

Tioga County, New York
Request For Proposal
Tax Collection Module Initiative
Request for Proposal # 2017-03

Bid Specifications Release: Monday, 10/30/2017

Bid Response Deadline: Monday, 11/06/2017

This communication serves to apprise you and your firm of the above mentioned Request for Proposal for a Tax Collection System. We invite you and your firm to respond to this REQUEST FOR PROPOSAL. Please review carefully all sections of the REQUEST FOR PROPOSAL, paying particular attention to the closing date and time listed above and within the body of the REQUEST FOR PROPOSAL.

Firms responding to this REQUEST FOR PROPOSAL shall submit Proposals in hardcopy format to the following address:

Peter DeWind, County Attorney
Tioga County
56 Main Street
Suite 204
Owego, New York 13827
(607) 687-8253 (voice)
(607) 223-7003 (fax)
DeWindP@co.tioga.ny.us

If you intend to submit a Proposal, please e-mail the Response Form on page 62 of this document as soon as possible to DeWindP@co.tioga.ny.us.

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Request for Proposal 2017-01

Tax Collection System Initiative

Issue Date: June

Title: Tax Collection Initiative

Due Date and Time: Proposals will be accepted until July 14, 2017 at 3:00 PM.

Issuing Agency: Tioga County Law Department
Attn: Peter DeWind
56 Main Street, Suite 204
Owego, New York 13827

All inquiries for general information should be directed to Peter DeWind, County Attorney, by e-mail at DeWindP@co.tioga.ny.us. All specific questions must be submitted by e-mail using the form contained in this document.

If Proposals are mailed or are hand delivered (or delivered by courier or messenger service), send directly to the Issuing Agency shown above.

In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the Undersigned offers and agrees to furnish the goods/services in accordance with the attached signed Proposal or as mutually agreed upon by subsequent negotiations. The undersigned further certifies that he/she is authorized to sign this document on behalf of the submitting firm.

Name of Firm:	Click here to enter text.		Date:	Click here to enter text.
Address:	Click here to enter text.		By:	Click here to enter text.
City, State, Zip	Click here to enter text.		Name:	Click here to enter text.
Phone:	Click here to enter text.		Fax:	Click here to enter text.
e-mail	Click here to enter text.		D&B #	Click here to enter text.

Note: Changes to the REQUEST FOR PROPOSAL may be issued in the form of an addendum at any time prior to the due date and time for submitting Proposals. The County Attorney maintains a mailing list of all vendors that were provided copies of this solicitation (via vendor pickup, mail or email). The County Attorney will send the addendum to any vendor who directly received a copy of the REQUEST FOR PROPOSAL and returned a signed copy of the letter of intent to the above delivery address by June 30th, 2017 at 3:00 PM.

a. Introduction

This Request for Proposal (RFP) solicits vendors that could potentially provide a turnkey, commercial-off-the-shelf Tax Collection System for County-Wide use. We will select and interview finalists to demonstrate and discuss their Proposals in greater detail. We may conduct both customer and vendor site visit of the vendor that provides the best Proposal.

We reserve the right to abandon this procurement process at no cost to us.

While we seek to acquire a system through one vendor, we may choose to accept part of a vendor's offering as opposed to the offering in its entirety and may choose products and services from multiple vendors.

The *estimated* timeline for this procurement is as follows:

Item	Date
Issue Request for Proposal	October 30, 2017
Receive letters of Intent (required), by e-mail, Fax, mail, or courier.	November 2, 2017 by 3:00 PM
Receive Vendor Questions at McFaddenJ@co.tioga.ny.us or HusebyT@co.tioga.ny.us	until November 3 , 2017 by 3:00 PM
Distribute answers to vendor questions	November 4, 2017 by 4:00 PM
Receive Proposals	November 6, 2017 by 3:00 PM
Proposal Evaluation Period - review proposals, Onsite visits and 2 day Demonstrations by selected Vendors	November 6-10, 2017
Complete Proposal evaluations and select vendor(s)	November 9, 2017

We are using a team approach to managing this project. Please e-mail DeWindP@co.tioga.ny.us. Please **do not call** or contact any other of our personnel regarding this document without the approval of the team. Failure to comply with this and any other guidelines in the REQUEST FOR PROPOSAL are cause for exclusion from the process.

b. Proposal Preparation Instructions

Proposals must be completed using this document to fill in tables and fields contained within this document. Once the proposal has been completed, the document must be saved as a PDF file and submitted as part of the proposal. Information which the Vendor desires to present that does not fall within any of the requirements of the RFP must be attached as a separate document(s). Proposals should be as thorough and detailed as possible so that Tioga County may properly evaluate your capabilities to provide the required goods/services. Emphasis should be placed on completeness and clarity of content.

This completed proposal, including any final negotiated proposal will be incorporated in the final, negotiated contract with the selected vendor or vendors.

The proposal, including one bound, signed original, one bound copy, and one digital copy on portable media (USB Flash Drive, CD, or DVD acceptable) shall be in a sealed package and addressed as directed on page 2 of the solicitation. The sealed envelope or sealed package shall be clearly marked and identified in the lower left corner as follows:

Request for Proposal: Closing date: November 6th at 3:00pm

Tax Collection Initiative, REQUEST FOR PROPOSAL #2017-03

Authorized Contact: Mr. Peter DeWind – DeWindP@co.tioga.ny.us

Facsimile or electronically transmitted proposals will not be accepted. Vendor(s) assume sole and full responsibility for the timely delivery of the proposals. Late proposals will not be considered. All proposals will become part of Tioga County's official files and will not be returned to the Vendor.

Proposals shall be signed by an authorized representative of the vendor. All information requested should be submitted. Failure to submit all information requested may result in Tioga County requiring prompt submission of missing information and/or giving lowered evaluation of the Proposal. Proposals that are substantially incomplete or lack information may be rejected by Tioga County. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

Ownership of all data, materials, and documentation originated and prepared for Tioga County pursuant to the Request for Proposal shall belong exclusively to Tioga County.

Vendors are required to submit the following items as a complete Proposal:

Return this completed Request for Proposal and all addenda, signed and filled out as required. Provide the names of the person(s) who will be authorized to make representation for the Vendor, their titles, addresses, and phone numbers.

c. General Description of Requirements and Scope of Services

Tioga County is seeking to replace its homegrown, AS400 system with a **customer hosted, turnkey**, commercial off-the-shelf tax collection system. Cloud or SaaS solutions will not be considered. We will require core tax collection applications, demonstrations of software, extensive implementation and consultative services, data conversion, numerous pre-configured reports, and sufficient training and support to ensure the project is successful. We are seeking proposals for the following products and services:

Required Applications & Services	Comment
Customer Hosted	We are seeking a customer hosted system, not a SaaS solution.
Tax Collection Revenue Reconciliation	Tioga requires the ability to integrate with Tyler Munis 11.1 Financial accounting revenue lines
Delinquent Tax Collection	After towns and villages have collected taxes for 3-5 months, delinquent accounts are turned over to the County Treasurer for collection. Simplified import of data from towns and villages is required for the Treasurer's office to import tax data from local tax collectors with various software, and begin the delinquent tax collection process.
Object Code added to current Account # structure	Provide consultative and configuration services to add an object code to the current account # structure for more detailed tracking of redemptions and penalties. Reorganize expense tracking by department to capture more details and eliminate the proliferation of spreadsheets and databases to track expenses not tracked in our current financial system in compliance with departmental requirements and NY State requirements.
Ability to export/import Files	
Turnkey Implementation & Configuration of all required modules.	
Data Conversion for essential data	Export, Conversion and import of essential data to populate the system for core delinquent system.
Training	Extensive, sufficient training for the project to be successful. On-site, classroom, hands on training with a combination of end user and train-the-trainer approaches is preferred. The County will select super users from each department for additional training, but all end users will require sufficient direct training from the vendor to use their resources competently.
On-Site, Go Live Support	We require On-Site, Go Live support for the rollout for each module.
Multiple environments -	Configure both a production and test environment. The test environment will be used for training, testing of patches and updates. Train staff to refresh the test environment regularly. Configure a separate, isolated production environment.
Review and recommend solutions and create processes and procedures for interfacing with existing County vocational software: Cott Systems (County Clerk), RPS V4, Upcoming NYS Version RPSV5 (IASWorld)	Tioga County has several specialized, vocational applications that require some sort of interface with a Tyler Munis 11.1 financial system. Custom programs are not an option, but simplified export/import processes between the departmental application and the tax collection system are desirable.
Data Conversion for historical data	7 years of historical back taxes and bankruptcies
Ability to print and configure Tax Bills	Export, Conversion and import of essential data to populate the system to print tax bills using extracts from NYS RPSV4 and future RPSV5 databases
Tax Billing, Tax Collection, Delinquent Tax Billing and Collection, Foreclosure	The County is willing to consider a complete system for Tax Billing, Tax Collection, Delinquent Tax Billing and Collection and host it for all local towns and villages who require the services so that there will be a single system of record for all County tax billing and collection in future.

d. Description of Tioga County

Tioga County is a largely rural community of 50,000 residents, the county seat of which is located in Owego, NY on banks of the Susquehanna River. The County employs roughly 450 people and the annual budget is approximately \$80 million.

Tioga County uses a federated approach to decision making. There is no County Manager and the nine legislators manage the operations of individual departments directly and through committees. The elected County Treasurer is the tax enforcement officer. The Real Property Director is in charge of tax bill printing and re-levy charges.

Tioga County consists of 9 towns, 6 villages and services 14 school districts. Services include producing paid lists, and delinquent files to import to the county's tax collection system, and re-levied with penalties which are printed on tax bills each December.

The following table provides relevant information:

Full Time Employees	356
Part Time Employees	72
Union Employees (3 Union Contracts)	321
Non-union employees	107
Funds:	
A – General Fund	
Account # Structure – 13 Characters, Alpha Numeric	
County Population	50,000
Parcels	27,000
Estimated Number of Users of the entire system (not including employee self-help and employee time sheet entry).	25
Estimated Number of Concurrent Users	25

e. Service Specifications, Questions and Descriptions

This completed proposal, including any final negotiated proposal will be incorporated with the final, negotiated contract with the selected vendor or vendors.

Vendors must provide the information requested in the following tables and check either yes or no with regard to the requested standards. Use the comment field to describe partial compliance or other relevant information. DO NOT INCLUDE formatted proprietary corporate marketing information in this document. Vendors are welcome to submit such marketing information separately.

A. Products, Scope of Services and Specifications for Required Products

Provide a customer-hosted, Tax Collection System for Tioga County, NY. The vendor will provide a system with the following specifications and will provide the following scope of services identified in Section V.A. Compliance with the most or all of the following specifications is highly desirable, but not mandatory. The lack of any feature or service will not disqualify a product from further consideration.

Check **Yes** if your product fully complies with the standard, or check **No** if it is not fully compliant. Use the comment field for further explanation or to describe modification that may be required to make it fully compliant. If there will be an additional charge for modification to comply with a standard, this must be indicated in the Comment section.

If a question asks whether you will provide a specific service or feature, answering **Yes indicates that you are including that product or service in your total price proposal**. If this is not the case, you must check No and include information on the additional cost in the Comment section.

Regulatory Compliance

Standard	Yes	No	Comment
The Document Management component or system has a flexible document retention schedule that will be configured to comply with requirements of the NY State Archives Schedule CO2.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The system has flexible security features that allow for enforcement of the County's <i>Comprehensive Security Policy</i> for compliance with HIPAA, PCI and other state or federally mandated statutes and regulations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.

IT Requirements

Standard	Yes	No	Comment
Tioga County IT will provide functional servers built to your specifications for the proposed solution. Your company will include installation and configuration of all back-end software, including SQL server and other utilities required for your system to operate. This may be performed on-site or remotely.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Your company will provide complete documentation for backend software installation and configuration at no extra charge so that the County can recover easily in case of a disaster.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Your company provides options for Operating System and Database Administration support on application file servers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The proposed solution will provide acceptable performance for end users over remote VPN connections and T1 WAN links.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.

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Question	Answer
What server OS platform(s) does the proposed solution run on? If multiple platforms are supported, what are your requirements and recommendations?	Click here to enter text.
How many servers are required to run the proposed solution?	Click here to enter text.
Do you support shared servers or require dedicated servers?	Click here to enter text.
What database engine and version does the proposed solution require?	Click here to enter text.
How many database servers are required to run the proposed solution?	Click here to enter text.
Do you support virtual servers? Or do you require physical servers.	Click here to enter text.
Do you support shared virtual or physical servers or do you require dedicated virtual or physical servers?	Click here to enter text.
If you do support virtualization, what specific virtualized environments do you support?	Click here to enter text.
Does your solution use a client for any software component in this proposed solution? Or is it web based? If web based, what browsers do you support?	Click here to enter text.
If you use client software for any modules, describe the requirements and options available for client deployment and update.	Click here to enter text.
If you do support virtualization, what specific virtualized environments do you support?	Click here to enter text.
Do you support Windows 7, 64 bit and 32 bit workstations? Windows 8, 64 bit and 32 bit workstations? Windows 10 format	Click here to enter text.
Does your solution use a client? Or is it web based? If web based, what browsers do you support?	Click here to enter text.
If you use client software for any modules, describe the requirements and options available for client deployment and update.	Click here to enter text.
Describe your requirements for Remote Access during the implementation stage. Tioga County currently support remote access over Cisco Any Connect.	Click here to enter text.
Describe post-implementation remote access requirements.	Click here to enter text.
Can System Security be integrated with Active Directory for single sign on capability? Is this approach recommended?	Click here to enter text.
Are all reporting and query functions fully integrated with the system?	Click here to enter text.
Do any reporting or query functions require third party tools to function? If so, identify all third party tools that are required.	Click here to enter text.
Do you recommend any additional third party tools for reporting and query? If so, please identify.	Click here to enter text.

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Question	Answer
Are there any additional third party tools required or recommended for any components of your solution?	Click here to enter text.

Training, Support and Documentation

Standard	Yes	No	Comment
The bulk of the training will be conducted on-site in the Tioga County 12-seat Computer lab on a test/training environment using Tioga County data.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Training will be a separate engagement from implementation, installation, and configuration. At no time will trainers be involved in implementation or troubleshooting issues while they are on-site for training.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
If training sessions fail due to technology failure or due to lack of readiness for the product you will repeat the training at no extra charge to the County.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The proposed solution will include extensive, on-site <i>Go Live</i> support for rollout of all modules.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The proposed product has extensive, context sensitive built-in help features and a detailed online manual for all modules.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
A library of on-demand training videos is available on your support website to customer under a current support contract.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
A library of on-demand <i>How To</i> documents and FAQ's is available on your support website to customer under a current support contract.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Tioga County may make video and audio recordings of on-site training and webinars at no extra charge.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
A data dictionary will be provided which lists all data elements, descriptions and <i>where used</i> information.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
This data dictionary is utilized by report writer/query tools supplied with the application software.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Has an audit or controls review been performed on the application software by a public accounting firm or other organization? If yes, please include a copy with your proposal.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
If the product proposed here is retired and superseded by a new product from your company, and Tioga County is current in support payments, you will provide the new product free of charge.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.

Please complete the following Information:

Question	Answer
What are your standard help desk hours in eastern time?	Click here to enter text.
Please provide a copy of your Service Level Agreement as a separate attachment.	Click here to enter text.

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Question	Answer
What is the procedure, if any, for extended hours and emergency support? Is 24X7 support available?	Click here to enter text.
Please describe the options and services available for disaster recovery.	Click here to enter text.
Please describe the optional services available for database administration and operating system support on the system's servers.	Click here to enter text.
Describe in detail how you charge for training, transportation, travel time, lodging, meals and other expenses for on-site implementation and training.	Click here to enter text.

Software Licensing & Users

Standard	Comment
Describe the licensing model your company uses in detail. Is this model by seat for each module? Or is it an enterprise model? Use the space below if you require more space to describe the licensing model.	Click here to enter text.

Additional Information on Licensing Model: [Click here to enter text.](#)

Business Process Analysis & Project Management

Standard	Yes	No	Comment
You will provide Business Process Analysis and an analysis of Tax Collection Practices as part of this project. Use the space below to describe these services in detail.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
You will send an analyst on-site to review and document business practices and processes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
You will provide written recommendations for workflow, business processes, COA and GL configuration, payroll and AP.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.

Provide a detailed description of Business Process Analysis services that are being offered as part of this project.

[Click here to enter text.](#)

Describe your Project Management methodology and the roles and responsibilities of your company as well as the roles and responsibilities that are expected of the County during the project implementation cycle. Discuss the requirement, if any, for any additional parties in the process. Tioga County will provide a small implementation team to make key decisions concerning configuration during the implementation process.

[Click here to enter text.](#)

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Provide a list of the standard, out of the box reports and queries included with the system.

[Click here to enter text.](#)

Tax Collection Standard Features

STANDARD FEATURES	YES	NO	Comments/Additional Costs
GENERAL	<input type="checkbox"/>	<input type="checkbox"/>	
Query Builder	<input type="checkbox"/>	<input type="checkbox"/>	
Form, Screen, and Page Design	<input type="checkbox"/>	<input type="checkbox"/>	
System allows attachment of Word, Excel, Tiff and PDF documents	<input type="checkbox"/>	<input type="checkbox"/>	
Yearly license fees	<input type="checkbox"/>	<input type="checkbox"/>	
Yearly technical support charge	<input type="checkbox"/>	<input type="checkbox"/>	
Does the initial package include conversion to NYS RPSV5	<input type="checkbox"/>	<input type="checkbox"/>	
Extra charge when calling for Technical Support	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to integrate with Tyler Munis Financial 11.1	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to integrate with County Clerk's Cott's System	<input type="checkbox"/>	<input type="checkbox"/>	
Export/Import creation	<input type="checkbox"/>	<input type="checkbox"/>	
Are functions per module or is there a base package	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to centralize tax collection in the future	<input type="checkbox"/>	<input type="checkbox"/>	
Cost for changes to work with the Tyler Munis software	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have clients/customers using your software in New York State	<input type="checkbox"/>	<input type="checkbox"/>	
Additional training after implementation	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to do custom reports	<input type="checkbox"/>	<input type="checkbox"/>	
Real Property			
Additional Cost for State mandated changes to tax bill requirements	<input type="checkbox"/>	<input type="checkbox"/>	
Design tax bill to look like current tax bill used	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to save tax bills in PDF & EXCEL Formats	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to print single bills and send electronically	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to have 5-6 payment periods on tax bills	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to take partial payments - part of standard package	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to use current RPSV4 extract files - ie: RPS160D1	<input type="checkbox"/>	<input type="checkbox"/>	
Report and Bill tracking by tax map #	<input type="checkbox"/>	<input type="checkbox"/>	
Technical support when setting up tax bill conversions	<input type="checkbox"/>	<input type="checkbox"/>	
Calculate 520 Chargebacks regarding exemptions	<input type="checkbox"/>	<input type="checkbox"/>	

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IT			
Ability to import/export property/owner information from RPSV4/RPSV5 in excel and other standard formats	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to import lists of unpaid taxes - Excel format and others fixed record length text - will need to coordinate with tax collectors software providers	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to download .tiff files for Delinquent Tax & Foreclosure reports for Cott System	<input type="checkbox"/>	<input type="checkbox"/>	
STANDARD FEATURES	YES	NO	Comments/Additional Costs
Ability to export Excel files of Delinquent tax listings, Foreclosure listings, Statement of Redemptions for Cott System	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to export for RPSV4/V5 listings of re-levies for tax bills, mark properties for arrears in RPSV4/RPSV5 acceptable formats - currently text	<input type="checkbox"/>	<input type="checkbox"/>	
Tax Foreclosure			
Ability to export Redemption lists to Cott system weekly	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to print state require reports	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to print required notices - quarterly	<input type="checkbox"/>	<input type="checkbox"/>	
July 1st Foreclosure Letter adding the \$150.00 search fee to taxes owed	<input type="checkbox"/>	<input type="checkbox"/>	
September 1st Current Year Delinquent tax letter	<input type="checkbox"/>	<input type="checkbox"/>	
Create Delinquent tax list for current taxes for the county clerk office	<input type="checkbox"/>	<input type="checkbox"/>	
Create an excel spreadsheet of delinquent Tax List for current taxes to send to Newspapers	<input type="checkbox"/>	<input type="checkbox"/>	
Create a Petition of Foreclosure for Certified and Regular Mailing	<input type="checkbox"/>	<input type="checkbox"/>	
Create a Petition of Foreclosure excel spreadsheets	<input type="checkbox"/>	<input type="checkbox"/>	
Create a Daily or Monthly Redemption List	<input type="checkbox"/>	<input type="checkbox"/>	
Create an unpaid/paid list Monthly or Daily	<input type="checkbox"/>	<input type="checkbox"/>	
Electronic tax rolls	<input type="checkbox"/>	<input type="checkbox"/>	
Track payments electronically	<input type="checkbox"/>	<input type="checkbox"/>	
Storage of past tax bills	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to add notes in program	<input type="checkbox"/>	<input type="checkbox"/>	
Require reverse chronological order payments if they are more than 1 year delinquent	<input type="checkbox"/>	<input type="checkbox"/>	
Can 1% be added to the base taxes every month	<input type="checkbox"/>	<input type="checkbox"/>	
Track project codes, Object Codes in Munis	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to Manually change Inputs ie: Dates, Deadlines and Dollar amounts	<input type="checkbox"/>	<input type="checkbox"/>	
Print 2 receipts	<input type="checkbox"/>	<input type="checkbox"/>	
Custom report - write off tax foreclosure taxes and Generate a Gain/Loss aggregate	<input type="checkbox"/>	<input type="checkbox"/>	

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Track Online payments	<input type="checkbox"/>	<input type="checkbox"/>	
Cott requires tiff files -	<input type="checkbox"/>	<input type="checkbox"/>	
Export/import extracts in - Excel format into the Cott system	<input type="checkbox"/>	<input type="checkbox"/>	
Delinquent tax list	<input type="checkbox"/>	<input type="checkbox"/>	
Statement of Redemptions	<input type="checkbox"/>	<input type="checkbox"/>	
Foreclosures	<input type="checkbox"/>	<input type="checkbox"/>	
List pending	<input type="checkbox"/>	<input type="checkbox"/>	
Treasurer's Office			
Hit the Munis revenue or receivables lines for back taxes, interest, advertising, title search fee, mail fee, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Can one receipt be generated for multiple years quickly without separate entries for each year, to serve customers quickly	<input type="checkbox"/>	<input type="checkbox"/>	
Can we search for customer's taxes due by name, tax map #, and account #	<input type="checkbox"/>	<input type="checkbox"/>	
Multiple Fiscal tax cycles – Ithaca City School Tax Cycles	<input type="checkbox"/>	<input type="checkbox"/>	
Tracking payments in deferred revenue	<input type="checkbox"/>	<input type="checkbox"/>	
STANDARD FEATURES	YES	NO	Comments/Additional Costs
Be able to add notes to particular bills when necessary	<input type="checkbox"/>	<input type="checkbox"/>	
Bankruptcies, Marked "B", Can it be red flagged to prevent printing any notices	<input type="checkbox"/>	<input type="checkbox"/>	
How many years of paid receipts information can be stored; storage capacity	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to import Dollar amounts up to 11 digits	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to handle electronic signatures	<input type="checkbox"/>	<input type="checkbox"/>	
Uploading delinquent taxes, File Format, Can we enter Manually	<input type="checkbox"/>	<input type="checkbox"/>	
Omitted taxes, Manual changes (in house)	<input type="checkbox"/>	<input type="checkbox"/>	
Equalization Report required; some towns are not at 100% market value; calculates tax rates to be used to 6 significant digits	<input type="checkbox"/>	<input type="checkbox"/>	
Tax Levy Distribution to Towns; town proportion reports	<input type="checkbox"/>	<input type="checkbox"/>	
Include relevy details; all charges included in relieves such as demo costs not originally in the taxes	<input type="checkbox"/>	<input type="checkbox"/>	
Transferring parcels to new accounts when bankrupt or foreclosed - Tax Due - Tax Pending - County Owned	<input type="checkbox"/>	<input type="checkbox"/>	
Daily redemption list for accounting purposes	<input type="checkbox"/>	<input type="checkbox"/>	
Print list of monthly unpaid due balances including interest, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Special franchise reports, billing and receipts	<input type="checkbox"/>	<input type="checkbox"/>	
End of Month reports	<input type="checkbox"/>	<input type="checkbox"/>	
The system will automatically generate mailing labels for delinquent tax notices	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to track different fiscal cycles for re-leves applications	<input type="checkbox"/>	<input type="checkbox"/>	

Required Applications Pricing Worksheet and 5 Year TCO

Please complete the following table with proposed pricing. Mark NA and use the comments section after the table to explain if clarification is necessary.

Module	Base Price	Turnkey Implementation and Configuration	Support Year 1	Support Year 2	Support Year 3	Support Year 4	Support Year 5
System Configurations, Maintenance & Auditing	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Delinquent Tax System	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Additional: Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Additional: Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Additional: Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Total							

Use the space below for comments or further description of how you prepared the pricing table.

[Click here to enter text.](#)

Data Conversion Cost – Summary Historical Data

Data	Comment	Conversion Cost
Convert 7 years of summary data (month end totals) from the current system (in addition to data conversion required to make each module functional):	Click here to enter text.	
Other required data conversion to make your solution a fully functional, turnkey your solution.	Click here to enter text.	Click here to enter text.
Tax Data	Click here to enter text.	Click here to enter text.

Use the space below for comments or further description of how you prepared the pricing table.

[Click here to enter text.](#)

Training for Required Modules

Please complete the following table with your proposal for the amount of end user training in hours that you are proposing for the project to be successful.

Module	Onsite Training in Hours	Live Webinar Training in Hours	On Demand Video or other similar training	On-Site GO Live Support in Hours	Audience
System Overview & System Admin Training	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	All Users

Tioga County Tax Collection System Initiative

Module	Onsite Training in Hours	Live Webinar Training in Hours	On Demand Video or other similar training	On-Site GO Live Support in Hours	Audience
Travel & Transportation amount for proposed quantity of training.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	
Lodging for proposed quantity of training.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	
Meals for proposed quantity of training.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	
Other Expenses for proposed quantity of training.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	

Use the space below for comments:

[Click here to enter text.](#)

Installation, Implementation and Training

Standard	Yes	No	Comment
Installation, implementation, and system configuration will be entirely separate engagements from training. At no time will training personnel be involved in implementation and configuration issues while onsite to provide training.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Once implementation begins, you will be available for weekly phone meetings to discuss the status of the project.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Weekly status meetings will include clear deliverables and take a ways so that all team members are aware of responsibilities, tasks, and deadlines.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Provide complete on-site and/or remote installation, as required of server software, database and other software for the project to be successful and fully functional.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Provide Click here to enter text. days of on-site training for key departments, coordinated to meet departmental requirements. Final price for the entire project must include all travel, hotel, and meal expenses as well as training expenses.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Provide extensive webinar training – describe the amount of proposed training and the availability and flexibility of the training.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Provide a test database based on live County data during the training stage for County employees to use during the training stage.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The test database will remain in effect after the system has gone live. Patches and updates will be applied to the test system first so that Tioga County staff can work with updates in the test system before they are applied to the production system.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Provide Click here to enter text. days of on-site, Go Live support. Every aspect of the software rollout should be included.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.

Support Contract

Standard	Yes	No	Comment
Provide 1 year of support for the entire solution from the Go Live date, included in the proposal price.	<input type="checkbox"/>	<input type="checkbox"/>	
Provide a contract that locks in or defines pricing for annual support for up to 5 years,	<input type="checkbox"/>	<input type="checkbox"/>	

f. Legal Questions

Standard	Yes	No	Comment
There will be a testing and acceptance period of at least 30 days after implementation of each component for us to test the application and data and ensure that it is within specifications.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The solution will be warranted not to contain any bugs, viruses, time bombs or other code designed to interfere or interrupt its functioning or the functioning of any other software, system or data.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Your company will warrant that its performance will comply with all laws and that it will not cause us not to be in non-compliance with any applicable law.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Your company will warrant that its services will be performed in a timely and professional manner by skilled, knowledgeable and experienced personnel.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
For any breach in warranty, re-perform the services, so that they are conforming; and if you are unable to do so, we can terminate the agreement and get a refund of all fees paid.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Your company will indemnify and defend us against any claim that you breached your confidentiality obligations, that you violated any laws or of your negligence or willful misconduct.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Any limitations of liability will apply equally to each party.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Indemnification obligations, breach of confidentiality, gross negligence and willful misconduct will be excluded from all limitations of liability.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Your company will sign our business associate agreement.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The Vendor, at its own cost and expense, agrees to the insurance, indemnification and general terms and conditions set forth in Attachment A attached hereto entitled "Tioga County, New York – General Contract and Insurance Specifications", which are to be incorporated herein by reference as if fully set forth.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The license permits use by our entire workforce, whether employees or independent contractors, including outside agencies.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The license will allow use for internal operations and for data sharing purposes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The license allows us to continue to use the product even if we discontinue annual support contracts.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The license acknowledges that we own the data.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The license offers flexible options for a changing user count.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The license allows us to make copies of the software for back-up and archival purposes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.

Tioga County Tax Collection System Initiative

Standard	Yes	No	Comment
If the software or equipment has deficiencies during the testing and acceptance period that your company is unable to fix, we can terminate the contract, return the software and equipment and get a refund.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The software will be warranted to comply with the specifications contained within this document, its documentation, any published specifications, and any other written information provided by you describing the software.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The software will be warranted not to infringe any third party intellectual property rights.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
The software will be warranted to comply with applicable accreditation standards, reimbursement requirements and laws, rules and regulations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Your company will warrant that it will provide timely regulatory updates that provide for continued compliance.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
You will indemnify and defend us for any claim of infringement or misappropriation of intellectual property rights with respect to the software.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
If there is a claim that the deliverables are infringing, your company will obtain the rights to continued use of the software or provide a substitute of functionally equivalent non-infringing software.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
This agreement, and the licenses granted, are transferable in the event of a reorganization, sale or other transfer of the practice.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Describe the licensing mechanism. Is the license unlimited or a concurrent user license? If the licensing is for concurrent users, how many licenses do you recommend for our operation?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.
Licensing allows for software to be transferred to any new hardware at no additional cost.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter text.

Please include additional comments below:

[Click here to enter text.](#)

g. Confidentiality

The RFP process and all information contained within this document, addenda and attachments are the property of Tioga County, New York. Responses to the RFP become the property of the issuing organization. Tioga County has the right to use any or all information represented in the responses unless the vendor designates the information as proprietary. Each response containing proprietary information must be clearly marked PROPRIETARY. Tioga County will not release information identified as proprietary except as required by law.

h. Business Practices

Please provide the following information.

Question	Answer
Legal name of organization responding	Click here to enter text.
Address of organization responsible for completing this project successfully	Click here to enter text.
Company ownership - public or private?	Click here to enter text.
Define the legal structure, e.g., corporation, partnership, LLC	Click here to enter text.
Year founded	Click here to enter text.
Provide a description of your company.	Click here to enter text.
How long has the company been in business providing the proposed products and services?	Click here to enter text.
Describe your experience working on this type of project. Be as detailed and specific as possible and include references to other projects of a similar nature.	Click here to enter text.
How many employees in the company dedicated to the proposed products and services?	Click here to enter text.
How many total employees in the company?	Click here to enter text.
Percentage dedicated to proposed project in this REQUEST FOR Proposal?	Click here to enter text.
Are audited company financial statements available? If so, please attach the last 2 years of audited financial statements for the company and parent company (if there is one).	Click here to enter text.
Provide an organization chart of you company focusing on the portion responsible for the proposed solution.	Click here to enter text.
Describe the organization chart provided.	Click here to enter text.
Indicate the specific senior executive or manager responsible for this project's success.	Click here to enter text.
Provide a resume, with years of experience supporting projects like ours and years of experience with the company.	Click here to enter text.
Indicate number of other customer accounts this person may be responsible for during our project.	Click here to enter text.
Provide profiles of the project team personnel that are anticipated for this project, including resume, years of experience supporting projects like ours and years of experience with the company.	Click here to enter text.
Indicate number of other customer accounts the project team members person may be responsible for during our project.	Click here to enter text.
Describe your project management methodology.	Click here to enter text.
Describe the methods you use that demonstrate the effectiveness of this approach, e.g., timely completion of similar projects within scope, on budget and according to agreed upon quality standards	Click here to enter text.
Provide a description of the decision-making chain of command you will use during project implementation.	Click here to enter text.
Include a proposed project plan, with an associated schedule to complete the work for this project successfully.	Click here to enter text.
Percent employees within the ERP division for the proposed solution employed for greater than 12 months?	Click here to enter text.

i. Customer References

Please include three references for the completed, proposed solution in the State of New York in organizations similar in size and complexity when compared to us. ***At least one of these must be a County or Municipal entity similar in size and scope to Tioga County.***

Reference 1

Name of Organization:	Click here to enter text.
Mailing Address:	Click here to enter text.
Telephone & Fax Number and email address:	Click here to enter text.
Contact Name and Title:	Click here to enter text.
Length of time you have been doing business with this organization:	Click here to enter text.

Reference 2

Name of Organization:	Click here to enter text.
Mailing Address:	Click here to enter text.
Telephone & Fax Number and email address:	Click here to enter text.
Contact Name and Title:	Click here to enter text.
Length of time you have been doing business with this organization:	Click here to enter text.

Reference 3

Name of Organization:	Click here to enter text.
Mailing Address:	Click here to enter text.
Telephone & Fax Number and email address:	Click here to enter text.
Contact Name and Title:	Click here to enter text.
Length of time you have been doing business with this organization:	Click here to enter text.

j. Award of the Contract

Selection shall be made of a Bidder deemed to be fully qualified and best suited among those submitting proposals on the basis of the specifications included in the Request for Proposals, price and ability to meet the county's needs at the best value stated in the Request for Proposals. Negotiations shall be conducted with the Bidder so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Bidder so selected, Tioga County shall select a Bidder which, in its opinion, has made the best proposal, and shall award the contract to that Bidder. Tioga County may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should Tioga County determine in writing and in its sole discretion that only one Bidder is fully qualified, or that one Bidder is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Bidder. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Bidder's proposal as negotiated.

Tioga County expressly reserves the right to reject any and all bids.

k. General Terms and Conditions

A. INQUIRIES

All inquiries related to this Request for Proposal are to be in writing to the County as noted on cover sheet. Information obtained from any other source is not official and may be inaccurate. Do not contact any other person involved. Inquiries and responses will be recorded and may be distributed to all Bidders at the County's option.

B. NOTIFICATION OF CHANGES

All recipients of this request for Bid who have returned the Receipt Confirmation Form will be notified regarding any changes made to this document.

C. FUNDING

All Tioga County expenditures are subject to appropriation of funds. Therefore, Tioga County reserves the right to discontinue the REQUEST FOR PROPOSAL process if funding is not available.

D. OWNERSHIP OF BIDS

All responses to this Request for Proposal become the property of Tioga County.

E. BIDDER'S EXPENSES

Prospective Bidder(s) are solely responsible for their own expenses in preparing a Bid and subsequent negotiations with Tioga County, if any.

F. CONTRACT SOLUTION

Tioga County reserves the right to award a contract in part or in full, or not at all, on the basis of responses received.

G. ACCEPTANCE OF BIDS

This REQUEST FOR PROPOSAL should not be construed as a contract to purchase goods or services. Any or all Bids shall not necessarily be accepted. Tioga County shall not be obligated in any manner to any Bidder whatsoever until a written agreement has been duly executed relating to an approved Bid. Tioga County reserves the right to modify the terms of the REQUEST FOR PROPOSAL at any time in its sole discretion.

Neither acceptance of a Bid nor execution of an agreement shall constitute approval of any activity or development contemplated in any Bid that requires any approval, permit or license pursuant to any federal or municipal statute, regulation or by-law.

H. LIABILITY FOR ERRORS

While Tioga County has used considerable efforts to ensure an accurate representation of information in this REQUEST FOR PROPOSAL, all prospective Bidders are required to conduct their own investigations into the material facts and Tioga County shall not be held liable or accountable for any error or omission in any part of this bid specification.

I. ACCEPTANCE OF TERMS

All the terms and conditions of this REQUEST FOR PROPOSAL are deemed to be accepted by the Bidder(s) and incorporated in its Bid, except those conditions and provisions which are expressly excluded by the Bid.

Tioga County shall not pay the total contract price until the requirements outlined in this REQUEST FOR PROPOSAL have been met. Any holdback amount will be decided as part of the contract negotiations, or as specified in the REQUEST FOR PROPOSAL.

J. FINANCIAL STABILITY

The successful Bidder must demonstrate financial stability and Tioga County reserves the right to conduct independent background checks to determine the financial strength of any and all organizations or individuals submitting Bids.

K. NEGOTIATION DELAY

If any contract cannot be negotiated within thirty (30) days of notification to the designated Bidder, Tioga County may terminate negotiations with that Bidder and negotiate a contract with another Bidder of its choice.

L. DEBRIEFING

Upon written request from an unsuccessful Bidder, the Director of ITCS will arrange for a debriefing session. The debriefing is not to be seen as an opportunity to challenge the decision. Once debriefing ends, the REQUEST FOR PROPOSAL process is finished and the REQUEST FOR PROPOSAL will not be discussed further with the Bidder at any time.

M. DEFINITION OF CONTRACT

The subsequent full execution of written contract shall constitute the making of a contract for services, and no Bidder shall acquire any legal or equitable rights or privileges whatever relative to the services until Tioga County has delivered a fully executed written agreement to the Bidder.

N. QUALIFICATIONS OF BIDDERS:

Tioga County may make such reasonable investigation as deemed proper and necessary to determine the ability of the Bidder to perform the services/furnish the goods and the Bidder shall furnish to Tioga County all such information and data for this purpose as may be requested. Tioga County further reserves the right to reject any Bid if the evidence submitted by, or investigations of, such Bidder fails to satisfy Tioga County that such Bidder is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

O. O. CONTRACT ADMINISTRATOR

A contract administrator will be assigned to oversee the contract awarded to the successful Bidder. In addition, the successful Bidder will be expected to name a counterpart project

manager. The Bidder's project manager will be responsible for providing scheduled status reports to the contract administrator or their designee.

P. COMPLIANCE WITH LAWS

The Bidder shall give all notices and obtain all the licenses and permits required to perform the work. The Bidder shall comply with all the laws applicable to the work or the performance of the contract. The Bidder shall comply with the provisions of any statutes, ordinances, rules, regulations, or other laws enacted or otherwise made effective by any local, state, or federal governmental entity which may be applicable to the performance of this Agreement and shall obtain all necessary licenses and permits there under.

Q. DRUG-FREE WORKPLACE:

The Contractor's staff must agree to abide by Tioga County's Drug-Free Workplace Policy.

R. SECURITY REQUIREMENTS:

The Contractor's staff must agree to abide by Tioga County's Network and Security Policies and Procedures.

S. TERMINATION:

Any contract entered into will contain the following clauses:

For Cause: For a material breach that remains for more than ten (10) days or other specified period after written notice to the Contractor, the Contract may be terminated by Tioga County at the Contractor's expense where the Contractor becomes unable or incapable of performing, or meeting any requirements or qualifications set forth in the Contract, or for non-performance, or upon a determination that Contractor is non-responsive. Such termination shall be upon written notice to the Contractor. In such event, the County may complete the contractual requirements in any manner it may deem advisable and pursue available legal or equitable remedies for breach.

For Convenience: By written notice, this Contract may be terminated at any time by the County for convenience upon thirty (30) days written notice or other specified period without penalty or other termination charges due. Such termination of the Contract shall not affect any project that has been issued under the Contract prior to the date of such termination. If the Contract is terminated pursuant to this subdivision, the County shall remain liable for all accrued but unpaid charges incurred through the date of termination. Contractor shall use due diligence and provide any outstanding deliverables.

T. GOVERNING LAW

This REQUEST FOR PROPOSAL and any contract entered into between the Bidder and Tioga County shall be governed by and in accordance with the laws of the State of New York and the United States of America.

U. CONFIDENTIALITY AND SECURITY

This document, or any portion thereof, may not be used for any purpose other than the submission of Bids. Due to the sensitive nature of Tioga County's IT environment, the vendor conducting the analysis must agree to maintain the utmost confidentiality of all information collected and crafted during and for the process, and afterwards.

Bidders should be aware that pertinent facts relating to their Bid, excluding trade secrets or proprietary information, could potentially be released as soon as thirty days after the selection of the successful Bidder.

Tioga County is subject to New York State's Freedom of Information Law (FOIL.) Should your submission, to this REQUEST FOR PROPOSAL, contain "trade secrets", or other information the disclosure of which could reasonably be expected to be harmful to business interests, you must ensure that such information is clearly identified and marked as such. Identification must be specific by item or paragraph.

V. FIRM PRICING

Prices quoted in the Bids shall be firm for a period of at least 120 days after the submission deadline.

W. CURRENCY AND TAXES

Prices are to be in U.S. dollars. Tioga County is exempt from all sales and use taxes Exempt Organization Certificate (under Forms section).

X. INDEPENDENT CONTRACTOR:

The Corporation/Contractor/Agency/Consultant is an independent Contractor and covenants and agrees that it, its agents, servants and/or employees, will neither hold itself/themselves out as, nor claim to be an employee, servant or agent of Tioga County, and that it, its agents and employees will not make claim, demand or application to or for any right or privilege applicable to an officer or employee of Tioga County including, but no limited to, Worker's Compensation coverage, unemployment insurance benefits, Social Security Coverage or retirement membership or credit.

Y. ETHICS IN PUBLIC CONTRACTING:

By submitting their Bids, Contractors certify that their Bids are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Contractor's, supplier, manufacturer or subcontractor in connection with their Bid, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything or more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

Z. INSURANCE REQUIREMENTS:

The Vendor, at its own cost and expense, agrees to the insurance, indemnification and general terms and conditions set forth in Attachment A attached hereto entitled "Tioga County, New York — General Contract and Insurance Specifications", which are to be incorporated herein by reference as if fully set forth.

I. Non-Collusive Bidding Certification

By submission of this bid, each responder and each person signing on behalf of any responder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- (1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other responder or with any competitor;
- (2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the responder and will not knowingly be disclosed by the responder prior to opening, directly or indirectly, to any other responder or to any competitor; and
- (3) No attempt has been made or will be made by the responder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

A bid shall not be considered for award nor shall any award be made where (1), (2) and (3) above have not been complied with; provided however, that if in any case the responder cannot make the foregoing certification, the responder shall so state and shall furnish with the bid a signed statement which sets forth in detail the reasons therefore. Where (1), (2) and (3) above have not been complied with, the bid shall not be considered for award nor shall any award be made unless the head of the purchasing unit of the political subdivision, public department, agency or official thereof to which the bid is made, or his designee, determines that such disclosure was not made for the purpose of restricting competition.

The fact that a responder (a) has published price lists, rates, or tariffs covering items being procured, (b) has informed prospective customers of proposed or pending publication of new or revised price lists for such items, or (c) has sold the same items to other customers at the same prices being bid, does not constitute, without more, a disclosure within the meaning of this certification.

Any bid hereafter made to any political subdivision of the state or any public department, agency or official thereof by a corporate responder for work or services performed or to be performed or goods sold or to be sold, where competitive bidding is required by statute, rule, regulation, or local law and where such bid contains the certification referred to in paragraph one, shall be deemed to have been authorized by the board of directors of the responder, and such authorization shall be deemed to include the signing and submission of the bid and the inclusion therein of the certificate as to non-collusion as the act and deed of the corporation.

BY

*LEGAL NAME OF FIRM OR CORPORATION

AUTHORIZED SIGNATURE

ADDRESS

TYPED NAME OF AUTHORIZED SIGNATURE/TITLE

m. Signature Certification

TO: Tax Collection System, Tioga County, NY

I certify that I am authorized to sign this Request for Proposal, for myself or the company or firm I represent. I understand that part or all of the analysis resulting from this Request for Proposal which I have provided may be used in the future development of a subsequent Request for Proposal.

By signing and submitting this form, I acknowledge I have read understood, and agree to all aspects of the specifications as presented without reservation or alteration and will provide said services at the stated fee.

Legal name of firm/corporation	Authorized Signature (IN BLUE INK)
--------------------------------	------------------------------------

Address	Typed Name
---------	------------

City/State/Zip	Title
----------------	-------

Date	Telephone No.	Fax Number
------	---------------	------------

Email Address

DO NOT WRITE BELOW THIS LINE (FOR COUNTY USE ONLY)

Tioga County Authorizing Signature

Date

n. Question Submission Form

ALL questions pertaining to this solicitation **must be submitted in writing by e-mail**.

Please use this form and e-mail to DewindP@co.tioga.ny.us. We will post responses on our website and e-mail responses to all registered vendors according to the project schedule.

DATE: Click here to enter a date.

Vendor Name: Click here to enter text.

Telephone Number: Click here to enter text. Fax No: Click here to enter text.

Question	Answer
Click here to enter text.	
Click here to enter text.	
Click here to enter text.	
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Click here to enter text.	
Click here to enter text.	

o. Receipt Confirmation and Intention to Submit a Proposal

Please e-mail a copy of this form to DewindP@co.tioga.ny.us if you intend to submit a proposal.
Request delivery and read confirmation.

We intend to submit a Proposal:

☒ Yes

☒ No

Vendor Company Name:	Click here to enter text.
Product Name:	Click here to enter text.
Vendor Specific Contact Name:	Click here to enter text.
Vendor Alternate Contact Name:	Click here to enter text.
Vendor Address:	Click here to enter text.
Vendor Phone:	Click here to enter text.
Vendor Fax:	Click here to enter text.
Vendor e-mail:	Click here to enter text.

p. Tax Collection Initiative Cost Proposal

Vendor's Company Name: [Click here to enter text.](#)

ADDRESS: [Click here to enter text.](#)

TELEPHONE: [Click here to enter text.](#) FAX: [Click here to enter text.](#)

FEDERAL EIN: [Click here to enter text.](#)

VENDOR SIZE - # Employees in Firm: [Click here to enter text.](#)

NUMBER OF YEARS IN BUSINESS: [Click here to enter text.](#)

Authorized Signature:

DATE: [Click here to enter text.](#)

Product	Cost
Required Products and Services: Provide an Tax Collection System with the products and service described in the Required Products section at a cost not to exceed:	Click here to enter text.
Optional Products and Services:	Click here to enter text.

q. Proposal Submission Checklist

Please complete the following checklist to confirm that all requested information has been completed.

#	Item	Check	Comment
1	One bound original, signed copy of this completed proposal.	<input checked="" type="checkbox"/>	Click here to enter text.
2	One bound copy of this completed proposal.	<input checked="" type="checkbox"/>	Click here to enter text.
3	One digital copy of this completed proposal, saved in PDF on portable media.	<input checked="" type="checkbox"/>	Click here to enter text.
4	Insurance certificate in compliance with the Insurance Specification included in this document.	<input checked="" type="checkbox"/>	Click here to enter text.
5	Signed non-collusive bidding certification.	<input checked="" type="checkbox"/>	Click here to enter text.
6	Signed Signature Certification	<input checked="" type="checkbox"/>	Click here to enter text.
7	Company Financial Statements	<input checked="" type="checkbox"/>	Click here to enter text.
8	Copy of your Service Level Agreement	<input checked="" type="checkbox"/>	Click here to enter text.
9	Audit or Controls Review of proposed software package.	<input checked="" type="checkbox"/>	Click here to enter text.
10	Signed Cost Proposal	<input checked="" type="checkbox"/>	Click here to enter text.
11	Click here to enter text.	<input checked="" type="checkbox"/>	Click here to enter text.
12	Click here to enter text.	<input checked="" type="checkbox"/>	Click here to enter text.
13	Click here to enter text.	<input checked="" type="checkbox"/>	Click here to enter text.

r. Attachment A – Insurance Specification

The insurance specification is attached as a separate document.

s. Attachment B – Data Dictionary

A description of the current system's data is attached as a separate document.