DEPARTMENT OF ADMINISTRATIVE SERVICES

DIVISION OF PURCHASING AND SUPPLIES

ROOM 206 COURTHOUSE

B U L L E T I N - NO. 1

FOR

RFP FOR PROPERTY TAX BILLING AND COLLECTION SYSTEM

RFP-6445

The purpose of this Bulletin is to correct the **RFP** as follows:

The RFP Response Template is attached as a MS Word file to make it easier to fill out.

Proposers shall correct the **RFP** and submit prices accordingly.

This bulletin is to be signed and submitted to the Division of Purchasing and Supplies with the original Proposal.

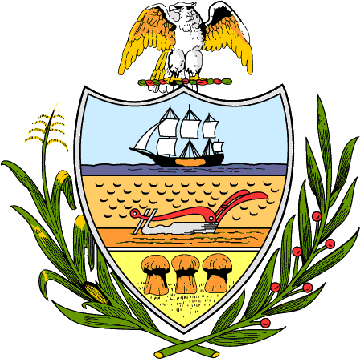
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company (Print Name)

MUST BE SIGNED HERE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



County of Allegheny

DEPARTMENT OF ADMINISTRATIVE SERVICES

**DIVISION OF PURCHASING AND SUPPLIES**

**REQUEST FOR PROPOSAL RESPONSE TEMPLATE**

**PROPERTY TAX BILLING AND COLLECTION SYSTEM**

**SPECIFICATION NO.** **6445**

**PROPOSALS DUE**

**Friday, August 20, 2010 - 3:00 P.M.**

Division of Purchasing and Supplies

Allegheny County Courthouse

436 Grant Street, Room 206

Pittsburgh, PA 15219

**PURCHASE AGREEMENT PROPOSAL**

**RETURN ONE (1) SIGNED COPY OF THIS PAGE**

**AND THE REQUIRED DOCUMENTS**

**PROPOSALS WILL BE OPENED AT 3:00 P. M. , Friday, August 20, 2010**

**AT: DIVISION OF PURCHASING AND SUPPLIES**

**ALLEGHENY COURTHOUSE**

**436 GRANT STREET, ROOM 206 SPECIFICATION NO. 6445**

PITTSBURGH, PA 15219

**TEL: (412) 350-6918 DATE: ­**

###### FAX: (412) 650-5883

DELIVER PROPOSAL, properly executed, to Purchaser, prior to opening time, in sealed envelope or container with **“RFP for Property Tax Billing and Collection System,** **Specification Number 6445**” on the outside of each envelope or container. Proposals shall be accepted in person, by U.S. Mail or by private courier service. **NO Proposals shall be accepted via oral or e/mail communication, telephone or fax transmission.**

|  |
| --- |
| The undersigned hereby offers to furnish and deliver the articles or services as specified in strict accordance with the RFP and scope of proposal, all of which are made a part of this request. This offer is not subject to withdrawal without permission of the County of Allegheny Chief Purchasing Officer. |
| **FULL LEGAL COMPANY NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **STREET ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **CITY, STATE AND ZIP CODE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **AUTHORIZED SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **PRINT NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **TITLE OF AUTHORIZED SIGNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **TELEPHONE #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **FAX #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **E-MAIL ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

COMPANY INFORMATION

(This information is for tracking purposes only)

[ ] Check here if your firm is registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises

[ ] Check here if your firm is a “Minority Business Enterprise” or “MBE” as defined in the Small Business Act, 15 USC

[ ] Check here if your firm is a “Women Business Enterprise” or “WBE” as defined in the Small Business Act, 15 USC

[ ] Check here if your firm is a “Small Business” as defined by the Small Business Administration (13 C.F.R. 121.201, in most cases, this means a business with 500 or fewer employees)

**TABLE OF CONTENTS**

[1. EXECUTIVE SUMMARY 4](#_Toc259436395)

[2. PROJECT PLAN SUMMARY 5](#_Toc259436396)

[3. COST ESTIMATES 6](#_Toc259436397)

[3.1. Commercial Off-the-Shelf Solution 6](#_Toc259436398)

[3.2. Custom Development Solution 9](#_Toc259436399)

[4. IMPLEMENTATION TIMELINE ESTIMATE 12](#_Toc259436400)

[5. RESONSE TO REQUIREMENTS 13](#_Toc259436401)

[5.1. Commercial Off-the-Shelf (COTS) Solutions 13](#_Toc259436402)

[5.2. Custom Development Solutions 26](#_Toc259436403)

[6. SUPPORTING DOCUMENTS AND ADDITIONAL INFORMATION 27](#_Toc259436404)

*Note: All information in italics is provided for the purpose of definition and may be deleted by the vendor in the submitted response to the RFP.*

# EXECUTIVE SUMMARY

*An executive summary of the Vendor’s Proposal. The Executive Summary should not be more than five (5) pages in length*

# PROJECT PLAN SUMMARY

*Summary of the Vendor’s approach to the project,* *including (but not limited to) plans for development/customization, testing (both development and user acceptance), training of County staff and administrators, parallel processing with the existing system, and moving the system into production. Summary must not be more than five (5) pages in length.*

# COST ESTIMATES

## Commercial Off-the-Shelf Solution

* + 1. **Overview**

*An overview of estimated costs to complete the Vendor’s response to the requirements in the RFP, if the Vendor is proposing a solution based on a Commercial Off-the-Shelf (COTS) software product. Please estimate all costs in US dollars, and add more sections if necessary. Unless stated separately, travel costs (if needed) are assumed to be part of stated personnel costs. Vendors proposing Custom Development solutions do not need to fill out this section*

|  |  |
| --- | --- |
| **Description** | **Cost** |
| Base Product License |  |
| Third-Party Software Products License |  |
| Implementation |  |
| Data Conversion and Verification |  |
| Customization |  |
| Training |  |
| Post-Implementation Support |  |
| Other |  |
| **TOTAL** |  |

* + 1. **Detail**

*Detailed description of cost types covered in the Overview. Each line item in the Overview must have a corresponding Detail table. Please estimate all costs in US dollars, and add more rows to tables if necessary. Unless stated separately, travel costs (if needed) are assumed to be part of stated personnel costs.*

**Base Product License Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Third-Party Software Products License Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Implementation Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Data Conversion and Verification Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Customization Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Training Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Post-Implementation Support Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Other Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

## Custom Development Solution

* + 1. **Overview**

*An overview of estimated costs to complete the Vendor’s response to the requirements in the RFP, if the Vendor is proposing a solution based on a custom-developed product. Please estimate all costs in US dollars, and add more sections if necessary. Vendors proposing Commercial Off-the-Shelf (COTS) solutions do not need to fill out this section*

|  |  |
| --- | --- |
| **Description** | **Cost** |
| Third-Party Software Products License |  |
| Product Development |  |
| Data Conversion and Verification |  |
| Testing |  |
| Training |  |
| Documentation |  |
| Post-Implementation Support |  |
| Other |  |
| **TOTAL** |  |

* + 1. **Detailed**

*Detailed description of costs covered in the Overview. Each line item in the Overview must have a corresponding Detail table. Please estimate all costs in US dollars, and add more rows to tables if necessary. Unless stated separately, travel costs (if needed) are assumed to be part of stated personnel costs.*

**Third-Party Software Products License Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Product Development Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Data Conversion and Verification Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Testing Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Training Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Documentation Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Post-Implementation Support Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

**Other Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Quantity** | **Unit Cost** | **Total Cost** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | **Less Discount:** | |  |
|  | **Subtotal:** | |  |

# IMPLEMENTATION TIMELINE ESTIMATE

*Vendor’s estimate of the amount of time it will take to complete the project implementation tasks below, with a projected completion date of January 1, 2012. Please estimate both in 1) total person-hours and 2) calendar days when utilizing a reasonable number of Full-Time Employees (FTE). Custom development proposals should include time for review of the proposed system design by DCS and Treasurer’s Office staff as well as code reviews by DCS staff at regular intervals during development. If needed, add rows for tasks not listed that are considered necessary. Do not leave tasks blank.*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Project Stage** | **Associated**  **Deliverables** | | **Estimated Hours** | | | **Estimated Time to Completion** | |
| **In- Person** | **Remote** | **Total** | **# of FTE** | **Calendar Days (Hours/FTE) / 8** |
| **Project Planning** | | |  |  |  |  |  |
| Create Implementation Plan | Implementation Plan | |  |  |  |  |  |
| Create Change Management Plan | Change Management Plan | |  |  |  |  |  |
| Create Testing Plan | Testing Plan | |  |  |  |  |  |
| Create Training Plan | Training Plan | |  |  |  |  |  |
| Analyze and Schedule Work | Project Schedule | |  |  |  |  |  |
| **Project Execution** | | |  |  |  |  |  |
| Execute Implementation Plan and Manage Change Requests | Regular Status Reports, Change Request Status/Closure | |  |  |  |  |  |
| Data Conversion | Status Reports, Verification/Testing Results | |  |  |  |  |  |
| Test Implementation | Test Results, Issue Reports | |  |  |  |  |  |
| Train Administrators | Administrator Manual | |  |  |  |  |  |
| Train End Users | End User Manual | |  |  |  |  |  |
| **Project Closure** | | |  |  |  |  |  |
| Complete Implementation | Known Issues List | |  |  |  |  |  |
| Customer Sign-Off and Acceptance | Acceptance Documents | |  |  |  |  |  |
| **Post-Implementation Support** | | |  |  |  |  |  |
| User and Technical Support | | Support Contract |  |  |  |  |  |

# RESONSE TO REQUIREMENTS

## Commercial Off-the-Shelf (COTS) Solutions

*Based on the text in the Detailed Requirements section of the RFP, indicate which requirements the proposed solution includes using one of the following responses in the “Supported” column:*

*YES The current production release of the software provides this feature without modification. If answering YES the vendor must also include a description of how the proposed system will satisfy the requirements stated in the RFP in the “Vendor Response” column.*

*NO This feature is not provided in the current production release of the software, nor is it planned in any future release of the software*

*PLANNED This feature is planned for inclusion in a scheduled future release. Please provide the scheduled release date, or, if no release date is scheduled, please indicate whether the feature is under consideration, in development, or in testing using the “Vendor Response” column.*

*Proposals will be scored based on the entire proposal, but responses to the requirements in this section will be given considerable weight. Blank responses, responses of "YES" without a description, and responses of “PLANNED” without a scheduled date or indication of status will be treated as “NO” answers.*

*Please keep answers in the “Vendor Response” column as concise as possible while sufficiently explaining the solution’s response to the requirements*

**Tax Year Initialization**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Calculate Line Numbers | 17 |  |  |
| Allow different parameters (tax rate, due dates, etc.) to be defined for each tax year | 18 |  |  |
| Calculate interest multiple years into the future for each tax year | 18 |  |  |
| Load assessment values from the County's Integrated Assessment System (IAS) | 18 |  |  |
| Create new accounts as new parcels are added in IAS | 18 |  |  |
| Calculate tax according to the County's needs, including calculation of the Senior Discount | 18 |  |  |
| Create municipality billing files | 18 |  |  |
| Archive oldest data | 19 |  |  |
| Roll back a tax year initialization if needed due to bad data | 19 |  |  |

**Data Migration**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Migrate data accurately and efficiently from file/text sources | 19 |  |  |
| Migrate data accurately and efficiently from Oracle Database sources | 19 |  |  |
| Migrate data accurately and efficiently from Microsoft Excel spreadsheet sources | 19 |  |  |
| Migrate data accurately and efficiently from Access database sources | 19-20 |  |  |

**Bulk Billing Process**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Create multiple types of billing files that follow the same format but can be filtered and sorted to create files with different data | 21 |  |  |
| Create files in multiple file formats | 21 |  |  |
| Create multiple bill templates that can be used to print bills | 21 |  |  |
| Create PDF bills for sending via email | 21 |  |  |
| Calculate bar codes and "scan lines" as part of files for use during payment processing | 22 |  |  |

**Corrected/Duplicate Bills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Create individual one-year tax statement | 22 |  |  |
| Create individual tax statement spanning multiple years | 22 |  |  |
| Create "spreadsheet" statement listing all accounts for the same owner/mortgage company | 22 |  |  |
| Allow printing of statements for multiple unrelated properties at once using input from either data entry or file | 22 |  |  |
| Set up default bill printers | 22 |  |  |
| User can override default due date | 22 |  |  |
| User can override whether to include penalty/interest on duplicate bill | 22 |  |  |
| User can print a bill to match penalty/interest received | 22 |  |  |
| User can choose address to print on bill in cases of invalid mailing addresses | 23 |  |  |
| User can change the name on a bill | 23 |  |  |
| Corrected bills are printed automatically when account information changes that necessitates a corrected bill. | 23 |  |  |
| Auto-printed corrected bills are saved to print all at one time during the day rather than immediately after each correction. | 23 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Print a batch of bills to PDF for printing by another department | 23 |  |  |
| Bills will be based on a template that can be created to County specifications | 23 |  |  |
| Duplicate/corrected bills to customers in the e-billing program will be sent electronically rather than paper bills | 24 |  |  |

**Tax Receipts and Certificates**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Create tax receipts (one-year and four-year) using templates defined by the County | 24-25 |  |  |
| Print tax receipts on two-part perforated paper | 24-25 |  |  |
| Print “no tax due” receipts for properties that owed no taxes | 25 |  |  |
| Create e-receipts to send to those accounts that are in the e-billing program | 25 |  |  |
| Integrate with ReCo Cashier system to record four-year tax certification transactions | 25 |  |  |

**Payment Processing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Process payment files in different formats: fixed-length text, CSV, Microsoft Excel | 26 |  |  |
| Add/remove sources as needed in the future | 26 |  |  |
| Create balancing report to use to accept information from files | 26 |  |  |
| Hold information from payment files until balanced by a user | 26 |  |  |
| Post payments or discard processed file information at user discretion | 27 |  |  |
| Post payments from multiple batches (files) at one time | 27 |  |  |
| Produce error report after payments are posted | 27 |  |  |
| Allow files to be processed on a schedule | 26 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Hold payments from internet processing service until corresponding funds are deposited | 27 |  |  |
| Allow payments to be processed directly in the system in cases where the payment must be processed immediately | 27 |  |  |
| Allow tax credits to be given as a separate transaction type than a payment | 27-28 |  |  |
| Store and apply multiple-year tax credits correctly | 27-28 |  |  |
| Allow installment payments | 28 |  |  |
| Allow payments received before the beginning of the tax year to be applied once the tax year is initialized | 28 |  |  |
| Produce Cashier Balance Sheet | 28 |  |  |
| Allow in-lieu tax payments to be recorded as a separate transaction type than a payment | 28 |  |  |

**Tax Refunds**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Create one of the five types of refunds based on triggers once payments are posted | 29 |  |  |
| Automatically activate refunds for accounts that are overpaid due to senior discounts, and assessment changes | 29 |  |  |
| Mark refunds for accounts that are overpaid due to payment application for user review | 29 |  |  |
| Ignore refunds that are less than the threshold amount | 29 |  |  |
| Assign each refund a Refund Number sequentially based on a user-defined start number | 29 |  |  |
| Create workflow for refunds that mirrors the refund status cycle | 30 |  |  |
| Correctly calculate refunded penalty and interest | 30 |  |  |
| Add interest to refunds that have been held for a year or longer | 31 |  |  |
| Allow multiple refunds to the same person to be combined into one check/transfer | 31 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Allow a single refund to be split into multiple refund checks/transfers | 31 |  |  |
| Print refund letters based on templates using refund transaction data from the database | 31 |  |  |
| Search refunds based on refund attributes such as check number and refund date | 31 |  |  |
| Account for stale-dated un-cashed and re-issued checks in the system | 31 |  |  |

**Account Adjustments**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Transfer a payment between accounts, applying it to a different tax year and changing payment type if needed | 32 |  |  |
| Transfer a payment in its entirety or a portion of the payment | 32 |  |  |
| Reverse a payment posted in error or NSF payments | 32 |  |  |
| Reverse a refund | 32 |  |  |

**Revenue Distribution**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Set distribution reciprocals for each tax year | 33 |  |  |
| Verify entered distribution reciprocals equal 100% | 33 |  |  |
| Report all revenue posted in a given day and the amount that will be distributed to each reciprocal | 33 |  |  |
| Reverse distribution when payments/refunds are reversed. | 33 |  |  |
| Reverse and re-distribute transferred payments | 33 |  |  |

**Assessment Changes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Integrate with IAS database to transfer assessment changes on a daily basis | 34 |  |  |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Allow manual entry/correction of assessment changes when necessary | 34 |  |  |
| Provide sufficient checks so that assessment changes that are invalid are not committed to the database | 35 |  |  |
| Activate refunds when an assessment change results in an account being overpaid | 35 |  |  |
| Print corrected bills if an assessment change results in an account being underpaid and for unpaid accounts | 35 |  |  |
| Create reports detailing the assessment change transactions for a given day | 35 |  |  |
| Add new accounts to the system as they are transferred from IAS | 35 |  |  |
| Remove value of deleted accounts as the deletion is transferred from IAS | 35 |  |  |
| Add additional assessments for non-active tax years (act 602) and calculate the tax owed based on the parameters for the year the tax is from rather than the current tax year | 35-36 |  |  |
| Update value changes in the event of a catastrophic loss | 36 |  |  |
| Bill for back taxes on agricultural/forest reserve land that has been sold (Act 319) with the correct amount of interest | 36 |  |  |
| Allow parcels that become tax-exempt to change their status | 36 |  |  |

**Tax Bill Mailing Address Changes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Accept tax bill mailing address changes from multiple sources | 37 |  |  |
| Conduct data integrity checks on imported tax bill mailing address changes | 37 |  |  |
| Accept manual tax bill mailing address changes | 37 |  |  |
| Conduct data integrity checks on manually changed tax bill mailing addresses | 37 |  |  |
| Minimal amount of keystrokes to change an address manually | 37 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Populate the tax bill mailing address from either owner address or property address from IAS | 37 |  |  |
| Import third-party database of emails during system implementation | 37-38 |  |  |
| Maintain email addresses for taxpayers opting into e-billing | 37 |  |  |
| Maintain tax bill mailing addresses for taxpayers opting into e-billing | 38 |  |  |
| Conduct data integrity checks on email addresses | 37 |  |  |
| Import "bad" email addresses from third-party email service and mark accounts to no longer receive e-bills | 38 |  |  |
| Maintain a table of mortgage company addresses for use with multiple parcels | 38 |  |  |
| Group accounts with address types with similar billing requirements together | 38 |  |  |
| Ability to put a “homeowner lock” on an address so that automatic processes will not change it | 38 |  |  |
| Verify new/updated address information using the USPS’s CASS system | 38 |  |  |
| Allow exporting/importing of files with CASS/NCOA codes into the database | 38 |  |  |

**Account Maintenance**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Allow changes to account records outside of the normal process if needed, restricted by user permissions | 39 |  |  |

**Senior Discount**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Configure type of senior discount (percentage or flat discount, amount) for each tax year | 39 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Allow approved parcels to be marked for the senior discount either "Current and Future" or "Future Years Only" | 39-40 |  |  |
| Allow an approved parcel to be marked for the senior discount in one or more previous years | 40 |  |  |
| Allow a denial reason to be recorded with denied parcels | 40 |  |  |
| Allow a parcel to be marked "Application Pending" if application is incomplete | 40 |  |  |
| Alert user to review changes in ownership from IAS that affect Senior Discount parcels | 40 |  |  |
| Create reports for Senior Discount recipients to aid the audit process | 40 |  |  |
| Remove Senior Discount from selected previous years | 40 |  |  |
| Create a process for co-op senior discount recipients that does not impact the normal taxation process of the parcel | 40 |  |  |
| Create letters for various application statuses (approved, denied, etc.) that are based on templates and pull data from the record, and reprint if needed | 41 |  |  |

**Lien and Delinquent Accounts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Allow parcels to be qualified as "Current Delinquent", "Delinquent" and "Liened" based on user-defined parameters | 41 |  |  |
| Calculate penalty and interest correctly according to County ordinances | 41-42 |  |  |
| Attach a status of Lien to an account during the lien process | 42 |  |  |
| Create files of delinquent and liened account information to send to third-party tax collection service and the Controller’s Office | 42 |  |  |
| Allow additional assessments for any tax year to have a separate due date from the original bill | 43 |  |  |
| Create files of additional assessments that are delinquent/liened quarterly | 43 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Exclude TIF accounts from any files to third-party service | 43 |  |  |
| Flag accounts whose liens have been sold to a third party for an upfront payment | 43 |  |  |
| Create files of payments made on lien accounts to send to the Controller’s Office | 43 |  |  |
| Allow in-house collection of delinquent/lien accounts if necessary | 43 |  |  |

**Web Services**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Provide data to website SQL server | 44 |  |  |
| Receive changes to email addresses and e-billing status from website | 44 |  |  |
| Create PDF duplicate bills from the website using website SQL database and billing template | 44-45 |  |  |
| Receive tax bill mailing address changes from website and store for user review | 45 |  |  |
| Create PDF online tax receipts from the website using website SQL database and receipt template | 45 |  |  |

**Tax Increment Financing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Create TIF districts and assign associated parameters (base tax, increments, etc.) to the district | 46 |  |  |
| Assign properties to a TIF district | 46 |  |  |
| Generate letters with payment instructions as part of the billing process for TIF properties | 46 |  |  |
| Allow tax credits to be issued to cover trustee's portion of incremental taxes when full amount is not paid to the County | 46 |  |  |
| Generate cashier balance sheets with amount of credits given to TIF districts | 47 |  |  |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Allow county vouchers to be issued for trustee's portion of incremental taxes when full amount is paid to the County | 47 |  |  |
| Recalculate taxes due and incremental taxes when assessment changes are made to TIF properties | 47 |  |  |
| Group parcels by TIF district on reports when needed | 47 |  |  |

**Municipal and School District Billing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Create separate records of tax year information (millage rate, due dates, etc.) for municipalities | 48 |  |  |
| Create separate Senior Discount information (flat rate vs. percentage, amount) for municipalities | 48 |  |  |
| Create separate records of tax year information (millage rate, due dates, etc.) for school districts | 48 |  |  |
| Create billing files for municipalities in the same format as County billing files, but calculating the tax using municipality tax information | 48 |  |  |
| Create billing files for school districts in the same format as County billing files, but calculating the tax using school district tax information | 48 |  |  |
| Print bills for municipalities and school districts in the same manner that County bills are printed | 49 |  |  |
| Pull both County and Local assessed values for use in billing files | 49 |  |  |
| Create reports that use municipality/school district information to calculate tax in the same manner as County reports are created | 49 |  |  |
| Ability to institute combined billing for County and City/School District of Pittsburgh in the event that the need arises to do so | 49 |  |  |

**Reports and Extracts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Users can create custom reports | 49 |  |  |
| Users can create report templates that can be used to create reports | 49 |  |  |
| Data fields on reports can be selected when report is created or at runtime | 49-50 |  |  |
| Reports accept parameters at runtime | 49 |  |  |
| Filter and sorting options can be selected when report is created or at runtime | 50 |  |  |
| Reports can be scheduled to run | 50 |  |  |
| Reports can be designated to run at the completion of a process | 50 |  |  |
| Data for reports can be pulled based on conditional expressions in addition to simple filters | 50 |  |  |
| Reports are not automatically printed, but printed to screen and then user can choose to print | 50 |  |  |
| Run reports "as of" a specified date | 50 |  |  |
| Reports can be emailed | 50 |  |  |
| Emails can be pre-determined for scheduled reports | 50 |  |  |
| Data extracts and reports have the same interface | 50 |  |  |
| The same data that can be used on reports can be used in data extracts | 51 |  |  |
| Create data extracts in fixed-length text, CSV, and Microsoft Excel formats | 51 |  |  |
| Create data extracts in other formats | 51 |  |  |
| Data extracts can be scheduled | 51 |  |  |
| Option to email an extract rather than save it when extract is completed | 51 |  |  |
| Emails can be pre-determined for scheduled extracts | 51 |  |  |

**Integration With Other Systems**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Import data from fixed-length text files | 51 |  |  |
| Import data from comma-separated values (CSV) files | 51 |  |  |
| Import data from Microsoft Excel files | 51 |  |  |
| Import data from other formats | 51 |  |  |
| Allow field mapping from source file to destination fields in the database | 51 |  |  |
| Import files on demand | 51 |  |  |
| Schedule file imports | 51 |  |  |
| Verify data prior to posting it to database | 51 |  |  |
| Integrate with Oracle Database systems | 52 |  |  |
| Integrate with ReCo Cashier system | 52 |  |  |
| Users can view data stored in external systems | 52 |  |  |
| External systems can access data stored in proposed system | 52 |  |  |
| Reports can contain data from proposed and external systems simultaneously | 52 |  |  |
| Scheduled periodic updates of data to/from external systems | 52 |  |  |
| On-demand updates of data to/from external systems | 52 |  |  |

**Technical Requirements/System Components**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| Proposed system complies with the database, architecture, and programming standards in Appendix A of the RFP | 52 |  |  |
| Proposed system incorporates a module for creating reports, OR allows third-party reporting tools access so that reports can be created | 53 |  |  |
| System meets the auditing requirements for transactions and changes as stated in the RFP | 53 |  |  |
| Proposed system complies with the security and user authentication requirements in Appendix A of the RFP | 53 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **RFP Page #** | **Supported** | **Vendor Response** |
| User interface meets the requirements stated in the RFP | 53-54 |  |  |
| Proposed system has (or can have) an interface similar to the Inquiry screen defined in the RFP | 54 |  |  |
| Proposed system has (or can have) an interface similar to the “Home Page” defined in the RFP | 54-55 |  |  |
| Workflow for common tasks reflects the requirements stated in the RFP | 56 |  |  |
| Workflow for tasks not commonly used reflects the requirements stated in the RFP | 56 |  |  |
| Links to external systems from within the UI | 56 |  |  |
| Pass through data to external system when linking from the UI | 56 |  |  |
| System supports the types of comments described in the RFP | 56 |  |  |
| System can link to images of supporting documents in a separate storage area OR system can house images of supporting documents | 56 |  |  |
| Five active years of data can be stored in the system | 56 |  |  |
| Data older than five years can be archived in a manner that allows access when needed | 56 |  |  |
| Maintenance and customization plan is in accordance to stated requirements in the RFP | 57 |  |  |
| Implementation plan is in accordance with stated requirements in the RFP | 57 |  |  |
| Training plan is in accordance with stated requirements in the RFP | 57 |  |  |

## Custom Development Solutions

*Submit a proposal for a custom-developed system, based on the text in the Detailed Requirements section of the RFP. Proposals must include the following:*

1. *Demonstration of the ability of the Vendor to accommodate the specific business process needs as stated in the RFP, including*
   1. *Understanding of key processes and functionality (use the requirement ratings indicated in the previous section “Commercial off-the-Shelf Solutions” as a guide to key processes and functionality)*
   2. *Ability to propose creative solutions to improve the effectiveness and efficiency of the billing and collections system*
2. *Approach of Vendor to the user experience, including*
   1. *Approach to the system’s user interface (include sample wireframes or screen shots)*
   2. *Approach to the system’s workflow (include workflow diagrams)*
3. *Overview of technical aspects of the system, including:*
   1. *Proposed architecture*
   2. *Programming language and database management system*
   3. *Proposed interface structure with other systems (file and database)*
   4. *Proposed database structure (entity-level, including relationships)*

# SUPPORTING DOCUMENTS AND ADDITIONAL INFORMATION

*This section must contain all technical literature and attachments required to substantiate the Vendor’s response to the requirements of this RFP. The Vendor must submit (x) hard cop(ies) and (x) copies in electronic format (e.g. CD or DVD). The Vendor will supply the following supporting documents:*

***Commercial Off-the-Shelf (COTS) Proposals***

*Performance Information – Information regarding the proposed system’s performance. Vendor must include real performance statistics of the proposed system using databases and concurrent user levels similar in size to that of the County.*

*License Agreement – Software license agreement(s) for the proposed product(s) must be submitted. License agreements for any third-party products must also be submitted.*

*Training Plan/Methodology – A detailed description of the training provided by the Vendor for the proposed solution including method of training, the average amount of training for a user to become proficient on the software, etc.*

***Custom Development Proposals***

*Performance Information – Vendor must provide the methods they will use (architectural, database, etc.) to mitigate performance degradation when working with large amounts of data and a high concurrent user rate.*

*License Agreement – License agreements for any third-party products that Vendor will use in the building, operation, or maintenance of the proposed system.*

*Training Plan/Methodology – A plan for training County staff and administrators on the proposed solution. This could be either by Vendor-provided training or by providing sufficient information to the County training staff to create a training program.*

***All Vendors***

*References – At least three customer references that the Vendor has conducted implementations with over the last five years that are similar in size and scope to the implementation in the RFP. References should include the name of the organization, a contact person and their title, and email, phone, and mailing address for that person.*

*Hardware Recommendations – Vendor’s recommendations as to the hardware needed for a successful implementation, including disaster recovery and backup schema*

*Technical Literature* – *Literature supporting the technical underpinnings of the Vendor’s response to the requirements listed in the Detailed Requirements section of the RFP*

*Optional Exhibits and Attachments – Any other information submitted beyond that required by this RFP, which the Vendor deems applicable to their Proposal, should be placed in this section.*