RFP #159-0910: Addendum #3 – Demonstration Script

Polk County, IA. – Tax & Real Estate System

Release Date: 12/1/09

ATTENTION VENDORS – DEMONSTRATION SCENARIOS - For round #2 of evaluations

Described below are a set of scenarios the Polk County Evaluation team would like to see demonstrated during the oral presentation and demonstration day – should your company be chosen to advance. Please read carefully and develop your demonstrations accordingly.

If your product does not support a particular scenario without customization AND/OR you require more information or data to create AND demonstrate Polk County specific scenarios please forward all such inquires to Alethea Williams at alethea.williams@polkcountyiowa.gov Phone: 515-323-5348

TIMING: Presently oral presentations and product demonstrations are schedule to take 5 hours total per vendor; 2 hours for presentation and Q&A and 3 hours for demonstrations. The Presentation Script will be distributed when the Round #1 down-select is announced December 15th.

REMINDER: All RFP information, documents and addendums are located at either of the following 2 websites: www.PolkCountyIowa.gov and/or www.FindRFP.com - Please monitor for future addendums.

	SCENARIO / TASKS TO DEMONSTRATE	Y / N
1	**GENERAL DEMONSTRATION**	
	1. Begin with a general overview of how the system operates and functions. Highlight specific system strengths as they relate to Polk County tax & real estate functionality.	
	2. Demonstrate how forms, workflows and reports are created.	
	3. Demonstrate how your product facilitates various levels of system approvals, fees, and tax and real estate adjustments. Specifically; a. System flags and notifications b. Automatic adjustments c. Online transactions d. Real time adjustments	
	4. Demonstrate workflow process and setup.	

	5. Demonstrate how users are added to the system and the related security reports generated.	
2	**REPORTING: i.e. Standard, Out of the box, ad hoc query, configurable and Custom**	
	1. Demonstrate how your product facilitates reporting at the various user levels (staff, mgmt, IT, etc)	
	2. Demonstrate/Highlight you're out of the box / standard reporting features and functionality.	
	3. Demonstrate how ad-hoc query (configurable) reporting is completed.	
	4. Demonstrate how custom reports are created. (i.e. crystal reports or like and same)	
	5. Run sample daily, weekly and annual tax and real estate reports.	
	6. Demonstrate the query functions for any/all data fields.	
3	**BILLING & COLLECTIONS: Batch Statements**	
	1. Using the Current State Workflow Map (MAP Name: BC_BCH / Map No: 1A) as your guide, please demonstrate how your system would facilitate this workflow.	
	2. Specifically highlight how your product handles the following; a. Workflow review, approval and decision points' real time. b. Identify collections and balancing at the cashier level and at the department level. c. The tax certification process d. Identifies the appropriate "tax type" a. Automatically calculates any/all payments, fees, penalties, delinquent charges, etc e. Sending/corresponding to/with online statements with/to citizens and/or outside agencies.	
4	**TAX SALE: Sub Process: Conduct Tax Sales – Annual and Adjourned**	
	1. Using the Current State Workflow Map (MAP Name: TS_CDT / Map No: 4C) as your guide, please demonstrate how your system would facilitate this workflow.	
	2. Specifically highlight how your product handles the following; a. Workflow review, approval and decision points' real time. b. Demonstrate a workflow following a 90 day affidavit date. c. Real time and updated reporting	

	d. Identifies the appropriate "tax type" e. Automatically calculates any/all payments, fees, penalties, delinquent charges, etc f. Sending/corresponding to/with online statements with/to citizens	
5	**SPECIAL ASSESSMENT**	
	1. Using the Current State Workflow Map (MAP Name: OT_SA, Map No. 6A) as your guide, please demonstrate how your system would facilitate this workflow.	
	2. Specifically highlight how your product handles the following: a. Adding a special assessment lien to a tax parcel b. Various types of liens-as in preliminary assessments and subsequent conversion to final bonded special assessments, deficiencies and deficiency assessments c. Customizable fields to store pertinent dates and use of the dates to perform workflow processes. d. Interest calculation e. Different types of assessments-as in for property improvements, nuisance abatement or delinquent utility bills f. Deferment of Special Assessments g. Special Assessment Lien Cross Referencing-placing a lien against more than one tax parcel based upon a unique special assessment legal description h. Application of tax credits to a special assessment lien	
6	**APPORTIONMENT**	
	Task(s) to Demonstrate: 1. Demonstrate how monthly apportionment reports are created and the data sources used to create the apportionments. 2. Demonstrate how the system creates an apportionment of state tax credits. 3. Demonstrate how the monthly apportionment reports balance to monthly collections.	
7	**VARIOUS SCENARIOS from the IT & Business Requirements Workbook (Demonstrate how your product performs and/or maintains the following system requirements.)**	
	1. Record Maintenance / Parcel record: a. Perform potential changes to a "frozen parcel" in a suspense file (e.g., appeals) and review and validate the changes once the status of the parcel is resolved.	

2. Parcel Maintenance:
   a. Show what fields are maintained for real estate and utility parcels (parcel numbers, geo-parcel numbers, tax districts, school districts, ownership information, addresses, values, legal descriptions, etc).
      i. How are fields updated?
      ii. How are fields added or deleted?
   b. Show how you would search for information in the data (parcel number, address, name etc.)
   c. Show how you would write a query to retrieve information.
   d. What format is used for legal descriptions?

3. Valuations:
   a. Show how the system maintains total values for all of the taxing districts in the county (county wide totals, cities, schools, special districts, etc.)
      i. How do we make changes to the way the system maintains these values.
      ii. What do reports look like and can that be easily changed?
      iii. What valuation queries are available or how are they written?
   b. What programs are available for maintaining urban renewal districts and tax increment financing projects?
      i. How are base values maintained?
      ii. How are incremental values calculated?
   c. Are there provisions for phased-in annexations?
      i. If so, show how these parcels are handled.
      ii. Show how these values are handled.

4. Tax Rates & Taxes
   a. Show what provisions are in the system to handle taxing agency budgets.
   b. Show how the budget information is used to calculate tax rates from the valuations of the taxing agencies.
   c. Show how the tax rates are used to calculate gross taxes on a sample of parcels.
   d. Show what provisions are available for exemptions and credits and how these are used to calculate net taxes.
   e. Show how we could add or change new or existing exemptions and credits.
   f. Show what kinds of reports are available for taxes, exemptions and credits.
   g. Show what kind of reconciliation is available in the system (for example; balancing a tax district’s