

## RFP 2019-0029 – Integrated Self-Assessed Business Tax & Revenue Management

### Questions and Answers

1. Section 3, page 5 - When will the City provide answers to bidder questions? Will the City provide answers as questions are submitted up to the submittal date rather than waiting until after the submittal date?

**Answer: The City will compile all questions on the question cut off date noted in the RFP and will be responding as soon as possible after all questions have been answered by the appropriate departments. On average it takes 1 day to respond and can take up to a week. All responses will be emailed to companies that have asked questions and also the question and answer document will be posted to Beacon.**

2. Section 4, page 6 - The RFP states: *“The objectives of the proposed Integrated Self-Assessed Business Tax and Revenue System are to have the same functionality of the old system as well as...”*

Will meeting the requirements in the RFP requirements matrix (Appendix D) satisfy the “same functionality as the old system” or is there other specific functionality of the old system that must be satisfied?

**Answer: Yes**

3. Section 4. B, page 7 - The RFP states: *“Any assumptions made by the vendor necessary for the completion of the project – including but not limited to resource commitments of personnel, equipment, personnel, etc. on the part of the City.”*

Are bidders to assume, therefore, that hardware, system-level software, and other infrastructure components are not to be bid, and hence not priced, as part of the bidder response?

**Answer: The City needs to know what City resources are expected to be used to complete the project. Any amounts that the City is expected to pay the vendor, third party, or any resources that the City has to purchase in order for the project to be completed should be included in the bidders response.**

4. Section 4. D, page 7 - This requirement reads more like a description for training rather than for maintenance. Is this the correct requirement for maintenance, or is the description in 4.E, Support, the correct requirement definition for maintenance? Please clarify.

**Answer: Yes, section 4.E, Support is the correct requirement definition for maintenance.**

5. Section 4. E, page 7 - Please explain what is meant by “All support services are warranted for a minimum of one full year without cost to the City.” Is the City requiring a one year warranty period?

**Answer: The City is preferring support / maintenance without costs for one whole year after the project is complete. If implemented correctly there should not be must maintenance or support needed. The City expects there to be a charge in each subsequent year for support / maintenance. Please include those costs in your response.**

6. Section 4.1.2 page 8 - The RFP requires:

- Percentage of suppliers used by Proposer that are MWDBE or Veteran-Owned business
  - o Of those suppliers:
    - § Percentage of contracts awarded to businesses in your local County
    - § Percentage of contracts awarded to businesses in Allegheny County
    - § Percentage of contracts awarded to businesses in the City of Pittsburgh.

Does this requirement seek information for this project or does it seek information on how the bidder utilizes WBE/WBE/Vet firms within its entire business?

**Answer: MWDBE or Veteran-Owned business utilization is a goal of the City for larger contracts. Those are goals and not requirements. The companies participating should note in their response what percentage of MWDBE or Veteran-Owned businesses make up their service capabilities if any do apply for these scope of services.**

7. Section 4.1.2, page 9 - The RFP requires:

- Supply a list of those associated with the support maintenance of the Solution.

Maintenance support is typically provided by a team of various individuals with various skill sets. Depending on several factors, e.g., time of day, day of week, customer configuration, etc. it is not possible to identify and list specific individuals. Will the City accept an organizational chart, description of skill sets, or some other alternative to this requirement?

**Answer: If the vendor can not provide a list of individuals designated to the City of Pittsburgh for maintenance then an organizational chart and description of skills will suffice.**

8. Section 4.1.2, page 9 - The RFP requires:

- Indicate any possible additional charges to the standard fee or total budget, including fees for the ongoing preservation or return of City's data.

Does the City use an off-site data protection/storage provider?

**Answer: No**

Does the City have the ability to store backup data on premises?

**Answer: Yes. However, it is preferred that all maintenance and backup data be stored and supported with the vendor.**

9. Section 7.1, 7.2, 7.3, 8.1.6, page 9 - The RFP states: *“The City requires that all bidders demonstrate good faith efforts to obtain the participation of Minority-Owned Business Enterprises (MBE’s) and Women-Owned Business Enterprises (WBE’s) in work to be performed under City contracts.”*

and

*“The City requires that all bidders demonstrate good faith efforts to obtain the participation of veteran-owned small business in work to be performed under City contracts.”*

and

*“In order to demonstrate good faith commitment to these goals, all bidders are required to complete and submit with their bids either: the attached MDE/WBE/Veteran-Owned Solicitation and Commitment Form (which details the efforts made by the bidder to obtain such participation), or the attached MBE/WBE/Veteran-Owned Solicitation and Commitment Form – Waiver Request (which details why no MBE/WBE/Veteran-Owned business participation could be obtained).”*

**Question:** Since only one of the forms is to be submitted, how does a bidder demonstrate Good Faith Efforts if asking for a waiver?

**Answer: All participating companies that are able to use certified MWDBE companies will be able to provide that information in Appendix B with the company information that they will be utilizing. If the company is awarded the contract further information will be provided by the Equal Opportunity Review Commission to help track MWDBE spend.**

**If the participating companies are not able to use certified MWDBE companies in their project approach the company should list all companies contacted and the main contact for that company that you worked with to confirm that they were not able to provide the scope of services within your project approach.**

Furthermore, the RFP states:

*“If a bidder feels that the participation goal cannot be met, the rationale should be clearly outlined on the Waiver Request (e.g., due to project size, specialized nature of the services, proprietary methodology).”*

**Question:** Do we submit a waiver only if we are not going to use a MBE/WBE/Veteran-Owned business or do we have to submit a waiver even if we are using a MBE/WBE/Veteran-Owned business but are not able to meet the goals?

**Answer:** If the company is able to use a certified MWDBE vendor and not able to meet the goal please complete the waiver request with the MWDBE company solicited and what % and dollar amount they would make up in the proposed total amount of the cost proposal to help justify why the waiver request was completed.

10. Section 8.1.5, page 17 - The RFP asks for:

*“Include a schedule of hourly rates for all proposed staff and the amount of time each person will be devoted to this project.”*

Please confirm that the City is seeking a firm fixed price for the entire scope of services, as suggested in the Standard Professional Services Agreement.

**Answer:** Yes, the City strongly prefers a firm fixed price for the entire scope of services.

11. Section 8.1, 8.2, page 16, 17 – The RFP states: *“One (1) electronic copy of your proposal in either MS Word or PDF format to be delivered via email.”*

and

*“The proposal should be bound or contained in a loose leaf binder.”*

Please clarify how the proposal is to be submitted.

**Answer:** One electronic copy of the proposal should be sent to [thoryn.simpson@pittsburghpa.gov](mailto:thoryn.simpson@pittsburghpa.gov). No hard copies are required on this RFP.

12. Section 9.2, page 19 - In which evaluation category will the responses to the detailed requirements (Appendix D) be evaluated?

**Answer:** Companies participating should add Appendix D to Tab C – Project Approach and Plan

13. City Code 177A.05, b - This section states that all IFBs/RFPs/RFQs shall include a sample MBE/WBE commitment letter which contains a signature line for both primary contractor and the subcontractor to sign.

This sample is not in the RFP; please provide.

**Answer:** This document will be provided to the awarded vendor. This information is not mandatory at this time and will be utilized during the contracting process.

14. City Code 177A.02 - This section states: *“The City of Pittsburgh is committed to the ideal of providing all citizens an equal opportunity to participate in City and its Authorities Contracting opportunities.”*

Is there a City residency requirement for individuals or subcontractors to be considered for the MBE/WBE/Veteran participation goals?

**Answer: The City of Pittsburgh accepts certified vendors through the state of Pennsylvania. If a company is not yet certified then they should not be counted as a MWDBE vendor.**

15. City Code 177A.05, c - The RFP states: *“Pre-submission meetings are held for all IFB/RFP/RFQ's. During these meetings MBE/WBE participation and documentation requirements are reviewed. Bidders/Proposers are reminded to submit copies of the commitment letters, proof of out-reach, and their current M/WBE certification and/or current M/WBE certification for their M/WBE partners/subcontractors.”*

There is no mention of any pre-submission meetings in the RFP. Will a pre-submission meeting be held?

Please confirm that the bidder submittals listed above are to be provided with the bidder's proposal.

**Answer: No pre-submission meeting is set up for this RFP. These documents can be provided with the electronic version of proposal submission in regards to the MWDBE forms section.**

16. If the City is able to disclose the amount of budget available for the new business tax and revenue management solution, what is the available budget?

**Answer: The City will not disclose this information.**

17. Introduction, page 4: The introduction states: *“This software is desired to be compatible with the current Integrated Self-Assessed Tax software for data transfers/configurations.”*  
Please confirm whether the current Integrated Self-Assessed Tax software will require ongoing integration with the new Integrated Self-Assessed Business Tax & Revenue Management System, or if it will eventually be sunset upon conversion?

**Answer: The current system will eventually be sunset upon the completion of the data conversion to the new system.**

Can the City disclose the current technological platform that the current Integrated Self-Assessed Tax software is running on?

**Answer: The current system is a custom solution that runs on an Oracle database.**

18. Appendix D, Section 4.1 :

#22 – Ability to flag accounts for audit and/or investigation, additional billing or refunds.

#44 – Does the system have any special features to assist with "in-field" auditing and investigations? (ex. GPS enabled Mobile apps, etc.)

Can the City explain in further detail the requirements surrounding its needs to identify audit selection criteria and/or process audits in-house?

**Answer: The City is looking for a solution that will flag accounts that are currently under audit. Within those flagged accounts, it should state the details of the audit (amount owed, a description of audit, etc.). Additionally, our auditors use laptops with internet connection during in-field audits. The proposed system should have the capability to allow auditors to use it while in the field and also track their audits on a map for tracking purposes.**

Does the City support "in-field" auditing on laptops and is a new "in-field" audit software solution in scope for this procurement?

**Answer: Yes, the City supports its auditors with internet enabled laptops. An in-field audit software solution should be included in the scope for this project.**

19. Appendix D, Section 4.1

Does the City currently support taxpayer online/web filing of the tax types in scope? If there are no online filing capabilities, can the City please clarify the manner of processing returns in the current system?

**Answer: Currently, the City does not support online/web filing. The City sends out tax filing forms to all registered businesses. These forms are then mailed back to the City and scanned in our current system. The new system must have a solution for online filing.**

20. Appendix D, Section 4.1

#39 – Ability to integrate with other City of Pittsburgh software, such as Collector Solutions (Payment processor), Core Business Technologies (Cashiering system), SharePoint (imaging server), and Accela (permits and licensing system, as of this RFP)?

Can the City identify the full number of integration points with other City of Pittsburgh software packages external to the Integrated Self-Assessed Tax software system besides the ones listed in requirement 39?

**Answer: The City is not requiring integration into other systems that the ones listed in requirement 39. However, it should be noted that the permits and licensing system was recently sent out for an RFP and the City is currently evaluating all bids. This means that there is a possibility that Accela will not remain as the vendor for the permits and licensing software.**

21. Section 8.1.5 – Tab D – Cost Proposal

#39 - Ability to **integrate with** other City of Pittsburgh software, such as Collector Solutions (Payment processor), **Core Business Technologies (Cashiering system)**, SharePoint (imaging server), and Accela (permits and licensing system, as of this RFP)?

2) If applicable, provide an estimated total cost over 10 years which includes maintenance but does not include either the Cashiering or Permits, Licenses, and Inspections modules.

In Requirement #39, the City identifies the Core Business Technologies (Cashiering System) as an integration point, however, in the Cost Proposal section, it is requested that the Vendor provide an estimated cost that does not include the Cashiering module. There was no specific requirement identified in Appendix D that requested replacement of the Cashiering system/module. Unless that was being implied by Requirement #19: "Ability to provide real-time updating of payments on accounts." Can the City please provide clarification?

**Answer: This was asked because of Requirement #19. The City wants to see all options available within the solutions being presented. The City has no immediate need to replace the CORE cashiering system.**

22. Section 8.1.5 Tab D – Cost proposal - The RFP states: "Be sure to include the cost of converting all relevant data to the proposed solution."

How many years of financial accounting data and history is expected to be converted / maintained from the current system to the new Integrated Self-Assessed Business Tax & Revenue Management System?

**Answer: 16 years worth of data.**

Can the City provide more specifics related to the term "relevant data" in terms of the data that they deem mandatory for conversion?

**Answer: City of Pittsburgh account numbers, business and individual names, addresses, contact information, historical tax payments, EIN numbers associated with businesses and etc. This list does not include everything we are looking to convert but I think it will give you an idea.**

We can provide data conversion recommendations, but unsure if the City has certain legislative requirements related to statute of limitations or retention needs.

23. Section 4.1 - The RFP states: "The tax payments and fees that are tracked include the Facility Usage Fee, Local Service, Amusement, Payroll Preparation, and Institution & Service Privilege, Deed Transfer, and Parking taxes."

Does the **Payroll Preparation** tax type mentioned in the RFP document correspond to the "Payroll Expense Tax" identified on the City's website?

**Answer: Yes, Payroll Preparation Tax and Payroll Expense Tax are referring to the same tax.**

**Deed Transfer** is also mentioned in the RFP, however, the City's website does not make mention of this tax type. What does this tax type correspond to?

**Answer: The Deed Transfer Tax is handled and processed by Allegheny County. The new system would not need to track, store or process this tax type.**

**Business Privilege** tax looks to be discontinued, but delinquencies are still owed. Would this tax type also be part of the "business tax" liabilities that should be converted to the new Integrated Self-Assessed Business Tax & Revenue Management System?

**Answer: Yes**

24. General Question - Will the Earned Income tax forms printed and processed through the Jordan Tax Service be transferred over to be part of the functionality of the new Integrated Self-Assessed Business Tax & Revenue Management System or will it remain as a standalone system? If standalone will it require integration with the new Integrated Self-Assessed Business Tax & Revenue Management System also?

**Answer: All matters relating to the Earned Income tax are handled by Jordan Tax Service. The new system would never store, process or track information regarding the Earned Income Tax.**

25. General –Technical Architecture question - How many internal City (e.g., Department of Finance) users of the new Integrated Self-Assessed Business Tax & Revenue Management System are expected/required to support? How many of those are concurrent?

**Answer: It is estimated that there will be about 60-70 employees who will use the new system. However, only roughly 50 of those employees will use the new system daily. The rest will use it periodically. It should be easy to add and delete users as desired.**

26. General - How many external (e.g., business taxpayers, practitioners) users of the "online/web" capabilities of the new Integrated Self-Assessed Business Tax & Revenue Management System are expected/required? How many of those are concurrent?

**Answer: There is roughly 40,000 businesses registered in our current system. The new system should be able to handle online tax filings for all of these businesses.**

27. How many total taxpayers are expected to be stored in the system for filing returns/payments or for demographics?

**Answer: 40,000**

28. How many total taxpayer accounts are expected to be stored in the system?

**Answer: 40,000**

29. How many taxpayer notifications/letters are expected to be generated and sent to taxpayers on a monthly or annual basis?

**Answer: Roughly 40-50 between all the tax types and miscellaneous notifications.**

30. Does the City prefer having all hardware for the solution separated from other environments or should the proposed solution plan to add to an existing server cluster? If vendor is to propose hardware, not just amount of virtual servers and their required specifications, does the City have preference on server manufacturer or models?

**Answer: The proposed solution plan should add to an existing cluster.**

31. Does the City have a Datacenter available for disaster recovery purposes of the proposed solution? What are the requirements, if any, for vendors to propose related to hardware/software for a remote disaster recovery environment since this impacts hardware/software needs and costs?

**Answer: Yes, the City has a datacenter available for disaster recovery purposes.**

32. What is the total number of businesses and individuals that have a filing obligation for at least one of the tax types in scope for this system?

**Answer: 40,000**

33. How many taxpayers file each of the tax types in scope (i.e., please break out number by tax type for a given recent filing period)?

**Answer: Amusement: 296**

**Facility Usage Fee: 437**

**Institution & Service Privilege: 625**

**Local Services Tax: 16,584**

**Parking Tax: 370**

**Earned Income: 18,360**

34. What is the City's budget for this project?

**Answer: The City will not release this information.**

35. If the Self-Assessed Tax System currently in use by the City a commercial off-the-shelf system? What is the name and source of the software currently used?

**Answer: The current system is not a commercial off-the-shelf product. It is a customized system. The City wants the new system to be a commercial off-the-shelf system.**

36. As part of the conversion of data from the present system to the new system, will history data need to be converted from the existing system? If so, what data will need to be converted, from how far back, and in what formats can this data be provided out of the current system?

**Answer: City of Pittsburgh account numbers, business and individual names, addresses, contact information, historical tax payments, EIN numbers associated with businesses and etc. This list does not include everything we are looking to convert but I think it will give you an idea. We want all data from year 2000 if possible.**

37. What City staff will be available during the work described in this RFP?

**Answer: The Department of Finance, The Department of Innovation and Performance and any other staff needed to get this project complete.**

38. What is the City's expected timeframe to make an award under this RFP?

**Answer: Procurement will post all responses to the question asked at the same time to Beacon and email the responses to the vendors who asked the questions directly. The days it takes to respond to the answers will be reviewed by the department and Office of Management and Budget to determine how many days should be added to the extension if any. If the submission deadline is moved the RFP addenda will be posted on Beacon as well as all vendors that asked questions will be notified.**

39. Does the City want the proposal submitted bound in a loose-leaf binder as per the Format Requirements on RFP page 16 (8.1), or, in as an electronic copy in either MS Word or PDF format to be delivered via e-mail as per the Submittal Requirements on RFP page 18 (8.2)? Or both?

**Answer: The proposals should be sent as an electronic copy in either MS Word or PDF format.**

40. Is any particular format or answer set preferred by the City on the Vendor Response Sheet, Appendix D?

**Answer: We are not requiring any specific format for Appendix D. You can keep it in the current Excel file format. Just make sure you include an "X" next to all functions your solution satisfies.**

41. Schedule D lists the ability to add/configure/reconfigure new tax types without vendor support. What new tax types does the City anticipate adding?

**Answer: There is none in the foreseeable future. However, this is function should be available for future needs of the City.**

42. Does the City currently use any imaging or scanning software? What software is used?

**Answer: Yes. We use SharePoint as our imaging server.**

43. Does the City currently use any third-party reporting tool, such as Crystal Reports? And if so, what tool and what version?

**Answer: The City uses Crystal Reports for .NET Framework 2.0**

44. Are there any third-party applications with which the system will be required to integrate? If so, please provide the names and versions of these applications.

**Answer: The system will need to integrate with JetPay, CORE business Technologies, SharePoint, and Accela.**

45. Can the City provide a reference that lists all the trades subject to licensing?

**Answer: Please visit the Permits, Licenses, and Inspections page of the City website.**

46. Can the City provide a reference that lists the types of permits that should be handled by the system?

**Answer: Please visit the Permits, Licenses, and Inspections page of the City website.**

47. Can the City provide a reference that lists the different codes subject to inspections?

**Answer: Please visit the Permits, Licenses, and Inspections page of the City website.**

48. What are the City's current hardware/software version requirements to support the City's current system?

**Answer: Please provide the recommended hardware/software versions to support your solution.**

49. The RFP requests live and online support 24 hours a day, 365 days a year. Is this a mandatory requirement?

**Answer: This is not a requirement. However, it is required to have live online support during normal business hours.**

50. Considering the level of integration and complexity involved in this project, would you consider an extension of two weeks to allow for the most complete and competitive proposals possible?

**Answer: Procurement will post all responses to the question asked at the same time to Beacon and email the responses to the vendors who asked the questions directly. The days it takes to respond to the answers will be reviewed by the department and Office of Management and Budget to determine how many days should be added to the extension if any. If the submission deadline is moved the RFP addenda will be posted on Beacon as well as all vendors that asked questions will be notified.**

51. Section 4.1, page 7: Deed Transfer is mentioned in the RFP, however, the City's website does not make mention of this tax type. Is there a form associated with the filing of this tax type, or will it be an interface file received from an external agency containing the liability?

**Answer: The Deed Transfer Tax is handled and processed by Allegheny County. The new system would not need to track, store or process this tax type.**

52. Will the City please clarify if one of the following infrastructure and system support options is required, or strongly preferred:

1. A vendor fully hosted and managed solution whereby the hardware and software infrastructure is hosted in a vendor/third party datacenter and the vendor performs all system operations and management services such as backups, upgrades, monitoring, annual/periodic configuration rules and other functions and the City IT/Operations staff have no role and responsibilities with the new system.
2. A City fully hosted and managed solution where the hardware and software infrastructure is hosted in the City's datacenter(s) and the City IT/Operations staff, after being properly trained by the vendor during the system implementation, performs all system operations and management services such as backups, upgrades, monitoring, annual/periodic configuration rules and other functions after the system is moved into production.
3. A City hosted and vendor managed solution where the hardware and software infrastructure is hosted in the City's datacenter(s), but the vendor is contracted to perform all, or most, system operations and management services such as backups, upgrades, monitoring, annual/periodic configuration rules and other functions and the City IT/Operations staff have little to no role and responsibilities with the new system

**Answer: A vendor fully hosted and managed solution.**

53. It appears the City plans to wait until after the questions deadline of November 11<sup>th</sup> to provide answers, which may take the City days if not a week to answer based on the volume and research required to answer them. This does not give vendors much time to revise and finalize their proposal responses based on the questions and answers with a current proposal due date of December 9<sup>th</sup>, not to mention the holiday in between that period. Could the City please extend the proposal due date by one week to December 16<sup>th</sup> or 4 weeks after the answers to questions are posted, whichever is later?

**Answer: The new submission deadline is December 30<sup>th</sup> , 2016 by 3pm.**