

Fort Bend County
Bid 24-061
Q & A #1

Question 1: E-Statements Portal: The bid specifies the need for a vendor-hosted e-statements portal. However, detailed requirements and functionality expectations for this portal are not provided. We kindly request additional information to ensure alignment with our capabilities and expertise.

Answer: The portal will provide account holders the option to sign up and receive future tax statements electronically.

Question 2: Specific Queries: We seek clarification on the following points:

- a. What constitutes “other information” in the context of affixing postage and details to each envelope?
- b. Could the phrase “RETURN SERVICE REQUESTED” be printed directly on the document, visible through the envelope window, rather than pre-printed on the envelopes?
- c. Would Fort Bend County consider a double-window envelope design as an alternative to a single large window?
- d. May we request PDF samples of the #10, #9, and 9x12” envelopes?
- e. Could you provide PDF samples of each document type?
- f. Samples of all reports (Page 21 items a-f) would greatly assist our understanding.

Answer:

- a. Zip+4 Bar-coded first-class mail and read “Address/Return Service Requested”*
- b. No*
- c. Yes*
- d. see example attached starting on page 3 of Q&A*
- e. Specify which documents.*
- f. Not available*

Question 3: Transition Plan and Current Contractor: We are keen to learn about the transition plan for transferring online statement data (including opt-in preferences) from the current contractor to the new one.
Could you disclose the identity of the current contractor providing these services?

Answer: USIO Output Solutions

Question 4: Geographical Considerations: The bid mentions “geographically different location” (page 20). Could you clarify whether this refers to a different city, county, or state?

Answer: Different State

Question 5: Data Retention and Contract Renewal:

- a. What is the data retention policy? How long should the vendor store data?
- b. In the event the contract is not renewed after one year, how will the transition from the vendor’s paperless system be managed?

Answer:

- a. At least 2 years*

b. A loadable file will be required.

Question 6: Technical Specifications and Software Providers:

a. Are there specific equipment requirements for producing this work? For instance, the type of inserter needed for scanning individual statement numbers (page 21 item c).

b. Regarding e-statements functionality, is Fort Bend County transitioning away from ACT or adopting a different software and service provider?

Answer:

a. No specific equipment required.

b. No, ACT is the current software provider.

Question 7: Color Printing and Statement Backs:

a. We noticed that online PDFs are in black and white, while the print version requires color on both sides. Could you provide further context?

b. Additionally, could you share a color PDF example of the statement's back?

Answer:

a. Mailed color statements makes it easier for taxpayer to identify data, while PDF's are loaded in our software for internal use.

b. Not available.

Question 8: Inserts: Lastly, we kindly request PDF examples of the inserts

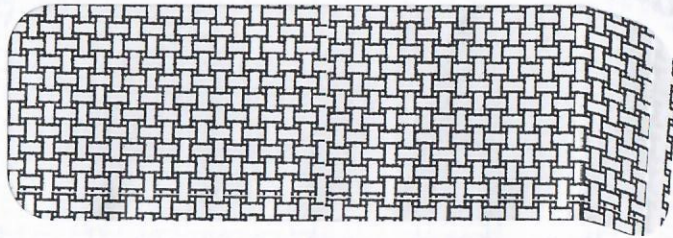
Answer: Attached at end of Q&A starting after page 3.

From: _____

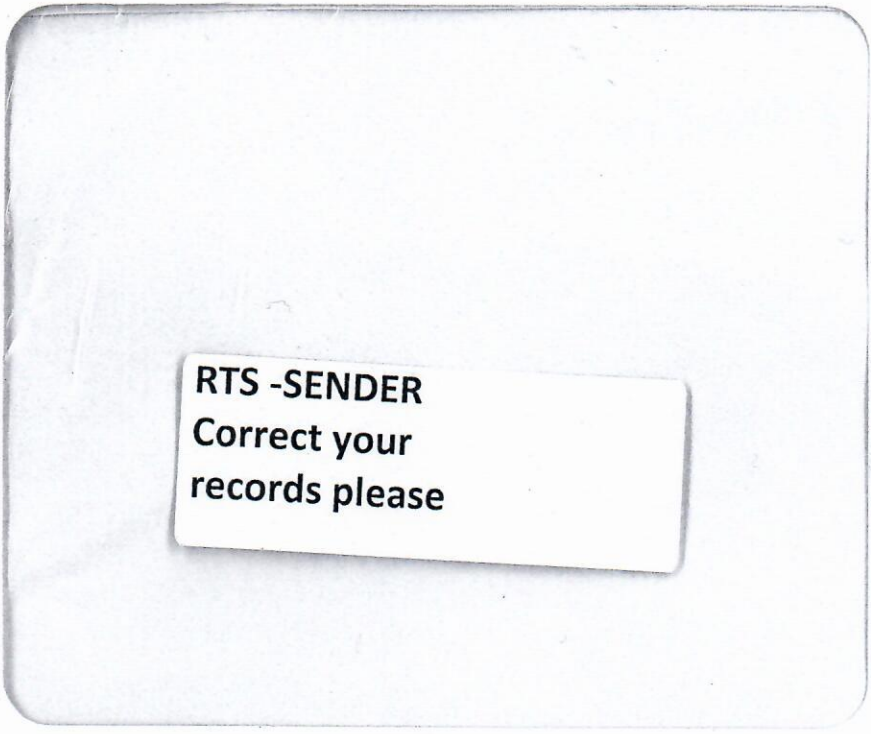


PLACE
STAMP
HERE

#9

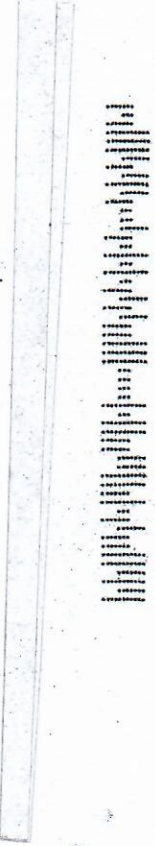


FIRST-CLASS  US POSTAGE \$02.11⁰
MAR 12 2024
ZIP 78217
0801 1053787



RTS -SENDER
Correct your
records please

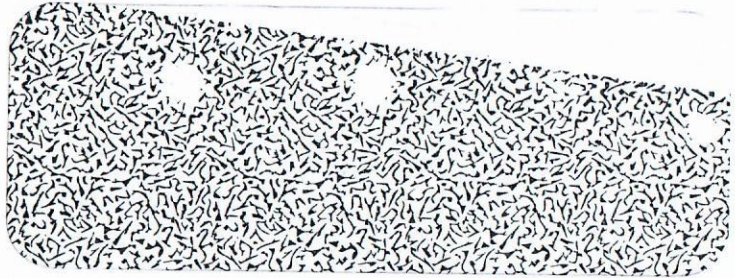
EBC
MAR 2 1 2024
TX



9 x 12

✓ Complete

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
MAILED FROM ZIP 78284
PERMIT 3116

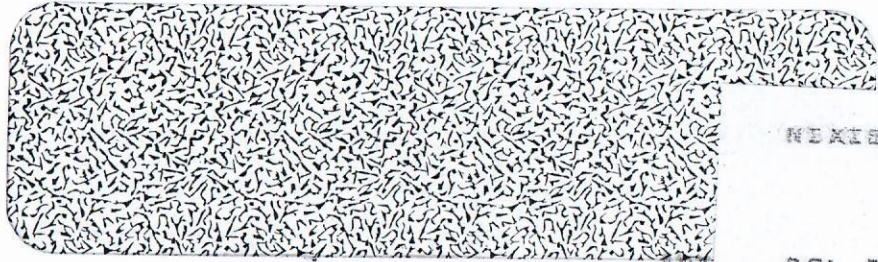


ADDRESS SERVICE REQUESTED

F
B
C

MAR 21 2024

T
A
X



Complete ✓

NOTE: 774 TO 1000 0000 0000 0000
RETURN TO SENDER
UNDELIVERABLE
UNDELIVERABLE
BC: 774693623 * 0000-0000-00-00

774693623

#10



Carmen P. Turner
MPA, PCC, CTO

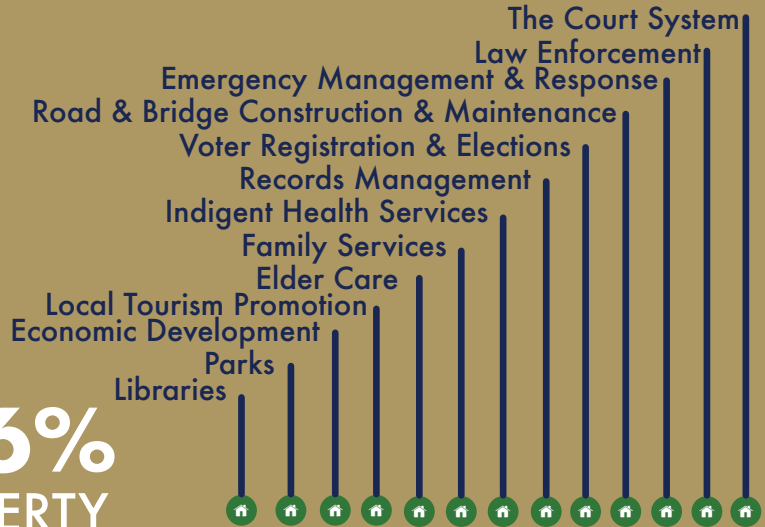
**FORT BEND COUNTY
TAX ASSESSOR-COLLECTOR**



CONTACT US

www.fortbendcountytexas.gov
Email: FBCTaxinfo@fbctexas.gov
phone: (281) 341-3710
fax: (832) 471-1830

55% Schools
20% County
16% City
9% Special Districts



~16%
PROPERTY
TAX



LOCATIONS

Richmond
1317 Eugene Heimann Circle

Missouri City
307 Texas Parkway

Sugar Land
12550 Emily Ct Ste. 100

Katy
22333 Grand Corner Dr. 101

Sienna
5855 Sienna Springs Way #101

Needville
3743 School St.

29 SUBCONTRACTORS
AAA TEXAS LLC, HEB, KROGER,
COX'S FOODARAMA
FOODTOWN, FIESTA, RANDALL'S
152 TITLE SERVICES
321 AUTOMOBILE DEALERS

COLLECT TAXES FOR:
FORT BEND ISD, KATY ISD
LAMAR ISD, NEEDVILLE ISD
STAFFORD MSD
RESIDENTIAL PARCELS
COMMERCIAL PARCELS
PERSONAL PROPERTY ACCOUNTS

16 WATER DISTRICTS
10 EMERGENCY SERVICE DISTRICTS
6 LEVEE IMPROVEMENT DISTRICTS
15 CITIES
3 SPECIAL DISTRICTS
BUDGET: 8.2 MILLION DOLLARS

There are several options when paying taxes. Select a plan that works best for you!

1. Pay in full by January 31, 2024 (USPS postmark not postage meter)

2. Four installments Available on the homestead of those over 65, disabled persons, disabled vets or surviving spouses of disabled vets.

Quarterly Installment Due Dates for those with Qualifying Exemptions

1. $\frac{1}{4}$ by January 31, 2024
2. $\frac{1}{4}$ by March 31, 2024
3. $\frac{1}{4}$ by May 31, 2024
4. $\frac{1}{4}$ by July 31, 2024

WAYS TO PAY

1. In person weekdays 8 am to 4 pm.
2. Mail payment in enclosed envelope (please include coupon). Be sure postmark is timely for payment option selected.
3. Avoid waiting in line and pay online to www.fbctx.gov/taxoffice, click on Pay property taxes online by credit card or e-check button, locate account and pay. (Fees apply when paying by credit or debit card)!
4. Drop in one of the drop boxes marked **FBCTO Payments**.

EXEMPTIONS COULD LOWER YOUR TAXES



*Homestead exemption
Over 65 and Disabled
100% Disabled Veterans
Partially disabled veterans
Surviving spouse*

Texas law allows those with these exemptions to spread their property tax payment out through four equal installments as long as the deadlines are met. In order to participate the first payment must be made on or before January 31st. Or to establish as a late quarter payer you must pay no later than February 28th with an additional 7% of the quarter payment. Coupon will be sent for additional payments.

Contact your local appraisal district for more information regarding exemptions.

Whats New?

- 100,000 Homestead Property Exemptions
- Property Tax Estimator
- \$400 Fee for Registration of Electric Vehicles
- Sugar Land Branch Office Summer 2024
- Online Appointments

RICHMOND DRIVE THRU: We process registration renewals, disabled placards, and property tax payments in the Drive Thru. We will limit 10 accounts per customer. We strongly encourage anyone with the accounts above to use the Drive Thru. At closing time the clerks will turn off the OPEN signs above the lanes and the last customer being assisted at that time will be the last customer of the day. Anyone still in the lane will have to come back at another time.

Mortgage companies may not allow you to participate in payment options. Call them first!

**SUBMIT TAX PAYMENTS
P.O. Box 4277
Houston, Texas 77210-4277**

CONTACTING YOUR CENTRAL APPRAISAL DISTRICT

Central Appraisal Districts (CAD) are responsible for locating, listing, and appraising properties. CADs also handle exemptions (including agricultural), name, address, and ownership changes.

FORT BEND CAD

2801 B. F. Terry Blvd.
Rosenberg, Texas 77471-5600
(281) 344-8623 www.fbcad.org

HARRIS CAD

13013 Northwest Fwy (SH 290)
Houston, TX 77040
713-957-7800 www.hcad.org

WALLER CAD

900 13th St, Hempstead, TX 77445
979-921-0060 www.waller-cad.org