

Invitation to Bid (ITB)
Remittance Processing Software

ITB Release Date: Thursday, April 2, 2026

Proposal Due Date: Thursday April 16, 2026, by 5:00 PM (EDT)

Submission Email: Purchasing@SarasotaTaxCollector.gov

1. Introduction

The Sarasota County Tax Collector's Office invites qualified firms or individuals to submit proposals to provide Remittance Processing Services. The Sarasota County Tax Collector seeks a vendor to provide software to scan, store, and process payments from desktop scanners.

2. Scope of Services

The selected vendor will be expected to meet or exceed the following goals and deliverables:

- **Software Capabilities**
 - Scan, store, and archive documents in accordance with Florida law, and any other pertinent laws.
 - Identify and track the documents at all points in the process.
 - Must be compatible with OPEX Falcon+ scanners and any desktop check scanners.
 - Must be compatible with Grant Street TaxSys Software.
 - Software must be capable of Optical Character Recognition (OCR) to identify key information from scanned documents.
 - Software includes the ability to separate and classify documents including tax payment stubs, checks, returned mail, comment cards, and other correspondence.

- Software's integration capabilities should include automated matching of scanned documents with customer accounts in TaxSys; and ability to push document links or references to the corresponding taxpayer account.
- Software should have audit tracking of all operations, user activity, and actions undertaken in the system.
- Vendor's software **must** be able to create a X9.100-187 file format.
- Vendor must disclose the full timeframe to install, test, and configure the software.
- Protect the personal information of all payors. Disclose vendor's response plan for a security breach.
- **Check Image Processing and Linking** - The software must support check image capture and association with taxpayer accounts.

Required functionality includes:

- Capture front and back images of checks during mail processing.
- Ability to automatically link check images to the appropriate account in TaxSys.
- Manual override capability for staff to correct mismatched or unidentified accounts.
- Export capability for financial reconciliation and reporting.

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- **Returned Mail Processing** - The system must support the processing and tracking of returned mail.

Capabilities must include:

- Scanning and capture of returned envelopes or returned notices.
 - Identification and indexing of the associated taxpayer account.
 - Ability to tag returned mail with standardized codes (e.g., bad address, moved, deceased), and attach the mail image to the associated account.
 - Reporting on returned mail volume and status.
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- **Comment Card Processing** - The system shall provide the ability to capture and record customer feedback submitted via comment cards.

Required features include:

- Scanning and digital storage of comment cards.
- OCR or manual indexing to capture key data such as:
 - location of service
 - date
 - rating or response selection
 - written comments
- Ability to export or transmit comment card data for reporting and analysis.

- **Workflow and Exception Management** - The software must support operational workflows that allow staff to review, verify, and correct data.

Capabilities shall include:

- Work queues for exception processing.
- Manual indexing and correction tools.
- User roles and permissions.
- Audit logs of user actions.
- Quality control workflows.

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- **Reporting and Analytics** - The system shall include reporting capabilities to support operational oversight.

Reporting features must include:

- Mail processing volume reports.
- Document classification statistics.
- Returned mail tracking.
- Check image processing metrics.

- Exception processing reports.
 - Exportable reports in standard formats (Excel, CSV, PDF).
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- **Security and Compliance** - The solution must meet government security standards and support the protection of taxpayer information.

Requirements include:

- Role-based access control.
- Encryption of data in transit and at rest.
- Secure user authentication and/or ability to use single sign on (“SSO”) with Microsoft Windows.
- Audit logging of system activity.
- Compliance with applicable state and local government records retention requirements.

- **Implementation and Support** - The vendor shall provide full implementation services including:

- Software installation and configuration
- Integration with TaxSys
- Testing and validation
- Staff training
- Documentation
- Ongoing technical support and maintenance

- Including an SLA that requires support be provided no later than twenty-four hours from the reported outage.

- The vendor shall also provide a detailed implementation timeline and post-deployment support structure.
 - Vendors may include additional features of their products. These additional features may be considered, so long as the aforementioned capabilities are met.
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3. Proposal Requirements

Proposals should include the following:

1. **Cover Letter** summarizing your firm's interest and understanding of the project.
2. **Qualifications and Experience** including examples of similar work with government or public agencies.
3. **Approach and Methodology** for meeting the Scope of Services and performance metrics.
4. **Project Team** names, titles, and relevant experience of key personnel.
5. **Timeline and Deliverables** for implementation.
6. **Pricing Structure** (monthly or project-based). If a subscription is necessary, the renewal rate.
7. **References** (minimum of three clients).
8. **Foreign Country of Concern Attestation and Human Trafficking Attestation Form**
9. **Sworn Statement on Public Entity Crimes**

The Sarasota County Tax Collector reserves the right to request audited financial statements, or the most recent annual report from the vendor at any time.

4. Evaluation Criteria

The contract shall be awarded to the responsive and responsible bidder submitting the lowest bid price. Preference shall be given to local businesses where applicable.

A tie shall exist when two or more bids are determined to be equal with respect to price, quality and service. Pursuant to Section §287.087 F.S., whenever two or more bids, proposals, or replies that are equal with respect to price, quality, and service are received by the state or by any political subdivision for the procurement of commodities or contractual services, a bid, proposal, or reply 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 qualify as a drug-free business, a *Drug-Free Workplace Certification* must be submitted with the original response.

If both proposers have implemented a drug-free program, and a tie continues to exist, the award shall be made based on random selection.

5. Submission Instructions

All proposals **must** be submitted **electronically**, in PDF format, by **5:00 PM EDT on Thursday, April 16, 2026**, to Purchasing@SarasotaTaxCollector.gov.

Responses submitted by any other means will not be considered. Late submissions will not be accepted. Responder shall assume full responsibility for timely delivery of the proposal.

Questions may be directed to the same email address with the subject line: **“ITB Inquiry – Remittance Processing”**. No questions or requests for clarification received after 5:00 PM EDT, Tuesday, April 14, will be answered. All questions, and respective answers, will be posted online at www.SarasotaTaxCollector.gov/Procurement.

All other unsolicited communications regarding the procurement may subject the bid to disqualification.

6. Terms and Conditions

Any Purchase Order or Agreement will be subject to the *Tax Collector General Terms and Conditions of Purchase Orders* ([Sarasota County Tax Collector General Terms & Conditions of Purchase Orders](#)).

Additionally, the Sarasota County Tax Collector’s Office reserves the right to:

- Reject any or all proposals, in whole or in part.
- Request additional information from any respondent.
- Negotiate terms and conditions with the selected vendor, and terminate those negotiations if an agreement cannot be reached in a timely fashion, as determined in the sole judgment of the Sarasota County Tax Collector.
- Terminate the solicitation process at any time.

7. Anticipated Timeline

Event	Date
ITB Issued	April 2, 2026
Question Submission Deadline	April 14, 2026

Event	Date
Proposals Due	April 16, 2026
Review Period	April 17-20, 2026
Anticipated Selection	April 21, 2026
Inspection/Dispute Period	April 22 – 29, 2026
Contract Start Date	Final Go-Live Deadline (Post- Testing/Implementation Period) September 1, 2026