



Seminole County
Resource Management - Purchasing & Contracts
 Stephen Koontz, Purchasing and Contracts Manager
 1301 East Second St., Sanford, FL 32771

BID TABULATION
IFB-604816-24/MHH
Utility Bill Printing Services

Response Deadline: Wednesday, June 26, 2024
 Report Generated: Monday, July 1, 2024

Response 1	Response 2	Response 3
Doxim Inc. 2200 Production Drive Indianapolis, Indiana 46241 Chasham Kang chasham.kang@doxim.com Phone: N/A	InfoSend, Inc. 4240 E La Palma Avenue Anaheim, California 92807 Marty Bielecki marty.b@infosend.com Phone: (239) 600-6722	Matrix Imaging Solutions, LLC. dba DataProse, LLC 1122 W Bethel Road, Suite 100 Coppell, Texas 75019 Tenille Randolph trandolph@matriximaging.com Phone: (972) 462-5400
\$68,451.02	\$63,341.80	\$55,622.00

Tabulated by Michael Hall, Senior Procurement Analyst, on June 26, 2024, at 2:00 pm.

Recommendation/Intent to Award to Matrix Imaging Solutions, LLC. dba DataProse, LLC.

Committee Member	Title	Signature
Carrie Grein	Senior Financial Division Manager – Utilities	
Kellie Rupert	Customer Service and Billing Manager – Utilities	
Juanita Madera	Office Supervisor – Utilities	
Director	Title	Signature
Johnny Edwards	Interim Utilities Director	



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EVALUATION TABULATION
IFB-604816-24/MHH
Utility Bill Printing Services
RESPONSE DEADLINE: June 26, 2024 at 2:00 pm
Report Generated: Tuesday, July 2, 2024

PHASE 1

EVALUATION CRITERIA

Criteria	Scoring Method	Weight (Points)
Technical Capabilities	Pass / Fail	1 (25% of Total)

Description:

Can the apparent low bidder perform the work promptly, or within the time specified, without delay or interference.

Criteria	Scoring Method	Weight (Points)
Project Understanding	Pass / Fail	1 (25% of Total)

Description:

Does the apparent low bidder understand the work required of them.

Criteria	Scoring Method	Weight (Points)
Innovative Solutions	Pass / Fail	1 (25% of Total)

Description:

Does the apparent low bidder present innovative solutions to meet the requirements in the IFB.

Criteria	Scoring Method	Weight (Points)
Reference Checks	Pass / Fail	1 (25% of Total)

Description:

Please check any and all references provided.

AGGREGATE SCORES SUMMARY

Vendor	Carrie Grein	Juanita Madera	Kellie Rupert	Total Score (Max Score 4)
InfoSend, Inc	4	4	4	4
Matrix Imaging Solutions, LLC.	4	4	4	4
Doxim Inc.	2	1	2	1.67

VENDOR SCORES BY EVALUATION CRITERIA

Vendor	Technical Capabilities Pass / Fail 1 Points (25%)	Project Understanding Pass / Fail 1 Points (25%)	Innovative Solutions Pass / Fail 1 Points (25%)	Reference Checks Pass / Fail 1 Points (25%)	Total Score (Max Score 4)
InfoSend, Inc	100%	100%	100%	100%	4
Matrix Imaging Solutions, LLC.	100%	100%	100%	100%	4
Doxim Inc.	0%	100%	66.7%	0%	1.67

INDIVIDUAL PROPOSAL SCORES

Doxim Inc.

Technical Capabilities | Pass / Fail | 1 Points (25%)

Carrie Grein: Fail

We previously utilized Doxim under a piggyback contract. Due to significant issues in timeliness of providing utility billing statements, we had to urgently find a new piggyback contract. There is concern that this could occur again if we select and utilize Doxim.

Juanita Madera: Fail

Doxim Scores

Kellie Rupert: Fail

Scoring Doxim - They were not able to meet our timelines in the past when we had a contract with them.

Project Understanding | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

Doxim has years of experience in printing and mailing, with 8 facilities and over 280 utility clients.

Juanita Madera: Pass

Doxim Scores

Kellie Rupert: Pass

Scoring Doxim

Innovative Solutions | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

Doxim states they have a client portal that provides on-demand access.

Juanita Madera: Fail

Doxim Scores

Kellie Rupert: Pass

Scoring Doxim

Reference Checks | Pass / Fail | 1 Points (25%)

Carrie Grein: Fail

One reference email request bounced back. No response from other references.

Juanita Madera: Fail

Doxim Scores

Kellie Rupert: Fail

Scoring Doxim - Since they were our previous vendor and were not able to meet our needs or provide residents bills in a timely manner I am marking this as a fail.

InfoSend, Inc

Technical Capabilities | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

The proposal adequately addressed work needs, and it appears the vendor can satisfy the work in a timely fashion.

Juanita Madera: Pass

INfo Send Scores

Kellie Rupert: Pass

Scoring Infosend -

Project Understanding | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

InfoSend has over 30 years of experience, with 650+ utility clients.

Juanita Madera: Pass

INfo Send Scores

Kellie Rupert: Pass

Scoring Infosend -

Innovative Solutions | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

The vendor works with the client to assist in making sure the utility statement has information hierarchy, appropriate use of color and white space, and innovative graphics.

Juanita Madera: Pass

INfo Send Scores

Kellie Rupert: Pass

Scoring Infosend -

Reference Checks | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

All references provided positive references, indicating the vendor is responsive.

Juanita Madera: Pass

INfo Send Scores

Kellie Rupert: Pass

Scoring Infosend - Spoke W Orange County

Matrix Imaging Solutions, LLC.

Technical Capabilities | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

We currently use Matrix (DataProse) services for our utility billing printing and mailing. They perform all work promptly without delay or interference.

Juanita Madera: Pass

Data Prose Scores

Kellie Rupert: Pass

Scoring Matrix - We used them as our last vendor and I have never had a problem with the timeframe of the bill processing or mailing.

Project Understanding | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

Matrix has more than 30 year's experience with document production, serving more than 350 utilities, courts and taxing agencies.

Juanita Madera: Pass

Data Prose Scores

Kellie Rupert: Pass

Scoring Matrix -

Innovative Solutions | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

Matrix provides a web application allowing us to store replicas of statements for customer use, 24/7. There is also an online tool that provides the ability to quickly add or edit messages on the utility bills.

Juanita Madera: Pass

Data Prose Scores

Kellie Rupert: Pass

Scoring Matrix - Yes the API that we currently use from them is very useful for the residents.

Reference Checks | Pass / Fail | 1 Points (25%)

Carrie Grein: Pass

We currently use this vendor for utility printing services. They are responsive to all needs.

Juanita Madera: Pass

Data Prose Scores

Kellie Rupert: Pass

Scoring Matrix -