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| **BUREAU OF FISCAL SERVICES**  **Procurement Unit** |  |  |

**July 15, 2016**

**Response to Bidder Questions and Amendment #1**

**For Request for Proposals (RFP) 15-08 Real Property Tax System**

To All Potential Bidders:

Attached are the Department’s responses to Questions received for the above referenced RFP.

The Department is issuing Amendment #1 to amend language in the following sections:

* RFP Glossary, Definition of Third-Party Product
* VI.A.6 Licensing/Source Code Escrow
* VI. A.9. Document Management
* VII.F Product/System Warranty
* VII.G Maintenance and Support
* VIII. Financial Requirements
* X. A. Proposal Content and Organization
* Attachment E – Functional Requirements Response Form
* Attachment K – Licensing/Source Code Escrow Response Form
* Attachment U – Project Management Approach Response Form
* Attachment 19 – Financial Response Form (published as separate file)

Corrected pages are attached to this document, with the exception of the **Attachment 19 - Financial Response Form**, which is published with this document as a separate file. All deletions are shown as shaded, strike-through text, all additions are made in red text.

All other requirements and conditions remain as indicated in the RFP.

| **#** | **RFP Section** | **RFP Page #** | **Question** | **Answer** |
| --- | --- | --- | --- | --- |
| 1 |  |  | Whether companies from Outside USA can apply for this?  (like,from India or Canada) | Yes, however vendors must have the legal authority to conduct business in New York State. |
| 2 |  |  | Whether we need to come over there for meetings? | Yes. |
| 3 |  |  | Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) | No, not all tasks can be performed outside the USA. Development tasks may be performed outside USA, however **NO** production tasks may be performed outside the continental United States (e.g., testing, conversion, etc.) |
| 4 |  |  | Can we submit the proposals via email????? | No. |
| 5 | General | NA | Are bidders allowed to include appendices, if needed? | Yes. |
| 6 | General | NA | Please specify where in the proposal to include signed addenda, if any.  Clarification provided by Bidder:  “If the State releases any official addenda requiring signature by the Proposer, where in the Proposal submission would the State prefer them to be included? “ | If any addenda are issued, instructions will be given at that time. |
| 7 | IV.B | 52 | Will the State accept a Qualifying Experience Form from clients that will go into maintenance in 2017 and 2018? | No. |
| 8 | IV.D | 53-54 | Given the length of our audited financial statements (several hundred), can Bidders provide these documents in electronic format only? | Audited financial statements may be submitted in the following electronic formats: on CD, Flash Drive, or links to the information on the Bidder’s website. |
| 9 | VI. A Technology Considerations | 65, 66 | Is the State open to a solution that is not web based as the initial install if a web-based solution is part of the product road map? | No. The State requires data to be on one centralized database located at the State’s Data Center and requires the elimination of manual installations at the local level. |
| 10 | X.A Prop Content and Organization & Attachment 1 Bidder’s checklist | 115 & 173 | Please clarify which forms are under technical and general tabs as required on page 115 X.A. Prop Content and Organization, as opposed to under functional? Attachment 1 Bidder’s checklist has them all together. | Technical Requirements: Attachments F – T.  General Requirements: Attachments U – BB. |
| 11 | X.B | 116 | We will be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered? | Yes. |
| 12 | X.B | 116-117 | Please clarify to which address bidders should ship proposals (via UPS/FedEx) or hand deliver. | Bidders using a delivery service (UPS, Fedex, etc.) should have the package delivered to the 90 Cohoes address. For hand delivery, the sealed package should be delivered to the W.A. Harriman Campus, Building 9. |

| **Term** | **Definition** |
| --- | --- |
|  | assessment and taxation. The taxable status date of most towns in New York State is March 1. For more information, see [The Real Property Tax Cycle](http://www.tax.ny.gov/pubs_and_bulls/orpts/rptcal.htm). |
| Technology Stack | A technology stack comprises the layers of components or services that are used to provide a software solution or application. |
| Thin Client | A client machine that allows content produced by a distributed application to be presented and executed upon in a web browser. |
| Third-Party Product(s) | Any Product(s),~~and/or~~ hardware, appliance(s), or other item(s) procured by Contractor or the State from a third-party for use in the System. |
| UCI | Uniform Construction Index |
| Uniform Percentage | The standard of assessment in New York State. All properties in an Assessing Unit must be assessed at the same percentage of their market values except where classified assessments are allowed in which case all properties in the same class must be assessed at the same percentage of their market values. |
| User Acceptance Test Environment | A computing environment in which Authorized Users typically use real-life data and scenarios to test software that has been migrated from a Development Environment. See also Development Environment and Production Environment. |
| Valuation | The process of estimating market value, investment value, insurable value, or other properly defined value of an identified interest or interests in a specific Parcel or Parcels of Real Property as of a given date. |
| Valuation Date | The date on which a value estimate applies. For assessment purposes, the valuation date in New York State is set by statute in all but a few Assessing Units as July 1 of the prior year. Appraisals for other purposes may have various valuation dates. For more information, see [The Real Property Tax Cycle](http://www.tax.ny.gov/pubs_and_bulls/orpts/rptcal.htm). |
| Virtualized | Refers to the act of creating a virtual (rather than actual) version of something, including but not limited to a virtual computer hardware platform, operating system (OS), storage device, or computer network resources. |
| Virtual Machine | VMs are created within a virtualization layer, such as a hypervisor or a virtualization platform that runs on top of a client or server operating system. This operating system is known as the host OS. The virtualization layer can be used to create many individual, isolated VM environments. |
| Warranty Period | The period of time following Final Acceptance during which time Contractor shall provide Maintenance of the System at no additional charge to the State. |
| Web-based | Any program that is accessed over a network connection using HTTP, rather than existing within a device’s memory. Web-based applications often run inside a Web Browser. |
| Web Browsers | Commonly referred to as a browser. A software application for retrieving, presenting and traversing information resources on the World Wide Web. |
| Workflow | The sequence of industrial, administrative, or other processes through which a piece of work passes from initiation to completion. |

* Explain how the proposed System complies with the application data storage requirements. **(M)**
* Explain how the proposed System complies with the no hardcoding of user ID(s) and password(s) requirements. **(M)**
* Describe how the proposed System is configured to restrict web browsing of the web server without user authentication. **(M)**
* Describe how the proposed System restricts data and database access to Authorized Users. **(M)**
* Describe how the Contractor will track and remediate all security issues uncovered during the entire development life cycle, and how the Contractor will provide an independent security review before any software is deployed to the Production Environment. **(M)**
* Describe how the proposed System provides for multiple authorization roles and data factoring to limit data access to only those who need to access a particular subset of data. **(D)**
* Describe how the proposed System provides for active monitoring and alerting of all data access. **(D)**
* Describe the proposed System’s proactive monitoring of all network activities and blocking of suspicious activities capabilities. **(D)**

1. **Licensing/Source Code Escrow (M)**
2. **License (M)**
   * + 1. **Bidder’s Software, Hardware, Appliance(s), and Other Item(s) (M)**

The Bidder must propose a License for its COTS software and the customizations required for the System (“Bidder’s software”) which grants the State a non-exclusive, royalty-free, perpetual, Concurrent and unlimited (as to number of users) License to access, deploy, use, execute, reproduce, display, perform and/or merge the Bidder’s software (collectively referred to herein as “’use of’ or ’to use’ the Bidder’s software”). The License proposed must be irrevocable. Bidder’s remedy for all damages shall be exclusively at law, except that Bidder shall have the right to seek injunctive relief to prevent the publication of any Bidder owned intellectual property should the State publish or seek to publish such intellectual property.

The License grant shall provide for use of the Bidder’s software by the State as necessary to effectuate the business purposes for which the State is procuring the Bidder’s software, as described within, and for use by any third parties that may be engaged by the State to perform any such functions on the State’s behalf. For purposes of the License grant, such grant shall also include use of the Bidder’s software and Documentation by all Real Property Taxing Jurisdictions that may at any time decide to use the System. The License rights granted by the Bidder must extend to use by all such Real Property Taxing Jurisdictions, for all uses as necessary to effectuate the business purposes for which the State is procuring the Bidder’s

software, as described within, and to any third parties engaged by the Real Property Taxing Jurisdictions to perform any such functions on their behalf.

The State reserves the right to procure on its own some or all of Bidder manufactured hardware, appliance(s), or other item(s) a Bidder may propose for the System, or to procure through the Bidder some or all of the Bidder manufactured hardware, appliance(s), or other item(s) proposed. In the event the Bidder proposes utilization of any Bidder manufactured hardware, appliance(s), or other item(s) in the System, the Bidder must:

* Identify the name and function of the Bidder manufactured hardware, appliance(s), or other item(s) that is proposed;
* Submit with the Bid a copy of all end-user license agreements (EULA) (or other agreements, if not an EULA) which the State will be requested to agree to; and
* Provide the costs associated with each Bidder manufactured hardware, appliance(s), or other item(s) proposed on **Attachment 19 – Financial Response Form**. **Cost information must not be provided as a response to this section in the Bidder’s Technical Proposal.**
  + - 1. **Third-Party Products (M)**

The State reserves the right to procure on its own some or all Third-Party Products a Bidder may propose for the System, or to procure through the Bidder some or all of the Third-Party Products proposed. In the event the Bidder proposes utilization of any Third-Party Products in the System, the Bidder must:

* Identify by ISV name, product name, and function each Third-Party Product that is proposed;
* Submit with the Bid a copy of all end-user license agreements (EULA) (or other agreement, if not an EULA) which the State will be requested to agree to; and
* Provide the costs associated with each Third-Party Product proposed on **Attachment 19 – Financial Response Form**. **Cost information must not be provided as a response to this section in the Bidder’s Technical Proposal.**

1. **Source Code; Deposit; Access and Use by State (M)**
   1. The Contractor will be required to either deposit its Product Source Code in escrow for the benefit of the State, including all code and related documentation necessary for the State to fully utilize and maintain the RPSv5 System, or allow the State to hold all such Source Code in its own custody to be accessed only upon the occurrence of an event of default.  **Costs associated with escrowing the Contractor’s Products shall be fully borne by the Contractor. (M)**

* The State will consider a third-party escrow arrangement with a designated escrow agent who shall be named and identified to the State.
* If the State determines the escrow arrangement offered is unacceptable and does not meet the needs of the State, the State will require the Bidder to either: (a) negotiate an escrow arrangement acceptable to the State; or (b) grant the State the right to hold the Source Code in its own custody to be accessed only upon the occurrence of an event of default.

1. All Source Code deposits in escrow for the benefit of the State shall be certified to the State in writing upon deposit. In addition, on at least an annual basis, the Contractor will be required to recertify that the Source Code escrow agreement remains in effect and that the deposits of such escrow account are fully up to date, including such Source Code itself and any and all related documentation. **(M)**

Source Code will be released to the State upon the occurrence of specified default events. Should it become necessary for the State to utilize the Source Code, the State shall have the right to use the Source Code and related documentation for all

purposes necessary to continue the Product benefits afforded to the State under the Agreement. **(M)**

**Response Requirement**

The Bidder must complete **Attachment K, Licensing/Source Code Escrow Response Form** addressing the following:

In accordance with Section **VI.A.6.a - License,** the Bidder must:

* Affirm understanding of, and agreement to comply with, the License requirements as set forth in **a.i. Bidder’s Software, Hardware, appliance(s) and other item(s)**. **(M)**
* Supply Bidder’s form COTS software License agreements (for informational purposes only). **(M)**
* Affirm understanding of, and agreement to comply with, the requirements of **a.ii. Third-Party Products**. **(M)**
* Supply the required information and a copy of all EULAs (or other agreements) for all Third-Party Product(s) proposed for use in the System, as applicable. **(M)**

In accordance with **Section VI.A.6.b – Source Code; Deposit; Access and Use by State**, the Bidder must:

* Affirm understanding of, and agreement to comply with the Source Code requirements as set forth in **b.i.** **(M)**
* Affirm understanding of, and agreement to comply with the Source Code requirements as set forth in **b.ii.** **(M)**
* Affirm that in the event the State must use the Source Code, the State will be empowered to use it as set forth in **b.iii.** **(M)**

1. **GIS (M/D)**

The RPSv5 System relies heavily on GIS tools. Location tools and mapping capabilities play significant roles in Parcel management. The proposed System must contain a GIS toolset either in the software or through integration with a third-party GIS toolset. The State’s preference is the RPSv5 System utilizes Environmental Systems Research Institute, Inc. (Esri) for its GIS toolset.

Below find standard uses of GIS software within the individual Parcel maintenance construct:

* + Standard Geocoding capabilities **(D)**
  + Standard mapping capabilities **(M)**
  + Routing **(D)**
  + Map exporting/updating/saving **(M)**

**Response Requirement**

The Bidder must complete **Attachment M, Sketching Response Form** addressing the following:

* Does the proposed System provide for Sketching capability and/or does your System provide for integration with third-party Sketching? **(M)**
* Describe the proposed System’s Sketching capabilities. **(M)**
  + Explain what product and version of sketching software is currently in use in the proposed System. **(M)**
  + Identify any third-party Sketching package that the proposed System integrates with and where they are in use. **(D)**
* Detail how the proposed System will be capable of allowing Authorized Users to sketch and attach sketches to specific Parcels. Include screen shots. **(M)**
* Explain how sketches will be retrieved, how sketches will be displayed and what mechanisms are used for updating, exporting and saving sketches. **(M)**
* Describe how Sketching in the proposed System, provides for the following standard uses:
  + Architectural drawing **(D)**
  + Dimensioning and symbols for architectural drawing **(D)**
  + Line drawing **(D)**

1. **Document Management (M)**

The RPSv5 System must have the ability to manage documents while managing Parcels. The proposed System must contain a Document Management package either in the software or through integration with a third-party Document Management package. For specific functional requirements of Document Management, refer to **Section V. Functional Requirements** of this RFP.

**Response Requirement**

The Bidder must complete **Attachment N, Document Management Response Form** addressing the following:

* Does the proposed System provide for Document Management capability and/or does the proposed System provide for integration with third-party Document Management? **(M)**
  + - Describe the proposed System’s Document Management capabilities. **(M)**
    - Explain what product and version of Document Management ~~sketching software~~ is currently in use in the proposed System. **(M)**
  + Identify any third-party Document Management systems that the proposed System integrates with and where they are in use. **(D)**

class, rounding associated with the periodic recalculation of Assessed Values could result in a zero Assessed Value for the smaller piece. This issue will have a negative impact related to the STAR program, Assessor's Reports and various Equalization products computed by the Department. This process uses the class percentages fields defined as Numeric (3). How are data typing and precision changes handled?

1. **STAR Savings Cap - Legislative Revision to Section 1306-a RPTL** 
   * + **Business need -** Real Property Tax Law was changed effectively limiting the amount of increase in STAR related savings a taxpayer could receive, from one year to the next to 2% or less. Prior to this statute, no limit existed in the billing cycle. Since schools are effectively reimbursed by NYS for STAR savings incurred by the property owner, NYS's costs associated with this program were rising at an unsustainable rate. In addition to limiting the STAR savings amount, changes are also required to the Tax Roll and Bill processing modules. The tax extension programs and extract files, tax bill content and rounding of totals all require extensive changes to meet new requirements.
2. **Annual ORPTS Business data changes affecting the Real Property Tax System** 
   * + **Business need –** Annual cycle changes are required to the Real Property Tax System to incorporate new fields, or changes to existing fields that allow ORPTS business to process current data for annual Equalization Rates and Full Value Measurement estimations. This change management process creates new fields and System changes that support the Annual Municipal Tentative and Final Assessment Roll submittal process. These annual RPS Assessment Roll submittals are loaded into an internal Parcel database which supports all ORPTS business program areas. Provide examples of how you handle annual cycle changes.
3. **Product/System Warranty (M)**

The Contractor must provide a minimum of two years of warranty service to the State following the State’s Final Acceptance of the System (the “Warranty Period”). The warranty services must cover all items included in **Section VII.G., Maintenance and Support**.

Contractor warrants that, for the duration of the Warranty Period, all Products, hardware, appliances, or other items, and constituting parts of the System specified and furnished by or through the Contractor shall individually, and where specified and furnished as a System, at no expense to the State, be substantially uninterrupted or error-free in operation and guaranteed against faulty material and workmanship. During the Warranty Period, defects in the materials or workmanship of Products, hardware, appliances, or other items specified and furnished by or through Contractor shall be repaired or replaced by

Contractor at no cost or expense to the State. Contractor shall extend the Warranty Period for the System as a whole by the cumulative periods of time, after notification, during which an individual component or the System as a whole requires servicing or replacement (down time) or is in the possession of the Contractor, its agents, officers, Subcontractors, distributors, resellers or employees (“Extended Warranty Period”).

Any component or part replaced by Contractor under a warranty shall be guaranteed for the greater of: (1) the Warranty Period set forth herein; or (2) the manufacturer’s standard commercial Warranty Period offered for the Product, if applicable.

All costs for materials, labor, and transportation incurred to replace Products, hardware, appliance(s), or other item(s), or the System as a whole during the Warranty Period shall be borne by the Contractor, and the State shall in no event be liable therefor.

Where Contractor, an Independent Software Vendor “ISV”, or other third-party manufacturer markets any Product, hardware, appliance, or other item, delivered by or through Contractor with a standard commercial warranty, such standard warranty shall be in addition to, and not relieve the Contractor from, Contractor’s warranty obligations during the Warranty and Extended Warranty Period(s). Where such standard commercial warranty covers all or some of the Warranty or Extended Warranty Period(s), Contractor shall be responsible for the coordination during the Warranty or Extended Warranty Period(s) with ISV, or other third-party manufacturer(s), for warranty repair or replacement of ISV’s, or other T~~t~~hird-P~~p~~arty ~~manufacturer’s,~~ Product.

Where Contractor, ISV or other third-party manufacturer markets any Product, hardware, appliance, or other item with a standard commercial warranty that goes beyond the Warranty or Extended Warranty Period(s), Contractor shall notify the State and pass through the standard commercial warranty to the State at no additional charge; provided, however, that Contractor shall not be responsible for coordinating services under the standard commercial warranty after expiration of the Warranty and Extended Warranty Period(s).

Response Requirement

On **Attachment AA, Product/System Warranty Response Form**, the Bidder must affirm understanding of, and agreement to comply with the Product/System Warranty Requirements stated in this Section.

**G. Maintenance and Support (M)**

**Software**

Maintenance and support (“Maintenance”) shall include, at a minimum, (i) the provision of error corrections, updates, enhancements, revisions, fixes, upgrades and new Software Releases to Licensee, and (ii) help desk assistance with locally accessible “800” or toll free, local telephone service, or alternatively on-line help desk accessibility. Contractor shall maintain the Product so as to provide Licensee with the ability to utilize the Product in accordance with the Product Documentation without significant functional downtime to its ongoing business operations during the technical Maintenance term. As software updates are released, distribution of those

#### updates is the responsibility of Contractor during the two-year Warranty Period and any subsequent Maintenance period(s). Bidders also must include in their proposal a detailed Help Desk strategy for the State, both during the implementation, upon “go-live,” and for the Warranty, Extended Warranty and Maintenance Period(s). (M)

Contractor will provide Maintenance commencing upon Final Acceptance of the System (Acceptance of Deliverable 11), Concurrent with the Warranty Period at no additional charge to the State. Payment for Maintenance will commence upon expiration of the Warranty Period.

#### The State shall assign a priority rating for each Post-Production Error. Accompanying response times take effect once a call is placed by the State. The following priority ratings and accompanying response times shall be used:

* **Severity Level 1 – Critical**: The System is down, no work can be performed; e.g., SYSTEM ALERT. Corrective-Action Time Frame: Four (4) hours
* **Severity Level 2 – Serious:** There is a major problem, but there is a work-around for the problem. Corrective-Action Time Frame: Two (2) work days
* **Severity Level 3 – Moderate:** There is a problem, but it does not significantly impact work because there is a mutually agreed upon short term workaround. Corrective-Action Time Frame: Five (5) work days
* **Severity Level 4 – Routine:** The work order is a “non-problem,” for example, a request for service, or “how to” questions, or requests for installation of application(s) on new equipment. Corrective-Action Time Frame: Five (5) work days or more with concurrence of the State**.**

#### The Contractor must track all calls made to the central point of contact. (M)

#### The Contractor must keep a record of each problem call received that includes the name of the person who made the call, the date and time the call was received, the State priority rating assigned to the call, a synopsis of the call, the status of the call, the date and time the call was resolved (if resolved), and the corrective action taken to resolve the call. (M)

#### The Contractor must submit this report in a format and timeframe agreed to by the State. (M)

* The Contractor shall also provide the State with all software tools, plans, and Documentation necessary for future System’s Maintenance for Bidders or the State personnel to maintain the System upon completion of the RPSv5 System Contract period. **(M)**

Hardware/Appliance(s) or Other Item(s)

* **Replacement of all parts with manufacturer certified replacement parts to maintain the equipment within the manufacturer’s specifications.**
* **Preventative maintenance as required by the proposed hardware, appliance, or other item specifications.**
* **Full maintenance service, for the entire length of the Contract and warranty period as prescribed herein, including all components of service, such as but not limited to emergency call back service on an as needed basis, systematic examinations, adjustments, lubrications, repair or replacement of the System component parts.**

**VIII. Financial Requirements**

**Fees bid are to be provided by Bidders in Attachment 19, Financial Response Form. A Bidder’s failure to provide a complete pricing response will result in the Bidder’s proposal being deemed non-responsive. Bidders must provide all pricing information requested on Attachment 19 and should not modify or change the Attachment. Any pricing or add-on costs that do not conform to the presentation allowed on Attachment 19 cannot be evaluated, will be disregarded as extraneous, and cannot be charged to the State after the award of a Contract. All payments will be made in accordance with Article XI-A of the New York State Finance Law.**

**Payment for Deliverables will be made per Deliverable(s) Acceptance, minus the retained amounts, discussed below, and in accordance with State Finance Law. The fixed price bid for each Deliverable is a not to exceed price. Deliverable 1 must only include the costs for the development of the plans. The costs for ongoing project management and reporting is to be allocated to Deliverable(s) 2 through 11, as applicable. Costs for any COTS Software, Hardware, Appliance(s) and Other Item(s) and any Third-Party Product(s) required for the proposed System must be listed separately on Attachment 19, Financial Response Form, and must NOT be included in the fees bid for Deliverables.**

**Payment for the Contractor’s COTS and any Third-Party COTS Product(s) procured through the Contractor will be made in monthly installments. The Contractor will receive the total COTS fees, in monthly installments, after Acceptance of Deliverables 1, 2, and 3 and continuing through the completion and Acceptance of Deliverables 4 through 10. The schedule and amount of monthly installments will be calculated based on the Contractor’s Project Management Plan and Finalized Project Timeline. If there is slippage in the Finalized Project Timeline, the State reserves the right to adjust the schedule of payments.**

**Payment for any ~~Third-Party~~ non-COTS Product(s) (including, if applicable, hardware, appliance(s), and any other item(s) for the System) procured through the Contractor will be made upon delivery of the ~~Third-Party~~ non-COTS Product(s) and receipt of a proper invoice.**

**Fees bid for the first year of the Maintenance period, which will begin upon expiration of the Warranty or any Extended Warranty period, are to be provided in Attachment 19, Financial Response Form. Payment for Maintenance will be due annually, in advance, and upon receipt of a proper invoice. After the initial Maintenance payment, annual fees may be increased for each subsequent annual period with sixty (60) days prior written notice to the Department. All fee increases, for Maintenance, including increases during Contract extension periods, will be limited to the lesser of the Consumer Price Index for All Urban Customers, Table 10 (CPI-U), as reported by the U.S. Department of Labor, Bureau of Statistics for the preceding twelve (12) month period, or three percent (3%) per annum over the prior year’s fee.**

**Fees associated with Change Controls, if any, shall be based on the titles and hourly rates provided on Attachment 19, Financial Response Form, General Rates tab. If the State approves a no cost Change Request, the signed form will be returned to the Contractor to complete the Services. If the State approves a change resulting in an increase in cost to the Services solicited in this RFP, such**

1. **Proposal Submission**

The Bidder must provide a response that clearly and precisely provides all required information. Emphasis should be placed on conformance with the RFP instructions, responsiveness to the RFP requirements and clarity of the intent.

Proposals that do not comply with these instructions or do not meet the full intent of all of the Requirements of this RFP may be subject to scoring reductions during the evaluation process or may be deemed non-responsive.

The Department does not require, nor desire, any promotional material which does not specifically address the response requirements of this RFP.

1. **Proposal Content and Organization**

To facilitate in the evaluation process, the Bidder must organize the proposal into three distinct volumes as follows:

Volume One: Qualifying, Functional, Technical and General Requirements

Volume Two: Administrative Requirements

Volume Three: Financial Requirements

1. Volume One format

Volume One should contain a table of contents with page numbers and each section should be tabbed as follows:

1. Tab 1 – Executive Summary
2. Tab 2 - Qualifying Requirements (Attachments A –D)
3. Tab 3 – Functional Requirements (Attachment E)
4. Tab 4 – Technical Requirements (Attachments F – T)
5. Tab 5 – General Requirements (Attachments U – BB)
6. Volume Two Format
   1. Tab 1 – Cover Letter

* Extraneous terms, if applicable
* Request for Exemption from Disclosure, if applicable

1. Administrative Response Forms
2. Volume Three Format

This volume must contain the **Attachment 19, Financial Response Form**.

| **Requirement No.** | **Requirement Status**  **M=Mandatory**  **D=Desirable** | **Requirement** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Note: Failure to provide sufficient detail to the mandatory topics of this section will result in the Bidder being deemed non-responsive and removed from further consideration.** | | | | | | | |
|  | | | **F** | **CO** | **CU** | **TP** | **SR** | **CR** | **N** |
| 27.a. | M | The System must provide the ability to generate a standard property record card, with or without pre-populated data, on demand for all property types. |  |  |  |  |  |  |  |
| * 1. **Data (M)** | | | | | | | | | |
|  | Narrative to describe the System’s Data capabilities: | | | | | | | | |
|  | | | **F** | **CO** | **CU** | **TP** | **SR** | **CR** | **N** |
| 1 | M | The database must, at a minimum, contain all necessary data items needed for Real Property tax administration in NYS. ~~The following link provides information concerning our existing database structure:~~ |  |  |  |  |  |  |  |
| 2 | M | The database must, at a minimum, allow for a single statewide database that accommodates the approximately 1,000 city, town and county Assessing Units in NYS currently using RPS. It must also provide for any village Assessing Units which may choose to use it. |  |  |  |  |  |  |  |
| * 1. **Administration (M)** | | | | | | | | | |
|  | **Group & User Account Management** | | | | | | | | |
|  | Narrative to describe the System’s Group and User Account Management capabilities: | | | | | | | | |
| The System must: | | | **F** | **CO** | **CU** | **TP** | **SR** | **CR** | **N** |
| 1.a. | M | Provide an interface to manage User Groups and associated permissions. |  |  |  |  |  |  |  |
| 1.b. | M | Provide an interface to manage Users, passwords and associated permissions. |  |  |  |  |  |  |  |

| **Requirement No.** | **Requirement Status**  **M=Mandatory**  **D=Desirable** | | | **Requirement** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Note: Failure to provide sufficient detail to the mandatory topics of this section will result in the Bidder being deemed non-responsive and removed from further consideration.** | | | | | | | |
|  | | | | | **F** | **CO** | **CU** | **TP** | **SR** | **CR** | **N** |
| 1. **Standard Reports (M) – In response to this section, the Bidder must identify if the report is Fully Functioning (F), requires Configuration (CO), or requires customization (CU) AS WELL AS if the report is a Standard Report (SR) or Custom Report (CR). In addition, the Bidder must identify if the software is Third-Party (TP), not included in this Proposal (N), and indicate the level of severity of the change utilizing “H” for High, “M” for Medium, or “L” for Low.** | | | | | | | | | | | |
|  | Narrative to describe the System’s Standard Reporting capabilities: | | | | | | | | | | |
|  | | | | | **F** | **CO** | **CU** | **TP** | **SR** | **CR** | **N** |
| **1.** |  | | **General Reporting** | |  |  |  |  |  |  |  |
| 1.a. | M | * + The System must provide for the following general capabilities:     - If user choices need to be made prior to report preparation, these choices must have the option of being saved and recalled by the user for use at a later time. | | |  |  |  |  |  |  |  |
| 1.b. | M | * + - Users must be able to be print to a designated location. | | |  |  |  |  |  |  |  |
| 1.c. | M | * + - Reports must have the option to have the result set be saved as raw data, in several standard formats, for local use external to the System. | | |  |  |  |  |  |  |  |
| **2.** |  | | **Agricultural Reports** | |  |  |  |  |  |  |  |
| 2.a. | M | The Agricultural Assessment Report provides a summary of calculations for the amount of the agricultural assessment inside or outside an Agricultural District. Each year a schedule of Agricultural Assessment Values per Acre are certified for use in computing agricultural assessments for Assessment Rolls. These values are not indicative of current use values for those land types and must not be used when determining the Assessed Value for normal assessing purposes.  The System must provide reporting by municipality and Tax Roll year. | | |  |  |  |  |  |  |  |

**Attachment K – Licensing/Source Code Escrow Response Form**

This form is for the Licensing/Source Code Escrow Requirements in **Section VI, Technical Requirements, A.6.** Failure to provide sufficient detail to the mandatory topics of this section will result in the Bidder being deemed non-responsive and removed from further consideration.

Bidder Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In accordance with Section **VI.A.6.a - License,** the Bidder must:

* Affirm understanding of, and agreement to comply with, the License requirements as set forth in **a.i. Bidder’s Software, Hardware, Appliance(s) and Other Item(s)**. **(M)**

Yes

* Supply Bidder’s form COTS software License agreements (for informational purposes only). **(M)**
* Affirm understanding of, and agreement to comply with, the requirements of **a.ii Third-Party Products**. **(M)**

Yes

* Supply the required information and a copy of all EULAs (or other agreements) for all Third-Party Product(s) proposed for use in the System, as applicable. **(M)**

In accordance with Section **VI.A.6.b – Source Code; Deposit; Access and Use by State,** the Bidder must:

* Affirm understanding of, and agreement to comply with, the Source Code requirements as set forth in **b.i.** **(M)**

Yes

* Affirm understanding of, and agreement to comply with, the Source Code requirements as set forth in **b.ii.** **(M)**

Yes

* Affirm that in the event the State must use the Source Code, the State will be empowered to use it as set forth in **b.iii.** **(M)**

Yes

**Attachment U – Project Management Approach Response Form**

This form is for the Project Management Approach Requirements in **Section VII, General Requirements, A.1**. Failure to provide sufficient detail to the mandatory topics of this section will result in the Bidder being deemed non-responsive and removed from further consideration.

Bidder Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

With this form, the Bidder must:

* Provide a comprehensive project management plan for delivering the RPSv5 System outlining all required services including requirements analysis, configuration, application integration, user training, system acceptance, testing, and system support. The plan would identify major releases, Deliverables and major milestones and the related timelines for accomplishing these tasks and fully implementing the System. The project plan should provide the specific tasks to be performed and start and end dates for each task, as well as specifying the release plan and modules proposed for each phase. **(M)**
* Provide approach illustrating usage of a project status tracking website. This website should track the status of all milestones including, but not limited to, roles and responsibilities, definitions, weekly status reports, status updates, dependencies, issues and shared documentation**. (M)**
* Provide a proposed project staffing roster and position descriptions (roles/responsibilities). The Project Manager for this engagement must be at least a Project Manager III as defined on **Exhibit B – Minimum Qualifications for Mandatory Job Titles**. **(M)**
* Provide an organization chart showing the Bidder’s organization for this project, and how it will interact with the State’s staff and other entities. Also, include a narrative describing the organization and interactions. The Bidder’s key project personnel may work off-site for most activities of the project unless on-site work is necessary and agreed to by the State’s Project Manager. The Bidder shall identify those staff that will be on-site versus off-site and the percentage of time for each. **(M)**
* Provide an organizational chart that demonstrates how the proposed project team integrates with the Bidder’s overall organization. **(M)**
* Affirm that staff identified in the Bidder’s proposal will actually perform the assigned work. **(M)**

Yes