

State of Louisiana
Department of Revenue

Uniform Electronic Local Return and
Remittance System Development and
Implementation Services

Official Responses to Written Inquiries

1 – RFP Section: None

Page Number: None

It appears that the State is seeking the development of a system that will be located and managed by the State. Will the State entertain a solution that is hosted at the vendor's site?

Response: *No, the system must be installed and operate on the Department's web servers.*

2 – RFP Section: None

Page Number: None

If the solution is to be hosted at the State's site, can you provide the hardware specifications and a complete list of software which is loaded on your web, application and database servers including any redundancy?

Response: *The complete list of hardware and software was provided in Appendix E of the RFP. Dell multi-processor PowerEdge servers, with sufficient memory and hard disk space for the application, will be used to host the web, application, and database server components. All servers run 32-bit Windows Server 2003 Enterprise R2. Web servers run Internet Information Services (IIS). Database servers run SQL Server 2005. Microsoft clustering is used for server redundancy, Network Load Balancing (NLB) for the web servers, and Microsoft Cluster Service (MSCS) on the database servers, and, if supported by the application, on the application servers.*

3 – RFP Section: None

Page Number: None

Will the State be providing the SSL certificate for the application?

Response: *Yes.*

4 – RFP Section: None

Page Number: None

Do your web servers run on Windows 2003 Web edition?

Response: *All servers, including web servers, run 32-bit Windows Server 2003 Enterprise R2.*

5 – RFP Section: None

Page Number: None

Can you provide the current or expected volumes of the local Sales and Use returns and remittances?

Response: *Since this is a new application, the Department does not have an estimate of the number of taxpayers that may use the system.*

6 – RFP Section: None

Page Number: None

Will the State be providing a data file of existing taxpayers for validation during the application's registration process?

Response: *There will be no data available for validation. A decision was made to accept the information from the taxpayer as supplied. The burden will be on each collector's office to validate and reconcile the information provided by the taxpayer.*

7 – RFP Section: None

Page Number: None

If the State/parishes will be providing data to the vendor for the application, what is the method of data transfer? Will all of the data be provided in batch?

Response: *No data will be provided.*

8 – RFP Section: None Page Number: None

The RFP is requiring masses of emails to be sent for different purposes. Can the vendor propose alternate more efficient and cost-effective methods to perform the same tasks? SMTP errors and Spam filters could inhibit the intended recipient from receiving these emails. Some of this information should not be sent over unsecured methods. There is also a significant amount of administration from the parishes to manage all of these emails.

Response: *The vendor may propose alternatives to email.*

9 – RFP Section: None Page Number: None

Does the State have a common ID (user-id & password) or Tax ID which links a taxpayer to all of the different tax types in which they have liabilities?

Response: *The Department has a common ID for tax processing. However, this application is for the reporting and remitting parish and local taxes. Each parish issues its own unique taxpayer identification numbers. A taxpayer conducting sales in multiple parishes will have multiple parish ID numbers. The Department does not cross reference state ID numbers to the parish ID numbers.*

10 – RFP Section: 1.5 & 2.6.2 Page Number: 5 & 21

Section 1.5 D: Technical Proposal and 2.6.2 Technical each state that the firm should respond to all RFP requirements. The requirements are spread out through the RFP. Will the State please clarify all sections/appendices of requirements they wish to receive responses to?

Response: *Responses to this RFP must address all of the mandatory requirements and demonstrate to the evaluation committee how the proposer intends to meet each requirement.*

11 – RFP Section: 2.4.1 Page Number: 19

Section 2.4.1 states the contractor will prepare a memo identifying area in the technical environment which may impair the contractor to complete the contract. How much access will the contractor have to the State's environment and security controls? When will this access be provided and when must the memo be submitted? Once received, what is the timeline for the State to resolve any such issues?

Response: *The Contractor will be given whatever access is needed to accomplish the technical assessment task. Access can be provided within days after a signed contract is in place. The memo, if prepared, must be submitted before delivery of the Project Work Plan. Although there is no definite time for submission of the memo, it should be one of the first items submitted to ensure that a final project work plan can be developed. All issues will be timely resolved to avoid delays in implementing the system.*

12 – RFP Section: 2.4.10 Page Number: 21

Can the State further define the System Documentation (Application Documentation, Online feature manuals, user guides, application quick reference cards, error and diagnostic manual, etc.) that is to be provided?

Response: *RFP Section 2.4.10 lists the required system documentation. Each proposal must include a general description of the content to be provided for each item.*

13 – RFP Section: Appendix A, Section 2 Page Number: 28

Can the State provide an electronic copy of the current forms and any sub-forms for the tax types to be included in the scope of this project and stated in Appendix A, Section 2.0?

Response: *The Department does not have electronic versions of all parish tax forms. Most of the forms are available on the Louisiana Association of Tax Administrators (LATA) web site, www.laota.com/pta.htm. The site has links to information about each parish and most parish tax returns. There are links to the parishes that have their own web sites with links to their forms.*

14 – RFP Section: Appendix A, Section 2 Page Number: 29

“The system developed under the resulting contract shall be established, managed and supervised by the Department of Revenue”? What does established, managed and supervised mean?

Response: *The phrase “established, managed, and supervised” means the application will be installed on Department of Revenue’s hardware and future maintenance or modifications to the application will be the responsibility of the Department of Revenue.*

15 – RFP Section: Appendix A, Section 2 Page Number: 29

“The application shall be built as three-tiered business objects using VB.NET and ASP.NET 2.0.”, we implement a as three-tiered solution utilizing “C#.NET and ASP.NET 1.1”, does this meet the State’s requirement?

Response: *No, it does not meet the State’s requirement.*

16 – RFP Section: Appendix A, Section 2 Page Number: 29

It is assumed the State will be responsible for the configuration of your servers to meet the redundancy and load balancing requirements in Appendix A, Section 2.0. Is this a correct assumption?

Response: *Yes, the State will be responsible for server configuration.*

17 – RFP Section: Appendix A, Section 2 Page Number: 29

Appendix A, Section 2 states “Application generated emails must route through a SMTP gateway. “ We assume the State will be providing this gateway and the application will link the user to this gateway. Is this correct?

Response: *Yes, the State will be providing the gateway.*

18 – RFP Section: Appendix A, Section 2 Page Number: 29

Appendix A, Section 2 states the 24 X 7 availability of the system. With the vendor's application installed on state-provided equipment, in the State's environment, and supported/managed by DOR, the control of providing this service is with DOR. The vendor can recommend a redundant solution for DOR, but it will be up to the State to provide the equipment and manage it. Can this requirement be modified or added to the State's responsibilities?

Response: *No, the requirement cannot be modified. It is understood that the Department is responsible for ensuring that the hardware, the network infrastructure, and databases are available 24 hours a day, seven days a week. This availability requirement also applies to the system to be developed, which must be designed and developed to operate while such things as database backups occur.*

19 – RFP Section: Appendix A, Section 2 Page Number: 29

Appendix A, Section 2 states the system shall not require a particular browser type or version. Would the State consider limiting this requirement to browsers that are industry standards and include the current version plus two versions back? Otherwise some of the security and ADA requirements may be jeopardized.

Response: *Yes, the Department will amend this requirement to browsers that are industry standards and include the current version plus two versions back.*

20 – RFP Section: Appendix A, Section 3 Page Number: 30

Can you provide more definition for “to browse a subset of the information (collector and taxpayer)”?

Response: *The data that will appear in the user interface has not been finalized. The data elements a taxpayer will be allowed to view may differ from the elements a collector may be authorized to view. It will be the Contractor's responsibility, working with Department personnel, to finalize the data content of the interfaces.*

21 – RFP Section: Appendix A, Section 3 Page Number: 30

Will the email be external to the system?

Response: *Yes.*

22 – RFP Section: Appendix A, Section 3 Page Number: 31

“The information displayed should default to the current information with an option to view the information as it existed at a previous point-in-time. The system shall allow for the browsing to be done without the need of having or entering a user-id and password”. What is the intention of the State to allow non-authenticated personnel to view the Tax Collector history? Can you provide more details on the data to present to the users?

Response: *Unauthenticated access will only be allowed to the Tax Information Repository, which will contain sales tax rate and exemption information accessible to all taxpayers regardless of whether they file returns and make remittances through the electronic remittance system. A taxpayer located in one Parish may conduct business in*

other parishes. All taxpayers should be able to query the Tax Information Repository to determine sales tax rates and exemptions for all parishes.

23 – RFP Section: Appendix A, Section 3 Page Number: 32
LATA business application form – Can the State provide a copy of this form?

Response: *The form is available on the Louisiana Association of Tax Administrators (LATA) web site. The web address is www.laota.com.*

24 – RFP Section: Appendix A, Section 3 Page Number: 34
Appendix A, Section 3 states: Practitioners and LDR employees shall be allowed to create their own IDs and passwords. We assume the users will be created on the system by a state/parish administrator with a default password, and the Practitioners and LDR employees will have the ability to change their password. Is this a correct assumption? If not, could you provide more detail on your intentions?

Response: *Yes, the assumption is correct.*

25 – RFP Section: Appendix A, Section 3 Page Number: 35
Does the system send the State the registration information (Business/Parish registration)?

Response: *No, the system will not interface with the State's tax system.*

26 – RFP Section: Appendix A, Section 3 Page Number: 36
Page 36 states the system must allow taxpayers to utilize credit memos. Will the State be providing data on the credit memos for the application to validate against, or will the application simply allow the taxpayer to add the credit information and it will be verified by the State at a later time by the back-end system?

Response: *No data will be provided for validation of the credit memo. Each credit memo claimed will be verified at a later time by the parish denoted by the taxpayer.*

27 – RFP Section: Appendix A, Section 3 Page Number: 36
“Claim for a Refund form” – Can the State provide a copy of this form?

Response: *A copy of the form approved by the LATA Board of Directors can be found at the end of this document. It is the recommended form to be used by locals for “Claim[s] for Refund.” The form can also be found on the LATA website at www.laota.com.*

28 – RFP Section: Appendix A, Section 3 Page Number: 38
Reports – Does the State anticipate everyone having access to the six defined reports or will security guidelines be applied to only allow certain defined access?

Response: *Security guidelines will be applied to only allow certain defined access.*

29 – RFP Section: Appendix A, Section 3 Page Number: 38
Data Transfer – In the State's environment, what methods are available for the State and parishes to retrieve these files? Will the vendor be responsible for transmitting these files or just moving these file to a directory on the system for the State/parishes to retrieve?

Response: *The application will be responsible for transmitting data files to each parish. The Department uses ftp (file transfer protocol) for data transfer to external business partners.*

30 – RFP Section: Appendix A, Section 4 Page Number: 40,41
Collector Profile Repository, Tax Information Repository & Taxpayer Profile Repository – “The Contractor shall gather/determine information to determine the data.....” Who will the Contractor work with to gather this information?

Response: *The Contractor, assisted by Department personnel will work with a select group of parish administrators and representatives of business & industry to gather this information.*

31 – RFP Section: Appendix C Page Number: 49
Can the vendor modify the price schedule Appendix C to allow the vendor to provide additional costs as stated on page 6, 1.5, G?

Response: *Yes. The proposal will be evaluated on total project cost.*

32 – RFP Section: Appendix D Page Number: 55
Appendix D, 1 Performance, (6), states the requirement for “C2” computer access protection controls. Do the State’s policies, procedures and facilities meet the “C2” standards? Does this item apply to the parishes as well?

Response: *The Department’s computer system and network has been certified as C2 compliant during the most recent IRS audit. This item does not apply to the parishes.*

33 – RFP Section: None Page Number: None
I understand that it is the government’s intention to award a fixed price contract. Nonetheless, I would appreciate being provided the number of transactions from last year.

Response: *This is a new application to be developed. There were no transactions last year.*

34 – RFP Section: Appendix A, Section 2 Page Number: 29
Describe what functions or features would satisfy the requirement on page 29 for disabled users?

Response: *To assist people with physical disabilities, all application features shall be accessible by either mouse or keyboard.*

To assist people with visual disabilities, all fonts shall be easily configurable by the user. Font size, type, and color and graphic attributes such as line, border and shadow thickness shall not be hard coded. Users shall also have the capability to override default colors. Descriptive names shall be provided for every widget instance for taxpayers who utilize screen reading software.

To assist people with hearing disabilities, volume and frequency of any audio should be easily configurable by the user. When appropriate, a visual notification should accompany an audio notification.

35 – RFP Section: None Page Number: 39

On page 39, what do you mean by electronic check in paragraph 1, sentence 1. Isn't this the same process as ACH debit?

Response: *Yes, electronic check and ACH Debit are the same process.*

36 – RFP Section: 1.1.2(ii) Page Number: 2

What does vendor's compensation refer to? Who is the vendor?

Response: *Vendor is a reference to the business that is collecting the tax on behalf of the taxing authority. The vendor is the taxpayer who will be reporting and remitting taxes collected to the appropriate local collector. Vendor's compensation refers to a percentage of the tax collected by a vendor that the vendor is allowed to keep if the taxes collected are reported and remitted in a timely manner.*

37 – RFP Section: 1.5(A)(2) Page Number: 5

Do we need to submit a copy of the corporate resolution with the response?

Response: *Yes, a copy of the resolution is required with the response.*

38 – RFP Section: 1.16 Page Number: 10

Will the state please indicate exactly which items are non-negotiable?

Response: *The items listed within this section are the only items that are non-negotiable.*

39 – RFP Section: 2.4.9 Page Number: 20

Training Materials & Delivery of Training – Section 4.0 Contractor Responsibilities (Page 39), who will be responsible for the printing and mailing of the training materials referenced.

Response: *The Contractor will be responsible for the printing and mailing of training materials.*

40 – RFP Section: Appendix A, Section 2 Page Number: 29

Please explain the technical specifications of what will be provided by the department in order for web services to be “clustered with Network Load Balancing.”

Response: *Network Load Balancing (NLB) is a clustering service provided by Microsoft in Windows Server 2003. NLB will be implemented according to Microsoft's published specifications.*

41 – RFP Section: Appendix A, Section 2 Page Number: 29

Paragraph 5: What type of encryption is required? Does every data element have to be encrypted in the database or only sensitive information such as banking information and

passwords? What is meant by "the system should also convey and instill trust with the public? What is the criteria used to measure this "trust"?"

Response: *Encryption should be accomplished through the use of SSL and/or https. All data elements in the database are to be encrypted. The public should be aware that they are interacting with the application in a secure manner. That awareness can be in the form of text within the interface, indications within the status bar of a browser, a pop-up message box, or some other appropriate manner.*

42 – RFP Section: Appendix A, Section 2 Page Number: 29

State reserves the right to extend contract for additional 36 months. If the State's intention is to own and manage the system, why would the contract be extended? Does the State intend for the successful contractor to provide an on-going support plan?

Response: *Section 2.2 of the RFP states that the contract term is expected to be for 12 months. The extension clause was included in case the system cannot be implemented in 12 months. The contract resulting from this RFP shall not exceed 36 months. The successful contractor will not be expected to provide an on-going support plan.*

43 – RFP Section: Appendix A, Section 3 Page Number: 30

How far back must collector information be maintained?

Response: *Three years.*

44 – RFP Section: Appendix A, Section 3 Page Number: 32

Is the LATA Sales Tax Application located at www.laota.com/registration/tax_application_print.htm the same as the LATA business application form? If not, can the State provide the LATA business application form?

Response: *Yes, it is the same form.*

45 – RFP Section: Appendix A, Section 3 Page Number: 32

Is the LATA Business application form the same for all collectors?

Response: *Yes, all collectors use the same form.*

46 – RFP Section: Appendix A, Section 3 Page Number: 32

What is a Practitioner? What can a Practitioner do? What ties does a Practitioner have to a taxpayer?

Response: *A practitioner is an entity, paid by a taxpayer, to prepare sales tax reports on behalf of the taxpayer. A practitioner can be the taxpayer's accounting firm, a CPA, or other organization in the business of sales tax report preparation. The practitioner, given the authority by the taxpayer, may use the system to file sales tax returns and initiate remittances of the taxes due on those returns. A practitioner may have several taxpayers as clients.*

47 – RFP Section: Appendix A, Section 3 Page Number: 33

Can a parish have multiple collectors? Is the system supposed to enforce in any way the agreement with other parishes to be the collector in those parishes?

Response: *Parishes can only have one collector. However, collectors may collect tax for multiple parishes in accordance with their agreements. The system will not be required to enforce any agreements between parishes. The system must only allow for collectors to be responsible for multiple parishes.*

48 – RFP Section: Appendix A, Section 3 Page Number: 35

On page 35, paragraph 4 it states that “The web page shall be uniform for all taxing authorities.” Is it the states intent to build one uniform web page for all taxing authorities as part of this project? If so, will this uniform web page be a combination of the existing forms or a streamlined version? Can the state provide the data elements for this uniform web page.

Response: *The intention is for one uniform web page for all taxing authorities. The layout of the web page has not been decided. However, the uniform web page must allow for taxpayers to enter all data that is necessary for the application to “build” a tax return for each parish and construct NACHA (National Automated Clearing House Association) formatted files of remittances for each parish.*

49 – RFP Section: Appendix A, Section 3 Page Number: 35

When a business applies for a taxpayer id number, how is the assigned number communicated to the taxpayer and the system?

Response: *When a business applies for a taxpayer id number, each parish will communicate to the taxpayer their assigned id number for that parish. It will be the responsibility of the taxpayer to create or update their profile with their id numbers.*

50 – RFP Section: Appendix A, Section 3 Page Number: 35

What third party software packages' output files must be supported by the system for import or returns? What formats of electronic files must be supported?

Response: *Although all third-party packages used by taxpayers cannot be listed, some of the most popular ones are Sales Tax Manager, Sales Tax Exact, Trustfile, TaxSolver, and InSource. As outlined under Contractor Responsibilities in the RFP, the Contractor, working with the Department, will finalize the data and format of the data that will be imported into the system.*

51 – RFP Section: Appendix A, Section 3 Page Number: 36

In what format is the Claim for Refund form? Must a form be generated for each parish in which a refund results? Is there a common format across all parishes?

Response: *A copy of the form approved by the LATA Board of Directors is included as the last page of this document. This is the recommended form to be used by locals for “Claim for Refund.” The form is also available on the LATA website at www.laota.com. The system must generate a form for each parish in which a refund results.*

52 – RFP Section: Appendix A, Section 3 Page Number: 37

Please define the “appropriate party” who should receive an e-mail message indicating that a return has been entered, but a payment has not been initiated. Does the department expect the non-initiated payment e-mail to be generated whenever the payment was not submitted through the proposed system although payment may have been initiated via another method?

Response: *Each taxpayer will identify who the “appropriate party” in their organization is. If the taxpayer has not made this identification, all taxpayer users with the role of administrator shall receive this email. The Department expects the non-initiated payment e-mail to be generated in all cases, except to those taxpayers designated to pay via ACH Credit means.*

53 – RFP Section: Appendix A, Section 3 Page Number: 37

To whom should the system send an email when the filing and paying processes? There may be multiple users within the tax paying organization who have pay rights. How is a paid preparer registered into the system and given rights to file for a particular taxpayer? Is a paid preparer ever allowed to complete the paying process on behalf of his clients?

Response: *In general, roles attached to user-IDs will factor in to who receives emails generated concerning filing or remittance processing. To keep matters simple for the taxpayer, the system will not keep track of taxpayer relationships to paid preparers. The taxpayer, or paid preparer on behalf of the taxpayer, will create a taxpayer profile. The paid preparer will use the application to file returns on the taxpayer’s behalf. Some taxpayers will allow paid preparers to initiate the payment process.*

54 – RFP Section: Appendix A, Section 3 Page Number: 39

Will the contractor be provided an “Editable Field” pdf template for a tax return for each parish? What product is used to generate the templates (e.g. Adobe)?

Response: *No, the Department does not have available “Editable Field” pdf templates of each parish’s tax return. The Department will work with the Contractor to determine if they are available from each parish. Otherwise, it is the Contractor’s responsibility to create them. When the Department assumes responsibility for the application, OneForm, a product of Amgraf, is the intended tool for creating editable pdf templates.*

55 – RFP Section: Appendix A, Section 3 Page Number: 39

When subscribing to the bulletin board, how do others not registered to use the system as taxpayers indicate in which type of notices they are interested and would like to receive emails when associated bulletins are posted?

Response: *RFP Appendix A, Section 4 states that it is the Contractor’s responsibility, with the assistance of Department personnel, to finalize the requirements for the bulletin board component. This process will determine how others not registered as taxpayers will interact with the bulletin board component.*

56 – RFP Section: Appendix A, Section 3 Page Number: 40

What information contained within the Collector Profile Repository is supposed to be verified? All information is entered by the collectors. At implementation before any collectors can register, what information will be in the system?

Response: *The application is not required to verify any information in the Collector Profile Repository. The information that will be in the system at implementation has not been finalized, but it is expected that minimal information such as the name of central collecting agency, name of collector, mailing address, physical address, telephone number, and fax number will be loaded into the system at implementation.*

57 – RFP Section: Appendix A, Section 3 Page Number: 41

What information contained within the Taxpayer Information Repository is supposed to be verified? All information is entered by the collectors. At implementation before any collectors can register, what information will be in the system?

Response: *The application is not required to verify any information in the Taxpayer Information Repository. No information will be in the system at the time of implementation.*

58 – RFP Section: Appendix A Page Number: 28

Will the state provide the following tax forms electronically. If not available electronically, could they please be provided in paper?

1. Bienville - Sales Tax and Use
2. East Feliciana - Sales Tax and Use
3. Quachita - Sales Tax and Use
4. Plaquemines - Sales Tax and Use
5. St., Tammany - - Motel/Campground Gross Rentals Tax, Cigarette Paper Tax, Hotel Occupancy Tax
6. Madison - Farm Diesel Tax
7. Food for home preparation
8. Drugs prescribed by physicians or dentist and insulin

Response: *There are no separate forms for these items. All are line or column entries contained within the associated parish's Sales Tax return.*

59 – RFP Section: Appendix A, Section 4.0 & 5.0 Page Number: 39 & 43

Is there any requirement for support or maintenance after the 6 month warranty?? If not, are contractors required to include the cost associated with time, training, licensing for development, and knowledge transfer for the state to be able to modify and support the application after the 6 month period.

Response: *There is no requirement for support or maintenance after the six-month warranty period. All costs associated with developing, delivering, and implementing the application and providing the deliverables outlined in the Scope of Work/Services should be included in the cost section of the proposal response.*

60 – RFP Section: Appendix A Page Number: 29

On page 29, you state “The application shall be supported in a Microsoft Windows Server 2003, IIS and SQL Server 2005 environment”. But in Appendix E, you list SQL Server 2000 as you database. Are there any other SW you support than what is listed in Appendix E such as Microsoft Reporting Services?

Response: *At the time the RFP was issued, SQL Server 2000 was our database platform. The Department is currently migrating to SQL Server 2005 and plans on implementing the application in the SQL Server 2005 environment. The Department does support Microsoft Reporting Services as an integrated component of SQL Server 2005.*

61 – RFP Section: None Page Number: None

Would the State consider cost saving alternative approaches to building the required solution components as long as the goals and tasks of each component is met using industry standards. For example, can we propose a best practice cost effective solution

for distributing electronic messages to taxpayers other than the prescribed email solution in the RFP.

Response: *Alternative approaches may be considered in some instances but not in others. For instance, alternatives to the development of the application in something other than VB.Net 2.0 and ASP.Net 2.0 will not be considered. An alternative to the prescribed email solution in the RFP might be considered.*

62 – RFP Section: None Page Number: None

Is it the States intent to build 64 different filing systems or to build one uniform solution. Some of the requirements in the RFP are going to make this a very expensive solution to build and operate, these requirements include;

1. Multiple forms (web entry, web review, pdf creation) based on individual parish requirements.
2. Multiple data import methods (third party packages, paid preparers, format variety)
3. Multiple backend systems with which to interact (interface method, data and format)
4. Creating PDF files for each form for each parish

Potentially there are 64 each of these which would dramatically impact price and implementation timeline.

Response: *The intention is to build one uniform solution for taxpayers to use for the filing and remittance of sales tax collected at the local level. The system will produce files and reports that can be used by the parishes to input into their back-end systems.*

63 – RFP Section: Appendix D Page Number: 55

Are the “C2” requirements necessary since no Federal tax information will be stored on this system? Although object reuse and auditing can be implemented into the application by the contractor, most of the “C2” requirements, (“a security policy, accountability, assurance”) will be controlled by the state at your facility. The state should also be providing the documentation of these security methods. Can this requirement be moved to the “State’s” responsibility and removed from the contractor’s?

Response: *The C2 requirement is part of the sample contract that is provided with the RFP. The C2 requirement can be negotiated before a final contract is signed.*

64 – RFP Section: Not Provided Page Number: Not Provided

Do all system requirements/customization needs to be manufactured in United States only or part / FULL development can be off shored?

Response: *As per Section 2.5 of the RFP, “The gathering of system requirements is to be performed at the Department of Revenue’s headquarters location in Baton Rouge, LA. The development of the computer software may be performed at the Contractor’s location.”*

65 – RFP Section: Not Provided Page Number: Not Provided

Can application be developed using C# with ASP.Net?

Response: *No, the Department’s skill set is VB.Net 2.0 with ASP.Net 2.0.*

66 – RFP Section: Not Provided Page Number: Not Provided

Can system rollout date of 1st July 2007 be extended in accordance with project plan?

Response: *Yes, the Department estimates a six month development and implementation effort will be needed. It will be up to each responder to provide an estimate based on availability of resources. A final schedule, including implementation date, will be mutually agreed upon after a Contractor is selected.*

67 – RFP Section: Not Provided Page Number: Not Provided

References should be provided of at least three states, government agencies, or private firms for whom similar or larger scope services have been provided. Include a contact person, e-mail address and telephone number for each reference. We have experience of delivering similar services to state & county Governments thru prime bidders; does it qualify us to submit our proposal on this RFP?

Response: *Yes, this experience allows you to submit a proposal.*

68 – RFP Section: Not Provided Page Number: Not Provided

Proposals opening date mentioned as November 9, 2006 4.00 PM, do we consider this as final date of submission of our proposal?

Response: *Yes, proposals must be received before 4:00 PM on November 9, 2006.*

69 – RFP Section: Not Provided Page Number: Not Provided

Data Transfer – Do all Collector's will accept data files in one format or files needs to be created in different format for each Collector?

Response: *All Collectors are not able to accept data files in a single format. The number of file formats will be limited.*

70 – RFP Section: Not Provided Page Number: Not Provided

Is the budget for this project public information? If so what is the budget?

Response: *The Department has been budgeted funds for this project, but because competitive bids are being solicited, the amount budgeted will not be disclosed.*

71 – RFP Section: Technical Proposal Elements Page Number: 22

Information concerning the marketing support to be provided by the Proposer to promote taxpayer use of the system. What type / scope of marketing support is of interest to LDR?

Response: *There is no preference as to the type of marketing support. The emphasis should be to market the system to as many taxpayers as possible.*

72 – RFP Section: Section 3.1 Page Number: 23

Prices proposed by the Proposer shall be a fixed price for each deliverable: 1) assessment and planning, 2) system design, 3) testing, training and implementation of the requested software. Will LDR consider a slightly different list of deliverables?

Response: *Section 2.4 of the RFP states "The deliverables listed in this section are the minimum expected from the successful proposer." A slightly different list of deliverables would be considered as long as the list includes the minimum expected deliverables.*

73 – RFP Section: Section 3.2 Page Number: 24

The proposal should demonstrate the hardware, software, and network resources to be required by the proposed solution. Could you please elaborate on what should demonstrate the hardware, software and network resources mean?

Response: *It is a requirement of the RFP that the system shall be designed and developed to operate within the Department's current hardware/software environment. The proposal should provide evidence that this requirement is met. The proposal should also indicate if the proposed solution will require additional hardware, software, or network resources beyond what is available from the Department. In addition, the proposal should indicate minimum hardware, software, and network resources needed by the local collectors in order to utilize the system to be developed.*

74 – RFP Section: Appendix A, Section 3.0 **Page Number: 30**

The system shall send periodic email reminders to local collectors and designees of the Department of Revenue to ensure the calendars are accurate. Could you define what information will be in the email?

Response: *Email content requirements have not been finalized. In the situation being asked about, the content will probably be a simple statement reminding the collector to update their calendar if they have not yet done so.*

