LEE COUNTY
SOUTHWEST FLORIDA

PROJECT NO.: RFP160096

OPEN DATE: JANUARY 12, 2016

AND TIME: 2:30 P.M.

REQUEST FOR PROPOSALS

TITLE:
LEE COUNTY VISITOR & CONVENTION BUREAU INQUIRY PROCESSING AND FULFILLMENT

Advertised Date: December 4, 2015

REQUESTER: LEE COUNTY BOARD OF COUNTY COMMISSIONERS
DIVISION OF PROCUREMENT MANAGEMENT

ADDRESS
1825 HENDRY ST 3RD FLOOR
FORT MYERS, FL 33901

PROCUREMENT CONTACT:

Robert D. Franceschini, C.P.M., CPPB
Procurement Manager
PHONE NO.: (239) 533-5457
EMAIL: rfranceschini@leegov.com

GENERAL CONDITIONS

Sealed Proposals will be received by the DIVISION OF PROCUREMENT MANAGEMENT, until the time and date specified on the cover sheet of this "Request for Proposals", and opened immediately thereafter by the Director or designee.

Any question regarding this solicitation should be directed to the Procurement Contact listed on the cover page of this solicitation, or by calling the Division of Procurement Management at (239) 533-5450.

1. **SUBMISSION OF PROPOSAL:**

   a. Proposals must be sealed in an envelope, and the outside of the envelope must be marked with the following information:

      1. Marked with the words "Sealed Proposal"
      2. Name of the firm submitting the quotation
      3. Title of the proposal
      4. Proposal number
      5. The envelope shall include:
         i. One original hard copy of the proposal submittal
         ii. Six electronic CD ROM sets of the proposal submittal
            1. One single adobe PDF file and should be copied **in the same order as the original hard copy.**
            2. Limit the color and number of images to avoid unmanageable file sizes.
            3. Use a rewritable CD and **do not lock files.**
            4. If a cost/bid schedule was provided, the completed schedule should be included as a Microsoft Excel file on the CD-ROM.

   b. Proposals are to include the following:

      1. The completed Proposal/Quote Form. Proposal must be properly signed and where applicable corporate and/or notary seals.

      2. All other pertinent documentation required in the Request for Proposal.

   c. **PROPOSALS RECEIVED LATE:** It is the proposer's responsibility to ensure that the proposal is received by the Division of Procurement Management prior to the opening date and time specified. Any proposal received after the opening date and time will be promptly returned to the proposer unopened. Lee County will not be responsible for proposals received late because of delays by a third party delivery service; i.e., U.S. Mail, UPS, Federal Express, etc.

   d. **PROPOSAL CALCULATION ERRORS:** In the event there is a discrepancy between the total quoted amount or the extended amounts and the unit prices quoted, the unit prices will prevail and the corrected sum will be considered the quoted price.

   e. **PAST PERFORMANCE:** All vendors will be evaluated on their past performance and prior dealings with Lee County (i.e., failure to meet specifications, poor workmanship, late delivery, etc.). Poor or unacceptable past performance may result in bidder disqualification.

f. **WITHDRAWAL OF PROPOSAL:** No proposal may be withdrawn for a period of 90 days after the scheduled time for receiving proposals. A proposal may be withdrawn prior to the proposal-opening date and time. Such a request to withdraw must be made in writing to the Procurement Management Director, who will approve or disapprove of the request.

g. **COUNTY RESERVES THE RIGHT:** The County reserves the right to exercise its discretion, to waive minor informalities in any proposal; to reject any or all proposals with or without cause; and/or to accept the proposal that in its judgment will be in the best interest of the County of Lee.

h. **EXECUTION OF PROPOSAL:** All proposals shall contain the signature of an authorized representative of the proposer in the space provided on the proposal form. All proposals shall be typed or printed in ink. The bidder may not use erasable ink. All corrections made to the proposal shall be initialed.

2. ACCEPTANCE

The materials and/or services delivered under the proposal **shall** remain the property of the seller until a physical inspection and actual usage of these materials and/or services is accepted by the County and is deemed to be in compliance with the terms herein, fully in accord with the specifications and of the highest quality. In the event the materials and/or services supplied to the County are found to be defective or do not conform to specifications, the County reserves the right to cancel the order upon written notice to the seller and return such product to the seller at the seller's expense.

3. RULES, REGULATIONS, LAWS, ORDINANCES & LICENSES

The awarded vendor shall observe and obey all laws, ordinances, rules, and regulations, of the federal, state, and local government, which may be applicable to the supply of this product or service. The awarded vendor has attested to compliance with the applicable immigration laws of the United States in the attached affidavit. Violations of the immigration laws of the United States shall be grounds for unilateral termination of the awarded agreement.

a. Local Business Tax – Vendor shall submit within 10 calendar days after request.
b. Specialty License(s) – Vendor shall possess at the time of the opening of the proposal all necessary permits and/or license required for the sale of this product and/or service and upon the request of the County will provide copies of licenses and/or permits within 10 calendar days after request.
c. The geographic preference established in the Local Vendor Preference ordinance is applicable to all Lee County procurement activities unless otherwise specifically noted in the solicitation package. Provided, however, the Local Vendor Preference ordinance is not applicable to procurement activity or solicitations involving Federal Transit Administration grant funds.
d. Florida Statutes Section 607.1501 (1) states: A foreign corporation may not transact business in this state until it obtains a certificate of authority from the Department of State.

4. PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held at the location, date, and time specified on the cover of this solicitation. Pre-proposal conferences are generally non-mandatory, but it is highly recommended that everyone planning to submit a proposal attend.

In the event a pre-proposal conference is classified as mandatory, it will be so specified on the cover of this solicitation and it will be the responsibility of the proposer to ensure that they are represented at the pre-proposal. Only those proposers who attend the pre-proposal conference will be allowed to submit a proposal on this project.

5. LEE COUNTY PAYMENT PROCEDURES

All vendors are requested to mail an original invoice to:

Lee County Finance Department
Post Office Box 2238
Fort Myers, FL 33902-2238

All invoices will be paid as directed by the Lee County payment procedure unless otherwise differently stated in the detailed specification portion of this proposal.

Lee County will not be liable for requests for payment deriving from aid, assistance, or help by any individual, vendor, proposer, or bidder for the preparation of these specifications.

Lee County is generally a tax-exempt entity subject to the provisions of the 1987 legislation regarding sales tax on services. Lee County will pay those taxes for which it is obligated, or it will provide a Certificate of Exemption furnished by the Department of Revenue. All contractors or proposers should include in their proposal all sales or use taxes, which they will pay when making purchases of material or subcontractor's services.

6. LEE COUNTY BID PROTEST PROCEDURE

Any contractor/vendor/firm that has submitted a formal bid/proposal to Lee County, and who is adversely affected by an intended decision with respect to the award of the formal bid/proposal, must file a written "Notice of Intent to File a Protest" with the Lee County Procurement Management Director not later than seventy-two (72) hours (excluding Saturdays, Sundays and Legal Holidays) after receipt of the County's "Notice of Intended Decision" with respect to the proposed award of the formal bid/proposal.

The "Notice of Intent to File a Protest" is one of two documents necessary to perfect Protest. The second document is the "Formal Written Protest", both documents are described below.

The "Notice of Intent to File a Protest" document must state all grounds claimed for the Protest, and clearly indicate it as the "Notice of Intent to File a Protest". Failure to clearly indicate the Intent to file the Protest shall constitute a waiver of all rights to seek any further remedies provided for under this Protest Procedure.

The "Notice of Intent to File a Protest" shall be received ("stamped in") by the Procurement Management Director or Public Works Director not later than Four o'clock (4:00) PM on the third working day following the day of receipt of the County's Notice of Intended Decision.

The affected party shall then file its Formal Written Protest within ten (10) calendar days after the time for the filing of the Notice of Intent to File a Protest has expired. Except as provided for in the paragraph below, upon filing of the Formal Written Protest, the contractor/vendor/firm shall post a bond, payable to the Lee County Board of County Commissioners in an amount equal to five percent (5%) of the total bid/proposal, or Ten Thousand Dollars ($10,000.00), whichever is less. Said bond shall be designated and held for payment of any costs that may be levied against the protesting contractor/vendor/firm by the Board of County Commissioners, as the result of a frivolous Protest.

A clean, Irrevocable Letter of Credit or other form of approved security, payable to the County, may be accepted. Failure to submit a bond, letter of credit, or other approved security simultaneously with the Formal Written Protest shall invalidate the protest, at which time the County may continue its procurement process as if the original "Notice of Intent to File a Protest" had never been filed.
Any contractor/vendor/firm submitting the County's standard bond form (CMO: 514), along with the bid/proposal, shall not be required to submit an additional bond with the filing of the Formal Written Protest.

The Formal Written Protest shall contain the following:

- County bid/proposal identification number and title.
- Name and address of the affected party, and the title or position of the person submitting the Protest.
- A statement of disputed issues of material fact. If there are no disputed material facts, the Formal Protest must so indicate.
- A concise statement of the facts alleged, and of the rules, regulations, Statutes, or constitutional provisions, which entitle the affected party to relief.
- All information, documents, other materials, calculations, and any statutory or case law authority in support of the grounds for the Protest.
- A statement indicating the relief sought by the affected (protesting) party.
- Any other relevant information that the affected party deems to be material to Protest.

Upon receipt of a timely filed "Notice of Intent to File a Protest", the Procurement Management Director or Public Works Director (as appropriate) may abate the award of the formal bid/proposal as appropriate, until the Protest is heard pursuant to the informal hearing process as further outlined below, except and unless the County Manager shall find and set forth in writing, particular facts and circumstances that would require an immediate award of the formal bid/proposal for the purpose of avoiding a danger to the public health, safety, or welfare. Upon such written finding by the County Manager, the County Manager may authorize an expedited Protest hearing procedure. The expedited Protest hearing shall be held within ninety-six (96) hours of the action giving rise to the contractor/vendor/firm's Protest, or as soon as may be practicable for all parties. The "Notice of Intent to File a Protest" shall serve as the grounds for the affected party's presentation and the requirements for the

submittal of a formal, written Protest under these procedures, to include the requirement for a bond, shall not apply.

The Dispute Committee shall conduct an informal hearing with the protesting contractor/vendor/firm to attempt to resolve the Protest, within seven working days (excluding Saturdays, Sundays and legal holidays) from receipt of the Formal Written Protest. The Chairman of the Dispute Committee shall ensure that all affected parties may make presentations and rebuttals, subject to reasonable time limitations, as appropriate. The purpose of the informal hearing by the Dispute Committee, the protestor and other affected parties is to provide and opportunity: (1) to review the basis of the Protest; (2) to evaluate the facts and merits of the Protest: and (3) to make a determination whether to accept or reject the Protest.

Once a determination is made by the Dispute Committee with respect to the merits of the Protest, the Dispute Committee shall forward to the Board of County Commissioners its recommendations, which shall include relevant background information related to the procurement.

Upon receiving the recommendation from the Dispute Committee, the Board of County Commissioners shall conduct a hearing on the matter at a regularly scheduled meeting. Following presentations by the affected parties, the Board shall render its decision on the merits of the Protest.

If the Board's decision upholds the recommendation by the Dispute Committee regarding the award, and further finds that the Protest was either frivolous and/or lacked merit, the Board, at its discretion, may assess costs, charges, or damages associated with any delay of the award, or any costs incurred with regard to the protest. These costs, charges or damages may be deducted from the security (bond or letter of credit) provided by the contractor/vendor/firm. Any costs, charges or damages assessed by the Board in excess of the security shall be paid by the protesting contractor/vendor/firm within thirty (30) calendar days of the Board's final determination concerning the award.

All formal bid/proposal solicitations shall set forth the following statement:

"FAILURE TO FOLLOW THE BID PROTEST PROCEDURE REQUIREMENTS WITHIN THE TIMEFRAMES AS PRESCRIBED HEREIN AND ESTABLISHED BY LEE COUNTY BOARD OF COUNTY COMMISSIONERS, FLORIDA, SHALL CONSTITUTE A WAIVER OF YOUR PROTEST AND ANY RESULTING CLAIMS."

7. **PUBLIC ENTITY CRIME**

Any person or affiliate as defined by statute who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid or a contract to provide any goods or services to the County; may not submit a bid on a contract with the County for the construction or repair of a public building or a public work; may not submit bids or leases of real property to the County; may not be awarded or perform works as a contractor, supplier, subcontractor, or consultant under a contract with the County, and may not transact business with the County in excess of $25,000.00 for a period of 36 months from the date of being placed on the convicted vendor list.

8. **QUALIFICATION OF PROPOSERS** (unless otherwise noted)

Proposals will be considered only from firms normally engaged in the sale and distribution or provision of the services as specified herein. Proposers shall have adequate organization, facilities, equipment, and personnel to ensure prompt and efficient service to Lee County. The County reserves the right before recommending any award to inspect the facilities and organization; or to take any other action necessary to determine ability to perform is satisfactory, and reserves the right to reject proposals where evidence submitted or investigation and evaluation indicates an inability of the proposer to perform.

9. **MISCELLANEOUS**

If a conflict exists between the General Conditions and the detailed specifications, then the detailed specifications shall prevail.

10. **WAIVER OF CLAIMS**

Once this contract expires, or final payment has been requested and made, the awarded contractor shall have no more than 30 days to present or file any claims against the County concerning this contract. After that period, the County will consider the Contractor to have waived any right to claims against the County concerning this agreement.

11. **AUTHORITY TO PIGGYBACK**

It is hereby made a precondition of any proposal and a part of these specifications that the submission of any proposal in response to this request constitutes a proposal made under the same conditions, for the same price, and for the same effective period as this proposal, to any other governmental entity.

12. **COUNTY RESERVES THE RIGHT**

a) Any Single Large Project

The County, in its sole discretion, reserves the right to separately proposal any project that is outside the scope of this proposal, whether through size, complexity, or dollar value.

b) Disadvantaged Business Enterprises (DBE's)

The County, in its sole discretion, reserves the right to purchase any of the items in this proposal from a Disadvantaged Business Enterprise vendor if the prices are determined to be in the best interest of the County, to assist the County in the fulfillment of any of the County's grant commitments to federal or state agencies.

The County further reserves the right to purchase any of the items in this proposal from DBE's to fulfill the County's stated policy toward DBE's.

c) Anti-Discrimination

The vendor for itself, its successors in interest, and assignees, as part of the consideration there of covenant and agree that:

In the furnishing of services to the County hereunder, no person on the grounds of race, religion, color, age, sex, national origin, handicap or marital status shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination.

The vendor will not discriminate against any employee or applicant for employment because of race, religion, color, age, sex, national origin, handicap or marital status. The vendor will make affirmative efforts to insure that applicants are employed and that employees are treated during employment without regard to their race, religion, color, age, sex, national origin, handicap or marital status. Such action shall include, but not be limited to, acts of employment, upgrading, demotion or transfer; recruitment advertising; layoff or termination, rates of pay or other forms of compensation and selection for training, including apprenticeship.

Vendor agrees to post in a conspicuous place, available to employees and applicants for employment, notices setting forth the provisions of this anti-discrimination clause.

Vendor will provide all information and reports required by relevant regulations and/or applicable directives. In addition, the vendor shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the County to be pertinent to ascertain compliance. The vendor shall maintain and make available relevant data showing the extent to which members of minority groups are beneficiaries under these contracts.

Where any information required of the vendor is in the exclusive possession of another who fails or refuses to furnish this information, the vendor shall so certify to the County its effort made toward obtaining said information. The vendor shall remain obligated under this paragraph until the expiration of three (3) years after the termination of this contract.

In the event of breach of any of the above anti-discrimination covenants, the County shall have the right to impose sanctions as it may determine to be appropriate, including withholding payment to the vendor or canceling, terminating, or suspending this contract, in whole or in part.

Additionally, the vendor may be declared ineligible for further County contracts by rule, regulation or order of the Board of County Commissioners of Lee County, or as otherwise provided by law.

The vendor will send to each union, or representative of workers with which the vendor has a collective bargaining agreement or other contract of understanding, a notice informing the labor union of worker's representative of the vendor's commitments under this assurance, and shall post copies of the notice in conspicuous places available to the employees and the applicants for employment.

The vendor will include the provisions of this section in every subcontract under this contract to insure its provisions will be binding upon each subcontractor. The vendor will take such actions with respect to any subcontractor, as the contracting agency may direct, as a means of enforcing such provisions, including sanctions for non-compliance.

13. **AUDITABLE RECORDS**

The awarded vendor shall maintain auditable records concerning the procurement adequate to account for all receipts and expenditures, and to document compliance with the specifications. These records shall be kept in accordance with generally accepted accounting methods, and Lee County reserves the right to determine the record-keeping method required in the event of non-conformity. These records shall be maintained for two years after completion of the project and shall be readily available to County personnel with reasonable notice, and to other persons in accordance with the Florida Public Disclosure Statutes.

14. **DRUG FREE WORKPLACE**

Whenever two or more proposals, which are equal with respect to price, quality and service, are received for the procurement of commodities or contractual services, a proposal received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. In order to have a drug-free workplace program, a business shall comply with the requirements of Florida Statutes 287.087.

15. **REQUIRED SUBMITTALS**

Any submittals requested should be returned with the proposal response. This information may be accepted after opening, but no later than 10 calendar days after request.

16. **TERMINATION**

Any agreement as a result of this proposal may be terminated by either party giving thirty (30) calendar days advance written notice. The County reserves the right to accept or not accept a termination notice submitted by the vendor, and no such termination notice submitted by the vendor shall become effective unless and until the vendor is notified in writing by the County of its acceptance.

The Procurement Management Director may immediately terminate any agreement as a result of this proposal for emergency purposes, as defined by the Lee County Purchasing and Payment Procedure Manual.

Any vendor who has voluntarily withdrawn from a formal proposal without the County's mutual consent during the contract period shall be barred from further County procurement for a period of 180 days. The vendor may apply to the Board of Lee County Commissioners for waiver of this debarment. Such application for waiver of debarment must be coordinated with and processed by Procurement Management.

17. **CONFIDENTIALITY**

Vendors should be aware that all submittals (including financial statements) provided with a proposal are subject to public disclosure and will **not** be afforded confidentiality.

18. **ANTI-LOBBYING CLAUSE**

All firms are hereby placed on formal notice that neither the County Commissioners nor candidates for County Commission, nor any employees from the Lee County Government, Lee County staff members, nor any members of the Qualification/Evaluation Review Committee are

to be lobbied, either individually or collectively, concerning this project. Firms and their agents who intend to submit qualifications, or have submitted qualifications, for this project are hereby placed on *formal notice* that they are ***not*** to contact County personnel for such purposes as holding meetings of introduction, meals, or meetings relating to the selection process outside of those specifically scheduled by the County for negotiations. Any such lobbying activities may cause immediate disqualification for this project.

19. **INSURANCE (AS APPLICABLE)**

Insurance shall be provided, per the attached insurance guide. Upon request, an insurance certificate complying with the attached guide may be required prior to award.

20. **CONFLICT OF INTEREST**

All firms are hereby placed on formal notice that per Section 3 of Lee County Ordinance No. 92-22:

The County is prohibited from soliciting a professional services firm to perform project design and/or construction services if the firm has or had been retained to perform the project feasibility or study analysis.

And:

A professional services firm who has performed or participated in the project feasibility planning, study analysis, development of a program for future implementation or drafting of solicitation documents directly related to this County project, as the primary contractor/consultant or a prominent member of the team, cannot be selected or retained, as the primary contractor/consultant or a named member of the contracting/consulting team, to perform project design, engineering, or construction services for subsequent phase s or scopes of work for this project. Pursuant to FS. S. 287.057(17) the firm will be deemed to have a prohibited conflict of interest that creates an unfair competitive advantage.

Should your response be found in violation of the above stated provisions; the County will consider this previous involvement in the project to be a conflict of interest, which will be cause for immediate disqualification of the submittal from consideration for this project.

21. **COUNTY INTERPRETATION/ADDENDA**

No interpretation or clarification of the meaning of the plans, specifications, or other contract documents will be binding if made to any BIDDER orally. Every such request must be in writing, addressed to the Lee County Division of Procurement Management and **received no later than seven calendars days prior to the bid opening date.**

All such interpretations, any supplemental instructions and/or any modifications to the Bidding Documents deemed advisable by the COUNTY will be issued as a written Addendum and made available to all known BIDDERS through the COUNTY's Web Site, not later than five calendar days (excluding Saturdays, Sundays and Holidays), prior to the bid opening date. Questions will not be accepted during the last seven days prior to bid opening date, unless otherwise specified by the Lee County Division of Procurement Management Office. All Bidders should check the COUNTY'S Web Site or contact the COUNTY'S Division of Procurement Management Office at least five calendar days before the bid receiving date to verify information regarding Addenda.

Failure to do so may result in rejection of the bid as non-responsive. Bidder shall acknowledge receipt of all Addenda by COUNTY'S Web Site at www.leegov.com/procurement
It is the sole responsibility of the BIDDER to ensure he/she obtains information related to Addenda. All Addenda shall become part of the Contract Documents.

22. **CONTRACTOR/SUB-CONTRACTOR RELATIONSHIP**

The prime contractor on a project may not also be listed as a sub-contractor to another firm submitting a proposal for the same solicitation. Should this occur, all responses from the involved/named firms will be considered non-compliant and rejected for award. Sub-contractors may be listed on multiple proposals for the same solicitation.

LEE COUNTY, FLORIDA
PROPOSAL PRICE FORM
FOR
LEE COUNTY VISITOR & CONVENTION BUREAU INQUIRY PROCESSING AND FULFILLMENT

DATE SUBMITTED: _____

VENDOR NAME: _____

TO: The Board of County Commissioners
Lee County
Fort Myers, Florida

Having carefully examined the "General Conditions", and the "Detailed Specifications", all of which are contained herein, the Undersigned proposes to furnish the following which meet these specifications:

NOTE REQUIREMENT: IT IS THE SOLE RESPONSIBILITY OF THE VENDOR TO CHECK LEE COUNTY PROCUREMENT MANAGEMENT WEB SITE FOR ANY PROJECT ADDENDA ISSUED FOR THIS PROJECT. THE COUNTY WILL POST ADDENDA TO THIS WEB PAGE, BUT WILL NOT NOTIFY.

The undersigned acknowledges
receipt of Addenda numbers: _____

PRICING INCLUDED PER ATTACHED PRICE PROPOSAL SCHEDULE.

TO BE STARTED WITHIN _____ CALENDAR DAYS AFTER RECEIPT OF AWARD AND PURCHASE ORDER.

Proposers should carefully read all the terms and conditions of the specifications. Any representation of deviation or modification to the proposal may be grounds to reject the proposal.

Are there any modifications to the proposal or specifications?
Yes _____ No _____

Failure to clearly identify any modifications in the space below or on a separate page may be grounds for the proposer being declared nonresponsive or to have the award of the proposal rescinded by the County.

MODIFICATIONS:

Proposer shall submit his/her proposal on the County's Proposal Price Form, including the firm name and authorized signature. Any blank spaces on the Proposal Price Form, qualifying notes or exceptions, counter offers, lack of required submittals, or signatures, on Lee County's Form may result in the Proposer/Proposal being declared non-responsive by the County.

ANTI- COLLUSION STATEMENT

THE BELOW SIGNED PROPOSER HAS NOT DIVULGED TO, DISCUSSED OR COMPARED HIS PROPOSAL WITH OTHER PROPOSERS AND HAS NOT COLLUDED WITH ANY OTHER PROPOSER OR PARTIES TO A PROPOSAL WHATSOEVER. NOTE: NO PREMIUMS, REBATES OR GRATUITIES TO ANY EMPLOYEE OR AGENT ARE PERMITTED EITHER WITH, PRIOR TO, OR AFTER ANY DELIVERY OF MATERIALS. ANY SUCH VIOLATION WILL RESULT IN THE CANCELLATION AND/OR RETURN OF MATERIAL (AS APPLICABLE).

FIRM NAME _____

BY (Printed): _____

BY (Signature): _____

TITLE: _____

FEDERAL ID # OR S.S.#_____

ADDRESS: _____

_____

PHONE NO.: _____

FAX NO.: _____

CELLULAR PHONE/PAGER NO.: _____

DUNS#: _____

LEE COUNTY LOCAL BUSINESS TAX ACCOUNT NUMBER: _____

E-MAIL ADDRESS: _____

DISADVANTAGED BUSINESS ENTERPRISE (DBE):_____Yes _____ No

LEE COUNTY, FLORIDA
DETAILED SPECIFICATIONS
FOR
LEE COUNTY VISITOR & CONVENTION BUREAU INQUIRY PROCESSING AND FULFILLMENT

SCOPE

The Lee County Visitor & Convention Bureau (VCB), also known as The Beaches of Fort Myers & Sanibel, is requesting proposals from responsible and professional Proposers to provide inbound telemarketing phone service and reporting; information directory development & maintenance; fulfillment and database design and maintenance services.

All proposals must be made on the basis of the specification contained herein.

LEE COUNTY VCB BACKGROUND

The Lee County VCB is the official marketing and promotional agency for visitation to Lee County and its 10 geographic regions. The organization brands the area as The Beaches of Fort Myers & Sanibel and is funded by the 5% tourist tax on short term accommodations commonly known as the bed tax. The Tourist Development Council (TDC) is a nine-member Council appointed as an advisory committee by the Lee County Board of County Commissioners (BoCC). TDC members oversee the tourist development tax fund, provide direction on programs and budget, and review the expenditures of the VCB.

COUNTY INTERPRETATION/ADDENDA

No interpretation or clarification of the meaning of the proposal documents will be binding if made to any Proposer orally. Every such request must be in writing, addressed to **Robert D. Franceschini**, and received no later than **January 4, 2016 at 5:00 p.m.**

BASIS OF AWARD

The scope of services for this proposal is comprised of two components: Component [**A**] Inbound Telemarketing Phone Service Capabilities, and Component [**B**] Fulfillment (Mail/Collateral/Data) Services. The basis of award for this quote may be one provider or multiple providers meeting specification whichever is deemed to be in the best interest for the Lee County VCB for each component.

NOTE: YOUR PROPOSAL MUST CLEARLY STATE WHETHER YOU ARE RESPONDING TO COMPONENT "A" ONLY, COMPONENT "B" ONLY, OR BOTH COMPONENTS. IN ITS REVIEW, THE COUNTY RESERVES THE RIGHT TO EVALUATE PROPOSALS RECEIVED SEPARATELY (BY COMPONENT) OR AS AN OVERALL (BOTH COMPONENTS TOGETHER). IT WILL BE THE PROPOSER'S RESPONSIBILITY THROUGH THEIR RESPONSE TO COMMUNICATE WHICH COMPONENT(S) IS/ARE TO BE EVALUATED BY THE REVIEW COMMITTEE. YOUR PROPOSAL RESPONSE TO THE CRITERIA MAY BE BROKEN OUT BY COMPONENT.

EVALUATION PROCESS AND CRITERIA

Proposals will be evaluated on the basis of the response to all requirements in this RFP. The County shall use the following criteria in its evaluations and comparisons of Proposer. No inference is to be drawn concerning relative importance of criteria based on the order presented.

Contract award shall be made to the responsible Proposer whose proposal is most advantageous to the County, taking into consideration the applicable evaluation criteria set forth below. Please note, however, that the listing of fees as an evaluation criterion does not require the County to select the Proposer with the lowest fee proposal.

The VCB reserves the right to determine the suitability of proposals on the basis of a proposal's ability of meeting administrative requirements, technical requirements, the review team's assessment of the quality and performance of the strategy, services proposed, and cost.

During the evaluation process, the VCB may require a proposer's representative to answer questions with regard to the proposal and require those chosen as final bidders to make a formal presentation.

The following criteria are listed in random order, not in order of importance.

Responses will be evaluated on the basis of responsiveness to the questions and requirements in this RFP by an evaluation panel using the following criteria:

- **Capability and Scope of Work: 40 Points**
  The ability, capacity, and flexibility of the proposer to perform the contract.

- **Project Team: 40 Points**
  Level and expertise of the proposed team that would be assigned to the VCBs account.

- **Experience: 10 Points**
  Financial viability, client references, knowledge and/or experience of similar accounts, demonstrated leadership and success with accounts with similar requirements.

- **Cost/Value: 10 Points**
  Value of the proposer's submittal in relation to the cost and their overall qualifications and services rendered for this contract.

- **Total: 100 Points**

RESPONSE REQUIREMENTS

Responses to the Scope of Work should include the following sections:

1. Statement of qualifications
2. Proposed client service with related resumes
3. List of principals of the organization/company
4. A description of relevant and/or similar engagements, detailing key factors of those engagements that would exemplify the Proposer's skill and experience

5. A list of at least three (3) references of current and past clients. The reference shall include the company name, contact person, telephone number and email address. The VCB reserves the right to contact references or clients listed and not listed in the RFP.
6. Financial and credit data of Proposer.
7. Anticipated fees and expenses
8. A description of billing policies
9. Any special terms or conditions requested/required by the Proposer
10. Description of any additional services the Proposer would like to propose to expand or supplement services requested
11. A staffing plan for the Lee County VCB account including a description of each team member's qualifications and their role on the account

The County may or may not request additional information or clarification of submitted materials during the evaluation process. The County may or may not request oral presentations and may award the contract solely on the basis of written proposals.

If no oral presentations are requested, the Committee's selection and recommendation shall be based on their assessment of the written response that best meets the needs of the VCB. In which case, the Proposer(s) with the highest aggregate score(s), as determined by the selection committee, will be submitted to the Board of County Commissioners for approval.

Proposals deemed to meet all minimum RFP requirements will be scored based on established criteria, which have been weighted and will be assigned points that measure the responsiveness to each identified criterion. The total number of points earned will be tallied for each proposal, and the proposals will be rank ordered, based upon the Proposer(s) submitted written materials.

To qualify for consideration for selection as a qualified Proposer, a Proposer must meet certain designated minimum experience and qualifications must be met. These minimum qualifications are outlined in the followings sections:

SELECTION/AWARD PROCESS

Appropriate County staff may prepare a slate of finalists in order of ranking to present to the Board of County Commissioners. Upon approval from the Board, negotiations will commence with the selected Contractor(s). Upon successful completion of negotiations, the award and executed Contract(s) will be submitted to the Board of County Commissioners for approval. If a satisfactory Contract(s) cannot be negotiated in a reasonable amount of time, the County, in its sole discretion, may terminate negotiations with the selected Contractor(s) and begin Contract(s) negotiations with the next finalist.

NOTE: Proposed short-list and final selection meeting dates are posted on the Procurement Management web page at www.leegov.com/procurement (Projects, Award Pending).

TERM OF AWARD

If awarded, the terms of this solicitation shall be in effect for an initial period of one year. The award will be reviewed at the end of each year. The County reserves the right to renew this award (or any portion thereof) and to negotiate lower pricing as a condition for each renewal, for up to two additional one-year periods, upon mutual agreement of both parties and, except as to lower pricing, under the same terms and conditions.

MAJOR BREAKDOWNS/NATURAL DISASTERS

Lee County requires that the awarded vendor provide the name of a contact person and phone number which will afford Lee County access twenty-four hours per day, 365 days per year, of this product or service in the event of major breakdowns or natural disasters.

Lee County reserves the right to purchase the product or service listed in this quotation elsewhere in an emergency situation.

DESIGNATED CONTACT

The awarded vendor shall appoint a person or persons to act as a primary contact for all County departments. This person or back-up shall be readily available during normal work hours by phone or in person, and shall be knowledgeable of the terms and procedures involved.

REQUIRED INFORMATION

Each Consultant must provide clearly headlined and numbered narrative responses to all items in this section. Samples that are clearly marked with the related heading or sub-heading may be included when necessary to further develop the Consultant's response. Number of samples should be limited.

Cover Page

1. Project: RFP160096 Lee County Visitor & Convention Bureau Inquiry Processing and Fulfillment
2. Firm Name
   Address
   Telephone No.
   Fax No.
   Contact Person
   Email

CAPABILITY AND SCOPE OF WORK: 40 Points

The ability, capacity, and flexibility of the proposer to perform the work.

Section 1.1 – Inbound Telemarketing Phone Service Capabilities Component [A]:

This section demonstrates the existence of enough equipment to effectively meet the VCB goals. Please provide complete, yet concise answers to the following:

- Does your facility operate 24 hours a day, seven days a week, and 365 days a year?
- Indicate the long distance carrier(s) your firm uses.
- Include a statement of your long distance carrier's benefits for this program.
- Indicate your number of phone lines.
- Specify the number of incoming calls that can be handled at one time with current system.
- How many calls can your company handle per day based on present capacity and equipment?
- Indicate your firm's incoming call volume for the past three years. Specifically include annual call volume by year.
- Indicate your current abandonment rate based on peak periods with your total customer base.
- Please describe your equipped telemarketing stations.

- Describe your telephone equipment, including all relevant features and client benefits.
- Describe all relevant computer equipment used, including features and client benefits.
- Please indicate your capacity to handle the transfer of existing toll-free numbers to your facility.
- Indicate your capacity to purchase toll free numbers and vanity toll free numbers for the exclusive ownership of the VCB.
- Indicate your ability to direct transfer calls to other toll-free number locations.
- Describe your ability to employ CTI/ANI technology to recognize toll-free numbers called and identify callers.
- Indicate your on-screen programming capabilities.
- What is your ability to create on-screen prompting operator scripts?
- Describe the caller "on-hold" capacity; include descriptions of situations when a caller is on hold.
- Describe "on-hold" programming.
- What is your experience working with TDD equipment hooked up to a toll-free line?
- Describe your ability to fax or e-mail fulfillment and your ability to capture, report, manage and transfer this data.
- Describe your response time in providing fax or e-mail fulfillment.
- Describe your capacity to provide an alternate call center in the event of a natural disaster or other crisis situation.

Section 1.2 – Service Levels and Quality Assurance Component [A]:

This section demonstrates ability to best meet the needs of the inquirer and the client.

- What standard of measurement do you use for call response (i.e., must a call be answered in a certain number of seconds or before a certain number of rings?).
- Describe how operators are monitored to ensure set service level standards.
- Please describe any and all quality assurance programs presently in place that will be utilized in our program, if a contract is awarded.
- What kinds of screening and testing are conducted?
- Indicate responsiveness goals for requests of account service.

Section 1.3 - Information Directory Development and Maintenance Component [A]:

This section demonstrates the ability to develop and update an extensive tourism informational directory, to be used in answering specific operator questions.

- What types of directories do you currently maintain on-line? Include hard copies of sample screens.
- Are your directories menu-driven? If so, how many sub-menus does the typical directory have?
- How are your directories updated? What is the response time to requested updates and revisions?
- Describe your ability to list and manage information and publications to e-mail and fax for immediate customer response.
- Describe how you would develop a directory of tourism information and integrate it with the inbound telemarketing process.
- Describe your ability to track the frequency of requests for information off the directory, including customer identifier data (i.e., can your report tell us who asked for what information?).

Section 1.4 - Database Management, Protection and Storage Component [A]:

This section demonstrates ability to record, maintain, store, organize and electronically transmit caller information.

- Describe your experience with relational database management, including storage, retrieval, and transmission capabilities. What software would be used to meet VCB requirements?
- Describe your ability to track and attach all individual customer responses to individual customer records and use that unique data as sorting or selecting criteria; i.e., generate reports and data lists from individual customer responses.
- Explain the ability your firm possesses to attach unique identifiers that are generated from the contents of one or more database fields; i.e., how would you create a unique call ID number or character string?
- What are your capabilities to recognize misspellings and duplicate records? How are duplicate records recognized and managed? Describe your experience using list maintenance software.
- Describe your data validation procedures. Describe all systems in place to assure accuracy of database contents and its reporting.
- Specify the length of time data will be stored for VCB. A minimum of two years storage is required, at no charge to VCB.
- Is there a charge for data storage beyond two years?
- Where will VCB data be stored? At the facility? Off the property? Be specific.
- What type of protection against data loss does your company offer?
- Indicate the type of call backup system in case of phone line or computer emergency.

Section 2.1 – Fulfillment Component [B]

This section demonstrates the ability to fulfill requests in a timely and cost-effective manner.

- Describe your warehousing capabilities – security, air conditioning, etc.
- Describe your capability to warehouse up to 100 pallets of VCB product.
- Indicate your software used for address validation and least cost mailing and describe its capabilities.
- Describe your methods to provide least cost and timely mailing for international requests.
- Describe your capabilities to pick up and drop off materials to/from the VCB main office, Southwest Florida International Airport, and other locations.
- What is your experience in shipping large quantities of material for trade shows in the United States and overseas locations?

Section 3.1 – Reporting/Tracking Component [A] and Component [B]:

This section demonstrates the ability to provide call reports in a timely manner.

- Describe the types of reports you currently provide.
- How often can reports be generated (i.e., daily, weekly, monthly, annually?).
- Describe your ability to produce customized reports, and the availability of technical support response to the VCB. State your response time history.
- Describe your ability to provide written executive summaries of analyses of service levels and gather customer comments and responses.
- Describe your ability to generate reports associated with publication numbers, extension or media source codes, and publication piece count reports.
- Provide a flow chart of how calls would be tracked and reported.
- Please identify anticipated timelines for preparing and implementing reports for this project.

Section 4.1 – Software Revisions Component [A] and Component [B]:

This section demonstrates the ability to respond to VCB requested revisions or enhancements to contractor software and/or additional reporting needs.

- Describe your ability to make revisions, enhancements, and/or corrections to processing, reporting or other output software.
- Describe the process you would use to meet VCB requested enhancements, developments, and/or revisions and your response time history.
- Describe the communication chain for revisions and enhancements; which key personnel are responsible for these logistics.
- What priority will be given to the VCB by technical support operations and management?

Section 5.1 – Program Installation Component [A] and Component [B]:

Please answer in detail: What time schedule do you project for installation of this program? In other words, if awarded the contract, how many days would it take to get our program up and running?

Section 6.1 – Call Handling Program Recommendation Component [A]:

Please explain in detail the call-handling program you are recommending. Whether it is live operator assistance only or a combination of live agents and voice response units.

PROJECT TEAM: 40 Points

Level and expertise of the proposed team and staffing that would be assigned to the VCB's account.

A. Team

Level and expertise of the proposed team that would be assigned to the VCB's account.

1. Show the office and staff permanently established to work on this project.

   Address
   Telephone No. /Fax No.

   PERSONNEL:
   Professionals _____
   Technicians/Paraprofessionals _____ Administrative/Clerical
   TOTAL _____

2. Principal to be in charge of this project (attach one page résumé).
3. Project Manager to be in charge of this project (attach one page résumé).
4. Organizational chart of the project team, including sub-consultants (attach one page résumé for each team member).

B. Staffing

This section demonstrates the existence of adequate staffing and training levels, and the ability to effectively adjust staffing to meet additional in-bound calls.

1. Describe your firm's background experience and capabilities to provide services that the VCB would require.
2. Describe your current staffing levels; how many full-time staff members? How many part-time?
3. Describe your initial and on-going operator training programs.

4. Describe your technical support staffing levels and response time.
5. What is your supervisor-to-operator ratio?
6. What is your average operator turnover rate during a six-month period?
7. Describe your experience in adjusting staffing levels to meeting increased volumes.
8. Name all individuals who would be directly handling and managing this account, including name, title, and account responsibility. What percentage of their duties would be dedicated to VCB issues?
9. Provide educational and work experience of key staff who would be assigned to this project.
10. Describe your history of response time to customer issues.
11. Do live-agents, voice-response units, or both, staff your facility?
12. What is the total number of customer service representative stations at your office? If multiple operating office/call centers, include total number of customer service representative stations at each facility. Indicate all facility locations.
13. Indicate the total number of operators on duty at any given time. Be specific.
14. If applicable, what is your voice response unit capability and how many ports are there on-site? Again, if multiple facilities, indicate the number of ports at each facility.
15. If your firm has more than one office, please specify which office would be managing the account, and which office will be handling in-bound telemarketing services.
16. Describe your process to ensure your staff is familiar with and knowledgeable of Lee County tourism product.

EXPERIENCE: 10 Points

Financial viability, client references, knowledge and/or experience of similar accounts, demonstrated leadership and success with accounts with similar requirements.

A. Consultant Client List

Consultants must include in their submittals a list of at least three (3) organizations, including points of contact (name, address, contact person, and telephone number), which can be used as references for work performed in the area of service required. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project. The results of the client list will be provided to the evaluation committee and used in evaluating written submittals.

B. Financial Qualifications

Provide a brief description of your firm's financial condition, including a current annual financial report.

C. Insurance

Proposer shall demonstrate proof of ability to obtain and maintain throughout the contract period, the insurance requirements as specified in the proposal documents. Please provide a copy of certificate of insurance.

COSTS: 10 Points

Value of the proposer's submittal in relation to the cost and their overall qualifications and services rendered for this contract.

Utilize the attached price schedule template to detail the costs associated with the provision of services under this program.

AFFIDAVIT CERTIFICATION IMMIGRATION LAWS

The attached document, Affidavit Certification Immigration Laws, is required and should be submitted with your solicitation package. It must be signed and notarized. Failure to include this affidavit with your response will delay the consideration and review of your submission; and could result in your response being disqualified.

AGREEMENTS/CONTRACTS

The awarded vendor will be required to execute an Agreement/Contract as a condition of award. A sample of this document may be viewed on-line at http://sp.leegov.com/procurement/forms

COUNTY RESERVES THE RIGHT

The County reserves the right through negotiations with the awarded vendor to: add other related services and/or add other County Departments/Divisions who may require similar services.

Proposer:_____ Date: _____

Project Position or Classification	Rate	
PHONE SERVICES – COMPONENT [A]		
FIXED COSTS		
Set-Up Charges, including:	$0.00	per month
Developing Scripts, Information Directory, Report Formats, Lead Transmittal (Fulfillment Center, Immediate Electronic and International), Lead Data Entry, Interactive Text Chat		
Monthly Reports	$0.00	per month
Toll-Free & Long Distance Numbers		
Base Fee - per number	$0.00	per month
Disaster Continuity Service		
Maintenance of Service Capability	$0.00	per month
Direct-In-Dial Number - per number	$0.00	per month
Interactive Text Chat		
Monthly License Fee	$0.00	per month
International Lead Transmittals (Email)	$0.00	per month
TOTAL MONTHLY FIXED COST	**$0.00**	**per month**
RATE COSTS		
Inbound Telemarketing Operator Time		
Avg. Call 3 minutes	$0.00	per minute
Email Leads:		
50 Plus Records Per File, Electronic	$0.00	per record
Under 50 Records Per File, Manual Per Record	$0.00	per record
Manual Data Entry	$0.00	per record
Additional Special Reports and Projects	$0.00	per hour
Toll Free & Long Distance Usage		
Usage (including usage, taxes & access allocation)		
(average cost per call)	$0.00	per call
Exact cost billed from carrier		
NCOA - Per 1,000 Records	$0.00	per thousand
Supplies Purchased For Special Projects		

Proposer:_____ Date: _____

DIRECT MAIL/FULFILLMENT – COMPONENT [B]		
(a)Base Price (Self Mailer)	$0.00	per piece
(b)Base Price (No. 10 Envelope)	$0.00	per piece
(c)Base Price (Standard Packet)	$0.00	per piece
(d)Base Price (Custom Packet)	$0.00	per piece
Options for (a), (b), (c) and (d)		
Direct Impression Labeling	$0.00	per piece
Printing Crack n' peel labels add	$0.00	per piece
Metering	$0.00	per piece
Additional Inserts	$0.00	per piece
International Mailing	$0.00	per piece
List and Maintenance Reports		
Monthly fulfillment list maintenance	$0.00	per record per month
Daily download of inquiries	Included	
Monthly publication reports	$0.00	per month
Semi-monthly inventory report	Included	
Travel Agent Help Desk data disk	$0.00	each
Storage	$0.00	per pallet per month
Bulk Shopping:		
Small box Fulfillments up to 199 pieces	$0.00	per box
Large box Fulfillments 200 or more pieces	$0.00	per box
Full box shipments	$0.00	per box
Box loose pack brochures	$0.00	per hour
Special projects	$0.00	per hour
Folding Service	$0.00	per piece
Tabbing of mail pieces		
One Tab	$0.00	per tab
Two Tabs	$0.00	per tab
Copies	$0.00	per side
Pallet Shipments	$0.00	per hour
Duplicate Removal (non data base labels)	$0.00	each
List Set Up Charge (non data base labels)	$0.00	per list
Hand in-put of names (non data base labels)	$0.00	per record
VCB pick-up:		
Local and VCB office deliveries*	$0.00	per hour
Daily pick-up at VCB	$0.00	per hour
Postage		
U.S. Mail, DHL, UPS		

INSURANCE REQUIREMENTS

Minimum Insurance Requirements: ***Risk Management in no way represents that the insurance required is sufficient or adequate to protect the vendors' interest or liabilities. The following are the required minimums the vendor must maintain throughout the duration of this contract. The County reserves the right to request additional documentation regarding insurance provided***

a. **Commercial General Liability** - Coverage shall apply to premises and/or operations, products and completed operations, independent contractors, contractual liability exposures with minimum limits of:

$500,000 per occurrence
$1,000,000 general aggregate
$500,000 products and completed operations
$500,000 personal and advertising injury

b. **Business Auto Liability** - The following Automobile Liability will be required and coverage shall apply to all owned, hired and non-owned vehicles use with minimum limits of:

$500,000 combined single limit (CSL)
$300,000 bodily injury per person
$500,000 bodily injury per accident
$300,000 property damage per accident

c. **Workers' Compensation** - Statutory benefits as defined by FS 440 encompassing all operations contemplated by this contract or agreement to apply to all owners, officers, and employees regardless of the number of employees. Workers Compensation exemptions may be accepted with written proof of the State of Florida's approval of such exemption. Employers' liability will have minimum limits of:

$100,000 per accident
$100,000 disease limit
$500,000 disease – policy limit

*The required minimum limit of liability shown in a; b; c; may be provided in the form of "Excess Insurance" or "Commercial Umbrella Policies." In which case, a "Following Form Endorsement" will be required on the "Excess Insurance Policy" or "Commercial Umbrella Policy."

Verification of Coverage:

1. Coverage shall be in place prior to the commencement of any work and throughout the duration of the contract. A certificate of insurance will be provided to the Risk Manager for review and approval. The certificate shall provide for the following:

   a. The certificate holder shall read as follows:
      Lee County Board of County Commissioners

      P.O. Box 398

      Fort Myers, Florida 33902

   b. "*Lee County, a political subdivision and Charter County of the State of Florida, its agents, employees, and public officials*" will be named as an "Additional Insured" on the General Liability policy, including Products and Completed Operations coverage.

Special Requirements:

1. An appropriate "Indemnification" clause shall be made a provision of the contract.

2. It is the responsibility of the general contractor to insure that all subcontractors comply with all insurance requirements.

AFFIDAVIT CERTIFICATION
IMMIGRATION LAWS

SOLICITATION NO.: _____ PROJECT NAME: _____

LEE COUNTY WILL NOT INTENTIONALLY AWARD COUNTY CONTRACTS TO ANY CONTRACTOR WHO KNOWINGLY EMPLOYS UNAUTHORIZED ALIEN WORKERS, CONSTITUTING A VIOLATION OF THE EMPLOYMENT PROVISIONS CONTAINED IN 8 U.S.C. SECTION 1324 a(e) {SECTION 274A(e) OF THE IMMIGRATION AND NATIONALITY ACT ("INA").

LEE COUNTY MAY CONSIDER THE EMPLOYMENT BY ANY CONTRACTOR OF UNAUTHORIZED ALIENS A VIOLATION OF SECTION 274A(e) OF THE INA. **SUCH VIOLATION BY THE RECIPIENT OF THE EMPLOYMENT PROVISIONS CONTAINED IN SECTION 274A(e) OF THE INA SHALL BE GROUNDS FOR UNILATERAL CANCELLATION OF THE CONTRACT BY LEE COUNTY.**

BIDDER ATTESTS THAT THEY ARE FULLY COMPLIANT WITH ALL APPLICABLE IMMIGRATION LAWS (SPECIFICALLY TO THE 1986 IMMIGRATION ACT AND SUBSEQUENT AMENDMENTS).

Company Name:_____ _____

_____

Signature Title Date

STATE OF _____
COUNTY OF _____

The foregoing instrument was signed and acknowledged before me this _____day of _____ 20____, by _____who has produced
(Print or Type Name)
_____as identification.
(Type of Identification and Number)

_____
Notary Public Signature

_____
Printed Name of Notary Public

_____
Notary Commission Number/Expiration

The signee of this Affidavit guarantee, as evidenced by the sworn affidavit required herein, the truth and accuracy of this affidavit to interrogatories hereinafter made. ***LEE COUNTY RESERVES THE RIGHT TO REQUEST SUPPORTING DOCUMENTATION, AS EVIDENCE OF SERVICES PROVIDED, AT ANY TIME.***

LEE COUNTY PROCUREMENT MANAGEMENT - BIDDERS CHECK LIST

IMPORTANT: Please check off each of the following items as the necessary action is completed:

_____1. The Solicitation has been signed and with corporate seal (if applicable).

_____2. The Solicitation prices offered have been reviewed (if applicable).

_____3. The price extensions and totals have been checked (if applicable).

_____ 4. Substantial and final completion days inserted (if applicable).

_____5. The original (must be manually signed) and 1 hard copy original and others as specified of the Solicitation has been submitted.

_____6. Two (2) identical sets of descriptive literature, brochures and/or data (if required) have been submitted under separate cover.

_____7. All modifications have been acknowledged in the space provided.

_____8. All addendums issued, if any, have been acknowledged in the space provided.

_____9. Licenses (if applicable) have been inserted.

_____10. Erasures or other changes made to the Solicitation document have been initialed by the person signing the Solicitation.

_____ 11. Contractor's Qualification Questionnaire and Lee County Contractor History (if applicable).

_____ 12. DBE Participation form completed and/or signed or good faith documentation.

_____13. Bid Bond and/or certified Check, (if required) have been submitted with the Solicitation in amounts indicated.

_____14. Any Delivery information required is included.

_____15. Affidavit Certification Immigration Signed and Notarized

_____ 16. Local Bidder Preference Affidavit (if applicable)

_____17. The mailing envelope has been addressed to:

Lee County Procurement Mgmt.
1825 Hendry St 3rd Floor
Ft. Myers, FL 33901

_____18. The mailing envelope **MUST** be sealed and marked with:
Solicitation Number
Opening Date and/or Receiving Date

_____19. The Solicitation will be mailed or delivered in time to be received no later than the specified opening date and time. (Otherwise Solicitation cannot be considered or accepted.)

****This form is not required to be returned with your solicitation, but used as a tool when responding to the solicitation.**