



C o u n t y o f S a n L u i s O b i s p o

GENERAL SERVICES AGENCY

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REQUEST FOR PROPOSALS PS-#1140 BUSINESS LICENSE-TRANSIENT OCCUPANCY TAX-BUSINESS IMPROVEMENT DISTRICT SOFTWARE SYSTEM WITH WEB INTERFACE

QUESTIONS AND ANSWERS

August 19, 2011

Last Updated: August 22, 2011

1. *How many named back office users does the County expect to use the new system? (please identify number of named users by system component):*

The County expects that the system must accommodate up to 30 users. In addition, a limited number of County Departments must be able to log in and provide recommendations of approval/denial of business licenses, however other departmental users do not need full access.

2. *How many named field/mobile users does the County expect to use the new system?*

The County anticipates the same number of County staff as listed above and an unlimited amount of Customers logging in to submit info and payments.

3. *How many different application/transaction types (licenses) does the County expect to have configured as part of the new system implementation?*

Currently the County would issue approximately five licenses: General Business License, Transient Occupancy Tax License, Transient Occupancy Tax/Business Improvement District License, Tobacco Retailer License, and a Single Day Event License. However, the system should have the flexibility to add or remove license types should the need arise in the future without additional cost.

If this question is referring to “business types”, we are looking for a system which allows business classification in accordance with the State Board of Equalization categories.

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4. *What standard reporting tools will be used in the new system (i.e., Crystal Reports, Oracle Reports, MS SQL Server Reporting)?*
- a. *How many reports does the County expect to be needed as part of this implementation? (The definition of a report is any document emitted by the system including letters, citations, permits, statistical reports, etc.)*
 - b. *As part of the training protocol, does the County want to be trained in report writing and development; and if so, what percentage of reports does the County wish the vendor to write as part of the implementation? (For example, vendor writes 20 reports, the County is trained to write 30 reports.)*

Preferably, the system would have its own embedded reporting system. Of external tools, SQL Server reporting would be preferred, however, Crystal Reports would also be acceptable. As long as the reporting is a standard reporting service, as in #4, above, no additional training will be necessary. The County currently has access to SQL server reporting, if any other outside reporting services are necessary, the cost must be included in your bid.

5. *How many data sources need to be converted? Please provide detail on the anticipated need regarding conversion – for example, what format are they in? What is the approximate size of each? How many data fields are involved?*

Approximately 14,000 data records will need to be converted with approximately 50 data fields each. As indicated below, the County will be able to supply the legacy data in a variety of formats including SQL or Tab Delimited.

6. *Does the County have resources to put the legacy data into a prescribed format, and then participate in the conversion process in the new system?*

The County will be able to supply the legacy data in a variety of formats including SQL or Tab Delimited.

7. *What is the budget amount or range for this project?*

The budget for this project will be established as a result of the winning bid (if any) in this process, including County staff time for implementation.

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8. *Requirement 3.6 on RFP page 15 states "System must communicate with County Payment Processor, FIS, for credit card processing and bank transfers."*
- How many, what type/business purpose, is the desired interface uni- or bi-directional?*
 - What is frequency of interface (batch or real time), and can these systems use web services?*

Bi-directional, as the system would be able to issue licenses once all necessary approvals have been made and payments have been accepted. Transaction types will include but are not limited to, business license payments, license renewal payments and Transient Occupancy Tax payments. Frequency would be Real time and web services are available.

9. *Please identify and provide similar details for any other County systems with which the new system must integrate?*

There is no need for the new system to directly interface with any other County systems, other than described above.

10. *Does the County have any standard documents or formats on which vendors should represent the system costs? If so, can the County please provide this document(s)?*

There is no standard form except the Response Matrix as found in the main RFP document.

11. *Please provide details regarding the County's staffing dedicated to this implementation. Will there be a dedicated Project Manager, and if so, will this person be from the County IT team or an outside consultant? How many dedicated staff will be assigned to the duration of this system implementation?*

One full-time equivalent assigned, on an as needed basis, for the duration of the process.

12. *To allow vendors sufficient time to assemble comprehensive bids, will the County please consider extending the proposal submission deadline one week?*

Due to existing County project deadlines, our submission date must remain firm.

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13. *The schedule on RFP page 5 states the implementation begins on 11/7/2011 with a completion date targeted for 11/30/2011, three weeks later. It also states, "If the target date cannot be met, vendor is expected to propose an alternate date with the proposed implementation schedule." Due to the specifics of this project scope, please confirm the County will consider alternate implementation timeframes proposed by bidders that may range from 12 to 24 months.*

The County will consider alternate implementation timeframes, however, a bidder's proposed implementation timeframe will be a factor to be evaluated along with the rest of the bidder's proposal. A bidder's ability to meet the County's target dates will be heavily weighted in evaluation of a proposal.

14. *Page 12, 2.4: Property Managers can bulk submit return data and payment for multiple operators – Will the returns be separate returns with one check or are you looking for one form where the property manager can list all accounts? **Note** Separate returns would allow for copies to be filed in corresponding account files.*

When an operator is being managed by a property manager, the system should allow the Property Manager to enter return data (taxable rents, etc.) for the individual operators and then submit payment for all of their operators at once.

15. *Page 13, 2.9: Please explain trust accounts.*

Our current system has a limitation that before a given return can be amended or adjusted, the payment must first be removed and placed in trust. If the new system can handle adjustments/amendments without requiring payment removal then no trust accounting would be necessary.

16. *Page 14, 3.2: Customers must be able to receive account information. What type of information? As requested by the customer? Do you mean emailed renewals, letters, etc? Please explain.*

Customers should be able to access their prior transaction records (returns submitted, applications submitted) and payment records. They should also be able to download copies of correspondence that has been sent to them, including renewal reminders.

17. *Page 14, 3.4: Submit documents to "fill and print"... Does this mean that you would like customers to be able to fill out documents online, print and mail to your office?*

Yes, customers who prefer to submit returns or applications via mail or in-office should be able to fill out forms/applications/returns and then print.

18. *Page 15, 3.9: We would appreciate more details regarding County security- DMZs and firewall tunneling.*

County IT Policy is that web-facing servers may not access internal servers. Synchronization between internal and external servers MUST be initiated by the internal servers (Web-facing servers cannot "push" data to the internal servers. It must be requested or "pulled" by the internal server from the web-facing servers.)
