



TOWN OF WESTERLY

Addendum 2

REQUEST FOR PROPOSAL

2016-081

**TAX ADMINISTRATION TAX COLLECTION
SEWER ASSESSMENT BILLING & COLLECTION SOFTWARE**

October 2016

November 21, 2016

**REQUEST FOR PROPOSAL 2016-081 TAX ADMINISTRATION TAX COLLECTION SEWER
ASSESSMENT BILLING & COLLECTION SOFTWARE ADDENDUM 2**

BID DUE DATE HAS BEEN EXTENDED:

FROM: NOVEMBER 28, 2016 @ 3:00 P.M.

TO: DECEMBER 5, 2016 @ 3:00 P.M.

QUESTIONS/CLARIFICATIONS

1. The Sample Documents section of your RFP refers to a \$500 per day liquidated damages if deliverables are not met. Please explain this as we feel that it conflicts with the purpose of the performance bond.
A performance bond would only be required for contracts over \$50,000.
2. Can you please clarify #31: Ability to flag taxpayer accounts that require special handling such as delinquent accounts, tax payment agreements, deceased taxpayers or tax sale.
Question #31:
'Administrators must be able to attach and catalog documents to accounts as necessary, must be able to view all attached documents, and must be able to add and delete documents at will. Must also be able to add a title and description of each document added.'
Currently, Administrators are able to attach related documents to accounts. There is a window where Administrators are able to attach a document. They are further able to categorize it with a document type selection, a field for a title of the document and another for a brief description of the document.
3. Can you please provide the RFP and associated work sheets in Microsoft Word and Excel formats?
Word format to follow.
4. A number of the questions listed in the Software Requirements section reference attached report samples. How can we obtain a copy of these sample reports?
Attached are samples of:
 - Motor Vehicle Phase Out
 - Certification Report (Assessors Statement of Assessed Valuations and Tax Levy)
 - Department of Administration Report
 - Motor Vehicle Workbook
 - Tangible Property Details
 - Personal Property Management Screen
5. Please confirm that both a Bid Bond and Performance Bond will be required for this submission.
N/A

6. Can you please provide the following record volumes?

Real Estate records: 13,199
Tangible Property records: 2,175
Motor Vehicle records: 2,175
Sewer Betterment/Assessment records: 56
Sewer Usage number of customers: n/a
Water Usage number of customers: n/a

7. Can you please provide a list of reports that your current system provides so that we can answer your RFP question #43

The list of reports currently available in the Assessor portion of the program include:

Certification Report

Department of Administration Report
Motor Vehicle Unpriced
Motor Vehicle Workbook
Motor Vehicle Phase Out
Owner Exemption Report
Real Property Comparison
Real Property Owner List
Real Property Statecode List
Tangible Property Owner List

Tangible Property Statecode List

Top Taxpayers

Real Property/Tangible Roll Totals
Real Property/Tangible Tax Roll (Tax Books)
Motor Vehicle Tax Roll (Tax Books)
Real Property/Tangible Tax Bill
Motor Vehicle Tax Bill

Look Up Tables (all can be modified):

Tax Town
Exemption Code
Last Activity Code
Plate Type
State Code List
Vehicle Type

Bank Code Tables

Motor Vehicle Diagnostic Reports:

Registrations with Too Many Days
VINs with Too Many Days
Vehicles with Same Name and Different Dates of Birth
Vehicles with Alternate Mailing Addresses
Compare Registry Address with Municipal Address
Duplicate Vehicle Records
Single Driver's License Occurring on Multiple Accounts

Motor Vehicle Statistics Report
Vehicles Exported to Other Towns
Vehicles Imported from Other Towns
Export to Collection Report
Collection Summary (from Collector's portion of the program)

8. Please provide clarification of your RFP question #50 – Must have the ability to remove the checks in the Tangibles Reported field.

Currently, in the Tax Item window for all tangible properties, there is a field (check box) that gets checked off each year when the taxpayer files their Annual Return. Reports are created using this field to see which tangible accounts have filed their Returns. When a new database is created from the current database, we need to be able to globally remove the checks from these boxes in the selected database so that we can start fresh for that given year.

9. Can you please clarify if this software will be replacing the Opal software or whether it will be used in addition to the new systems?

The Town would be replacing it, however, the Fire District may still utilize it.

10. Whether companies from Outside USA can apply for this?
(like, from India or Canada)

Foreign companies would need to complete a W8.

11. Whether we need to come over there for meetings?

Onsite would be a requirement.

12. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

Onsite would be a requirement.

13. Can we submit the proposals via email?

Email submissions are not allowed.

TAX ADMINISTRATION SOFTWARE REQUIREMENTS

No.	Requirement Description	Available	Custom	Comments
1	Reports must conform with State of RI requirements			
2	Motor Vehicle Phase Out Report – attached			
3	Assessor’s Statement of Assessed Valuations and Tax Levy – attached			
4	Department of Administration Report – attached			
5	Provide on-site training or webinar			
6	Motor Vehicles			
7	Data import from DMV must be easy to import into system			
8	Workbooks must be easy to print, read and review – attached			
9	Data must be compatible with Opal Data Technologies/Vision Government Solutions to export data to other towns. Exported to be emailed to other towns			
10	Data must be compatible with Opal Data Technologies/Vision Government Solutions to import data from other towns. Received electronically from other towns to be imported into our system.			
11	Ability to mass update motor vehicles			
12	Must be compatible with Vision CAMA			
13	Rollover from Vision into new system should be seamless			
14	Multiple ways to search accounts:			
15	Account number			
16	Owner name			
17	MV reg			
18	MV VIN #			
19	Co-owner			
20	Partial name			
21	Business name			
22	Location			
23	Lessee Name (motor vehicle accounts)			
24	Real estate accounts must have the following:			
25	Ability to be coded for sewer district			
26	Must be able to generate reports based on sewer district information			
27	Ability to be coded for fire district			
28	Must be able to generate reports based on fire district			
29	Must be able to provide each fire district with their grand list			

30		In the address section for all accounts have two separate fields for first name and last name for both owner and co-owner.			
31		Administrators must be able to attach and catalog documents to accounts as necessary, must be able to view all attached documents, and must be able to add and delete documents at will. Must also be able to add a title and description of each document added.			
32		Administrators must be able to track, report, and update veteran's exemptions.			
33		State Code field			
34		Must have the ability to generate reports based on State Codes			
35		The ability to be Bank Coded – coded to be sent to an escrow company			
36		Administrators should be able to add and delete escrow companies as needed			
37		Owner history - this should be carried forward from our current system into the new system and have the ability to be updated			
38		Ability to track tax appeal filings			
39		An active notes section. This section will be for internal use only and should not have the ability to be printed on the tax bills			
40		Sewer District tax rate should appear on tax bills and must be able to be updated by administrators. Not to be a hard field on bills.			
41		Ability to add supplemental and prorated tax rolls each year			
42		Prorated bills should be generated by entering in the CO Date and total assessment amount.			
43		More standard reports than currently available			
44		Must be ODBC Compliant			
45		Ease of use to create custom reports			
46		Tangible Accounts			
47		Each account must have an active notes section that can be updated. This section will be for internal use only and should not have the ability to be printed on the tax bills - attached			
48		Each account's notes section must contain all information in current system's notes section of each account			
49		Each account must have a checkbox for Tangibles Reported, a drop-down field of State Codes, a Category field, a Description field, a			

		Fire District field and a Sewer District field - attached			
50		Must have the ability to mass remove the checks in the Tangibles Reported field			
51		Must be able to run an audit trail on an individual account and/or the entire database			
52		Administrator should control which users have what permissions. These permissions should be able to be customized by the Administrator.			
53		Users should have the ability to look at the Collection summary, or history, for each account			
54		Exemptions Codes			
55		Must be able to assign or remove exemption codes to individual accounts			
56		Senior Exemption and Disability Exemption are given by percentage of assessed value. The system must calculate the exemption amount when entering the percentage			
57		Must have the ability to create new or delete unnecessary exemption codes			

TAX COLLECTION AND SEWER ASSESSMENT WORKSHEET

No.	Requirement Description	Available	Custom	Comments
	General			
1	The Town expects proposed system to integrate with the current applications (Opal Data Technologies/Vision Government Solutions and MUNIS)			
2	Test acceptance period of the system shall not exceed sixty (60) days			
3	Company history and experience included on bid.			
4	Provide a functional demonstration of the proposed system. Each application package should be demonstrated, clearly showing the interactive and operational aspects of the system from the user's perspective. Must be the same version/release date as proposed in the RFP.			
5	Vendor must provide a plan for implementing the proposed system and for providing training and ongoing support. Provide detailed plans for training Town staff to the point that they are able to answer inquiries, enter data and handle day to day management of the system.			

6		Specify the nature of any post-implementation support provided by the vendor including Telephone support (average wait times, percentage of time - call back or live support when call)			
7		Availability of user groups (locations and frequency)			
8		Vendors should provide at least five (5) client references, which are similar in size and complexity to the Town of Westerly.			
9		Training will be at the Town of Westerly 45 Broad Street Westerly, RI			
10		Payment installments must be in accordance with Rhode Island General Law s. 44-5-7.			
		Functionality			
11		Tax Collector's Tax System (including Sewer Assessment System) must interface to the Tax Assessor's System.			
12		Tax Collector' System must interface to the Financial System. Town's Financial System is MUNIS – Tyler Technologies.			
13		Tax Collector's System must be able to interface with Lockbox Payment agent. The Town of Westerly uses Lighthouse Payment Systems Inc Woburn, MA.			
14		Tax Collector's system must be able to interface with the State of Rhode Island Department of Motor Vehicle to submit annual delinquent motor vehicle file.			
15		Ability to interface and work with the Town of Westerly's Tax Bill Printer and Lockbox agent to produce a readable payment stub for lockbox payments.			
16		Collect and record maintenance for real, personal, motor vehicle, sewer assessment, supplemental and prorated taxes.			
17		Provide a Web-based bill lookup and payment for all Town receivables. Allow a customer to be able to look their bills up online, select which ones they want to pay, and pay them directly with an electronic check or credit card.			
18		The system must utilize a Bar Code scanner for payment entry, from bills and statements.			
19		On line real time processing of transactions, assessment and collection updates.			
20		Inquiry search by plat/lot, property location, partial location, first name, second name,			

		partial name, vehicle registration (plate) number, vehicle VIN#.			
21		Ability to enter and retain comments (of a reasonable, useful length) and scanned documents for each account.			
22		Ability to interface with all Real Estate Bank Escrow Services.			
23		Must be able to email duplicate tax bills, tax summary statements, and delinquent statements.			
24		Ability to allow taxpayers to enter email address for tax bill copies, delinquent notices and other notifications.			
25		Ability to allow Tax Collection staff to enter an additional email address to send Payment Reports to banks, attorneys and tile companies.			
26		Ability to look up all taxes paid by a single check.			
27		The ability to handle bankruptcies in accordance with federal bankruptcy and state law.			
28		Ability to enter and monitor payment plans.			
29		Ability to accept Credit Card, Debit Cards and Electronic Check Payments.			
30		Ability to produce in house duplicate bills.			
31		Ability to flag taxpayer accounts that require special handling such as delinquent accounts, tax payment agreements, deceased taxpayers or tax sale.			
32		Provide a complete audit trail of all changes to the database.			
33		Provide detailed account history on all tax collection accounts. Current system 2000 to current full account detail, 1996 – 1999 converted data.			
34		Ability to Import and Export data.			
35		Indicate if you can provide all printing and mailing of tax bills.			
36		Ability to create, edits, lock, and unlock batches for tax payments.			
37		Ability to export locked batches to Financial System.			
38		Ability to process electronic payments such as lockbox and credit card service payments. Process ACH batch payments and export to bank for processing.			

39	Ability to send ACH payment notifications to taxpayers by email.			
40	Security capability to restrict access to various functions within the Tax Administration Tax Collection Sewer Assessment Billing & Collection Software.			
41	The system should be capable of multi – user access which allows users to read or write to any part of the system simultaneously.			
42	The System should operate in a Windows environment to provide the user with an easy-to-use system of data inquiry, data maintenance, and variable format report requests.			
43	The System should display user-oriented error messages to inform operators of any necessary information.			
44	The System should include on-line help.			
45	The System will differentiate between Real Property, Tangible Property, Motor Vehicle and Sewer Assessment.			
46	The System will allow the user to select annual, semiannual or quarterly payments for all tax rolls. The four quarters need to be rounded so there are no excess pennies.			
47	When the system is dividing payment, each plat and lot and each motor vehicle and each personal property needs to be rounded so that the amount is equally divisible by the four quarters. The system should contain a rounding tolerance in the configuration file so that all assessments are rounded to the nearest user specified dollar amount.			
48	The System should have the ability to print bills on legal size paper in the format acceptable for Lighthouse Payment Systems lockbox collection and readable bar code.			
49	The System should allow user to view account information in various tab format such as Account Summary History; Account Detail History; Quarterly Breakdowns with assessment information, bank codes and state codes (for real and tangible property); Quarterly Breakdowns for Motor Vehicles with ownership date range, days owned, license plate number, and birth date.			

50		The system should allow the user to create a batch of amendments (such as refunds, abatements, and adjustments) for processing.			
51		The system should allow the user to transfer payments of principle and interest within the same taxpayer account or between two taxpayer accounts.			
		Reports			
52		Prints a date sensitive trial balance showing each account's beginning balance, increases or decreases the amount due as result of adjustment and payments and then prints totals all of the account balances payment and adjustments by type and then provides a summary report by property type an list year.			
53		Detail of all adjustments by adjustment type, property type and list year by range of dates.			
54		Provide the following reports on demand:			
55		Account Summary Report - This report provides account level transaction detail. The report:			
56		- Prints in Account Number order			
57		- can print a user selected range of Account numbers.			
58		- can print accounts that fall into a user selected balance range.			
59		- can optionally print receivable detail.			
60		- allows selection of a receivable group.			
61		- allows filtering of accounts by user-defined flags			
62		Account List - This report provides a summary of original receivable amounts. The report:			
63		- Prints in Owner Name order.			
64		- prints all starting balances for all accounts.			
65		Batch Detail Report - This report provides a list of all postings applied to a batch. The report:			
66		- Prints in Account Number order.			
67		- prints information for each transaction where a payment was applied.			
68		- separates principal and interest.			
69		- Provides a total amount collected for the batch			
70		After selecting PRINT, you will be prompted to select a batch to print. You may select multiple batches by placing an X in the leftmost column next to each batch you wish to print.			

71	Batch List - This report will allow you to select one or more batches and print a summary report showing a one-line summary of each batch with totals.			
72	Batch Summary Report - This report provides a summary of all postings applied to a batch. The report:			
73	- can print payment summaries for a single batch			
74	- can print payment summaries over a range of dates			
75	- gives a count of the number of items posted to each receivable			
76	- Provides a total amount collected for the batch / date range			
77	After selecting PRINT, you will be prompted to select whether you want to print by batch or date range.			
78	Check Register - This report provides a list of all transaction applied to a batch. The report:			
79	- Prints in Transaction Number order.			
80	- prints information for each transaction where a payment was applied.			
81	- separates cash and checks and includes check numbers.			
82	- Provides a total amount collected for the batch			
83	After selecting PRINT, you will be prompted to select a batch to print. You may select multiple batches by placing an X in the leftmost column next to each batch you wish to print.			
84	Deleted Transaction Report -This report provides a list of deleted transactions. The report:			
85	- Prints in Transaction Number order.			
86	- prints all deleted transactions that are stored in the system			
87	- prints the username and reason the transaction was deleted			
88	- prints the cash and check information			
89	- prints the accounts where payments on the transaction were applied			
90	Delinquent Taxpayers - This report provides a list of deleted transactions. The report:			
91	- Prints in Transaction Number order.			
92	- prints all deleted transactions that are stored in the system			

93	- prints the username and reason the transaction was deleted			
94	- prints the cash and check information			
95	- prints the accounts where payments on the transaction were applied			
96	<u>Delinquent Taxpayer Plat/Lot</u> – This option opens a screen where many reports may be printed, including:			
97	- Delinquent Taxpayer Plat/Lot lists			
98	- Delinquent Taxpayer Plat/Lot notices			
99	- Creating an export file of delinquent taxpayers.			
100	Options include: linking delinquent notices with form letter text, filtering by plat/lot range, filtering by receivable group and calculating interest due.			
101	<u>Detail Account Summary</u> – This report provides tax-item level transaction detail. The report:			
102	- Prints in Account Number order.			
103	- can print a user selected range of Account numbers.			
104	- can print receivable detail.			
105	- allows selection of a receivable group.			
106	- allows filtering of accounts by user-defined flags			
107	<u>Form Letters</u> – This report provides a statement of account that can be mailed to taxpayers. The report:			
108	- Allows a custom message to be printed on the letters			
109	- Prints in Account Number order.			
110	- can print a user selected range of Account numbers.			
111	- can print receivable detail.			
112	- allows selection of a receivable group.			
113	- allows filtering of accounts by user-defined flags			
114	<u>Municipal Lien Certificate</u> – This report provides a statement of receivable linked to a plat/lot. The report:			
115	- Allows a custom message to be printed on the letters			
116	- prints interest as of a particular date			
117	- will locate all accounts where a plat/lot has a balance.			
118	- will print the plat/lot and property location of the property			

119	- will link to tangible and motor vehicle accounts if the plat/lot is available			
120	Penalty Report – This report allows you to see a total penalty due as of a particular date for selected receivables			
121	Plat/Lot Report – This report provides a list of receivable linked to a plat/lot. The report:			
122	- allows you to select a particular receivable or all receivables			
123	- prints current interest due on each plat/lot			
124	- allows you to specify an account range to print.			
125	- will print the plat/lot, owner name, and property location of the plat/lot			
126	- allows you to filter the report by balance range or interest range			
127	Real Property with Multiple Accounts - This report prints any piece of real property that is linked to multiple account # in the system. This report:			
128	Is useful for tax lien / tax sale purposes.			
129	is useful for locating balances due on properties that have transferred			
130	will only show plat/lots where a plat/lot has a balance on one or more accounts			
131	Special Transaction Report – This report provides a report of other transactions. The report:			
132	- Prints in Account Number order within tax year.			
133	- can print transactions for a user-selected date range.			
134	- allows selection of a receivable group.			
135	- prints transactions in the following categories:			
136	-abatements, refunds, adjustments, transfers, and new receivables			
137	Trial Balance Report - This report provides a system balance summary. The report:			
138	- prints starting and ending balances for each receivable category			
139	- can print monthly or it can combine months			
140	- can print all transactions up to a particular date			
141	- allows selection of a particular receivable group.			
142	Integration –			

143	Module is fully integrated with the Tax Assessment module; all changes made to assessments are reflected in the Tax Administration Tax Collection Sewer Assessment Billing & Collection Software, when appropriate.			
144	Integrated with general ledger system.			
145	Integrated with Sewer Assessment module.			
146	Provide ability to export to Excel			
147	<u>Audit Trail -</u>			
148	Provides a secure trail of all changes made to master tables identifying user, change and date of change.			
149	Provide audit trail of all adjustments related to property.			

IT Worksheet

No.	Requirement Description	Available	Custom	Comments
1	Server must be windows			
2	Software must natively support windows clients			
3	Software database must be Microsoft SQL or Oracle			
4	Proposed software must be deployed to than currently active 30 clients			
5	Proposed software must be deployed to at least 5 towns of similar size and complexity			
6	Must have nightly automatic synchronization with online services			
7	Online collection must support Point and Pay			
8	Online collection must support credit cards, debit cards and checks			
9	Must support Vision 6.5 data import			
10	Must have MV import and Export complaint with OPAL			
11	Must support Rhode Island DMV standard for data import			