



HOW TO DO BUSINESS WITH BROWARD COUNTY

A VENDOR'S GUIDE



Finance and Administrative Services Department
Purchasing Division

A Service of the Broward County Board of County Commissioners

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PREFACE

If you sell a commodity or service, you may find a market in Broward County Government. The Purchasing Division contracts for more than \$600 million in goods, services and construction each year.

Since the principal objective of the Purchasing Division is the acquisition of quality goods and services at the lowest cost, we are constantly seeking new sources of supply. The Board of County Commissioners welcomes your participation in these efforts.

It is easy to do business with Broward County. All purchases are made through a comprehensive system of specifications and competitive solicitations, which assures that contracts are awarded to the lowest bidders that comply with specifications, terms and conditions and have the capacity to deliver.

This pamphlet has been prepared to acquaint you with online information you will need in order to bid for Broward County contracts.

The information set forth is intended as a general guide. You may have questions relating to your firm that are not answered in this booklet. If this is true, please call or write:

**Purchasing Division
Governmental Center
115 South Andrews Avenue, Room 212
Fort Lauderdale, FL 33301-1801
954-357-6066**

INTERNET SITE

VISIT THE BROWARD COUNTY PURCHASING DIVISION ONLINE AT:

www.broward.org/purchasing.

Here you will find notices for all Invitation for Bids (IFBs), Request for Proposals (RFPs), Request for Letters of Interest (RLIs), Request for Quotations (RFQs) and Request for Information (RFIs) that are presently being solicited.

Our website includes an up-to-date telephone directory which lists all members of the Purchasing Division, their position, and a brief description of what the individual agents procure. Full contact information is available at: www.broward.org/Purchasing click on Contact Information.

You will also find on our website:

- a section on how the Purchasing Division is structured
- a link to the entire unabridged Procurement Code, Chapter 21 of the Broward County Administrative Code
- a link to the Office of Economic and Small Business Development with a complete Small Business Enterprise (SBE) vendor directory
- an online vendor registration section that will start the vendor registration process for any individual or vendor wishing to do business with the County
- a listing of current solicitations
- bid results
- living wage ordinance information
- a link to career opportunities
- and a complete up-to-date copy of this pamphlet, *How To Do Business with Broward County*.

If you have suggestions on how we can improve our website to better serve you, please drop us a line or an e-mail to: purchase@broward.org

**OUR WEB SITE IS CONTINUALLY UPDATED.
FOR THE LATEST INFORMATION,
PLEASE CHECK OUR HOME PAGE.**

www.broward.org/purchasing

RECEIVING BIDS

Bidders List. The Purchasing Division maintains a bidders list for most products and services purchased by the County. If you wish to be included in a “Bidders List” for products and services you sell, please contact:

**Purchasing Division Governmental Center
115 South Andrews Avenue, Room 212
Fort Lauderdale, FL 33301-1801
954-357-6065/6066**

You will be asked to complete the vendor registration process online (go to www.broward.org/purchasing and click on Vendor Registration) which will be used to place the name of your firm on the Broward County Bidders List. You will also be asked to provide information regarding the goods and services your firm can offer the County. When the County solicits goods/services that match those for which you have registered, every reasonable effort will be taken to notify your firm of such solicitation by e-mail. However, the County has no legal duty to do so. No guarantee or warranty is made that you will be notified of any particular solicitation. The method of notification shall be at the County’s discretion.

Changes in Vendor Information. As the Broward County vendor, it is your responsibility to keep the Purchasing Division informed of subsequent changes that should be made to your registration information. Incidental correspondence and/or bids received with different addresses will not be considered as requests for changes. To ensure that you receive notification of business opportunities with the County, it is imperative that vendor information is current in the Broward County system. Broward County has implemented Vendor Self-Service (VSS) which enables vendors to view their vendor profile and update basic information online. Additional VSS information is available at: www.broward.org/Purchasing; click on Vendor Registration. For those vendors activated in VSS, it is extremely important that you review your vendor profile at <https://bcvss.broward.org> on a regular basis. To properly inactivate or add an address, please use the instructions at www.broward.org/Purchasing/Documents/addressupdate.pdf. For VSS assistance or for instructions regarding how to create a VSS account, please email bcvss@broward.org.

What Does Having Your Name on a Bid List Mean?

Solicitation of Bids and Quotations. After your name is placed on a bidders list, you should receive notifications of solicitations for bids and proposals by e-mail each time a formal solicitation (an amount \$50,000 or more) is made. You should also receive by email Request for Quotations (solicitations under \$50,000). Initial solicitations may be subject to the provisions of the Small Business Sheltered Market Program.

RECEIVING BIDS

Qualifications of Bidders. Qualifications of bidders are not reviewed before they are placed on a bidders list. Therefore, placement on a bidders list does not mean that the Purchasing Division considers your firm a “responsible” bidder. The Purchasing Division reviews “responsibility” on an individual bid-by-bid basis as noted in the General Conditions Section of Invitation for Bid entitled, “Qualifications of Bidder.”

How to Obtain Bids if You are Not on the Mailing List

Publication of Bid Solicitations. In addition to the County’s web site, www.broward.org, you may learn of a bid request from advertisements in the following publications: *South Florida Sun-Sentinel* on Tuesdays, *Westside Gazette* on Thursdays, *The Sentry* on Thursdays, *Broward Daily Business Review* on Tuesdays, *The Broward Times* on Fridays, and from trade associations, *The Dodge Report*, or other publications. Quotation Requests, IFBs, RFPs, RFIs and RLIs can be viewed, downloaded, and printed from the Purchasing web site, www.broward.org/purchasing. Note that for certain construction bids, the web site includes only “notification” of bids, along with instructions on how to obtain the bid documents. Addenda to bids are also posted on the web site.

No formal published advertisements are made for quotation requests. However, these solicitations are automatically distributed to a competitive number of vendors on our Bidders List and listed online. They may also be acquired in the same manner as bid requests. The Purchasing Division determines the number of vendors that will be automatically contacted for each quotation request.

All vendors are advised that the County is under no obligation to distribute Invitation For Bids, Request For Proposals, etc. to any vendor, and the County disclaims any liability/responsibility for doing so/or not so doing. All vendors must check public notices to determine when the bid responses are to be submitted.

TYPE OF PURCHASES

Formal Bids and Contracts. The Invitation for Bid is a formal procurement method (normally, purchases \$50,000 or more) utilizing legal advertising and a formal official opening of bids viewed by witnesses at a prescribed time and date. Several types of contracts may result from the bid process:

One-Time Contracts (firm or fixed price) — These are awarded for a specified quantity of goods or services. According to the terms of the contract, delivery may be in one or several shipments.

Master Agreements (Term or Requirements Contracts) — These are awarded for anticipated amounts during a certain time period, usually one year. The contracts are binding for the full time period regardless of quantity purchased and are usually set at a fixed price.

Construction Contracting — Bids and contracts generally follow the format and framework described in this guide. They do, however, have additional requirements for bid surety, bonding, wage rates, Small Business Enterprise Program or County Business Enterprise program, etc. The bid documents, including blueprints and specifications, are available for a reasonable fee from the division or a consultant.

Professional Service Contracts — The County publicly advertises all requirements for professional services. The contracts for these services are awarded on the basis of demonstrated capability and qualification, at a fair and reasonable price, with the ultimate selection based on the best interest of the County and maximum value received.

Service Contracts — The County generally contracts for services such as maintenance of equipment, janitorial, etc., on Invitation for Bids, Requests for Letters of Interest or Request for Proposals. Award of these contracts utilizes various factors including, but not limited to, the price quoted, experience of the firm, management ability and other factors in accordance with formulas provided in the solicitation document.

Request for Letter of Interest (RLI) — The RLI is a formal procurement method utilized for purchases that fall under the Consultant's Competitive Negotiation Act (CCNA), or that are complex in nature and are qualification based. RLIs usually result in formal two-party agreements.

TYPE OF PURCHASES

Request for Proposal (RFP) — The RFP is a formal procurement method utilized for purchases that contain a combination of evaluation requirements involving both price and qualifications, both of which factor into the award decision.

Informal Quotations and Contracts. The informal Quotation Process (normally, purchases under \$50,000) may result in a purchase order for commodities or services. There are two types of informal quotations normally used:

Written Quotations — Informal written quotations are solicited in the same manner as written bids without the formalities of a Public Bid Opening.

Telephone Quotations — In some situations, the Purchasing Division is authorized to obtain quotations by telephone. Telephone quotations have the same integrity as written bids. The lowest responsive and responsible bidder will receive the award.

Delegated Purchases (\$3,500 or less) — The Director of Purchasing has delegated the authority to the divisions to make purchases of goods and services that cost up to \$3,500. Written or verbal quotations may be requested by the division. Purchases will only be made from vendors that have been properly registered by the Purchasing Division and all purchases will be made in accordance with established procedures.

Purchasing Card Program — A Purchasing Card Program has been established as an efficient method of purchasing and paying for goods and services. Purchases made with a purchasing card have a maximum of \$2,000.00 per transaction; \$6,000.00 per day; \$20,000.00 per month.

Sheltered Market Program — Broward County Certified Small Business Enterprises (SBEs) will be given priority to contract for all projects under \$250,000.00 that are not emergency or designated sole source purchases.

SPECIAL REQUIREMENTS FOR SOME BIDS

Many bids are for specialized products or services and contain requirements designed to meet specific needs. The following are some of the more common special requirements.

Pre-Bid Conferences — Pre-Bid Conferences are designed to give you, the vendor, the opportunity to meet purchasing agents, ultimate users, as well as examine and discuss specifications, bid conditions, and delivery information. We welcome and value your input on these matters, and we encourage your attendance. If attendance is mandatory, bidders must attend or be disqualified.

Bid Bond and Performance Bond — Bid security is designed to assure that bids are presented in good faith and unconditionally and may not be unilaterally withdrawn. Performance security assures that a contract will be faithfully performed.

Security is recognized as a possible impediment in your bidding and is not required on the majority of purchases made by the County. If security is required, the specific conditions contained in the Invitation for Bid will indicate the kind and amount of security. **If a bid bond is required with the bid, the bid cannot be considered without it.**

Bid Deposit. Cash, money order, a bid bond executed by a surety company, certified check, cashier's check or bank draft of any national or state bank, or unconditional letter of credit may be required to be submitted with your bid as bid security. **A personal check or a company check of a bidder shall not be deemed a valid bid security.**

Performance and Payment Bond. Bond shall be issued by a surety company authorized to do business as surety in the State of Florida, which has a resident agent in the State of Florida and has twice the minimum surplus and capital required by the Florida Insurance Code at the time the bid is issued. Bonds of \$500,000 or more may have additional requirements, which will be listed in the Invitation for Bid.

SPECIAL REQUIREMENTS FOR SOME BIDS

Insurance. Whenever a quotation or bid requires you to provide insurance, the low bidder must provide this before the Purchasing Division will recommend award. It will be necessary for you to furnish a certificate evidencing the insurance coverages required. All insurance requirements and a sample form will be provided to all interested bidders.

Samples and Testing. The Purchasing Division may require samples of goods being bid. If such a request is made, all samples must be furnished free of charge (including delivery charges) and will be returned at the vendors' request if not destroyed in testing.

Addenda/Changes in the Solicitation Process. During the course of a formal written solicitation procedure, changes may take place affecting the terms and conditions or the specifications of the solicitation. In these instances, vendors on the bidders list for a particular solicitation will be notified of an addendum by e-mail. These changes become an integral part of the solicitation and may be required to be signed and returned with the submittal. The addendum will indicate if a signature is required and if it must be returned. Addenda for all solicitations are also posted on the Purchasing web site at www.broward.org/purchasing.

Local Business Tax Receipt: All vendors located within Broward County and/or providing a service within the County must have a current Broward County Local Business Tax Receipt (formerly known as Occupational License Tax).

Living Wage Ordinance: Effective October 1, 2003, Broward County began implementing Living Wage Ordinance, as amended. The Ordinance applies for certain covered services when the anticipated service contract value will exceed \$100,000 per year. For additional information, visit www.broward.org/purchasing and click on Living Wage Information.pdf

HOW TO BID

Contents of Solicitations. The Quotation Request or Bid document contains the specifications for the commodity or service being purchased and the terms and conditions governing the solicitation. The executed solicitation document will become the actual contract if it is awarded to you.

Adherence to Contract Terms, Conditions and Specifications. Submitting a bid in response to a solicitation obligates you to honor your bid price and to meet County terms and conditions for the full term of the contract. Your bid must remain valid for a period of 120 days from the date of submission, unless stated otherwise. Manufacturers' names, trade names, brand information and/or catalog numbers listed in a specification are for information and to establish the quality level desired. They are not intended to limit competition. You may offer any brand that meets or exceeds the specifications for any item(s). If bids are based on equivalent products, indicate on the bid form the manufacturer's name and catalog number. You should submit with your bid complete descriptive literature and/or specifications. You should also explain in detail the reasons why and how the proposed equivalent will meet the specifications, and not be considered an exception. Please submit adequate proof to substantiate this claim. The Broward County Board of County Commissioners or other awarding authority reserves the right to be the sole judge of what is equal and acceptable. Bids that do not comply with these requirements are subject to rejection. If you fail to name a substitute, it will be assumed that you are bidding on goods identical to the bid standard. You will be required to furnish identical goods.

Bidding Prompt Payment Discounts. You may offer a cash discount for prompt payment; however, such discounts will not be considered in determining the lowest net cost for bid evaluation purposes. Your bid should reflect any unit price discount to be considered in the bid evaluation.

Public Entity Crimes Act. The Florida State Statutes, Section 287.133.(3)a, requires political subdivisions and the State to refrain from doing business with firms convicted of public entity crimes. The threshold for this act to apply is currently \$35,000.

HOW TO BID

The Broward County Office of Economic and Small Business Development has three certification programs which assist Broward County small businesses in gaining access to contracting opportunities with Broward County Board of County Commissioners.

These three programs are:

1. Office of Economic and Small Business Development
2. Disadvantaged Business Enterprise Program (DBE)
3. County Business Enterprise Program (CBE)

If you are a small business and are not certified by the Office of Economic and Small Business Development or for more information about this program, please contact:

**Office of Economic
and Small Business Development
Governmental Center**

115 S. Andrews Ave., Room A640

Fort Lauderdale, FL 33301-1801

Telephone: 954-357-6400

or visit:

www.broward.org/smallbusiness

HOW TO BID

Bid Opening. All bids are opened at the indicated time and date in public, and read aloud in the Bid Room. Within ten business days of opening, the Bid Tabulation is available for public inspection and online at www.broward.org/purchasing.

For questions regarding the Invitation for Bid, contact the purchasing agent whose name appears on the Bidder Acknowledgment Form.

Errors in Bidding. Your bid is your firm offer to enter into a contract with the County. However, if you discover that you have made an honest mistake in your bid, which can be supported by proof that has evidentiary value, you must notify the Director of Purchasing immediately. The Director of Purchasing may grant or deny relief on a case-by-case basis and in the exercise of professional discretion.

Bidding Offer. Submitting a bid in response to a solicitation obligates you to honor your bid price and to meet County terms and conditions. Your bid must remain valid for a period of 120 days from the date of bid opening, unless stated otherwise.

Tie Bids. In the event that two or more bids are tied, the tie may be broken and the successful vendor selected by the following criteria presented in order of importance and consideration:

1. Vendor located within Broward County.
2. Vendor which provides domestic partner benefits.
3. Vendor providing the most advantageous delivery time if provided in the bid by the bidders
4. Vendor that has the lowest dollar volume of work previously awarded by the County over a five (5) year period from the date of the bid submittal

HOW ARE AWARDS MADE?

Acceptable Bids. After bids are read and tabulated, they are analyzed by the Purchasing Division to determine the lowest responsive and responsible bid that meets specifications. To be responsive, a bidder must complete all applicable portions of the bid as instructed. Omission of signature or any crucial requirement may result in automatic bid rejection. In addition, all bids must meet the minimum acceptable quality level as stated in the specifications. Failure to meet the specifications will also result in rejection of the bid. Quality that exceeds that specified will not be given special consideration in determining the low bidder.

Although the time varies, analysis and award is normally completed within 90 days.

Using Division's Concurrence. The using division will also provide input into the purchasing agent's recommendation for award in the form of a "concurrence" as to the low complying bidder.

Rejection After Bid Opening. After bids are open, any or all bids may be rejected by the Director of Purchasing.

Tie RLIs and RFPs. In the event that two or more are tied, the tie may be broken and the successful vendor selected by the following criteria presented in order of importance and consideration:

1. Vendor located within Broward County (as defined by the Procurement Code).
2. Vendor which provides domestic partner benefits.
3. Vendor that has the lowest dollar volume of work previously awarded by the County over a five (5) year period from the date of the submittal.
4. A re-vote or re-assessment of only the tied vendors.
5. Preference to vendor receiving a majority of the total first-place votes.

Awards. All awards over \$250,000 are awarded by the Board of County Commissioners. All awards \$250,000 or less are made by the Director of Purchasing, with the exception of professional services, which is \$100,000.

VENDOR'S RESPONSIBILITIES AFTER AWARD

Contract Performance. After you have been awarded a contract, the acceptance of your delivery is conditional upon inspection by the receiving agency and its certification that you have fully complied with the terms of the contract. This includes, but is not limited to, on-time delivery of the exact items described in the purchase order.

Non-performing Vendors. In order to guarantee the contract price and ensure delivery of needed products and services, the County reserves a contractual right to terminate the contract of non-performing vendors. If a vendor fails to deliver in accordance with the terms and conditions, or otherwise breaches the contract with the County, the nonperforming vendor may be barred from doing business with Broward County for a time period determined by the Director of Purchasing, along with any legal action deemed appropriate.

Change Orders and Modifications

Occasionally, after a contract has been awarded, changes occur in either price or performance. If the contract provides for modifications, it is done by a written change order, which is sent to the vendor.

Please note that the contract will specifically state the circumstances under which changes are allowed.

SURPLUS PROPERTY

Vehicles and a wide variety of miscellaneous equipment surplused by the County will be sold to the public by sealed bid live public auction, or through the Broward County surplus web site: at www.broward.org/purchasing and click on Surplus Sale.

Prospective buyers are encouraged to place their names on the bidders lists to be notified of surplus bids when items become available. Live auctions are posted on the Broward County Purchasing Division web site.

SAFETY STANDARDS

Unless otherwise stipulated in the bid, all manufactured items and fabricated assemblies shall comply with applicable requirements of **The Occupational Safety and Health Act (OSHA)** and any standards thereunder. Any hazardous and/or toxic substance delivered from a contract resulting from a bid must be accompanied by a **Material Safety Data Sheet (MSDS)**. A MSDS should also be submitted to the Broward County Risk Management Division, 115 South Andrews Avenue, Room 210, Fort Lauderdale, FL 33301-1869, telephone: **954-357-7204**. The **MSDS** must include the following information.

1. The chemical name and the common name of the toxic substance.
2. The hazards or other risks in the use of the toxic substance, including:
 - a. The potential for fire, explosion, corrosivity, and reactivity.
 - b. The known acute and chronic health effects from exposure, including the medical conditions generally recognized as being aggravated by exposure to the toxic substance.
 - c. The primary routes of entry and symptoms of overexposure.
3. The proper precautions, handling practices, necessary personal protective equipment, and other safety precautions in the use of or exposure to the toxic substances, including appropriate emergency treatment in case of overexposure.
4. The emergency procedure for spills, fire, disposal, and first aid.
5. A description in lay terms of the known specific potential health risks posed by the toxic substance intended to alert any person reading this information.
6. The year and month, if available, that the information was compiled and the name, address, and emergency telephone number of the manufacturer responsible for preparing the information.

INVOICE AND PAYMENT PROCEDURES

The Accounting Division is responsible for ensuring that all legal and procedural requirements have been met before authorizing payments to vendors. In order to facilitate the timely processing of payments to vendors, the Accounting Division must have a proper invoice.

PROPER INVOICE

The Florida Prompt Payment Act provides that the County may set forth the requirements for an invoice to be a proper invoice. The requirements of a proper invoice shall be as set forth in the agreement or contract governing the purchase. However, no invoice submitted by a vendor shall be considered a proper invoice unless the invoice is an original invoice, is delivered to the County in accordance with the purchase order, and sets forth the following and additional information:

- a. The invoice shall set forth the County purchase order number, and the invoice shall correlate to the County purchase order number under which the purchase was made.
- b. The invoice shall set forth the name of the business organization that is recited in the County purchase order.
- c. The invoice shall set forth the date of its preparation.
- d. The invoice shall set forth an identifying number to facilitate identification of the invoice.
- e. The invoice shall set forth the vendor's County identification number.
- f. The invoice shall set forth a description of the goods or services or property provided to the County.
- g. The invoice shall set forth the County's part or item number for each item or part delivered.
- h. The invoice shall set forth the delivery terms set forth within the County purchase order.
- i. The invoice shall set forth the location and date of delivery of the goods or services or property to the County.
- j. The invoice shall set forth the quantity of the goods or services or property provided to the County.

INVOICE AND PAYMENT PROCEDURES

- k. The invoice shall set forth the unit price of the goods or services or property provided to the County.
- l. The invoice shall set forth the extended total price of the goods or services or property provided to the County.
- m. The invoice shall set forth applicable discounts.

The Accounting Division must also have authorization from the using division purchasing the goods or services to pay amount invoiced.

Mail all invoices other than for the
Water and Wastewater Services Division to:
Broward County Accounting Division
P.O. Box 14740
Fort Lauderdale, FL 33302-4740

Mail all invoices for the
Water and Wastewater Services Division to:
2555 W. Copans Road
Pompano Beach, FL 33069

Payment to vendors is initiated by the Division that is purchasing the goods or services from the vendor. Therefore, inquiries regarding payment of invoices shall be initially directed to the receiving Division. Problems that cannot be resolved with the receiving Division should be referred to the **Vendor Liaison in the Accounting Division, telephone: 954-357-7193**. Generally, invoices will be paid 30 days from the date of receipt of proper invoice unless discount terms are offered.

HELPFUL HINTS

Here are some helpful hints for a business interested in selling:

- **Invitation for Bid Standard Form must be signed by an authorized member of the firm.**
- **Quotation Request must be signed by an authorized member of the firm.**
- Bid Deposits/Bonds (if required) must be accompanied with bid.
- Group Awards — all items within the group must be bid to be considered for award.
- Supporting literature (if required) must accompany bid documents.
- Addenda (if required) must accompany bid documents.
- Items quoted must be delivered; no substitution without prior approval.
- Read the bid invitation closely to understand what the bid invitation is for and how it is to be answered.
- Ask questions of the Purchasing Division to clear up any doubt.
- Respond to every bid invitation — if the response has to be “No Bid,” that is acceptable; it tells the Purchasing Division that you do not care to bid at this time but would like to continue to receive bid invitations. Failure to respond may result in your name being removed from the County bid list.
- Shall/Will or Must — mandatory. It expresses a requirement binding on either the contractor or the purchaser.
- Should or May — non-mandatory provisions.
- Equivalent — items offered must be equivalent as to function, basic design type and quality of material, method of construction and any required dimensions.
- Respond to each item or question in the bid documents or bid questionnaire.

HELPFUL HINTS

- **Resolve Protested Solicitations and Proposed Awards.** According to the Broward County Procurement Code Part IX, “Pre-Litigation Resolution of Controversies,” any prospective bidder or offeror who is aggrieved in connection with the solicitation or proposed award of a contract may protest to the Director of Purchasing.
- **For Award Amounts Over \$250,000.** The protest must be submitted in writing within seven calendar days from the time the recommendation for award is made by a Purchasing Agent.
- **For Award Amounts Under \$250,000 Based on a Written Solicitation.** The protest must be submitted in writing within three working days from the time the recommendation for award is made by a Purchasing Agent.
- **For Awards Based on Verbal Quotes.** The protest may be received anytime during the procurement process up to the time of the award of the purchase order.

The entire chapter of the Broward County Procurement Code describing the aforementioned subject matter may be obtained online at www.broward.org/purchasing.

- **Addenda to Bid.** Broward County reserves the right to amend any bid prior to the bid opening date indicated. Only written addenda will be binding. If, upon review, material errors in specifications are found, contacting the Purchasing Division immediately, prior to bid opening date, will allow for review and subsequent clarification on the part of Broward County.

NON-BINDING NATURE OF THIS PUBLICATION

This publication is designed solely to provide general summary information to those wishing to do procurement business with Broward County. It is not binding in either a legal or regulatory sense. The procurement activity of Broward County is performed in accordance with the applicable laws, the Broward County Procurement Code, and other applicable rules and regulations which govern, the information in this publication notwithstanding.

This publication does not have the force or effect of any law, rule or regulation, and should not be relied upon by bidders in determining their actions or conduct.



**Finance and Administrative
Services Department**

PURCHASING DIVISION

115 S. Andrews Avenue, Room 212
Fort Lauderdale, FL 33301-1801

If you require auxiliary aids for communication,
please call our office at 954-357-6065 (voice),
or 954-357-5158 (TTY), in advance of your visit.

An equal opportunity employer and provider of services.

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