



**TO:** Alicia B. Kalish, Purchasing Agent  
Purchasing Division  
**FROM:** Alan W. Garcia, P.E., Director  
Water and Wastewater Services  
**SUBJECT:** Solicitation No.: K2114434B1, Utility Bill Printing and Mailing Services

Recommended Vendor: Northeast II, Inc. d/b/a TC Delivers  
Recommended Group(s)/Line Item(s): Group 1, line items 1 through 10  
Initial Award Amount: \$708,954.40 Potential Total Amount: \$1,772,386  
Initial Contract Term: Two Years Contract Term, including Renewals: Five Years

**CONCURRENCE:**

The agency has reviewed Vendor's response(s) for specification compliance and Vendor responsibility. I  have reviewed all documents including the Vendor Questionnaire and after careful evaluation, I concur with recommendation for award to the Vendor.

**FINANCIAL BACKGROUND/D & B REPORT: (check one)**

- I am satisfied with the Vendor's financial background and/or rating and payment performance.
- Not applicable Not a requirement for this solicitation.

**LITIGATION HISTORY: (check one)**

- I have reviewed the Litigation History Form and there is no issue of concern.
- Refer to additional information from the Office of the County Attorney to address an issue/concern.

**PAST PERFORMANCE: (check all that apply)**

I have reviewed the Vendor's past Performance Evaluations in Contracts Central and:

- Vendor received an overall rating  $\geq 2.59$  on all evaluations.
- No evaluations within the past three years contained any items rated a score of 2 or less.
- Vendor received a rating  $\leq 2.59$  on an evaluation(s). Refer to additional information.
- Vendor received a score of  $\leq 2$  on an individual item(s). Refer to additional information.
- Past evaluations are not relevant to the scope of this contract.
- No past Performance Evaluations exist in Contracts Central.

**AND**

- Reference Verification Forms are attached.

**OR**

- Reference Verification Forms are not required: Commodity only purchase (less than \$250,000); Service less than \$50,000 and the Vendor has a Performance Evaluation within the past three years.

**NON-CONCURRENCE:**

- I do not concur. Detailed reason for non-concurrence is attached.

TYPED NAME OF SIGNER: Richard Burgwyn Accountant, Senior, Business  
TITLE: Operations Division

SIGNATURE: RICHARD BURGWYN

Digitally signed by RICHARD BURGWYN

Date: 2017.12.27 11:02:56 -05'00' DATE: December 27, 2017

TYPED NAME OF SIGNER: Jonathan K. Allen

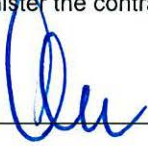
TITLE: Director, Business Operations Division

SIGNATURE: 

DATE: 12-27-17

TYPED NAME OF SIGNER: Alan W. Garcia, P.E.  
(Individual authorized to administer the contract.)

Director, Water and Wastewater  
TITLE: Services

SIGNATURE: 

DATE: 12/27/17



**Vendor Reference Verification Form**

Broward County Solicitation No. and Title: K2114434B1 Utility Bill Printing and Mailing Services  
 Reference for: (Name of Firm) Northeast II, Inc. dba TC Delivers  
 Organization/Firm Name providing reference: Toho Water Authority  
 Contact Name/Title: Mary Hewitt - Director of Customer Service  
 Contact E-mail: mhewitt@tohowater.com  
 Contact Phone: 407-944-5160  
 Name of Referenced Project: Toho Water bills processing  
 Contract No. RFP-12-008  
 Contract Amount: \$140,000  
 Date Services Provided: April 2012 to March 2017  
 (list date range or date services began until "current")

Vendor's role in Project:  Prime Vendor  Sub-consultant/Sub-contractor  
 Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

**Description of services provided by Vendor:**  
 The vendor prints and mails utility bills, and creates on-line bills.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization				
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:				
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Additional Comments: (provide on additional sheet if needed)**  
 Mary Hewitt, Director of Customer Service, ToHo Water Authority further added: TC Delivers has been an excellent partner of theirs through the years especially through all the transitions they have had while bringing on 69,000 customers from a 3rd party vendor in house to Toho Water Authority. TC Delivers also adjusted to new bill prints, various conversions, and always printed/mailed their bills out timely and accurately.

References Checked By  
 Name: Richard Burgwyn Title: Accountant Senior  
 Division/Department: Water & Wastewater Service/BOD Date of Verification: 10/30/2017



**Vendor Reference Verification Form**

Broward County Solicitation No. and Title: K2114434B1 Utility Bill Printing and Mailing Services  
 Reference for: (Name of Firm) Northeast II, Inc. dba TC Delivers  
 Organization/Firm Name providing reference: City of Tampa  
 Contact Name/Title: Vicki Regar - Billing Supervisor  
 Contact E-mail: vicki.regar@tampagov.net  
 Contact Phone: 813-274-8784  
 Name of Referenced Project: City of Tampa utility bills processing  
 Contract No. Bid 21120914  
 Contract Amount: \$158,083.80  
 Date Services Provided: January 2015 thru January 2017  
 (list date range or date services began until "current")

Vendor's role in Project:  Prime Vendor  Sub-consultant/Sub-contractor  
 Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

**Description of services provided by Vendor:**  
 The vendor prints and mails utility bills and business tax notices.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization				
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:				
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Additional Comments: (provide on additional sheet if needed)**  
 Vicki Regar, Billing Supervisor further added, The City of Tampa is in the process of implementing a new billing system and TC Delivers assisted them with testing the new XML bill print format. The City of Tampa is working directly with a TC Delivers programmer in Jacksonville who has been extremely responsive. She recommended that WWS staff tour TC Delivers Tampa facility and see that they are honest, hard working group. Lastly, she stated that TC Delivers does an excellent job producing their bill inserts and Reminder and Final notices.

References Checked By  
 Name: Richard Burgwyn Title: Accountant Senior  
 Division/Department: Water Wastewater Services/BOD Date of Verification: 12/05/2017



**Vendor Reference Verification Form**

Broward County Solicitation No. and Title: K2114434B1 Utility Bill Printing and Mailing Services  
 Reference for: (Name of Firm) Northeast II, Inc. dba TC Delivers  
 Organization/Firm Name providing reference: City of Clearwater  
 Contact Name/Title: Cynthia Boyd - Utility Customer Service Director  
 Contact E-mail: cynthia.boyd@myclearwater.com  
 Contact Phone: 727-562-4556  
 Name of Referenced Project: City of Clearwater utility bills processing  
 Contract No. ST108955  
 Contract Amount: \$90,366.33  
 Date Services Provided: November 2016 to October 2017  
 (list date range or date services began until "current")

Vendor's role in Project:  Prime Vendor  Sub-consultant/Sub-contractor  
 Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

**Description of services provided by Vendor:**  
 The vendor prints and mails utility bills and provides daily mail services.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization				
a. Staff expertise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Timeliness of:				
a. Project	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Additional Comments: (provide on additional sheet if needed)**  
 Cynthia Boyd, Utility Customer Service Director further added: She liked TC Delivers because they were nearby in Tampa and the mail is postmarked from Florida. The City of Clearwater had a few minor issues with TC Delivers but all issues were resolved immediately. TC Delivers staff (i.e Rhemmi) is great to work with and works hard to please her customers.

References Checked By  
 Name: Richard Burgwyn Title: Accountant Senior  
 Division/Department: Water & Wastewater Services/BOD Date of Verification: 12-5-2017