PINE COUNTY TAX/CAMA RFP

QUESTIONS & ANSWERS

March 5, 2021

1. Can we leverage Drones and Artificial Intelligence algorithms for assessing the property extent? At this time that is not something we are interested in. Pine County currently uses GIS as a backbone to our assessing work.

2. What is the budget for this project? The budget will be determined by the proposals received. Within the RFP document, 11.1.4 and 11.3, it is noted that overall project cost is a consideration for award, but is not a sole determining factor. The budget would not exceed $500,000.

3. In addition to commercial property credits, we work with ag credit, powerline, and school bond credits, are there additional credits that are necessary? No.

4. Does Pine County allow for a less than 99% up time? It depends on the solution and the need for the system to be offline. While Pine County strives to have a system with more than 99% uptime, respondents may have a business need for less than that and Pine County would request explanations within the business need of the downtime.

5. Does Pine County have a business need for unlimited disk space or is a configured solution with room to grow sufficient? A configured solution is sufficient as long as all future disk space needs are met.

6. Please clarify intention of "unlimited" storage and licenses referenced in 4.1.7. Does the county simply want to ensure that unlimited storage and licenses are available or does supplier proposed pricing need to be inclusive of unlimited storage and user access? Yes- we want to ensure that any storage and license that are required in the future are available if needed.

7. Is Pine County open to a joint powers solution? Yes, as we currently operate in several such systems.

8. Please provide the estimated number of named County users who will need access to perform the following functions in the new system:

- Update parcel property and assessment information 25
- Perform tax billing and collection activities 15
- Other users who only need reporting, review, and approval access 40 total users including those listed in the other categories.

       o   System administration 8 (includes IT)

9. Please describe the Pine County Tax user counts and roles: Assessors (8), Staff users (20), Admin users (3), IT staff (4), others (5)

10. May a supplier propose only a cloud or only an on-premise option or must the proposal include both options? Proposals can be any combination thereof (only cloud, only on-premise, or both options).

11. Outline the existing Microsoft licenses used by Pine County Assessors office for Office 365 or other business applications (do not include computer or server licenses)? Microsoft Office 365 G3 Suite.

12. RFP does not describe the ability for Assessors to perform tasks on mobile devices (tablets). Must the solution support mobile use both online and offline? Describe key features requested. Assessor tasks on mobile devices is not required, but if available would need to function both online and offline. Please include mobile device information if available.

13. Describe preference for Tax and CAMA solution deployed as Software as a Service (SaaS) or on premise? There is no preference. Please respond with what you have available.

14. RFP does not describe the ability for property tax owners to view their property details or Portal ability to submit online applications for program services (Exemption, Homestead, Disabled Veteran, etc). Property details for the public are displayed within the County's Beacon (Schneider Corp) system, which is intended to continue. Online applications have not been complemented, but if available, please include information.

15. RFP does not describe the ability to integrate to a Financial system or Treasury department to process tax payments. Describe expected Financial integration scenarios to process tax bills for property owners. There is no requirements for integration to a Financial or Treasury system. However, system must have cashiering component for posting tax payments. Additionally, a report must be available which breaks down collections by tax type (real property versus mobile home, and current versus delinquent).

16. Explain AS-400 DB2 database size and approximate record count. Explain expectations for data migration for number of years kept in active system and how many years moved to archive database for reference. Database is currently 500GB. Currently, there are 10 years kept on the active system for CAMA and 15 years for Tax. During data conversion the number of years could be reduced; however, within the tax system, it is important to note some Confession of Judgments may reach back to 2009 and would need to be converted.

17. Describe any data integrations implemented to replicate or integrate data to other internal or external business applications. For example the Pine County GIS parcel system. Changes are updated nightly to the county's public GIS (Beacon -Schneider Corp) through Venturi updates. Property photos (currently on their own server) would also need to integrate, but must also be available to the GIS system.

18. Will the County allow for E-Mail or electronic submissions? Many companies and organizations are still under mandatory Work From Home orders. Yes. If unable to submit hard copies, please send copies to Ryan.Findell@co.pine.mn.us; Kelly.Schroeder@co.pine.mn.us; Deborah.Gray@co.pine.mn.us

19.   Will Pine County require any custom reports or are the Minnesota State and standard product reports sufficient with robust query capabilities within the system? Custom reports may be required in the future; however, at this time standard reports with sufficient query capabilities are acceptable.

20.   Are there mobile device or public web interface requirements that need to be included in the proposal? No mobile device interfaces currently, and the only public web interface is Beacon (Schneideer Corp)

21.   Due to pandemic restrictions and the cost of business travel, a significant amount of meetings and work sessions may be conducted virtually through web collaboration software such as Microsoft Teams. Will this meet your expectations? Are there onsite training requirements? Teams meetings are acceptable; however, onsite training must also be available upon request.

22.   Pertaining to question *4.1.3* The cloud hosted solution will be maintained at a minimum 99% uptime/availability 24 hours a day, 7 days a week, 365 days a year.
   - What is the County's expectation for a cloud hosted solution? See question #4.
   - Can the solution be installed on client machine as a client server application? Yes.
   - Or would the County prefer a remote desktop experience? We do not prefer this option.

23.   Pertaining to question *4.1.7.* The supplier will offer unlimited data storage and unlimited software licenses.
   - The word unlimited data storage only refers to a cloud-hosted solution, is that accurate? Yes.

24.   Pertaining to question 4.1.8. The supplier is responsible for onsite training and ongoing training for changes. We plan on using a train-the-trainer method of training all end users.
   - Is the County having all its end users go through a Train-The-Trainer model? We do recommend End User training. If respondent would prefer to train all end users, Pine County would entertain that option.

25.   In reference to, Conditions for Working Onsite, if the COVID-19 pandemic remains to affect our daily travel routines, is the County open for remote delivery of services and training?

26.   In reference to the *System Requirement Assessment Property Tax & CAMA Document,* this document is short and right to the point, with no detailed functional requirements, so we have the following questions related to this document:
  • Is a "**NO**" answer, to those requirements, an immediate disqualification of a vendor? It is not.
  • Are ANY of those requirements, an immediate disqualification of a vendor? The proposals will be evaluated based on Section 11 in the RFP document.
  • A Yes or a No answer would not properly answer the following requirement: "Do you offer SaaS, on-premise (County hosted), or both solutions?" Would the County kindly adjust this question? The County will evaluate the RFP along side the System Requirement Assessment. Please indicate options within the RFP response.
  • Is it possible for the County to enable a comment field for every single YES & NO so an explanation could be provided? The County will evaluate the RFP along side the System Requirement Assessment. Please provide explanation within the RFP response.

27.   Does the County have a budget for this project? If yes, can the County share the budget with us please? The budget will be determined by the proposals received. Within the RFP document, 11.1.4 and 11.3, it is noted that overall project cost is a consideration for award, but is not a sole determining factor. The budget would not exceed $500,000.

28.   Are you looking for a COTS product already set for Minnesota tax laws? Minnesota tax laws are very complex and like no other state's- there are over 50 property classifications and many programs such as, but not limited to homestead, green acres, rural preserve, disabled veterans, tax increment financing, subordinate districts, actively farming, powerline credits. There are also very specific state reporting requirements through PRISIM. A program would need to be already developed.

29.   You stated you sent the RFP to Minnesota tax solutions already in use. We haven't implemented the solution in Minnesota does this disqualify us? If you have a solution already developed for Minnesota, it could be considered.