

PROPOSING FIRMS: To the extent possible ALL questions have been kept in their original format and context. However - if/where deemed necessary for clarification purposes – minor editing may have been applied. Duplicate questions have been consolidated.

Per Addendum #2 – Detailed below is the Polk County response to ROUND 2 of the revised (extended) Q & A period.

REFERENCE	QUESTION	ANSWER
General	How many users will be trained in each office? Please provide counts based on job descriptions (e.g., Cashiers, Title Clerks, Appraisers, Customer Service, etc.).	At present there are a total of approximately 75 people that would require training ranging from cashiers to management level personnel as well as IT staff. More and specific groups/titles will be provided later in the process.
General	Are training facilities available? If so, please describe.	Currently the County has a training room with 12 networked PC's. More and additional accommodations could be arranged, if/when needed.
Section 2.2.7 Performance Bond	<p><i>Section States: "A bond for the faithful and timely completion of the entire proposal must be provided at contract signing with a limit of 100 percent of the contract sum."</i></p> <p>Would the County consider changing this wording to "A bond for the faithful and timely completion of the entire proposal must be provided at contract signing with a limit equal to the amount of proposed services for Integration, Customization, Training and Documentation."? Alternatively, would the County consider a bond for 25% of the contract sum or for some other amount lower than 100% of the contract sum?</p>	<p>A bond for 100% of the contract sum must be provided.</p> <p>However, it is assumed that more specific terms may be negotiated (fine tuned) during the BAFO and contract negotiations phase.</p>
Section 3.3.1 Major Tax System Components	<p><i>Section States: "The ability to enhance the capability for communicating with County Tax customers including, data capture capability, internet services and etc."</i></p> <p>Please explain what the County envisions as the vendor's role in "data capture capability".</p>	<p>This bullet point is more general in intent. The major goal or purpose is that the County is interested in having more (or enhanced) features and functions for capturing and communicating with County customers from within the system than exists today.</p> <p>Such as; record requests via the internet rather than by phone or walk-up window. Capturing data elements (name, address, contact info, etc) via the system and/or internet rather than manually being entered.</p>
Section 3.3.2.3 Warranty	Please explain what is meant by "The warranty will remain in effect for 12 months following acknowledgement and acceptance"	Yes. Currently, the County is requesting warranty coverage shall be in place for 12 months after final acceptance (24 months after go-live).



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	<p>of the completed contract by the County.”</p> <p>In the Milestone section it states that warranty starts after Final Acceptance. Does the County wish to have warranty coverage for 24 months following the delivery to production (i.e., 12 months after delivery / before acceptance and then another 12 months after acceptance)?</p>	<p>However, with this option too, it is assumed that more specific terms may be negotiated (fine tuned) during the BAFO and contract negotiations phase.</p>
RFP General	<p>The Integration Cost worksheet indicates that there are 5 phases for which a vendor should list their proposed costs. This is the only reference to a number of phases in the RFP.</p> <p>Does the County have an expectation for the duration of the project and/or a breakdown of the specific phases of work? How should the cost worksheet be completed if vendors have more or less than 5 phases of work?</p>	<p>No the County does not. The 5 phases listed was just an estimate to assist in completing the workbook.</p> <p>Each vendor should feel free to propose their own timeline and/or number of phases. If additional phases are needed please explain in your response, label those phases appropriately in the integration cost worksheet and/or utilize an additional worksheet.</p>
Section 4.1.1 The Offer	<p><i>Point 1 states “The technical proposal, including the requirements matrix and utilization plan shall be submitted in a separate, sealed bid packet...”</i></p> <p>Please explain what is meant by “utilization plan”. We could not find any other references to a utilization plan.</p>	<p>As part of the technical response the county is requesting an overview (utilization) plan describing how your company proposes to implement your solution as referenced in section 4.2.3-2 specifically including staffing specifications as referenced in section 3.3.9.</p>
Section 4.3 Price Proposal	<p><i>The 5th sentence states that “The proposing firm should submit a price proposal for each of the milestone payment schedules suggested below.”</i></p> <p>Can we assume that this should say “The proposing firm should submit a proposed price for each of the implementation milestones listed in the schedule below”?</p>	<p>Yes</p>
Section 4.3.1.5 Milestone Payments	<p>The Implementation Milestone for Payment chart lists a “% of Total”. - Please clarify the intent of this column.</p>	<p>Each milestone payment equals a % of the total cost of the implementation of the project. The column is meant to document that.</p>
Section 5.6 Weighting of Price	<p>Will the County provide a further explanation of how pricing will be scored? For example, will the lowest cost vendor get 200 points with other</p>	<p>Yes. The lowest cost provider will get all 200 points. Each proposing vendor will get a percentage of the 200 points relative to the lowest cost proposal.</p>

	<p>vendors getting a percentage of 200 equal to their cost relative to the lowest cost?</p>	
<p>Requirements Workbook</p>	<p><i>#137 – The system must take a snap-shot of the data at a user-defined period in time. The snapshot must be able to identify when the snapshot was taken.</i></p> <p>Please clarify this requirement. What is meant by the term “snap-shot of the data”?</p>	<p>(1) The Iowa Statute requires certain actions to be taken at set time periods during the property tax cycle. The files used in preparation for the actions must be historically maintained. The following as an example: the treasurer’s office has prepared a list of parcels with delinquent taxes to be offered and sold at tax sale. The payment files at the time of the tax sale will detail the availability of an item to be sold and the reason an item is removed from the sale.</p> <p>The system must provide the user with the ability to create a copy of appropriate data from various files at set time periods for historical purposes. Data may be used as evidentiary support in a court case or to provide to the general public if requested through the open records law.</p> <p>And,</p> <p>(2) “snap-shot” is used interchangeably with screenshot or screen dump which is an image taken by software/application to record the visible items displayed on the monitor. Screenshot/snap-shot/screen dump would be performed to demonstrate a program, a particular problem a user might be having or generally when computer output needs to be shown to others or archived, or to simply show off what you do on your computer to others. They can be saved into word processing documents, spreadsheets or simply saved as a bitmap.</p>
	<p><i>#163 – The system shall be available for input for all processing for batch processing, backup, restore etc.</i></p> <p>Please clarify this requirement.</p>	<p>The system shall be available at set times of the day or night as required for the processing of payment files received from processes external to the county system, such as payments processed through Remote Deposit scanning and the Iowa Interactive website. Another batch process that will require the application of an electronic file to the county system is electronic special assessment schedule certification. The treasurer’s office receives a text delimited file from a taxing authority containing special assessment lien records. The text delimited file is loaded to the county system in a batch process.</p> <p>The system shall be available for daily backup of files and for the restoration of records in the event of program or system failure.</p>