



February 27, 2020

To: All Potential Bidders
From: Ken Discher, Issuing Officer
Subject: RFP20001 – IDR Tax Modernization System

Amendment Two

Please amend the subject RFP to include answers to the following timely received questions. This Amendment Two shall supersede, modify and/or change all requirements to the contrary in the RFP and associated documents.

- 1. Question 1 (Q1):** How many named users does the State require?
Answer 1 (A1): IDR is unable to answer this question as the phrase “named users” has not been defined.
- 2. Q2:** Concerning RFP Sec. 4.2, Mandatory (Pass/Fail) Requirements. We read the requirements of this section and concluded each requirement only requires a "yes" or "no" answer and do not require references and/or supportive information and materials. Can you confirm?
A2: No, IDR does not confirm this. Some sections of 4.2 need additional respondent references and/or supportive information and materials in order to verify compliance. Additionally, the Respondent may opt to provide additional information as necessary to these questions, as laid out in 4.2.
- 3. Q3:** Concerning RFP Sec. 3.2.13 and RFP Attachment 15. Given the restriction of space in the matrix, may respondents include an appendix with more detailed responses in this section to supply more complete answers?
A3: Yes.
- 4. Q4:** Is the state willing to extend the Due Date of the Proposal?
A4: IDR does not anticipate extending the Due Date of the Proposal.
- 5. Q5:** Concerning RFP Sec. 4.2.3.1. Is the state willing to remove this requirement in order to allow more entrants and competition into the bidding process? By implementing this requirement, the state is severely limiting competition to only one or two competitors, and therefore risks missing the opportunity to capitalize on new alternative solutions.
A5: IDR is not willing to remove this requirement.

6. **Q6:** Concerning RFP Sec. 4.2.3.2. Is the state willing to remove this requirement in order to allow more entrants and competition into the bidding process? By implementing this requirement, the state is severely limiting competition to only one or two competitors, and therefore risks missing the opportunity to capitalize on new alternative solutions.

A6: IDR is not willing to remove this requirement.

7. **Q7:** Concerning RFP Sec. 3.4. Should Attachment 11 - Contract Sample and Template be included in the list of informational Attachments not to be submitted as part of the proposal?

A7: Attachment 11 – Contract Sample and Template is listed in RFP section 3.2.11. Rather than serving a purely informational purpose, Respondent must submit, via Attachment D, any exceptions that the Respondent takes with Attachment 11, as well as RFP section 6, as outlined in RFP section 3.2.11.

8. **Q8:** Concerning RFP Sec. 3.1.1. May the original and two copies of the Technical Proposal be submitted in binders in a sealed box?

A8: Yes. It would be acceptable to simply substitute the term “box” for “envelope” in the Sec. 3.1.1 directions and then follow the directions as stated. The technical proposal and the cost proposal must be submitted in separately sealed and labeled containers (whether envelopes or boxes).

9. **Q9:** Concerning the RFP Attachment 4 – Cost Proposal. For the purposes of providing IDR with accurate pricing for the vendor's proposed solution and services, please clarify IDR's intention for ongoing support following the first release to the end of final implementation and post-full system implementation. i.e., is it IDR's intention to fully support the solution, does IDR prefer the vendor fully support the solution, or is IDR seeking a hybrid model with IDR supporting portions of the solution and the vendor supporting portions? If the latter, which specific services does IDR seek pricing from vendor both during the project and following full implementation?

A9: Respondent should outline its proposal for support services, as described in RFP section 4.3.8, and price accordingly in the cost proposal.

10. **Q10:** Concerning the RFP Attachment 13 – Vendor Roles and Responsibilities. Tables 1, 2, 5 and 16 include language indicating knowledge transfer is required. Could you please clarify any other areas where knowledge transfer is desired?

A10: Attachment 13 - Vendor Roles and Responsibilities is illustrative of the types of roles IDR and the Vendor are expected to play. It is not meant to be an exhaustive list of all interactions between the two parties.

11. **Q11:** Questions arise for vendors as they delve deeper into specific requirements (e.g., key user scenarios, requirement matrix). To ensure a vendor's proposed solution is meeting all of IDR needs, would IDR provide vendors a final opportunity to submit questions on February 27?

A11: IDR does not anticipate accepting further questions.

12. **Q12:** Concerning the RFP Attachment 3 – Manage Constituency Rels Tab, Item #85, “The System sends alerts to the IRS.” Please clarify the circumstance(s) that trigger these system alerts as well as the types of data to be sent to the IRS. For example, are these alerts related to identification of fraudulent filers?

A12: All necessary information has been provided. Refer to the RFP.

13. Q13: Concerning the RFP Attachment 3 – Manage Constituency Rels Tab, Item #86, “The System sends alerts to the financial institutions.” Please clarify the circumstance(s) that trigger these system alerts as well as the types of data to be sent to the financial institutions.

A13: All necessary information has been provided. Refer to the RFP.

14. Q14: Concerning the RFP Attachment 3 – Manage Constituency Rels Tab, Item #31 – “The System accepts returns and registrations submitted through the IRS Modernized eFile Program and Streamlined Sales Tax.” Please confirm IDR expects vendors to replace the State's Modernized e-File and Streamlined Sales Tax systems.

A14: Modernized e-File and Streamlined Sales Tax are not separate systems, but rather interfaces. The System will be required to integrate with the IRS, Streamlined Sales Tax system, etc.

15. Q15: Concerning the RFP Attachment 3 – Manage Constituency Rels Tab, Item #181 – “The Online Portal allows external authority representatives to complete an online endorsement page.” Please clarify the purpose of the online endorsement in the process of external authorities reviewing online license/permit applications.

A15: Endorsements are utilized for external licenses/permits, including but not limited to liquor, lottery, etc. Such endorsements may include the receipt of appropriate insurance, approval by a local governing board, etc.

16. Q16: Concerning the RFP Attachment 3 – Manage Constituency Rels Tab, Item #182 - “The Online Portal allows a taxpayer to add privileges/options to designated license/permit classifications. (e.g. catering, outdoor service, Sunday sales, etc.)” Please clarify the different types of privileges/options to be associated to State licenses/permits.

A16: All necessary information has been provided. Refer to the RFP.

17. Q17: Concerning the RFP Attachment 3 – Conduct Investigations & Audits Tab, Item #25 – “The System processes referrals for possible audit from Agency divisions (e.g. collections, legal, etc.) and external agencies (e.g., IRS, DIA, etc.)” Please clarify how IDR receives referrals from external agencies.

A17: All necessary information has been provided. Refer to the RFP.

18. Q18: Concerning the RFP Attachment 3 - Manage Collections Tab, Item #41 – “The System updates liens when foreclosure notices are received.” Please clarify how IDR receives foreclosure notices.

A18: All necessary information has been provided. Refer to the RFP.

19. Q19: Concerning the RFP Attachment 3 - Manage Collections Tab, Item #72 – “The System receives recommendations from Third-Party collections agencies.” Please clarify the types of recommendations received from Third-Party collection agencies and how those recommendations are received.

A19: All necessary information has been provided. Refer to the RFP.

20. **Q20:** Concerning the RFP Attachment 4 – Cost Proposal – 3. Implementation worksheet. The worksheet is protected and does not allow for insertion of additional rows. Will the State provide a version that allows vendors to add rows?

A20: An updated version of RFP Attachment 4 – Cost Proposal is provided alongside these answers. It is attached within the Bid Opportunities website concerning the IDR Tax Modernization Program RFP.

21. **Q21:** Concerning the RFP Attachment 4 – Cost Proposal – 2. Total Cost Summary worksheet. The "One-Time Cost" column does not appear to be calculating correctly. The Total Costs should be the same as the Software cost, but while testing the worksheet we have found the costs to be different. Since we cannot see the formula we are unsure what is causing the error. Will the State release a corrected version of the spreadsheet?

A21: An updated version of RFP Attachment 4 – Cost Proposal is provided alongside these answers. It is attached within the Bid Opportunities website concerning the IDR Tax Modernization Program RFP.

22. **Q22:** Concerning the RFP Attachment 4 – Cost Proposal – 2. Total Cost Summary worksheet. The Total Costs column does not appear to include the One-Time Cost, which results in incorrect costs for both the total Software cost and the overall Total Costs. Will the State release a corrected version of the spreadsheet?

A22: An updated version of RFP Attachment 4 – Cost Proposal is provided alongside these answers. It is attached within the Bid Opportunities website concerning the IDR Tax Modernization Program RFP.

23. **Q23:** Concerning the RFP Attachment 4 – Cost Proposal – All worksheets. In order to improve the readability of vendor responses, would the State allow respondents to make basic formatting changes such as changing column widths, text wrapping, cell alignment, etc.?

A23: Yes. In any Respondent attachments, Respondent may make such changes to the document, so long as the changes do not affect the stated purpose and meaning (and any formulas) of the attachment sections.

Please acknowledge receipt of this amendment by signing in the space provided below, and return this letter with your technical proposal (do not send back separately).

I hereby acknowledge receipt of this amendment.

Signature

Date

Typed or Printed Name