following priority and error levels:

- a) Level A: System does not work.
- b) Level B: System works with limited functions.
- c) Level C: System basically working. Just errors/problems with specific functions.

Contractor ensures the following response times (via phone or e-mail) to the County:

- a) Level A: Response within the two hours of notification (Monday - Friday, 8 a.m. until 5 p.m. local time).
- b) Level B: Response within twenty-four hours or less (Monday - Friday, 8 a.m. until 5 p.m. local time).
- c) Level C: Response within the next working (Monday - Friday, 8a.m. until 5 p.m. local time).

5.3 Email Support. For the term of this Agreement, Contractor shall provide support via email. The error and priority levels set forth in clause 5.2 above and the response times indicated therein are applicable.

5.4 Subject Matter of Support Services. The subject matter of support services in clauses 5.2 and 5.3 above is the help with installation or operation problems and alleged program errors. Installation services or other support services at the County's location are not a subject matter of this Maintenance Agreement.

5.5 Payments. Any and all support and maintenance services under this Agreement shall be compensated for by means of an annual flat rate. The fees are due for payment annually in advance upon invoicing by Contractor as set forth in Exhibit "A".

ARTICLE 6. SOFTWARE MODIFICATIONS

6.1 Error Corrections and Updates. The Contractor will provide the County with error corrections, bug fixes, patches or other updates to the Software licensed hereunder in object code form to the extent available in accordance with the Contractor's release schedule for the term of this Agreement.

6.2 Software Enhancements or Modifications. The County may, from time to time, request that the Contractor incorporate certain features, enhancements or modifications into the licensed Software. When requested by the County, the Contractor shall provide the requested system enhancements/modifications including all relevant source code. Upon the County's request for such enhancements/modifications the County shall prepare a Statement of Work ("SOW") for the specific Project that shall define in detail the Services to be performed. The Contractor shall submit a cost proposal including all costs pertaining to furnishing the County with the enhancements/modifications.

- a) After the SOW has been accepted a detailed requirements and detailed design document shall be submitted illustrating the complete financial terms that govern the SOW, proposed Project staffing, anticipated Project schedule, and other information relevant to the Project. Each SOW executed hereunder shall automatically incorporate the terms and conditions of this Agreement. Such enhancements or modifications shall become the property of the County. Notwithstanding the foregoing, performance of any such modifications shall not compromise the Contractor's warranty obligations.
- b) Following the County's acceptance of all enhancements/modification, the Contractor shall provide the County, if so requested with written confirmation of the date the enhancements/modification was applied to the Licensed Software, and any and all Documentation relating to the Licensed Software and or enhancements/modification thereto.

6.3 Title to Modifications. All such error corrections, bug fixes, patches, updates or new releases shall be the sole property of the Contractor.

ARTICLE 7. LICENSE FEES AND PAYMENT

7.1 License Fee. In consideration of the license rights granted in Article 2 above, the County shall pay the Software License Fees or other consideration for the Software and Documentation as set forth on Appendix B "Price Schedule" attached hereto. All amounts payable hereunder by the County shall be payable on an annual basis. The County shall have no obligation to pay the Contractor or any additional sum in excess of this amount, except for a change and/or modification to the Agreement, which is approved and executed in writing by the County and the Contractor. All Services undertaken by the Contractor or before County's approval of this Agreement shall be at the Contractor's risk and expense.

7.2 Travel. With respect to travel costs and travel related expenses, the Contractor agrees to adhere to CH. 112.061 of the Florida Statutes as they pertain to out-of-pocket expenses including employee lodging, transportation, per diem, and all miscellaneous cost-and fees. The County shall not be liable for any such expenses that have not been approved in advance, in writing, by the County.

7.3 Fixed Pricing. Prices shall remain firm and fixed for the term of the Agreement, including any option or extension periods; however, the Contractor may offer incentive discounts to the County at any time during the Agreement term, including any renewal or extension thereof.

7.4 Invoices. All invoices issued by the Contractor, shall be supported by receipt bills or other documents reasonably required by the County. Invoices shall show the County's Agreement number, and shall have a unique invoice number assigned by the Contractor. It is the policy of Miami-Dade County that payment for all purchases by County agencies shall be made in a timely manner and that interest payments be made on late payments. In accordance with Florida Statutes, Section 218.74 and Section 2-8.1.4 of the Miami-Dade County Code, the time at which payment shall be due from the County shall be forty-five days from receipt of a proper invoice. The time at which payment shall be due to small businesses shall be thirty (30) days from receipt of a proper invoice. All payments due from the County and not made within the time specified by this section shall bear interest from thirty (30) days after the due date at the rate of one percent (1%) per month on the unpaid balance. Further, proceedings to resolve disputes for payment of obligations shall be concluded by final written

decision of the County Manager, or his or her designee(s), not later than sixty (60) days after the date on which the proper invoice was received by the County.

Invoices and associated back-up documentation shall be submitted in duplicate by the Contractor to the County as follows:

Miami-Dade County Tax Collector Office
140 West Flagler Street, Suite 1401
Miami, Florida 33130

Attention: Fernando Casamayor

The County may at any time designate a different address and/or contact person by giving written notice to the other party.

ARTICLE 8. PROTECTION OF SOFTWARE

8.1 Proprietary Information. The Contractor acknowledges that all computer software in the County's possession may constitute or contain information or materials which the County has agreed to protect as proprietary information from disclosure or unauthorized use and may also constitute or contain information or materials which the County has developed at its own expense, the disclosure of which could harm the County's proprietary interest therein.

8.2 Proprietary Rights. The Contractor hereby acknowledges and agrees that the County retains all rights, title and interests in and to all materials, data, documentation and copies thereof furnished by the County to the Contractor hereunder, including all copyright and other proprietary rights therein, which the Contractor as well as its employees, agents, subconsultants and suppliers may use only in connection with the performance of Services under this Agreement.

- a) All rights, title and interest in and to certain ideas, designs and methods, specifications and other documentation related thereto developed by the Contractor and its subconsultants specifically for the County, hereinafter referred to as "Developed Works" shall become the property of the County.
- b) Accordingly, neither the Contractor nor its employees, agents, subconsultants or suppliers shall have any proprietary interest in such Developed Works. The Developed Works may not be utilized, reproduced or distributed by or on behalf of the Contractor, or any employee, agent, subconsultants or supplier thereof, without the prior written consent of the County, except as required for the Contractor's performance hereunder.
- c) Except as otherwise provided in subsections a and b above, or elsewhere herein, the Contractor hereunder shall retain all proprietary rights in and to all Licensed Software provided hereunder, that have not been customized to satisfy the performance criteria set forth by the County in a defined SOW.

8.3 No Reverse Engineering. The County agrees not to modify, reverse engineer, disassemble, or decompile the Software, or any portion thereof.

8.4 Ownership. County further acknowledges that all copies of the Software in any form provided by the Contractor are the sole property of the Contractor. The County shall not have any right, title, or interest in any such Software or copies thereof except as provided in this Agreement, and further shall secure and protect all Software and Documentation consistent with maintenance of Contractor's proprietary rights therein.

ARTICLE 9. CONFIDENTIALITY

9.1 As a political subdivision of the State of Florida, Miami-Dade County is subject to Florida's Public Records Law, Section 119 of the Florida Statutes. Notwithstanding anything else in this Article to the

contrary, the County's compliance with, or good faith attempt to comply with the requirements of Chapter 119 of Florida Statute shall not be considered breach of this Agreement.

9.2 Acknowledgement. County hereby acknowledges and agrees that the equipment and associated software constitute and contain proprietary products and trade secrets of the Contractor embodying creative efforts and confidential information, ideas, and expressions. Accordingly, the County agrees to treat (and take precautions to ensure that its employees treat) the equipment and associated software as confidential in accordance with the confidentiality requirements and conditions set forth below.

- a) All Developed Works and other materials, data, transactions of all forms, financial information, documentation, inventions, designs and methods obtained from the County in connection with the Services performed under this Agreement, made or developed by the Contractor in the course of the performance of the Agreement, or which the County holds the proprietary rights, constitute Confidential Information and may not, without the prior written consent of the County, be used by the Contractor or its employees, agents, subconsultants or suppliers for any purpose other than for the benefit of the County, unless required by law.
- b) In addition to the foregoing, all County employee information and County financial information shall be considered confidential information and shall be subject to all the requirements stated herein. Neither the Contractor nor its employees, agents, subconsultants or suppliers may sell, transfer, publish, disclose, display, license or otherwise make available to others any part of such Confidential Information without the prior written consent of the County. Additionally, the Contractor expressly agrees to be bound by and to defend, indemnify and hold harmless the County, and their officers and employees from the breach of any federal, state or local law in regard to the privacy of individuals.

9.3 Maintenance of Confidential Information. The Contractor shall advise each of its employees, agents, subconsultants and suppliers who may be exposed to such Confidential Information of their obligation to keep such information confidential and shall promptly advise the County in writing if it learns of any unauthorized use or disclosure of the Confidential Information by any of its employees or agents, or subconsultants or supplier's employees, present or former. In addition, the Contractor agrees to cooperate fully and provide any assistance necessary to ensure the confidentiality of the Confidential Information.

9.4 Injunctive Relief. It is understood and agreed that in the event of a breach of this Article damages may not be an adequate remedy and the County shall be entitled to injunctive relief to restrain any such breach or threatened breach. Unless otherwise requested by the County, upon the completion of the Services performed hereunder, the Contractor shall immediately turn over to the County all such Confidential Information existing in tangible form, and no copies thereof shall be retained by the Contractor or its employees, agents, subconsultants or suppliers without the prior written consent of the County.

9.5 Survival. Licensee's obligations under this Article 9 will survive the termination of this Agreement or of any license granted under this Agreement for whatever reason.

ARTICLE 10. WARRANTIES

10.1 Ownership. The Contractor represents that it is the owner of the entire right, title, and interest in and to Software, and that it has the sole right to grant licenses thereunder, and that it has not knowingly granted licenses thereunder to any other entity that would restrict rights granted hereunder except as stated herein.

10.2 Limited Warranty. Contractor represents and warrants to the County that the Software, when properly installed by the County and used with the Designated Equipment, will perform substantially as described in Contractor's then current Documentation for such Software for a period of one year from the date of acceptance.

10.3 Limitations. Notwithstanding the warranty provisions set forth in Section 10.2 above, all of Contractor's obligations with respect to such warranties shall be contingent on County's use of the Software in accordance with this Agreement and in accordance with Contractor's instructions as provided to the County in the Documentation, as such instructions may be amended, supplemented, or modified by the Contractor from time to time. The Contractor shall have no warranty obligations with respect to any failures of the Software which are the result of accident, abuse, misapplication, or extreme power surge.

10.4 Contractor's Sole Remedy. The Contractor's entire liability and the County's exclusive remedy shall be, at the County's option, either (a) return of the price paid or (b) repair or replacement of the Software; provided the Contractor receives written notice from the County during the warranty period of a breach of warranty. Any replacement Software will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer.

10.5 Limitation of Liability. COUNTY ACKNOWLEDGES AND AGREES THAT THE CONSIDERATION WHICH THE CONTRACTOR IS CHARGING HEREUNDER DOES NOT INCLUDE ANY CONSIDERATION FOR ASSUMPTION OF THE RISK OF THE COUNTY'S CONSEQUENTIAL OR INCIDENTAL DAMAGES WHICH MAY ARISE IN CONNECTION WITH COUNTY'S USE OF THE SOFTWARE AND DOCUMENTATION.

- a) Any provision herein to the contrary notwithstanding, the maximum liability of Contractor to any person, firm or corporation whatsoever arising out of or in the connection with any license, use or other employment of any Software delivered to the County hereunder, whether such liability arises from any claim based on breach or repudiation of Agreement, warranty, tort or otherwise, shall in no case exceed the actual price paid to the Contractor by the County for the Software whose license, use, or other employment gives rise to the liability.

ARTICLE 11. INSURANCE AND NDEMNIFICATION

Provider shall indemnify and hold harmless the County and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the County or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of this Agreement by the Provider or its employees, agents, servants, partners principals or subcontractors. Provider shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the County, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon. Provider expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by Provider shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County or its officers, employees, agents and instrumentalities as herein provided.

The vendor shall furnish to the Vendor Assistance Section, Department of Procurement Management, Administration Division, 111 NW 1st Street, Suite 1300, Miami, Florida 33128, Certificate(s) of Insurance which indicate that insurance coverage has been obtained which meets the requirements as outlined below:

- A. Worker's Compensation Insurance for all employees of the vendor as required by Florida Statute 440.
- B. Public Liability Insurance on a comprehensive basis in an amount not less than \$300,000 combined single limit per occurrence for bodily injury and property damage. **Miami-Dade County must be shown as an additional insured with respect to this coverage.**

- C. Automobile Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the work, in an amount not less than \$300,000 combined single limit per occurrence for bodily injury and property damage.
- D. Professional Liability Insurance in the amount of \$1,000,000 per claim.

All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Florida, with the following qualifications:

The company must be rated no less than "B" as to management, and no less than "Class V" as to financial strength, by the latest edition of Best's Insurance Guide, published by A.M. Best Company, Oldwick, New Jersey, or its equivalent, subject to the approval of the County Risk Management Division.

or

The company must hold a valid Florida Certificate of Authority as shown in the latest "List of All Insurance Companies Authorized or Approved to Do Business in Florida" issued by the State of Florida Department of Insurance and are members of the Florida Guaranty Fund.

Certificates will indicate no modification or change in insurance shall be made without thirty (30) days in advance notice to the certificate holder.

NOTE: DADE COUNTY BID NUMBER AND TITLE OF BID MUST APPEAR ON EACH CERTIFICATE.

CERTIFICATE HOLDER MUST READ:

**MIAMI-DADE COUNTY
111 NW 1st STREET
SUITE 2340
MIAMI, FL 33128**

Compliance with the foregoing requirements shall not relieve the Contractor of this liability and obligation under this section or under any other section in this Agreement.

Award of this Contract is contingent upon the receipt of the insurance documents, as required, within fifteen (15) calendar days after County notification to Contractor to comply before the award is made. If the insurance certificate is received within the specified time frame but not in the manner prescribed in this Agreement, the Contractor shall be verbally notified of such deficiency and shall have an additional five (5) calendar days to submit a corrected certificate to the County. If the Contractor fails to submit the required insurance documents in the manner prescribed in this Agreement within twenty (20) calendar days after County notification to comply, the Contractor shall be in default of the contractual terms and conditions and award of the Contract will be rescinded, unless such time frame for submission has been extended by the County.

The Contractor shall be responsible for assuring that the insurance certificates required in conjunction with this Section remain in force for the duration of the contractual period of the Contract, including any and all option years or extension periods that may be granted by the County. If insurance certificates are scheduled to expire during the contractual period, the Contractor shall be responsible for submitting new or renewed insurance certificates to the County at a minimum of thirty (30) calendar days in advance of such expiration. In the event that expired certificates are not replaced with new or renewed certificates which cover the contractual period, the County shall suspend the Contract until such time as the new or renewed certificates are received by the County in the manner prescribed herein; provided, however, that this suspended period does not exceed thirty (30) calendar days. Thereafter, the County may, at its sole discretion, terminate this contract.

ARTICLE 12. DEFAULT AND TERMINATION

12.1 Termination. The County may terminate this Agreement if an individual or corporation or other

entity attempts to meet its obligations under this Agreement with the County through fraud, misrepresentation or material misstatement.

- a) The County may, as a further sanction, terminate or cancel any other Agreement(s) that such individual or corporation or other entity has with the County and that such individual, corporation or other entity shall be responsible for all direct and indirect costs associated with such termination or cancellation, including attorney's fees.
- b) The foregoing notwithstanding, any individual, corporation or other entity which attempts to meet its obligations with the County under this Agreement through fraud, misrepresentation or material misstatement may be debarred from County contracting for up to five (5) years in accordance with the County debarment procedures. The Contractor may be subject to debarment for failure to perform and all other reasons set forth in Section 10-38 of the County Code.

12.2 Termination for Convenience. In addition to cancellation or termination as otherwise provided in this Agreement, the County may at any time, in its sole discretion, with or without cause, terminate this Agreement by written notice to the Contractor and in such event:

- a) The Contractor shall, upon receipt of such notice, unless otherwise directed by the County: (i) stop work on the date specified in the notice ("the Effective Termination Date"); (ii) take such action as may be necessary for the protection and preservation of the County's materials and property; (iii) take no action which will increase the amounts payable by the County under this Agreement; and
- b) In the event that the County exercises its right to terminate this Agreement for convenience only, the Contractor will be compensated as stated in the payment Articles, herein, for the portion of the Services completed in accordance with the Agreement up to the Effective Termination Date; and
- c) All compensation pursuant to this Article are subject to audit.

12.3 Events of Default. This Agreement may be terminated by the nondefaulting party if any of the following events of default occur: (1) if a party materially fails to perform or comply with this Agreement or any provision hereof; (2) if either party fails to strictly comply with the provisions of Article 9 (Confidentiality) or makes an assignment in violation of Article 14 (Nonassignability); (3) if the Contractor becomes insolvent or bankrupt, or makes an assignment for the benefit of creditors.

12.4 Effective Date of Termination. Termination due to a material breach of Articles 2 (Grant of Rights), 8 (Protection of Software), or 9 (Confidentiality) shall be effective on notice. In all other cases, termination shall be effective thirty (30) days after notice of termination to the defaulting party if the defaults have not been cured within such thirty (30) day period.

12.5 Obligations on Termination. Within ten (10) days after termination of this Agreement, County shall cease and desist all use of the Software and Documentation.

ARTICLE 13. NOTICES

All notices required or permitted under this Agreement shall be in writing and shall be deemed sufficiently served if delivered by Registered or Certified Mail, with return receipt requested; or delivered personally; or delivered via fax or e-mail (if provided below) and followed with delivery of hard copy; and in any case addressed as follows:

(1) To the County Project Manager:

Miami-Dade County Tax Collector
140 West Flagler Street, Suite 1401
Miami, Florida 33130

Attention: Tax Collector
Phone: (305) 375 - 1468
Fax: (305) 375 - 4214
E-mail: AT10@miamidade.gov

and to the Agreement Manager:

Miami-Dade County
Department of Procurement Management
111 N.W. 1st Street, Suite 1300
Miami, FL 33128-1974

Attention: Director
Phone: (305) 375- 5257
Fax: (305) 375- 4726

(2) To the Contractor

Attention:
Phone:
Fax:
E-mail:

Either party may at any time designate a different address and/or contact person by giving notice as provided above to the other party. Such notices shall be deemed given upon receipt by the addressee.

ARTICLE 14. NONASSIGNABILITY

The Contractor shall not assign, transfer, convey or otherwise dispose of this Agreement, including its rights, title or interest in or to the same or any part thereof without the prior written consent of the County.

ARTICLE 15. INSPECTOR GENERAL REVIEWS

15.1 Independent Private Sector Inspector General Reviews. Pursuant to Miami-Dade County Administrative Order 3-20, the County has the right to retain the services of an Independent Private Sector Inspector General (hereinafter "IPSIG"), whenever the County deems it appropriate to do so. Upon written notice from the County, the Contractor shall make available to the IPSIG retained by the County, all requested records and documentation pertaining to this Agreement for inspection and reproduction. The County shall be responsible for the payment of these IPSIG services, and under no circumstance shall the Contractor's prices and any changes thereto approved by the County, be inclusive of any charges relating to these IPSIG services. The terms of this provision herein, apply to the Contractor, its officers, agents, employees, subconsultants and assignees. Nothing contained in this provision shall impair any independent right of the County to conduct an audit or investigate the operations, activities and performance of the Contractor in connection with this Agreement. The terms of this Article shall not impose any liability on the County by the Contractor or any third party.

15.2 Miami-Dade County Inspector General Review. According to Section 2-1076 of the Code of Miami-Dade County, as amended by Ordinance No. 99-63, Miami-Dade County has established the Office of the Inspector General which may, on a random basis, perform audits on all County Agreements, throughout the duration of said Agreements, except as otherwise provided below. The cost of the audit for this Agreement shall be one quarter (1/4) of one (1) percent of the total Agreement amount which cost shall be included in the total Agreement amount. The audit cost will be deducted by the County from progress payments to the Contractor. The audit cost shall also be included in all change orders and all Agreement renewals and extensions.

15.3 Exception. The above application of one quarter (1/4) of one percent fee assessment shall not apply to the following Agreements: (a) IPSIG Agreements; (b) Agreements for legal services; (c) Agreements for financial advisory services; (d) auditing Agreements; (e) facility rentals and lease agreements; (f) concessions and other rental agreements; (g) insurance Agreements; (h) revenue-generating Agreements; (i) Agreements where an IPSIG is assigned at the time the Agreement is approved by the Commission; (j) professional service agreements under \$1,000; (k) management agreements; (l) small purchase orders as defined in Miami-Dade County Administrative Order 3-2; (m) federal, state and local government-funded grants; and (n) interlocal agreements. Notwithstanding the foregoing, the Miami-Dade County Board of County Commissioners may authorize the inclusion of the fee assessment of one quarter (1/4) of one percent in any exempted Agreement at the time of award

15.4 Inspector General Powers. Nothing contained above shall in any way limit the powers of the Inspector General to perform audits on all County Agreements including, but not limited to, those Agreements specifically exempted above. The Miami-Dade County Inspector General is authorized and empowered to review past, present and proposed County and Public Health Trust Agreements, transactions, accounts, records and programs. In addition, the Inspector General has the power to subpoena witnesses, administer oaths, require the production of records and monitor existing projects and programs. Monitoring of an existing project or program may include a report concerning whether the project is on time, within budget and in conformance with plans, specifications and applicable law. The Inspector General is empowered to analyze the necessity of and reasonableness of proposed change orders to the Agreement. The Inspector General is empowered to retain the services of independent private sector inspectors general (IPSIG) to audit, investigate, monitor, oversee, inspect and review operations, activities, performance and procurement process, including but not limited to project design, specifications, proposal submittals, activities of the Contractor, its officers, agents and employees, lobbyists, County staff and elected officials to ensure compliance with Agreement specifications and to detect fraud and corruption.

- a) Upon written notice to the Contractor from the Inspector General or IPSIG retained by the Inspector General, the Contractor shall make all requested records and documents available to the Inspector General or IPSIG for inspection and copying. The Inspector General and IPSIG shall have the right to inspect and copy all documents and records in the Contractor's possession, custody or control which, in the Inspector General's or IPSIG's sole judgment, pertain to performance of the Agreement, including, but not limited to original estimate files, change order estimate files, worksheets, proposals and agreements form and which successful and unsuccessful subcontractors and suppliers, all project-related correspondence, memoranda, instructions, financial documents, construction documents, proposal and Agreement documents, back-charge documents, all documents and records which involve cash, trade or volume discounts, insurance proceeds, rebates, or dividends received, payroll and personnel records, and supporting documentation for the aforesaid documents and records.

ARTICLE 16. GOVERNING LAW

This Agreement, including appendices, and all matters relating to this Agreement (whether in Agreement, statute, tort (such as negligence), or otherwise) shall be governed by, and construed in accordance with, the laws of the State of Florida.

ARTICLE 17. COUNTY USER ACCESS PROGRAM (UAP)

17.1 User Access Fee. Pursuant to Miami-Dade County Budget Ordinance No. 03-192, this Agreement is subject to a user access fee under the County User Access Program (UAP) in the amount of two percent (2%). All sales resulting from this Agreement, or any Agreement resulting from this solicitation and the utilization of the County Agreement price and the terms and conditions identified herein, are subject to the two percent (2%) UAP. This fee applies to all Agreement usage whether by County Departments or by any other governmental, quasi-governmental or not-for-profit entity.

The Contractor providing goods or services under this Agreement shall invoice the Agreement price and shall accept as payment thereof the Agreement price less the 2% UAP as full and complete payment for the goods and/or services specified on the invoice. The County shall retain the 2% UAP for use by the County to help defray the cost of the procurement program. Vendor participation in this invoice reduction portion of the UAP is mandatory.

17.2 Joint Purchase. Only those entities that have been approved by the County for participation in the County's Joint Purchase and Entity Revenue Sharing Agreement are eligible to utilize or receive County Agreement pricing and terms and conditions. The County will provide to approved entities a UAP Participant Validation Number. The Contractor must obtain the participation number from the entity prior to filling any order placed pursuant to this section. Contractor participation in this joint purchase portion of the UAP, however, is voluntary. The Contractor shall notify the ordering entity, in writing, within 3 work days of receipt of an order, of a decision to decline the order.

For all ordering entities located outside the geographical boundaries of Miami-Dade County, the Contractor shall be entitled to ship goods on an "FOB Destination, Prepaid and Charged Back" basis. This allowance shall only be made when expressly authorized by a representative of the ordering entity prior to shipping the goods.

The County shall have no liability to the Contractor for the cost of any purchase made by an ordering entity under the UAP and shall not be deemed to be a party thereto. All orders shall be placed directly by the ordering entity with the Contractor and shall be paid by the ordering entity less the 2% UAP.

17.3 Contractor Compliance. If a Contractor fails to comply with this Article, that Contractor may be considered in default by the County in accordance with this Agreement.

ARTICLE 18. VENDOR REGISTRATION AND FORMS/CONFLICT OF INTEREST

a) Vendor Registration

The Contractor shall be a registered vendor with the County – Department of Procurement Management, for the duration of this Agreement. In becoming a Registered Vendor with Miami-Dade County, the Contractor confirms its knowledge of and commitment to comply with the following:

1. **Miami-Dade County Ownership Disclosure Affidavit**
(Section 2-8.1 of the County Code)

2. **Miami-Dade County Employment Disclosure Affidavit** (Section 2.8-1(d)(2) of the County Code)

3. **Miami-Dade Employment Drug-free Workplace Certification**
(Section 2-8.1.2(b) of the County Code)
4. **Miami-Dade Disability and Nondiscrimination Affidavit**
(Section 2-8.1.5 of the County Code)
5. **Miami-Dade County Debarment Disclosure Affidavit**
(Section 10.38 of the County Code)
6. **Miami-Dade County Vendor Obligation to County Affidavit**
(Section 2-8.1 of the County Code)
7. **Miami-Dade County Code of Business Ethics Affidavit**
(Section 2-8.1(i) and 2-11(b)(1) of the County Code through (6) and (9) of the County Code and Section 2-11.1(c) of the County Code)
8. **Miami-Dade County Family Leave Affidavit**
(Article V of Chapter 11 of the County Code)
9. **Miami-Dade County Living Wage Affidavit**
(Section 2-8.9 of the County Code)
10. **Miami-Dade County Domestic Leave and Reporting Affidavit**
(Article 8, Section 11A-60 11A-67 of the County Code)
11. **Subcontracting Practices**
(Ordinance 97-35)
12. **Subcontractor /Supplier Listing**
(Section 2-8.8 of the County Code)
13. **Environmentally Acceptable Packaging**
(Resolution R-738-92)
14. **W-9 and 8109 Forms**
(as required by the Internal Revenue Service)
15. **FEIN Number or Social Security Number**
In order to establish a file, the Contractor's Federal Employer Identification Number (FEIN) must be provided. If no FEIN exists, the Social Security Number of the owner or individual must be provided. This number becomes Contractor's "County Vendor Number". To comply with Section 119.071(5) of the Florida Statutes relating to the collection of an individual's Social Security Number, be aware that the County requests the Social Security Number for the following purposes:
 - Identification of individual account records
 - To make payments to individual/Contractor for goods and services provided to Miami-Dade County
 - Tax reporting purposes
- To provide a unique identifier in the vendor database that may be used for searching and sorting departmental records
16. **Office of the Inspector General**
(Section 2-1076 of the County Code)
17. **Small Business Enterprises**
The County endeavors to obtain the participation of all small business enterprises pursuant to Sections 2-8.2, 2-8.2.3 and 2-8.2.4 of the County Code and Title 49 of the Code of Federal Regulations.
18. **Antitrust Laws**
By acceptance of any contract, the Contractor agrees to comply with all antitrust laws of the United States and the State of Florida.

b) Conflict of Interest

Section 2-11.1(d) of Miami-Dade County Code as amended by Ordinance 00-1, requires any county employee or any member of the employee's immediate family who has a controlling financial interest, direct or indirect, with Miami-Dade County or any person or agency acting for Miami-Dade County from competing or applying for any such contract as it pertains to this solicitation, must first request a conflict of interest opinion from the County's Ethic Commission prior to their or their immediate family member's entering into any contract or transacting any business through a firm, corporation, partnership or business entity in which the employee or any member of the employee's immediate family has a controlling financial interest, direct or indirect, with Miami-Dade County or any person or agency acting for Miami-Dade County and that any such contract, agreement or business engagement entered in violation of this subsection, as amended, shall render this Agreement voidable. For additional information, please contact the Ethics Commission hotline at (305) 579-2593.

ARTICLE 19. ANNUAL APPROPRIATION

The County's performance and obligation to pay under this Agreement is contingent upon an annual appropriation by the Board of County Commissioners. Cancellation will not cause any penalty or expense to the County, except as to the portions of payments agreed upon and for which funds have been appropriated and budgeted. Service/Maintenance can be cancelled at any time that the Contractor is notified in writing, at least thirty (30) days prior to cancellation. There will be no early termination charges from the Contractor for canceling service/maintenance during the year.

ARTICLE 20. SEVERABILITY

If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.

ARTICLE 21. EMPLOYEES ARE THE RESPONSIBILITY OF THE CONTRACTOR

All employees of the Contractor shall be considered to be, at all times, employees of the Contractor under its sole direction and not employees or agents of the County. The Contractor shall supply competent employees. Miami-Dade County may require the Contractor to remove an employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on County property is not in the best interest of the County. Each employee shall have and wear proper identification.

ARTICLE 22. INDEPENDENT CONTRACTOR RELATIONSHIP

The Contractor is, and shall be, in the performance of all work services and activities under this Agreement, an independent contractor, and not an employee, agent or servant of the County. All persons engaged in any of the work or services performed pursuant to this Agreement shall at all times, and in all places, be subject to the Contractor's sole direction, supervision and control. The Contractor shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the Contractor's relationship and the relationship of its employees to the County shall be that of an independent contractor and not as employees and agents of the County.

The Contractor does not have the power or authority to bind the County in any promise, agreement or representation other than specifically provided for in this Agreement.

ARTICLE 23. AUTHORITY OF THE COUNTY'S PROJECT MANAGER

- a) The Contractor hereby acknowledges that the County's Project Manager will determine in the first instance all questions of any nature whatsoever arising out of, under, or in connection with, or in any way related to or on account of, this Agreement including without limitations: questions as to the value, acceptability and fitness of the Services; questions as to either party's fulfillment of its obligations under the Contract; negligence, fraud or misrepresentation before or subsequent to acceptance of the Proposal; questions as to the interpretation of the Scope of Services; and claims for damages, compensation and losses.

- b) The Contractor shall be bound by all determinations or orders and shall promptly obey and follow every order of the Project Manager, including the withdrawal or modification of any previous order and regardless of whether the Contractor agrees with the Project Manager's determination or order. Where orders are given orally, they will be issued in writing by the Project Manager as soon thereafter as is practicable.
- c) The Contractor must, in the final instance, seek to resolve every difference concerning the Agreement with the Project Manager. In the event that the Contractor and the Project Manager are unable to resolve their difference, the Contractor may initiate a dispute in accordance with the procedures set forth in this Article. Exhaustion of these procedures shall be a condition precedent to any lawsuit permitted hereunder.
- d) In the event of such dispute, the parties to this Agreement authorize the County Manager or designee, who may not be the Project Manager or anyone associated with this Project, acting personally, to decide all questions arising out of, under, or in connection with, or in any way related to or on account of the Agreement (including but not limited to claims in the nature of breach of contract, fraud or misrepresentation arising either before or subsequent to execution hereof) and the decision of each with respect to matters within the County Manager's purview as set forth above shall be conclusive, final and binding on parties. Any such dispute shall be brought, if at all, before the County Manager within 10 days of the occurrence, event or act out of which the dispute arises.
- e) The County Manager may base this decision on such assistance as may be desirable, including advice of experts, but in any event shall base the decision on an independent and objective determination of whether Contractor's performance or any Deliverable meets the requirements of this Agreement and any specifications with respect thereto set forth herein. The effect of any decision shall not be impaired or waived by any negotiations or settlements or offers made in connection with the dispute, whether or not the County Manager participated therein, or by any prior decision of others, which prior decision shall be deemed subject to review, or by any termination or cancellation of the Agreement. All such disputes shall be submitted in writing by the Contractor to the County Manager for a decision, together with all evidence and other pertinent information in regard to such questions, in order that a fair and impartial decision may be made. Whenever the County Manager is entitled to exercise discretion or judgment or to make a determination or form an opinion pursuant to the provisions of this Article, such action shall be fair and impartial when exercised or taken. The County Manager, as appropriate, shall render a decision in writing and deliver a copy of the same to the Contractor. Except as such remedies may be limited or waived elsewhere in the Agreement, Contractor reserves the right to pursue any remedies available under law after exhausting the provisions of this Article.

ARTICLE 24. MUTUAL OBLIGATIONS

- a) This Agreement, including attachments and appendixes to the Agreement, shall constitute the entire Agreement between the parties with respect hereto and supersedes all previous communications and representations or agreements, whether written or oral, with respect to the subject matter hereto unless acknowledged in writing by the duly authorized representatives of both parties.
- b) Nothing in this Agreement shall be construed for the benefit, intended or otherwise, of any third party that is not a parent or subsidiary of a party or otherwise related (by virtue of ownership control or statutory control) to a party.
- c) In those situations where this Agreement imposes an indemnity obligation on the Contractor, the County may, at its expense, elect to participate in the defense if the County should so choose. Furthermore, the County may at its own expense defend or settle any such claims if the Contractor fails to diligently defend such claims, and thereafter seek indemnity for costs from the Contractor.

ARTICLE 25. QUALITY ASSURANCE/QUALITY ASSURANCE RECORD KEEPING

The Contractor shall maintain, and shall require that its subcontractors and suppliers maintain, complete and accurate records to substantiate compliance with the requirements set forth in the Scope of Services. The Contractor and its subcontractors and suppliers, shall retain such records, and all other documents relevant to the

Services furnished under this Agreement for a period of three (3) years from the expiration date of this Agreement and any extension thereof.

ARTICLE 26. AUDITS

The County, or its duly authorized representatives or governmental agencies shall, until the expiration of three (3) years after the expiration of this Agreement and any extension thereof, have access to and the right to examine and reproduce any of the Contractor's books, documents, papers and records and of its subcontractors and suppliers which apply to all matters of the County. Such records shall subsequently conform to Generally Accepted Accounting Principles requirements, as applicable, and shall only address those transactions related to this Agreement.

Pursuant to County Ordinance No. 03-2, the Contractor will grant access to the Commission Auditor to all financial and performance related records, property, and equipment purchased in whole or in part with government funds. The Contractor agrees to maintain an accounting system that provides accounting records that are supported with adequate documentation, and adequate procedures for determining the allowability and allocability of costs.

ARTICLE 27. SUBSTITUTION OF PERSONNEL

In the event the Contractor wishes to substitute personnel for the key personnel identified by the Contractor's Proposal, the Contractor must notify the County in writing and request written approval for the substitution at least ten (10) business days prior to effecting such substitution.

ARTICLE 28. SUBCONTRACTUAL RELATIONS

- a) If the Contractor will cause any part of this Agreement to be performed by a Subcontractor, the provisions of this Contract will apply to such Subcontractor and its officers, agents and employees in all respects as if it and they were employees of the Contractor; and the Contractor will not be in any manner thereby discharged from its obligations and liabilities hereunder, but will be liable hereunder for all acts and negligence of the Subcontractor, its officers, agents, and employees, as if they were employees of the Contractor. The services performed by the Subcontractor will be subject to the provisions hereof as if performed directly by the Contractor.
- b) The Contractor, before making any subcontract for any portion of the services, will state in writing to the County the name of the proposed Subcontractor, the portion of the Services which the Subcontractor is to do, the place of business of such Subcontractor, and such other information as the County may require. The County will have the right to require the Contractor not to award any subcontract to a person, firm or corporation disapproved by the County.
- c) Before entering into any subcontract hereunder, the Contractor will inform the Subcontractor fully and completely of all provisions and requirements of this Agreement relating either directly or indirectly to the Services to be performed. Such Services performed by such Subcontractor will strictly comply with the requirements of this Contract.
- d) In order to qualify as a Subcontractor satisfactory to the County, in addition to the other requirements herein provided, the Subcontractor must be prepared to prove to the satisfaction of the County that it has the necessary facilities, skill and experience, and ample financial resources to perform the Services in a satisfactory manner. To be considered skilled and experienced, the Subcontractor must show to the satisfaction of the County that it has satisfactorily performed services of the same general type which is required to be performed under this Agreement.
- e) The County shall have the right to withdraw its consent to a subcontract if it appears to the County that the subcontract will delay, prevent, or otherwise impair the performance of the Contractor's obligations under this Agreement. All Subcontractors are required to protect the confidentiality of the County's and County's proprietary and confidential information. Contractor shall furnish to the County copies of all subcontracts between Contractor and Subcontractors and suppliers hereunder. Within each such subcontract, there shall be a clause for the benefit of the County permitting the County to request

completion of performance by the Subcontractor of its obligations under the subcontract, in the event the County finds the Contractor in breach of its obligations, the option to pay the Subcontractor directly for the performance by such subcontractor. Notwithstanding, the foregoing shall neither convey nor imply any obligation or liability on the part of the County to any subcontractor hereunder as more fully described herein.

ARTICLE 29. ASSUMPTION, PARAMETERS, PROJECTIONS, ESTIMATES AND EXPLANATIONS

The Contractor understands and agrees that any assumptions, parameters, projections, estimates and explanations presented by the County were provided to the Contractor for evaluation purposes only. However, since these assumptions, parameters, projections, estimates and explanations represent predictions of future events the County makes no representations or guarantees; and the County shall not be responsible for the accuracy of the assumptions presented; and the County shall not be responsible for conclusions to be drawn therefrom; and any assumptions, parameters, projections, estimates and explanations shall not form the basis of any claim by the Contractor. The Contractor accepts all risk associated with using this information.

ARTICLE 30. TERMINATION FOR CONVENIENCE AND SUSPENSION OF WORK

- c) The County may terminate this Agreement if an individual or corporation or other entity attempts to meet its contractual obligation with the County through fraud, misrepresentation or material misstatement.
- d) The County may, as a further sanction, terminate or cancel any other contract(s) that such individual or corporation or other entity has with the County and that such individual, corporation or other entity shall be responsible for all direct and indirect costs associated with such termination or cancellation, including attorney's fees.
- e) The foregoing notwithstanding, any individual, corporation or other entity which attempts to meet its contractual obligations with the County through fraud, misrepresentation or material misstatement may be debarred from County contracting for up to five (5) years in accordance with the County debarment procedures. The Contractor may be subject to debarment for failure to perform and all other reasons set forth in Section 10-38 of the County Code.

In addition to cancellation or termination as otherwise provided in this Agreement, the County may at any time, in its sole discretion, with or without cause, terminate this Agreement by written notice to the Contractor and in such event:

- f) The Contractor shall, upon receipt of such notice, unless otherwise directed by the County:
 - i. stop work on the date specified in the notice ("the Effective Termination Date");
 - ii. take such action as may be necessary for the protection and preservation of the County's materials and property;
 - iii. cancel orders;
 - iv. assign to the County and deliver to any location designated by the County any noncancelable orders for Deliverables that are not capable of use except in the performance of this Agreement and has been specifically developed for the sole purpose of this Agreement and not incorporated in the Services;
 - v. take no action which will increase the amounts payable by the County under this Agreement; and
- e) **In the event that the County exercises its right to terminate this Agreement pursuant to this Article the Contractor will be compensated as stated in the payment Articles, herein, for the:**
 - i. portion of the Services completed in accordance with the Agreement up to the Effective Termination Date; and

- ii. noncancelable Deliverables that are not capable of use except in the performance of this Agreement and has been specifically developed for the sole purpose of this Agreement but not incorporated in the Services.
- f) All compensation pursuant to this Article are subject to audit.

ARTICLE 31. EVENT OF DEFAULT

- a) An Event of Default shall mean a breach of this Agreement by the Contractor. Without limiting the generality of the foregoing and in addition to those instances referred to herein as a breach, an Event of Default, shall include the following:
 - i. the Contractor has not delivered Deliverables on a timely basis.
 - ii. the Contractor has refused or failed, except in case for which an extension of time is provided, to supply enough properly skilled Staff Personnel;
 - iii. the Contractor has failed to make prompt payment to subcontractors or suppliers for any Services;
 - iv. the Contractor has become insolvent (other than as interdicted by the bankruptcy laws), or has assigned the proceeds received for the benefit of the Contractor's creditors, or the Contractor has taken advantage of any insolvency statute or debtor/creditor law or if the Contractor's affairs have been put in the hands of a receiver;
 - v. the Contractor has failed to obtain the approval of the County where required by this Agreement;
 - vi. the Contractor has failed to provide "adequate assurances" as required under subsection "b" below;
 - vii. the Contractor has failed in the representation of any warranties stated herein.
- b) When, in the opinion of the County, reasonable grounds for uncertainty exist with respect to the Contractor's ability to perform the Services or any portion thereof, the County may request that the Contractor, within the time frame set forth in the County's request, provide adequate assurances to the County, in writing, of the Contractor's ability to perform in accordance with terms of this Agreement. Until the County receives such assurances the County may request an adjustment to the compensation received by the Contractor for portions of the Services which the Contractor has not performed. In the event that the Contractor fails to provide to the County the requested assurances within the prescribed time frame, the County may:
 - i. treat such failure as a repudiation of this Agreement;
 - ii. resort to any remedy for breach provided herein or at law, including but not limited to, taking over the performance of the Services or any part thereof either by itself or through others.
- c) In the event the County shall terminate this Agreement for default, the County or its designated representatives, may immediately take possession of all applicable equipment, materials, products, documentation, reports and data.

ARTICLE 32. NOTICE OF DEFAULT - OPPORTUNITY TO CURE /TERMINATION

If an Event of Default occurs, in the determination of the County, the County may so notify the Contractor ("Default Notice"), specifying the basis for such default, and advising the Contractor that such default must be cured immediately or this Agreement with the County may be terminated. Notwithstanding, the County may, in its sole discretion, allow the Contractor to rectify the default to the County's reasonable satisfaction within a thirty (30) day period. The County may grant an additional period of such duration as the County shall deem appropriate without waiver of any of the County's rights hereunder, so long as the Contractor has commenced

curing such default and is effectuating a cure with diligence and continuity during such thirty (30) day period or any other period which the County prescribes. The default notice shall specify the date the Contractor shall discontinue the Services upon the Termination Date.

ARTICLE 33. REMEDIES IN THE EVENT OF DEFAULT

If an Event of Default occurs, the Contractor shall be liable for all damages resulting from the default, including but not limited to:

- a) lost revenues;
- b) the difference between the cost associated with procuring Services hereunder and the amount actually expended by the County for procurement of Services, including procurement and administrative costs; and,
- c) such other direct damages.

The Contractor shall also remain liable for any liabilities and claims related to the Contractor's default. The County may also bring any suit or proceeding for specific performance or for an injunction.

ARTICLE 34. CONFIDENTIALITY

- a) All Developed Works and other materials, data, transactions of all forms, financial information, documentation, inventions, designs and methods obtained from the County in connection with the Services performed under this Agreement, made or developed by the Contractor or its subcontractors in the course of the performance of such Services, or the results of such Services, or which the County holds the proprietary rights, constitute Confidential Information and may not, without the prior written consent of the County, be used by the Contractor or its employees, agents, subcontractors or suppliers for any purpose other than for the benefit of the County, unless required by law. In addition to the foregoing, all County employee information and County financial information shall be considered confidential information and shall be subject to all the requirements stated herein. Neither the Contractor nor its employees, agents, subcontractors or suppliers may sell, transfer, publish, disclose, display, license or otherwise make available to others any part of such Confidential Information without the prior written consent of the County. Additionally, the Contractor expressly agrees to be bound by and to defend, indemnify and hold harmless the County, and their officers and employees from the breach of any federal, state or local law in regard to the privacy of individuals.
- b) The Contractor shall advise each of its employees, agents, subcontractors and suppliers who may be exposed to such Confidential Information of their obligation to keep such information confidential and shall promptly advise the County in writing if it learns of any unauthorized use or disclosure of the Confidential Information by any of its employees or agents, or subcontractor's or supplier's employees, present or former. In addition, the Contractor agrees to cooperate fully and provide any assistance necessary to ensure the confidentiality of the Confidential Information.
- c) It is understood and agreed that in the event of a breach of this Article damages may not be an adequate remedy and the County shall be entitled to injunctive relief to restrain any such breach or threatened breach. Unless otherwise requested by the County, upon the completion of the Services performed hereunder, the Contractor shall immediately turn over to the County all such Confidential Information existing in tangible form, and no copies thereof shall be retained by the Contractor or its employees, agents, subcontractors or suppliers without the prior written consent of the County. A certificate evidencing compliance with this provision and signed by an officer of the Contractor shall accompany such materials.

ARTICLE 35. PROJECTS AND SERVICES

The parties anticipate that from time to time they will be in contact regarding the County's needs for assistance on clearly defined Projects ("Projects") in the areas of business strategy, business integration, business process improvement, training, management development, project management, computer programming, systems

integration, data processing, software development and other specific activities related to improving the County's computer systems, training or personnel to operate the same, creation or modification of software, and related consulting activities ("Services").

ARTICLE 36. STATEMENT OF WORK

Prior to the commencement of Services for any Project, the County and the Contractor shall mutually agree upon the terms and conditions required to complete a Statement of Work ("SOW") for the specific Project that shall define in detail the Services to be performed. After the SOW has been accepted a detailed requirements and detailed design document shall be submitted illustrating the complete financial terms that govern the SOW, proposed Project staffing, anticipated Project schedule, and other information relevant to the Project. Each SOW executed hereunder shall automatically incorporate the terms and conditions of this Agreement.

ARTICLE 37. REVIEWING DELIVERABLES

The Contractor agrees to submit all Deliverables required to be submitted for review and approval by the County in accordance with the specific requirements in the Scope of Services, and as specified herein. The Contractor understands that the County shall have final approval on all Deliverables.

In reviewing the Deliverables, the Contractor understands that the County will provide the Contractor with:

- i. a written notification of the County's approval,
- ii. a written notification that each Deliverable is approved subject to the Contractor providing prompt correction of a minor deficiency, or,
- iii. in the case of a Deliverable that does not meet the requirements of the Agreement, a written notification of the County's disapproval. The County's disapproval notification will state with reasonable detail to sufficiently advise the Contractor of the basis on which the Deliverable was determined to be unacceptable.

The Contractor understands that failure by the County to provide a notice of approval does not constitute approval.

Furthermore:

- a) For each Deliverable made hereunder, the County shall have thirty (30) business days, commencing on the first business day after receipt by the County of the Deliverable, to determine whether the Deliverable is approved as submitted, is approved subject to the correction by the Contractor of minor discrepancies, or whether it is unacceptable and therefore disapproved.
- b) Unless an extension of time has been granted by the County pursuant to Article 38 "Extension of Time", within five business days after receipt of the County's notification of "disapproval", the Contractor shall deliver to the County the necessary revisions and/or modifications for a second review by the County.
- c) If after the second review period the Deliverable remains unacceptable for the County's approval, the County may direct the Contractor to:
 - Proceed with the Work subject to the correction of all outstanding deficiencies which led to the County's determination that a Deliverable was not acceptable

for approval on or before a specific date established by the County for correcting such deficiency or deficiencies; or,

- Suspend all Work being performed in regard to the execution of the Agreement, except those services necessary for the correction of outstanding deficiencies, until such time that all such outstanding deficiencies have been corrected by the Contractor and resubmitted to the County for approval. Any suspension of the Work under this provision shall not alter the County's right to assess liquidated damages in the event that the Work are not completed in accordance with other provisions of this Agreement.
- d) The County shall have the right to approve or accept part of any Deliverable. Any such approval shall be regarded as partial and conditional upon the County's approval or acceptance of all aspects of the Deliverable. The Contractor must correct any deficiencies within the time the County specifies for such correction in the County's notice concerning a partial approval (including approvals subject to correction of minor deficiencies) or, if no time is given, promptly. If the County does not subsequently approve or accept all aspects of the Deliverable, the earlier conditional acceptance or approval may, in the sole absolute discretion of the County, be regarded as void and of no effect.

ARTICLE 38. DELIVERY AND INSTALLATION

- a) All Software and/or Deliverables the County ordered shall be delivered F.O.B. Destination. The County shall accept or reject the Software and/or Deliverables within ten (10) days of receipt unless otherwise provided elsewhere in this Agreement.
- b) If the Contractor fails to make delivery within the time specified in the applicable Work Order, or if the Software and/or Deliverable delivered fails to conform to the requirements hereof in quality, number or otherwise or are found to be defective in material or workmanship, then the County may reject the delivered Software and/or Deliverable or may accept any item of Software and/or Deliverable and reject the balance of the delivered Software and/or Deliverable. The County shall notify Contractor of such rejection in writing and specify in such notice, the reasons for such rejection. Contractor agrees to deliver replacement Software and/or Deliverables for such items of rejected Deliverables and/or Software within fifteen (15) Days of Contractor's receipt of the County's rejection notice.
- c) The County may delay delivery of ordered Software, and/or Deliverables or any portion thereof, for up to sixty (60) days at no additional cost to the County, by giving written notice to the Contractor of its desire to delay delivery at least ten (10) days prior to the Scheduled Delivery Date set forth in the Order. In the event of such delay, the County will provide the Contractor with a new delivery date for such Software and/or Deliverables or portion thereof as soon as reasonably possible, but in no event later than ten (10) Days following the County's receipt of notice of the Contractor's desire to delay delivery.
- d) The Contractor shall deliver all ordered Software and/or Deliverables no later than thirty (30) days from the order date.
- e) The Contractor shall bear the risk of loss or damage to delivered Software and/or Deliverables until the time the Project Manager certifies that the System(s) has successfully completed the System Acceptance test at the applicable site, whether such loss or damage arises from acts or omissions (whether negligent or not) of the Contractor or the County or from any other cause whatsoever,

except loss or damage arising solely from the negligence or willful acts of the County.

- f) Contractor agrees to install the Software at the applicable Sites set forth in the Contract. Contractor agrees to commence installation of the Software as soon after delivery as is possible, but in no event later than five (5) Days after delivery, or unless a different time for installation is otherwise mutually agreed upon by the parties hereto. All installation work will be performed during normal business hours. Contractor shall diligently pursue and complete such installation without interruption and in accordance with the Implementation Schedule, so that such Software is in good working order and ready for use by the Installation Date set forth in the Implementation Schedule.
1. Contractor agrees to do all things necessary for proper installation and to perform its installation obligations hereunder in an orderly, skillful and expeditious manner, with sufficient labor and materials to ensure efficient and timely completion of such obligations. If applicable, Contractor shall coordinate with the Project Manager all work with all other Contractors and/or County personnel performing work at the Site(s) to complete Software installation. The County shall be responsible for resolving all disputes relating to Site access between Contractor and other contractors. Contractor shall provide all materials necessary to proper installation of the Software. The County shall attempt to provide reasonable working and secure storage space for the performance by Contractor of the installation services described herein. Contractor agrees that all installation work will be performed neatly and at all times Contractor shall keep Site(s) free from waste materials and rubbish resulting from the services being performed by Contractor.
 2. Unless otherwise agreed to by the County, Contractor agrees as part of the installation process, to perform installation services, including, but not limited to, the following: (a) receipt and inventorying of materials; (b) unloading and uncrating of all Equipment and Software; (c) running of cables; (d) installation and testing of batteries, chargers and power boards; (e) running of power cables; (f) cooperating with all other vendors supplying peripheral or ancillary equipment that will interface with the System; and (g) any additional services necessary to ensure Contractor's compliance with this Article 28.
 3. All cabling provided by Contractor shall be neatly laced, as applicable, dressed, sheathed and adequately supported. When required by local codes, Contractor agrees to provide cables with a flame resistant sheath. All cabling outside any room in which Equipment is located shall be connected in conduits, raceways or runways unless otherwise agreed to in writing by the County. If required by any applicable Federal, State or local laws or codes, Contractor shall ensure that all items of Equipment are firmly held in place in a manner so as to protect such Equipment from seismic shock. In this regard, Contractor agrees to provide fastenings and supports adequate to support Equipment loads with an ample safety margin.
- g) Installation testing shall consist of the tests described in Contractor's proposal dated, which are to be conducted by Contractor and observed by the County. The purpose of these tests is to demonstrate the complete operability of the System(s) in conformance with the requirements of the Contract. This will include an actual demonstration of all required Software features. All tests shall be in accordance with test plans and procedures prepared by Contractor and previously approved by the County. In the event of any outstanding deficiencies at the conclusion of installation testing, as determined by

the County, Contractor shall be responsible for instituting necessary corrective measures, and for subsequently satisfactorily demonstrating and/or re-demonstrating system performance.

ARTICLE 39. SOFTWARE RELATED DOCUMENTATION

The Licensed Software-related Documentation ("Documentation") will consist of the source code for all Licensed Software for which source code is a Deliverable hereunder into an escrow agreement, any and all operator's and user's manuals, training materials, guides, listings, design documents, specifications, flow charts, data flow diagrams, commentary, and other materials and documents that explain the performance, function or operation of individual programs and the interaction of programs within the system; control file and scripts used to compile, link, load and/or make the applications and systems; test scripts, test plans and test data and other materials for use in conjunction with the applicable software. The Documentation will in all cases be fully applicable to the use of the Programs with the Equipment, and will identify and reflect any particular features of the Equipment which may affect the normal use and operation of the Programs. The Contractor shall deliver to the County three copies of said Documentation. The County will have the right, as part of the license granted herein, to make as many additional copies of the Documentation as it may deem necessary.

ARTICLE 40. SOFTWARE ENHANCEMENTS/MODIFICATIONS

The Contractor understands the County may require changes to the Licensed Software, which is outside the specification of the existing Licensed Software. When requested by the County, the Contractor shall provide the requested system enhancements/modifications including all relevant source code. Upon the County's request for such enhancements/modifications the County shall prepare a scope of work and the Contractor shall submit a cost proposal including all costs pertaining to furnishing the County with the enhancements/modifications.

Thereafter the County and the Contractor shall agree to a not-to-exceed number of hours for the requested modification/enhancement. In no event shall the Contractor perform any Services on the task unless the County issues a written notice to the Contractor to proceed with the task. The Contractor shall not be reimbursed for the preparation of proposals.

When the source code is completed, tested and accepted by the County, the Contractor shall deliver said source code to the County. The County may revise and modify this source code. The Contractor shall, upon the County's request, install the enhancement/modification and shall provide the County with such services as required, at no additional cost, to enable the County to continue the County's intended use of the Licensed Software. Following the County's enhancements/modification acceptance of all enhancements/modification, such enhancements/modification shall thereafter be considered a part of the Licensed Software for all purposes under this Agreement. The Contractor shall provide the County, if so requested with written confirmation of the date the enhancements/modification was applied to the Licensed Software, and any and all Documentation relating to the Licensed Software and or enhancements/modification thereto.

If any such enhancements/modification is not acceptable to the County, the County may refuse to accept same, and, in such event, the Contractor agrees to maintain the Licensed Software in the form in effect on the date the Contractor requested the County to accept such update.

ARTICLE 41. SYSTEM(S) WARRANTIES

- a) Contractor hereby represents and warrants to the County that Contractor has reviewed and evaluated all information furnished by the County and has made all inquiries necessary such that Contractor is fully aware of the County's business requirements and intended uses of the System(s) as set forth or

- referenced in this Agreement. Accordingly, the System(s) shall satisfy such requirements in all material respects and will be fit for such intended uses. Based on the Contractor's analysis of the Contract Documents, the Contractor hereby represents and warrants to the County that the System(s), as described in the Scope of Services, will meet the County's objectives as set forth in the Contract and that the Contractor is not aware of any material discrepancies among the County's objectives as set forth in the Scope of Services.
- b) Contractor hereby warrants to the County that the Software System(s) to be furnished hereunder at each Site, shall for a period of one (1) year from the applicable System Acceptance Date for a specific Site, (i) operate at the dependability levels specified in the Scope of Services, on a Site by Site basis; (ii) operate as fully integrated System(s) with each component thereof functioning completely and in conjunction with each of the other components of the System(s).
 - c) For a period of one (1) year from the applicable System Acceptance Date for a specific Site, Contractor warrants that the portions of the System(s) which were the subject of such System Acceptance Test shall conform to the requirements of the Scope of Services and shall meet the functional, performance and reliability requirements of the County as set forth in the applicable portions of the Scope of Services and the Contractor's proposal. During such one (1) year period for such Site, Contractor will, at no charge to the County, furnish such materials and services as shall be necessary to correct any System(s) defects and maintain the System(s) in accordance with the foregoing system(s) warranty of this subparagraph d).
 - d) The performance standards for the System(s) are as set forth in the Contract. Contractor represents and warrants that the System(s) have been configured so that such System(s) performance standards are capable of being met. Such System(s) performance standards shall include, but not be limited to, Contractor's warranty that the System(s) has been properly configured to be capable of handling both the current and the anticipated volumes of transactions specified in the Scope of Services.

ARTICLE 42. SOFTWARE WARRANTY PERIOD

The Contractor warrants that, for a period of one (1) year from the County's final acceptance of the System at a specific site, the Software shall (i) be free from defects in material and workmanship under normal use and remain in good working order; (ii) function properly and in conformity with the warranties in this Agreement, (iii) meet all of the performance standards set forth in the Scope of Work and Contractor's proposal.

In the event the Software does not satisfy the conditions of performance set forth in the Scope Of Services and Contractor's proposal, the Contractor's obligation is to provide a Fix or a Work Around at the Contractor's cost and expense, or to provide different equipment, software and services required to attain the performance requirements set forth in the Scope Of Services and Contractor's proposal, in the sole discretion of the County. Failure by the Contractor to comply with warranty provisions hereof may be deemed by the County as a breach of the Contractor's obligations hereof. The County may also assess liquidated damages as stated in Article 51 in the event the System software is not operational within the specified timeframes.

ARTICLE 43. EQUIPMENT WARRANTY

- a) The Contractor warrants, for a period of one (1) year from the County's Final System Acceptance, that any Equipment, Hardware and related Software provided by the Contractor shall:

- (i) Be free from defects in material and workmanship under normal use and remain in good working order, wear and tear excepted;
 - (ii) Function properly and in conformity with the warranties in this Agreement;
 - (iii) Meet the performance standards set forth in the Scope of Work and the Original Equipment Manufacturer's published specifications.
- b) During the Warranty Period, Contractor agrees to use all reasonable efforts and resources to provide to the County all corrections and/or modifications necessary to correct problems with the Hardware or Equipment provided by the Contractor that are reported to Contractor, at no additional cost to the price identified in the Price Schedule.
- c) During the Warranty Period, Contractor shall enforce the manufacturer's warranty and maintenance obligations relating to the Hardware, Equipment and related Software it provides.
- d) In the event the Contractor's Hardware or Equipment does not satisfy the conditions of performance, the Contractor's obligation is to provide repair at the Contractor's cost and expense, or to provide different equipment, software and services required to attain the performance requirements. Failure by the Contractor to comply with warranty provisions hereof may be deemed by the County as a breach of the Contractor's obligations hereof.

ARTICLE 44. THIRD PARTY WARRANTIES

In addition to the foregoing warranties, the Contractor hereby assigns to the County, and the County shall have the benefit of, any and all subcontractors' and suppliers' warranties and representations with respect to the Licensed Software provided hereunder. In the Contractor's agreements with subcontractors and suppliers, the Contractor shall require that such parties (i) consent to the assignment of such warranties and representations to the County; (ii) agree that such warranties and representations are enforceable by the County in its own name; and (iii) furnish to the County, the warranties and obligations as set forth in Articles 41 "Software Warranties", 42 "Software Warranty Period", and 43 "Equipment Warranty".

ARTICLE 45. TESTS

- a) Each System provided to the County and installed at a specific site will be subject to several tests, including a System Acceptance test as further defined in the Scope of Service and Contractor's proposal. In order to assure System performance, the County will require a sequence of tests that shall be conducted at no additional cost to the County.
- b) Prior to shipment, Contractor shall fully inspect and test the first article of each item of Software when first ordered by the County, and provide evidence thereof in the form of an inspection and/or test report that the items perform in accordance with the Original Software Manufacturer's specifications and the requirements set forth in the Scope of Services. Failure of the Software to satisfy the criteria of the by the timeframe set forth in the Implementation Schedule may result in the County assessing liquidated damages as further defined in Article 51.
- c) Within ten (10) days after issuance of the County's written approval of the first test results the Contractor shall deliver a prototype of the System for testing by County personnel. Contractor shall

not ship any additional Software until it has received the County's written approval that the prototype system has satisfied all parameters identified in the Scope of Services and Contractor's proposal. Failure of the prototype system to satisfy the criteria set forth in the Scope of Services and Contractor's proposal, by the timeframes set forth in the Implementation Schedule may result in the County assessing liquidated damages as further defined in Article 51.

- d) Upon issuance, the County's written approval of the User Acceptance Test results Contractor may commence to furnish, deliver and install System(s) and other ancillary equipment and Software provided that Orders have been issued by the County.

ARTICLE 46. EXTENSION OF TIME

- a. If the Contractor is delayed at any time hereunder due to any of the following then the affected schedule or the required performance of Work may be extended by the County in the reasonable exercise of its discretion for such reasonable time as the County may determine, subject to the following conditions:
 - i. The cause of the delay is beyond the Contractor's control and arises without its fault or negligence, and arises after the execution hereof and neither was nor could have been anticipated by the Contractor by reasonable investigation; and
 - ii. The completion of the Work will be actually and necessarily delayed by the causes set forth in "i" above; and
 - iii. The effect of such cause cannot be avoided or mitigated by the exercise of all reasonable precautions, efforts and measures whether before or after the occurrence of the cause of delay; and
 - iv. The Contractor has provided a written request and other information to the County, as described in subsection (d) below, within ten (10) days after the time the Contractor knows or reasonably should have known of any cause which might result in a delay for which the Contractor may request an extension of time. The Contractor shall specifically state in such notice that an extension is or may be requested and identify the cause of the delay, describing the nature and its effect on the completion of the affected portions of the Work identified in the notice. If the Contractor shall fail to give the foregoing notice, the right to request an extension for such cause shall be waived. All of the conditions of this subsection (a) must be met in order to be deemed an Excusable Delay.
- b. All references in this Article to the Contractor shall be deemed to include subcontractors and suppliers, all of whom shall be considered as agents of the Contractor.
- c. The period of any extension of time shall be only that which is necessary to make up the time actually lost. The County reserves the right to rescind or shorten any extension previously granted if the County subsequently determines that any information provided by the Contractor in support of its request for an extension of time was erroneous or that there has been a material change in the facts stated.
- d. The County may require the Contractor to furnish such additional information or documentation, as the County shall reasonably deem necessary or helpful in considering a extension request. The

Contractor understands an extension of time will not be granted unless the Contractor affirmatively demonstrates to the County's reasonable satisfaction that the circumstances shown justify such extension.

- e. Within thirty (30) days of its receipt of all information and documentation as may be required by the County, the County shall advise the Contractor of its decision on such requested extension. Notwithstanding the foregoing, where it is not reasonably practicable for the County to render its decision within such thirty (30) day period, it shall, prior to the expiration of such period, advise the Contractor that it will require additional time and the approximate date upon which it expects to render such decision.
- f. Since the granting of an extension of time may materially alter the scheduling plans and other actions of the County and since, with sufficient notice, the County might, if it should so elect, attempt to mitigate the effect of the delay for which an extension of time might be claimed, and since mere oral notice may cause a dispute as to the existence or substance thereof, the giving of written notice as required in subsection (a.) (iv.) above shall be a condition precedent to the Contractor's rights hereunder.
- g. Should any person seek a restraining order, preliminary injunction or an injunction, of which the Contractor becomes aware, which may delay the Services, the Contractor shall promptly give the County a copy of all legal papers received or prepared or received by the Contractor in connection with such action or proceeding.
- h. Neither permitting the Contractor to proceed with the Work subsequent to any missed schedule or performance of any Work (as such date may have been extended pursuant to Article 47 "Extension of Time Not Cumulative") nor the making of any payments to the Contractor shall compromise the County's contractual right to assess liquidated damages or to declare the Contractor in default.

ARTICLE 47. EXTENSION OF TIME NOT CUMULATIVE

In the event the Contractor shall be delayed concurrently by two or more of the causes identified in Article 46 "Extension of Time" above, the Contractor shall be entitled to a separate extension of time for each one of the causes but only one period of extension shall be granted for the delay. In addition, the Contractor shall not be entitled, by reason of a delay, to an extension of time for the completion of the overall Work unless the overall Work is necessarily affected by the delay. Accordingly, in the event of a delay, the Contractor shall proceed continuously and diligently with the performance of the unaffected portions of the Work.

ARTICLE 48. NO DAMAGES FOR DELAY

The Contractor hereby agrees to make no claim for damages for delay, whether contemplated or not contemplated, in the performance hereunder occasioned by any acts or omissions to act of the County, or any of its representatives or other contractors, and agree that any such claim shall be fully compensated for by an extension of time to complete performance of the Work, as provided for in Articles 46 and 47 "Extension of Time", Extension of "Time Not Cumulative", and "No Damages for Delay".

ARTICLE 49. CHANGES AND EXTRA WORK

- a. The County reserves the right to order changes which may result in additions to, reductions to or deletions from the amount, type or value of the Work required by this Agreement. Any such work

shall be known as "Extra Work". It is understood and agreed by the Contractor that the amount to be paid or deducted from payment by the County for Extra Work shall be computed on the basis of the applicable rates set forth in the Price Schedule for equivalent items as determined by the Project Manager. Extra Work so ordered must be performed by the Contractor.

- b. No Extra Work shall be performed except pursuant to written orders of the Project Manager expressly and unmistakably indicating his intention to treat the work described therein as Extra Work. In the absence of such an order, if the Project Manager shall direct, order or require any work which the Contractor deems to be Extra Work, the Contractor shall nevertheless comply therewith and shall promptly, and in no event after beginning the performance thereof or incurring cost attributable thereto, give written notice to the Project Manager stating why he/she deems such work (hereinafter "Disputed Work") to be Extra Work. Said notice is for the purposes of (1) affording an opportunity to Project Manager to cancel promptly such order, direction or requirement; (2) affording an opportunity to the Project Manager to keep an accurate record of the materials, labor and other items involved; and (3) affording an opportunity to the County to take such action as it may deem advisable in light of such disputed work.
- c. No change in or modification, termination or discharge of this Agreement in any form whatsoever, shall be valid or enforceable unless it is in writing and signed by the party to be charged therewith or his duly authorized representative; provided, however, that any change in or modification, termination or discharge of this Agreement, expressly provided for in this Agreement shall be effective as so provided. The County may only be bound hereunder by a properly authorized officer of the County.
- d. In the event that the County shall order Extra Work for which there are no applicable rates set forth in the Price Schedule for equivalent items as determined by the Project Manager, it is understood and agreed by the Contractor that the County and the Contractor shall negotiate a mutually agreeable price to be paid by the County for the Contractor's performance of such Extra Work.

ARTICLE 50. SOFTWARE ESCROW

The County requires that the Contractor maintain a software escrow account throughout the life of the Agreement to protect against failure of the Contractor to provide the agreed upon services. A copy of the vendor's source code is to be kept by a trusted third party to ensure that the County will have access to the source code in the event that the Contractor is unable to support the software. The Contractor is required to maintain the most current version of the application with the escrow agent including but not limited to all incremental releases and upgrades.

ARTICLE 51. LIQUIDATED DAMAGES

The Contractor acknowledges that time is of the essence in the performance of the Work and that damages in the event of the delays and disruptions set forth below will be difficult to ascertain. The Contractor agrees that the amounts set forth below are fair and reasonable as liquidated damages, as a result of the delays described below:

- 1. In the event the Contractor's Software does not successfully complete satisfactory delivery of documentation and the installation of software, as set forth in Articles 38 "Delivery And Installation", 39 "Software Related Documentation" and 45 "Tests" of this contract, by the time frame set forth in

- the Implementation Schedule, herein attached as Exhibit A, Contractor shall be assessed liquidated damages in an amount equal to \$1,000.00 per day for each day until delivery of documentation and the installation of software as set forth in Article 38 and pursuant to the implementation schedule are successfully completed.
2. In the event Contractor fails to furnish acceptable Deliverables by the time frames set forth in the Implementation Schedule of the Scope of Services, Contractor shall be assessed liquidated damages in an amount equal to \$1,000.00 for each day until the County accepts the Deliverable.
 3. In the event testing of each module, training of the test group, data conversion and testing is not completed by the timeframe set forth in Article 38 of this contract and in the Implementation Schedule, herein attached as Exhibit A, Contractor shall be assessed liquidated damages in an amount equal to \$1,000.00 per day for each day until testing of each module, training of the test group, data conversion and testing is successfully completed.
 4. In the event satisfactory completion of system customization, testing and training is not completed by the timeframe set forth in Article 38 of this contract and in the Implementation Schedule, herein attached as Exhibit A, Contractor shall be assessed liquidated damages in an amount equal to \$1,000.00 per day for each day until satisfactory completion of system customization, testing and training is successfully completed.
 5. In the event any Software (module) fails to successfully complete System Acceptance Testing, software customization is not completed and in the event complete documentation and installation services are not completed and provided to the County by the timeframe set forth in this contract, and in the Implementation Schedule, herein attached as Exhibit A, Contractor shall be assessed liquidated damages in an amount equal to \$1,000.00 per day for each day until all software (module) successfully completes System Acceptance Testing, software customization is completed and complete documentation and installation services are successfully completed
 6. In the event the County does not accept the system because the software does not perform as stipulated in the Scope of Services, the Contractor shall refund all dollars paid to the Contractor, less any amounts paid for Liquidated Damages.

ARTICLE 52. PERFORMANCE BOND

The Contractor shall duly execute and deliver to the County a Performance Bond in the amount of \$_____ ("Face Amount"). The Face Amount shall be reduced to \$_____ (50% of the Face Amount) upon completion of the User Acceptance Testing Criteria set forth on Appendix A. The completed performance bond shall be delivered to the County within twenty (20) calendar days after the Contract Date. If the Contractor fails to deliver the Performance Bond within the specified time, including granted extensions, if any, the County shall declare the Contractor in default of the contractual terms and conditions and the County shall not accept any proposal from the Proposer for a twelve (12) month period following such default.

The following specifications shall apply to the Performance Bond required above:

1. The Performance Bond shall be written through surety insurers authorized to do business in the State of Florida as surety, with the following qualifications as to management and financial strength according to the latest edition of Best's Insurance Guide, published by A.M. Best Company, Oldwick, New Jersey:

Bond Amount	Best Ratings	
\$500,001 to \$1,500,000	B	V
\$1,500,001 to \$2,500,000	A	VI
\$2,500,001 to \$5,000,000	A	VII
\$5,000,001 to \$10,000,000	A	VIII
\$Over \$10,000,000	A	IX

2. On contract amounts of \$500,000 or less, the bond provisions of Section 287.0935, Florida Statute (1985) shall be in effect and surety companies not otherwise qualified with this paragraph may optionally qualify by:
 - a. Providing evidence that the surety has twice the minimum surplus and capital required by the Florida Insurance Code at the time the Request for Proposals is issued;
 - b. Certify that the surety is otherwise in compliance with the Florida Insurance Code; and
 - c. Providing a copy of the currently valid Certificate of Authority issued by the United States Department of the Treasury under ss. 31 U.S. C. 9304-9308.

Surety insurers shall be listed in the latest Circular 570 of the U.S. Department of the Treasury entitled "Surety Companies Acceptable on Federal Bonds," published annually. The bond amount shall not exceed the underwriting limitations as shown in this circular.

3. For contracts in excess of \$500,000 the provisions of Section b will be adhered to plus the company must have been listed for at least three consecutive years, or holding a valid Certificate of Authority of at least 1.5 million dollars and on the Treasury List.
4. Surety Bonds guaranteed through the U.S. Government Small Business Administration or Contractors Training and Development, Inc., will also be accepted.
5. The attorney-in-fact or other officer who signs a contract bond for a surety company must file with such bond a certified copy of his/her power of attorney authorizing him/her to do so. The contract bond must be countersigned by the surety's resident Florida agent.

ARTICLE 53. FORCE MAJEURE

Except as otherwise expressly provided herein, neither party hereto shall be considered in default in the performance of its obligations hereunder to the extent that such performance is prevented or delayed by any cause, existing or future, which is not within the reasonable control of such party including, but not limited to, acts of God or the public enemy, fires, explosions, riots, strikes (not including strikes of the Contractor's staff personnel), terrorism or war. Notwithstanding the foregoing, the failures of any of the Contractor's suppliers, subcontractors, or the like shall not excuse the Contractor's performance except to the extent that such failures are due to any cause without the fault and reasonable control of such suppliers, subcontractors, or the like including, but not limited to, acts of God or the public enemy, fires, explosions, riots, strikes (not including strikes of the Contractor's staff personnel), terrorism or war.

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IN WITNESS WHEREOF; the parties have executed this Agreement effective as of the Agreement date herein set forth below.

CONTRACTOR

MIAMI-DADE COUNTY

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Attest: _____

Attest: _____

Corporate Secretary

Clerk of the Board

Corporate Seal

Approved as to form
and legal sufficiency

Assistant County Attorney