

# REQUEST FOR PROPOSAL

## Sales Tax Return and Remittance System Development and Implementation Services

Proposal Due Date: **September 03, 2019**

Proposal Due Time: **4:00 pm CST**



Louisiana Uniform Local Sales Tax Board  
P.O. Box 404  
Port Allen, LA 70767  
[www.LocalTaxBoard.com](http://www.LocalTaxBoard.com)

## Table of Contents

<a href="#">1.0</a>	<a href="#">Background</a> .....	6
<a href="#">1.1</a>	<a href="#">Purpose</a> .....	6
<a href="#">1.2</a>	<a href="#">Definitions and Glossary of Terms</a> .....	7
<a href="#">1.3</a>	<a href="#">Schedule of Events</a> .....	8
<a href="#">1.4</a>	<a href="#">Proposal Submittal</a> .....	8
<a href="#">1.5</a>	<a href="#">Proposal Response Format</a> .....	9
<a href="#">1.6</a>	<a href="#">Confidential and Proprietary Information</a> .....	10
<a href="#">1.7</a>	<a href="#">Proposal Clarifications Prior to Submittal</a> .....	11
<a href="#">1.7.1</a>	<a href="#">Pre-proposal Conference</a> .....	11
<a href="#">1.7.2</a>	<a href="#">Inquiry Periods</a> .....	11
<a href="#">1.8</a>	<a href="#">Errors and Omissions in Proposal</a> .....	11
<a href="#">1.9</a>	<a href="#">Changes, Addenda, Withdrawals</a> .....	11
<a href="#">1.10</a>	<a href="#">Withdrawal of Proposal</a> .....	12
<a href="#">1.11</a>	<a href="#">Waiver of Administrative Informalities</a> .....	12
<a href="#">1.12</a>	<a href="#">Proposal Rejection</a> .....	12
<a href="#">1.13</a>	<a href="#">Ownership of Proposal</a> .....	12
<a href="#">1.14</a>	<a href="#">Cost of Offer Preparation</a> .....	12
<a href="#">1.15</a>	<a href="#">Taxes</a> .....	12
<a href="#">1.16</a>	<a href="#">Proposal Validity</a> .....	12
<a href="#">1.17</a>	<a href="#">Prime Contractor Responsibilities</a> .....	13
<a href="#">1.18</a>	<a href="#">Use of Subcontractors</a> .....	13
<a href="#">1.19</a>	<a href="#">Written or Oral Discussions/Presentations</a> .....	13
<a href="#">1.20</a>	<a href="#">Acceptance of Proposal Content</a> .....	13
<a href="#">1.21</a>	<a href="#">Cancellation of RFP or Rejection of Proposals</a> .....	14
<a href="#">1.22</a>	<a href="#">Evaluation and Selection</a> .....	14
<a href="#">1.23</a>	<a href="#">Contract Award and Execution</a> .....	14
<a href="#">1.24</a>	<a href="#">Notice of Intent to Award</a> .....	14
<a href="#">1.25</a>	<a href="#">Indemnification and Limitation of Liability</a> .....	15
<a href="#">1.26</a>	<a href="#">Payment for Services</a> .....	16
<a href="#">1.27</a>	<a href="#">Termination</a> .....	16

1.27.1	<a href="#">TERMINATION OF THIS AGREEMENT FOR CAUSE</a>	16
1.27.2	<a href="#">TERMINATION OF THE AGREEMENT FOR CONVENIENCE</a>	17
1.27.3	<a href="#">FISCAL FUNDING CLAUSE</a>	17
1.28	<a href="#">Assignment</a>	18
1.29	<a href="#">Record Retention</a>	18
1.30	<a href="#">Record Ownership</a>	18
1.31	<a href="#">Content of Contract/ Order of Precedence</a>	18
1.32	<a href="#">Contract Changes</a>	18
1.33	<a href="#">Governing Law</a>	18
1.34	<a href="#">Claims or Controversies</a>	18
<b>PART II. SCOPE OF WORK/SERVICES</b>		19
2.1	<a href="#">Scope of Work/Services</a>	19
2.2	<a href="#">Period of Agreement</a>	19
2.3	<a href="#">Price Schedule</a>	19
2.4	<a href="#">Deliverables</a>	19
2.4.1	<a href="#">Functional System Requirements Report</a>	19
2.4.2	<a href="#">Implementation Plan Report</a>	19
2.4.3	<a href="#">Change Control Plan</a>	19
2.4.4	<a href="#">Technical Design/Technical Architecture Report</a>	19
2.4.5	<a href="#">Interface Testing</a>	20
2.4.6	<a href="#">Systems Testing and Acceptance Testing</a>	20
2.4.7	<a href="#">System Documentation</a>	20
2.4.8	<a href="#">Software Installation</a>	20
2.4.9	<a href="#">Final Project Report</a>	20
2.5	<a href="#">Project Location</a>	20
2.6	<a href="#">Proposal Elements</a>	21
2.6.1	<a href="#">Financial</a>	21
2.6.2	<a href="#">Technical</a>	21
<b>PART III EVALUATION</b>		22
3.0	<a href="#">Cost Proposal (Value of 40 points)</a>	22
3.1	<a href="#">Technical Proposal (Value of 60 Points)</a>	22
3.1.1	<a href="#">Project Approach &amp; Methodology</a>	23

<a href="#">3.1.2 Qualifications and Experience</a> .....	23
<a href="#">3.1.3 Proposed Staff Skills and Resumes</a> .....	24
<a href="#">3.1.4 References</a> .....	24
<a href="#">PART IV. PERFORMANCE STANDARDS</a> .....	25
<a href="#">4.0 Performance Requirements</a> .....	25
<a href="#">APPENDIX A</a> .....	26
<a href="#">SCOPE OF WORK</a> .....	26
<a href="#">Sales Tax Return and Remittance System</a> .....	26
<a href="#">General Requirements</a> .....	26
<a href="#">List of Features and Functionality</a> .....	26
<a href="#">System Data Requirements</a> .....	27
<a href="#">Collector Profile</a> .....	28
<a href="#">Tax Information</a> .....	28
<a href="#">Taxpayer Profile</a> .....	29
<a href="#">System Roles and Responsibilities</a> .....	30
<a href="#">Password Reset</a> .....	30
<a href="#">Business/Parish Registration</a> .....	31
<a href="#">Returns and Remittance</a> .....	31
<a href="#">Reports</a> .....	34
<a href="#">Data Transfer</a> .....	35
<a href="#">Collector Profile</a> .....	36
<a href="#">Tax Information</a> .....	36
<a href="#">Taxpayer Profile</a> .....	36
<a href="#">Business/Parish registration</a> .....	37
<a href="#">Returns and Remittance</a> .....	37
<a href="#">Reports</a> .....	37
<a href="#">Data Transfer</a> .....	38
<a href="#">Louisiana Uniform Local Sales Tax Board Responsibilities</a> .....	38
<a href="#">Collector Profile</a> .....	38
<a href="#">Tax Information</a> .....	38
<a href="#">Taxpayer Information</a> .....	39
<a href="#">Business/Parish Registration</a> .....	39

[Returns and Remittance](#).....39

[Proposed Implementation](#) .....39

[APPENDIX B](#) .....39

[PRICE SCHEDULE](#).....39

[Job Classifications and Labor Rates](#).....39

[APPENDIX C - SAMPLE FORM](#).....40

# Sales Tax Return and Remittance System Development and Implementation Services

## PART I. ADMINISTRATIVE AND GENERAL INFORMATION

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### 1.0 Background

The Louisiana Uniform Local Sales Tax Board, hereinafter referred to as the "Board," was created by Act 274 of the 2017 Regular Session of the Louisiana Legislature. Its primary purpose is to provide uniformity and efficiency in the imposition, collection, and administration of local sales and use taxes. It will accomplish its goal through the issuance of policy advice, adopting model procedures and uniform forms, and providing other support to local sales and use tax collectors in Louisiana. The membership of the Board includes the executive directors of the Louisiana Municipal Association, Louisiana Sheriff's Association, Police Jury Association of Louisiana, Louisiana School Board Association, and four active parish sales tax administrators.

Accordingly, the Board is pursuing programming, support, and related technical services to develop and implement software applications to serve local tax collectors in their efforts to collect and administer sales taxes in the State of Louisiana.

### 1.1 Purpose

The Board issues this Request for Proposal (RFP) to solicit competitive proposals from qualified organizations. The Proposer will provide technical services, including project management, planning, design, development, implementation, maintenance, and other support for local governmental agencies interacting with the business community.

The technical services will be used to develop and implement multiple applications for the Board, including but not limited to, a Sales Tax Return and Remittance System, a License Tax Return and Remittance System, a Multi-Parish Tax Refund System, and a Multi-Parish Audit System.

This RFP is to solicit proposals with respect to a Sales Tax Return and Remittance System only and hourly rates for future development and support.

The Board expects the Proposer to have the resources and expertise necessary to deliver exceptional and reliable software development and support services. A Proposer is expected to offer the requested services at a

competitive price, and all the necessary factors that contribute to the price must be included in the proposed pricing. The Proposer must have an understanding of and experience in the local sales tax field.

It is expected that the selected Proposer will collaborate with Board staff for information relative to features and functionality required in each project, including exemptions, tax rates, and filing guidelines of local taxing jurisdictions.

## 1.2 Definitions and Glossary of Terms

This document contains references to many terms that may be unique and specific to the RFP. The following glossary is presented to offer a quick reference to assist the reader in understanding the terminology used throughout the RFP.

- A. State- The State of Louisiana
- B. Board- The Louisiana Uniform Local Sales Tax Board
- C. Proposer – Any individual or entity that submits a response, or intends to submit a response to this RFP
- D. Home Rule Jurisdiction – Louisiana’s self-collecting parishes / municipalities, currently sixty-three (63), with authority derived from the Louisiana Constitution and their home rule charter
- E. Solicitation – all documents and related information whether attached or incorporated by reference published on an electronic bidding system in conjunction with a procurement before the response deadline
- F. Agency- Any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of this state authorized to participate in any contract resulting from this solicitation.
- G. Discussions- For this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.
- H. Collector- The individual or entity designated as the collector of the appropriate single sales and use tax collection office in a Parish, and his duly authorized assistants, of any political subdivision authorized under the constitution and laws of the State of Louisiana to levy and collect a sales and use tax, except a statewide political subdivision.

- I. Taxing Authority- A political subdivision authorized under the constitution and laws of the State of Louisiana to levy and collect a sales and use tax.
- J. Taxing Jurisdiction- The area within the physical boundaries of the taxing authority.
- K. Contractor - the selected Proposer of the RFP
- L. Contract - the agreement which recognizes and governs the rights, responsibilities, and duties of the Board and Contractor

### 1.3 Schedule of Events

Activity	Date/Time
RFP Announcement	August 1, 2019
Questions Deadline	August 12, 2019 4:00 PM CST
Answers to Questions Posted	August 19, 2019 4:00 PM CST
Proposal Submittal Deadline	September 03, 2019 4:00 PM CST
Award Notification	September 19, 2019 1:30 PM CST

NOTE: The Board reserves the right to deviate from these dates/times.

### 1.4 Proposal Submittal

The Board recognizes the short timeline associated with this RFP and is committed to making a decision quickly. The Board will announce the winning proposal at its **September 19, 2019** meeting.

**Sole Point of Contact** - The Board’s Executive Director is the sole point of contact and recipient for all communications concerning the RFP.

The preferred method of communication is by email. All email correspondence should include “**RFP – Sales Tax Return and Remittance System**” in the subject line.

Executive Director: Roger Bergeron, [email: rogerb@localtaxboard.com](mailto:rogerb@localtaxboard.com)

All questions regarding this RFP must be emailed to Roger Bergeron, Executive Director of the Board, at [email: rogerb@localtaxboard.com](mailto:rogerb@localtaxboard.com) by **4:00 p.m. CST,**



**August 12, 2019.**

Questions received by that time will be compiled and answered by **4:00 p.m. CST, August 19, 2019.** Questions received after that time will not be answered. Answers to questions and any addenda to this RFP will be emailed to all known Proposers of the RFP.

Proposals must be emailed to Roger Bergeron, Executive Director of the Louisiana Uniform Local Sales Tax Board, at [email: rogerb@localtaxboard.com](mailto:rogerb@localtaxboard.com) . **Proposals must be received via email no later than 4:00 p.m. CST, September 03, 2019.**

The Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.

The Board is not responsible for any delays caused by the Proposer's proposal delivery.

**1.5 Proposal Response Format**

Proposals should be submitted in letter-size (8-1/2" x 11") format.

Proposals submitted for consideration should follow the format and order of presentation described below:

- A. **Cover Letter:** Should contain a summary of Proposer's ability to perform the services described in the RFP and confirm that Proposer is willing to perform those services and enter into a contract with the Board. The person signing the proposal must be:
  - 1. A current corporate officer, partner, member, manager, or another individual specifically authorized to submit a proposal as reflected in the appropriate records on file with the secretary of state; or
  - 2. An individual authorized to bind the company as reflected by a corporate resolution, certificate, or affidavit.

Proposers should exhibit their understanding and approach to the project and address how each element will be accomplished.

- B. **Table of Contents:** Organized in the order cited in the format contained herein.
- C. **Proposer Qualifications and Experience:** Include history and background of Proposer related services to government entities, existing customer satisfaction, resumes of proposed staff, etc.

- D. **Technical Proposal:** Illustrate and describe compliance with the RFP requirements.
- E. **Innovation Concepts:** Present innovative concepts, if any, not discussed above for consideration.
- F. **Project Schedule:** Provide a detailed schedule of an implementation plan for full implementation. This schedule should include implementation actions, timelines, responsible parties, etc. A final schedule will be mutually agreed upon after a Proposer is selected.
- G. **Financial Proposal:** Proposer's fees and other costs, if any, shall be submitted. This financial proposal shall include any costs the Proposer wishes to have considered in the contractual arrangement with The Board.

## 1.6 Confidential and Proprietary Information

Written requests for confidentiality shall be submitted by the Proposer, along with a justification for the materials to be considered confidential or proprietary. The Proposer must state specifically what elements of its proposal are considered confidential or proprietary, and those considered intellectual property of the Proposer.

Confidential/proprietary information must be readily identified, marked, and packaged separately from the rest of the response. Co-mingling of confidential/proprietary and intellectual property and other information is **NOT** acceptable. Neither a response, in its entirety, nor response price information will be considered confidential or proprietary.

The Executive Director will make a written determination as to the apparent validity of any written request for confidentiality. A written determination will be sent to the Proposer in the event the Board does not concur with the Proposer's request for confidentiality,

The Proposer must designate the part of the proposal that contains a trade secret and privileged or confidential proprietary information as "confidential" to claim protection, if any, from disclosure. The Proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of his proposal sought to be restricted by the conditions of the legend:

*"The data contained in pages \_\_\_ of the proposal have been submitted in confidence and contain confidential information."*

Further, to protect such data, each page containing such data shall be specifically identified and marked "CONFIDENTIAL."

Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing Proposer or other person seeks review or copies of another Proposer's confidential data, the Board will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must agree to indemnify the Board and hold the Board harmless against all actions or court proceedings that may ensue (including attorney's fees), which seek to order the Board to disclose the information. If the owner of the asserted data refuses to indemnify and hold the Board harmless, the Board may disclose the information.

## 1.7 Proposal Clarifications Prior to Submittal

### 1.7.1 Pre-proposal Conference

A pre-proposal conference will **NOT** be held by the Board. Prospective Proposers may submit questions to obtain clarification of the requirements of the RFP and to receive answers to relevant questions.

### 1.7.2 Inquiry Periods

An inquiry period is at this moment firmly set for all interested Proposers to perform a detailed review of the bid documents and to submit any written questions relative to it. *Without exception*, all questions **MUST** be sent via email and received by the close of business on the Inquiry Deadline date outlined in the Calendar of Events (\*). Inquiries will not be entertained after the Inquiry Deadline.

Inquiries shall be submitted by an authorized representative of the Proposer, clearly cross-referenced to the relevant solicitation section. The Board shall consider only those inquiries received by the established deadline.

Inquiries concerning this solicitation must be delivered by email only to:

Executive Director: Roger Bergeron

[Email: rogerb@localtaxboard.com](mailto:rogerb@localtaxboard.com)

## 1.8 Errors and Omissions in Proposal

The Board will not be liable for any errors in the proposal. The Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: the Board reserves the right to make corrections or clarifications due to patent errors identified in proposals by the Board or the Proposer. The Board, at its option, has the right to request clarification or additional information from the Proposer.

## 1.9 Changes, Addenda, Withdrawals

The Board reserves the right to change the calendar of events or issue Addenda

to the RFP at any time. The Board also reserves the right to cancel or reissue the RFP.

If the Proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the Proposer, cross-referenced clearly to the relevant proposal section, in an email only to Executive Director: Roger Bergeron ([email: rogerb@localtaxboard.com](mailto:rogerb@localtaxboard.com)) before the proposal opening to meet all requirements for the proposal.

#### **1.10 Withdrawal of Proposal**

A Proposer may withdraw a proposal that has been submitted at any time up to the Due Date and Time. To withdraw a proposal, an email only must be sent to the Executive Director: Roger Bergeron ([email: rogerb@localtaxboard.com](mailto:rogerb@localtaxboard.com)) by the authorized representative of the Proposer.

#### **1.11 Waiver of Administrative Informalities**

The Board, in its sole discretion, reserves the right to waive administrative informalities contained in any proposal.

#### **1.12 Proposal Rejection**

Issuance of this RFP in no way constitutes a commitment by the Board to award a contract. The Board, in its sole discretion, reserves the right to accept or reject any or all proposals submitted.

#### **1.13 Ownership of Proposal**

All materials submitted in response to this request become the property of the Board. Selection or rejection of a response does not affect this right. All proposals submitted will be retained by the Board and not returned to Proposers. Any copyrighted materials in the response are not transferred to the Board.

#### **1.14 Cost of Offer Preparation**

The Board is not liable for any costs incurred by prospective Proposers prior to the issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations and any other expenses incurred by the Proposer in responding to this RFP are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the Board.

#### **1.15 Taxes**

Any taxes, other than state and local sales and use taxes, from which the Board is exempt, shall be assumed to be included within the Proposer's cost.

#### **1.16 Proposal Validity**

All proposals shall be considered valid for acceptance until such time an award is made unless the Proposer provides for a different period within its proposal response. However, The Board reserves the right to reject a proposal if the

Proposer's response is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

### **1.17 Prime Contractor Responsibilities**

The Selected Proposer (hereinafter referred to as "Contractor") shall be required to assume responsibility for all items and services offered in his proposal whether or not he produces or provides them. The Board shall consider the Contractor to be the sole point of contact relative to contractual matters, including payment of any charges resulting from the contract.

### **1.18 Use of Subcontractors**

The Contractor shall be responsible for all deliverables referenced in this RFP. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements. Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, provided that the Proposer acknowledges total responsibility for the entire contract. The Contractor may not enter into subcontractor agreements fulfilling greater than twenty-five (25) percent of the project.

If it becomes necessary for the Contractor to use subcontractors to complete a portion of the project, the Board urges the prime contractor to use Louisiana vendors, including small and emerging businesses, if practical. In all events, any subcontractor used by the selected Proposer shall be identified to the Board Project Manager.

Information required of the Contractor under the terms of this RFP is also required for each subcontractor, and the subcontractors must agree to be bound by the terms of the contract.

### **1.19 Written or Oral Discussions/Presentations**

Written or oral discussions may be conducted with Proposers who submit proposals determined to be reasonably susceptible of being selected for the award. The Board reserves the right to enter into an Agreement without further discussion of the proposal submitted based on the initial offers received.

Any commitments or representations made during these discussions, if conducted, may become formally recorded in the final contract.

Written or oral discussions/presentations for clarification may be conducted to enhance The Board's understanding of any or all of the proposals submitted. Neither negotiations nor changes to vendor proposals will be allowed during these discussions. Proposals may be accepted without such discussions.

### **1.20 Acceptance of Proposal Content**

The mandatory RFP requirements shall become contractual obligations if a contract

ensues. Failure of the Contractor to accept these obligations shall result in the rejection of the proposal.

### 1.21 Cancellation of RFP or Rejection of Proposals

The Board, in its sole discretion, reserves the right to reject any or all proposals received in response to this RFP, including the cancellation of this RFP in its entirety.

### 1.22 Evaluation and Selection

All responses received as a result of this RFP are subject to evaluation by the Board to select a Proposer with whom the Board shall contract. The Board may enlist a person(s) who have expertise in various areas to assist in evaluating any proposal submitted in response to this RFP.

The Board may reject any or all proposals not considered in the best interest of the Board.

### 1.23 Contract Award and Execution

The Board reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received.

The RFP, and any addendums, and the proposal of the Contractor will become part of any contract initiated by the Board.

If the contract negotiation period exceeds thirty (30) days after notice of award or if the Contractor fails to sign the contract within **seven calendar** days of delivery, the Board may, in its sole discretion, cancel the award and award the contract to the next-highest-ranked Proposer.

The award shall be made to the Proposer whose proposal conforms to the RFP and will be the most advantageous to the Board considering price and other factors.

The Board intends to award to a single Proposer.

### 1.24 Notice of Intent to Award

Upon review and approval of the evaluation, a Notice of Intent to Award letter will be issued to the selected Proposer. A contract shall be completed and signed by all parties concerned on or before the date indicated in the Schedule of Events. If this date is not met, through no fault of the Board, the Board, in its sole discretion, may elect to cancel the Notice of Intent to Award letter and make the award to the next most advantageous Proposer.

The Board will also notify all unsuccessful Proposers as to the outcome of the evaluation process.

### 1.25 Indemnification and Limitation of Liability

The contract resulting from this Request for Proposal will contain the following provisions with regard to indemnification and limitation of liability:

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon the performance of their respective duties under this Agreement.

Contractor shall indemnify, defend and hold the Board harmless, **without limitation**, from and against any and all damages, expenses (including reasonable attorneys' fees), claims judgments, liabilities and costs which may be finally assessed against the Board in any action for infringement of a United States Letter Patent with respect to the Products, Materials, or Services furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the Board shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor.

Where a dispute or claim arises relative to a real or anticipated infringement, the Board may require selected Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Board shall require.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: i) the Board's unauthorized modification or alteration of a Product, Material, or Service; ii) the Board's use of the Product, Material, or Service in combination with other products, materials, or services not furnished by Contractor; iii) the Board's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the Board's exclusive remedy to take action in the following order of precedence: (i) to procure for the Board the right to continue using such item(s) or part (s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the Board up to the dollar amount of the Contract.

For all other claims against the Contractor where liability is not otherwise set forth in the Agreement as being "without limitation", and regardless of the basis on which

the claim is made, Proposer's liability for direct damages, shall be the lesser of \$100,000, the dollar amount of the Contract, or the charges for products, materials, or services rendered by the Contractor under the Contract. Unless otherwise specifically enumerated herein mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue, or lost institutional operating savings.

## 1.26 Payment for Services

The Contract resulting from this Request for Proposal shall be compensated on a firmly fixed price basis with progress payments upon completion of all deliverables within a series of tasks and after review and written approval by the Board of the tasks and deliverables.

Payments will be made within approximately thirty (30) days after receipt of a properly executed invoice, and approval by the Executive Director.

The Board has identified certain tasks as payment tasks. Payment tasks are those that represent the completion of major milestones of the project. Payment tasks and deliverables are as follows:

### Task 1 – Assessment and Planning

#### Task Deliverables:

- Functional Requirements Report
- Implementation Project Plan
- Change Control Plan

### Task 2 – System Design

#### Task Deliverables:

- Technical Design/Technical Architecture Report
- Presentation of Technical Design to the Board Personnel

### Task 3 – Testing, Training, and Implementation

#### Task Deliverables:

- Interface Testing
- Systems Testing and Acceptance Testing
- Training Materials & Delivery of Training
- System Documentation
- Software Installation
- Final Project Report

## 1.27 Termination

### 1.27.1 TERMINATION OF THIS AGREEMENT FOR CAUSE



The contract resulting from this Request for Proposal will contain the following provisions with regard to termination:

The Board may terminate this agreement for cause based upon the failure of Contractor to comply with the terms and conditions of the agreement, or failure to fulfill its performance obligations under this agreement provided the Board shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor has not corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, the Board may, in its sole discretion, place the Contractor in default and the agreement shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the Board to comply with the terms and conditions of this agreement, provided that the Contractor shall give the Board written notice specifying the Board's failure and a reasonable opportunity for the Board to cure the defect.

#### **1.27.2 TERMINATION OF THE AGREEMENT FOR CONVENIENCE**

The contract resulting from this Request for Proposal will contain the following provisions with regard to termination for convenience:

The Board may terminate the agreement at any time by giving sixty (60) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date.

The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been satisfactorily performed.

#### **1.27.3 FISCAL FUNDING CLAUSE**

The contract resulting from this Request for Proposal will contain the following provisions with regard to funding:

The continuance of this Contract is contingent upon the appropriation of funds to fulfill the requirements of the Contract by the Board. If the Board fails or is unable to appropriate sufficient monies to provide for the continuation of the Contract, or takes action by any means provided in the appropriations act, Title 39 of the Louisiana Revised Statutes of 1950, La. R.S. 47:337.102, or other applicable law to prevent the total appropriation for the year from exceeding revenues for that year, or any other lawful purpose and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

### **1.28 Assignment**

The contract resulting from this Request for Proposal will contain the following provisions with regard to assignment:

Assignment of contract, or any assignment of payment under the contract, require the advanced written approval of the Board.

### **1.29 Record Retention**

The Contractor shall maintain all records related to any contract resulting from this RFP about this Contract for at least five (5) years.

### **1.30 Record Ownership**

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of the Board, and shall, upon request, be returned by Contractor to the Board, at Contractor's expense, at termination or expiration of this contract.

### **1.31 Content of Contract/ Order of Precedence**

In the event of an inconsistency between the contract, the RFP and the Contractor's Proposal, the inconsistency shall be resolved by giving precedence first to the final contract, then to the RFP and subsequent addenda (if any) and finally, the Contractor's Proposal.

### **1.32 Contract Changes**

No additional changes, enhancements, or modifications to any contract resulting from this RFP shall be made without the prior approval of the Board.

Changes to the contract include any change in compensation; beginning/ ending date of the contract; the scope of work; and Contractor change through the Assignment of the Contract process. Any such changes, once approved, will result in the issuance of an amendment to the contract.

### **1.33 Governing Law**

All activities associated with this RFP process shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to the provisions of the laws of the State of Louisiana.

### **1.34 Claims or Controversies**

Any claims or controversies shall be resolved subject to the provisions of the laws of the State of Louisiana.

## PART II. SCOPE OF WORK/SERVICES

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### 2.1 Scope of Work/Services

The Scope of Work is located in Appendix A of this RFP.

### 2.2 Period of Agreement

The term of any contract resulting from this solicitation shall begin with the execution of the Contract and shall not exceed twelve (12) months. The Board reserves the right to extend this contract for additional terms not to exceed 36 months.

### 2.3 Price Schedule

Prices proposed by the Proposers should be submitted on the price schedule furnished herein on Appendix B. Prices submitted shall be firm for the term of the contract.

### 2.4 Deliverables

The deliverables listed in this section are the minimum expected from the successful Proposer. Each Proposer should describe what deliverables will be provided per their proposal, and how the proposed deliverables will be provided.

#### 2.4.1 Functional System Requirements Report

The Contractor will perform the necessary information gathering and analysis tasks to develop a Functional System Requirements Report that incorporates the functional and technical requirements of the Board according to the Statement of Work.

#### 2.4.2 Implementation Plan Report

The Contractor will perform necessary information gathering and analysis tasks to develop an Implementation Planning Report describing the strategy for implementing the system; including software installation, acceptance testing, integration, interfaces, training, software distribution, "going live," and support.

#### 2.4.3 Change Control Plan

The Contractor will develop and implement with the Board's approval, procedures and forms to provide a method for defining, reviewing, prioritizing, scheduling, and approving changes to specifications, designs, programs, procedures, and documentation that may be required within the scope of this project.

#### 2.4.4 Technical Design/Technical Architecture Report

The Contractor will perform necessary technical design tasks and develop a Technical Design Report that satisfies the provisions of the Statement of

Work and the Functional Systems Requirements. The Contractor will provide data diagrams or entity relationship diagrams of all data repositories that will be contained within the system being developed, design documentation of the security components to be contained within the system, design documentation of the interfaces that will be contained within the system, and design documentation of data and data formats that will be used by the system interfaces.

#### **2.4.5 Interface Testing**

The Contractor will perform interface testing tasks such as testing of input interfaces, output interfaces, and front-end programs that are identified in the Implementation Planning Document.

#### **2.4.6 Systems Testing and Acceptance Testing**

The Contractor will perform System testing and Acceptance testing tasks such as script development and data setup, technical support on executing special jobs to facilitate testing, and assisting in the actual execution of test scripts and review of results.

#### **2.4.7 System Documentation**

The Contractor will provide documentation material. This includes application documentation, online feature manuals, user guides, application quick reference cards, error and diagnostic manuals, reports manual that includes table names, data field names, table relationships, and any other information used to create reports.

#### **2.4.8 Software Installation**

The Contractor will perform software installation tasks such as database setup, file sizing, software retrofitting, application table setup, operation setup, file migrations, installation tests, system integration, integration tests, and performance tuning.

#### **2.4.9 Final Project Report**

After completion of the project, the Contractor will provide a Final Project Report outlining the extent and manner to which the project objectives have been met, as well as follow-up recommendations.

### **2.5 Project Location**

The gathering of system requirements is to be performed at the Board's offices located in Baton Rouge, LA. The development of computer software may be performed at the Contractor's location. All travel and incidental expenses incurred in the performance of this contract shall be at the expense of the Contractor. The Board will not reimburse travel costs. All travel costs should be included in the price quoted for the services performed under this contract.

## 2.6 Proposal Elements

### 2.6.1 Financial

The Proposer should describe any potential charges for proposed services associated with the RFP that you wish the Board to consider. Prices proposed should be submitted on the price schedule furnished in Appendix B.

The Proposer should list the job titles and hourly rates in Appendix B for any optional projects needed by the Board now or in the future.

### 2.6.2 Technical

Each Proposer should address how the firm will meet all the requirements of this RFP, with particular attention to:

- The qualifications and experience the Proposer possesses in the development and implementation of sales tax software systems similar in size to that requested in this RFP.
- The technical architecture of the system being proposed. Proposers shall include detailed information about the minimum hardware and software requirements needed by local collectors to utilize all of the functions provided by the proposed solution.
- Information describing the security and encryption that shall be implemented within the proposed solution.
- Information concerning the marketing support to be provided by the Proposer to promote taxpayer use of the system.
- Plans and schedule for implementation of the system. A preliminary project plan should be submitted that depicts the major tasks to be performed, estimated duration of the tasks, and milestones.
- Resumes for the account manager, and any other key personnel to be assigned to this project, including those of subcontractors, if any.

Any other information deemed pertinent by the Proposer including terms and conditions which the Proposer wishes the Board to consider.

## PART III EVALUATION

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The Board will review, evaluate, and verify the information submitted by the Proposer. This section describes the evaluation methodology and criteria to be used to evaluate each proposal submitted. The Board intends to select the proposal that is most advantageous to the Board now and in the future.

The Board reserves the right to seek clarification from Proposers where deemed appropriate to understand the intent of certain points in one or more proposals.

### 3.0 Cost Proposal (Value of 40 points)

The following financial criteria will be evaluated:

Prices proposed by the Proposer shall be a fixed price for each deliverable:

- 1) assessment and planning
- 2) system design and development
- 3) testing, training, and implementation

The prices should be submitted on the price schedule furnished in Appendix B. Prices proposed shall be firm.

The information provided in response to this section will be used in the Financial Evaluation to calculate the lowest evaluated cost.

The proposal with the lowest total sum when prices for all deliverables are totaled will be awarded 40 points for Cost. The other proposals will then be scored as follows:

**Lowest total price divided by Proposed total price X 40 = Points awarded for Cost**

### 3.1 Technical Proposal (Value of 60 Points)

The proposal shall be evaluated in light of the material and substantiating evidence presented to the Board, not based on what may be inferred.

The following criteria are of importance and relevance to the evaluation of this RFP. The criteria are listed in order of importance, may include but are not limited to:

1. Project Approach & Methodology
2. Qualifications and Experience
3. Proposed Staff Skills and Resumes
4. References

The Evaluation Team will evaluate and score the Technical Proposal using the criteria and scoring specified in the following table:

Criteria	Maximum Points
Project Approach & Methodology	20
Qualifications and Experience	15
Proposed Staff Skills and Resumes	15
References	10
<b>Total Points Available:</b>	<b>60</b>

### 3.1.1 Project Approach & Methodology

The Board will evaluate the Proposer's overall approach to managing the project and satisfying the requirements of this RFP. The items that will be evaluated include:

Vision/Understanding – The proposal should demonstrate the Proposer's vision and understanding of the services expected to be performed.

Technical Architecture – The proposal should demonstrate the hardware, software, and network resources to be required by the proposed solution.

Project Management Methodology – The proposal should demonstrate the Proposer's approach to managing the overall project.

Project Schedule – The proposal should demonstrate the Proposer's estimate of the amount of time and resources that will be needed to develop and implement the proposed solution.

Training Plans – The proposal should demonstrate the Proposer's vision and level of commitment for training users of the system and for training the Board's Information Technology personnel who will assume responsibility of maintenance and support of the system.

Marketing Plans – The proposal should demonstrate the Proposer's vision and level of commitment to marketing the system to potential users of the system.

### 3.1.2 Qualifications and Experience

The Proposer will be evaluated on experience with the Louisiana local sales taxes industry and projects of similar scope. The Board will review the Proposer's overview of its experience rendering technical development services similar to those requested in this RFP.

### 3.1.3 Proposed Staff Skills and Resumes

The Board will assess the quality of the resumes of the named resources to be assigned to the project. Resumes should contain the name, job position, and a detailed explanation of education, training, recent relevant experience, and the size and scope of projects supported.

### 3.1.4 References

The Proposer should provide references from at least three (3) local government agencies and include a contact person, email address, and telephone number for each reference. The Board reserves the right to identify additional references through its research and conduct additional reference checks.



## PART IV. PERFORMANCE STANDARDS

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### 4.0 Performance Requirements

In the performance of the anticipated contract, the contractor shall agree to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- (1) All work will be done under the supervision of the Contractor or the Contractor's employees.
- (2) Any return or return information made available in any format shall be used only to carry out the provisions of the contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary for the performance of the contract. Disclosure to anyone other than an officer or employee of the contractor will be prohibited.
- (3) All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. Also, all related output will be given the same level of protection as required for the source material.
- (4) The contractor certifies that the data processed during the performance of the contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- (5) Any spoilage or any intermediate hard copy printout that may result during the processing of data will be given to the Board. When this is not possible, the Contractor will be responsible for the destruction of spoilage or any intermediate hard copy printouts and will provide the Board with a statement containing the date of destruction, description of material destroyed, and the method used.
- (6) The contractor will maintain a list of employees authorized access. Such a list will be provided to the Board, upon request.

## APPENDIX A

### SCOPE OF WORK

#### Sales Tax Return and Remittance System

The Board plans to implement a Sales Tax Return and Remittance System that will provide taxpayers with a secure, efficient, and cost-effective means of transmitting accurate sales tax returns and remittances to political subdivisions of the State from a central website. The system shall be accessed via a web page through which a secured electronic local sales tax return may be filed. Additionally, the system shall allow for the remittance of any tax, penalty, interest, or other amounts due.

The Board shall retain the rights and ownership to all designs, documents, application software, data, and source code.

#### General Requirements

The Sales Tax Return and Remittance System shall allow the taxpayer to file a sales tax return that is uniform for each taxing authority in the State of Louisiana.

The system shall contain a registration component that will allow taxpayers to subscribe to the services offered by the system. The system shall allow taxpayers to maintain their identifying profile and demographic information. The system shall provide a means for the transmission and retrieval of the appropriate collector's data and funds.

The Board anticipates accomplishing this goal by entering into a contract with a Proposer who has the sales tax industry experience and can provide the necessary technical services to develop and implement the system.

#### List of Features and Functionality

The list of the major modules must be built and tested before moving forward to a Production environment.

- **Taxpayer's Functionality**
  - Business Registration Component
  - Parish Registration Component
  - Returns Input
  - Remittance Input
  - Payment Component
  - Account Access Component
  - Data Transfer Component
- **Tax Collector's Functionality**
  - Return Transfer Component
  - Payment Transfer Component
  - Registration Transfer Component

- Tax Rate Maintenance
- System Access Component
- Holiday Calendar Maintenance
- **System Administration Functionality**
  - Data Transfer Components
  - Report Generation Components
- **Tax Information Repository**
  - Tax Rates
  - Tax Returns
  - Holiday Calendar Dates
  - Payment Accounts

The application shall be hosted on a web server, separate and apart from the Board's other public web servers. The web server shall be clustered with Network Load Balancing. Databases used by the application shall reside on the database server(s) located behind a Data Center firewall. The application shall be supported in the latest version of Microsoft Windows Server, IIS and SQL Server environment. The application generated emails must route through an SMTP gateway.

The system shall be fault tolerant and designed to provide availability 24 hours each day, 365 days each year (24x7).

Security and encryption shall be in place to provide a method of securing all transactions. The system must provide security protection to safeguard the taxpayer's tax and banking information. Encryption shall be utilized between the user's browser and the application's web server and between the web server and the database server. Data on the database server shall be stored in an encrypted format.

The system shall be certified to work correctly with all major browser types.

### **System Data Requirements**

The system shall contain the following components:

- Collector profile
- Tax information
- Taxpayer profile
- System registration/access component
- Business registration component
- Returns and Remittance component
- Reports generator component
- Data Transfer component

## Collector Profile

The system shall contain a data repository of Collector information. The information shall include, but not limited to, demographic information about the collector, contact information, email addresses, bank account information, and various system indicators.

The system shall provide a means by which each collector will have the capability of maintaining (adding and updating) his or her information. Designees of the Board shall have the capability of maintaining (adding and updating) information about all collectors within the system.

The system shall provide a means by which taxpayers will have the capability of browsing a subset of the information about the collectors within the system. The information displayed should default to the current information with an option to view the information as it existed at a previous point in time.

A history of modifications to the information shall be contained within the repository as well as the person responsible for modifying. Whenever a modification is made to collector information, the system shall notify the local administrator, via e-mail, that a modification has occurred.

The system shall contain a Holiday Calendar for each local collector, a Holiday Calendar for the Board, and a Holiday Calendar for the U.S. Post Office. These calendars are to be used by the system to determine if the return is filed timely or late. Due to the disparity of holiday schedules across parishes, it is possible that a taxpayer filing returns in multiple parishes may be timely in some parishes and late in others. The system shall provide a means by which each collector will have the capability of maintaining (adding and updating) his or her calendar. Designees of the Board shall have the capability of maintaining (adding and updating) the calendars of the Board. Designees of the Board shall have the capability of maintaining (adding and updating) the calendars of all local collectors. The system shall send periodic email reminders to local collectors and personnel of the Board to ensure the calendars are accurate.

## Tax Information

The system shall contain a data repository of Tax Information for the Sales & Use Tax collected by each of the local collectors. The information shall be, but not limited to, information about the taxing authorities on whose behalf the local collector administers and collects for, the taxes imposed by those taxing authorities, the rate of taxation and the jurisdictions in which the taxes are applicable.

The system shall provide a means by which each collector will have the capability of maintaining (adding and updating) his or her tax information.

Designees of the Board shall have the capability of maintaining (adding and updating) tax information on behalf of all collectors within the system. A history of modifications to the information shall be contained within the repository as well as the person responsible for modifying. Whenever a modification is made to tax information, the system shall notify the local administrator and others as designated by each local administrator, via e-mail, that a modification has occurred.

The system shall provide a means by which anyone will have the capability of browsing the tax information of any collector within the system, one collector at a time. The information displayed should default to the current information with an option to view the information as it existed at a previous point in time. The system shall allow for browsing to be done without the need of having a user profile or entering a user-id and password.

The system shall provide taxpayers the capability of printing a summary chart of all taxing jurisdictions, the tax rate imposed for each jurisdiction, and indicate if exemptions exist for the jurisdiction. The chart shall also contain the period for which the chart is applicable.

### Taxpayer Profile

The system shall contain a data repository of taxpayer information. The information shall be, but not limited to, demographic and payment information.

The repository shall provide the flexibility for a taxpayer to have multiple business locations. The repository shall associate the taxpayer account with all of the business locations where sales tax reporting and remittance occur. Each business location shall have its descriptive data. The data shall be, but not limited to, demographic information, banking information, and information about existing accounts with local collectors.

Each taxpayer shall have the capability of maintaining (adding and updating) a subset of their information. Designees of the Board shall have the capability of maintaining (adding and updating) a subset of the information about taxpayers within the system. A history of modifications to the information shall be contained within the repository as well as the person responsible for modifying. Whenever a modification is made to taxpayer profile information, the system shall notify the local administrators of each parish in which the taxpayer conducts business that a modification has occurred. This notification shall be in the form of an email.

The system shall provide a means by which a local collector shall have the capability to browse a subset of the information about taxpayers within the system. The system shall limit the local collector to browsing information about only those taxpayers registered with that local collector.

## System Roles and Responsibilities

The system shall require the entry of a valid user-id and password combination before access to the system is allowed. There will be four types of users accessing the system. Those types are local collectors, taxpayers, practitioners, and Board designees/employees. Within each type, there may be sub-types of users. The system shall contain the capability to restrict each user type/sub-type combination to performing only certain functions available within the system.

The types and sub-types are:

- Local Collector
  - Administrator
  - Clerical
- Taxpayer
  - Administrator
  - File and Pay User
  - File-Only User
  - Pay-Only User
- Practitioner
- Board Designee/Employee

The system shall contain a data repository of the local tax collector type of user-ids that can access the system along with the date and time the user-id logged in to the system.

The repository shall contain rolling three (3) years of historical access information. Once a year, the system shall remove one (1) year of history from the repository. The system shall provide a means by which a local collector shall have the capability to browse a subset of the information about the access to the system. The system shall limit the local collector to browsing information about only those user-ids associated with that local collector's parish.

## Password Reset

The system shall allow any user to reset their password by providing the answer to their "secret question." To reset a password, the system will provide the user with the "secret question" established during the registration process and prompt the user for their answer. If the answer provided by the user matches the answer provided during the registration process, the system shall notify the user that an email will soon be sent to the email address on file associated with that user-id with further instructions on how to complete the password resetting process. The system shall also establish a default password for that user-id and send an email containing the user-id and default password to the email address on record. The email shall instruct the user to log in to the system using the user-id and password contained in the email.

When the user attempts to log in to the system with the user-id and the default password, the system shall require the user to establish a new password.

The system shall provide the capability for personnel of the Board to assist the user with the resetting of their password.

Default passwords shall only be valid for 72 hours. If the user does not log in to the system within this time frame, the system shall deactivate the user-id.

The system shall require passwords to be between six (6) and ten (10) characters in length, contain both alphabetic and numeric characters, and contain both upper and lower case alphabetic characters. The system shall notify the user of the rules for constructing a valid system password.

The system shall “lockout” users from logging in to the application after three (3) failed login attempts. The system shall notify the user that they have been locked out and that they must reset their password.

### **Business/Parish Registration**

The system shall contain an interface to allow new businesses to register with each parish in which they intend to conduct business by applying for a taxpayer id number with those parishes.

Established businesses may use this interface as well to apply for a taxpayer id number from those parishes where their business is expanding. Established businesses may also use this interface to notify tax administrators of any changes in demographic information or business closures. The system shall provide the taxpayer with a confirmation number to indicate that the transaction was successful.

The system shall generate a file, containing the information supplied by the business through the interface, for each parish involved in the registration transaction. The system shall allow for the ability of each parish to download its registration file upon request.

The system shall contain a repository of parish registration history for each taxpayer. The repository contains one (1) year of historical registration additions/modifications. The confirmation number supplied to the taxpayer shall be a part of the repository. The system shall provide a means by which a local collector shall have the capability of browsing the repository by entering a taxpayer-id or a confirmation number.

### **Returns and Remittance**

The system shall allow registered taxpayers to transmit accurate sales tax returns and remittance payments. Taxpayers may create an accurate sales tax return by keying sales and use tax information into fields on the website

page.

All calculation of return fields on the website page is completed automatically and shall be used to minimize the number of fields into which a taxpayer must enter data. The website page shall be uniform for all taxing authorities.

Taxpayers shall also have the option to bypass entering all return data with the ability to import a spreadsheet file or an electronic data file generated by a third party software package utilized for sales and use tax filing. The system shall also provide paid preparers the capability of importing into the system an electronic data file consisting of the sales and use tax filings for any number of its customers. The system shall provide a mechanism to accept and validate electronic files in a variety of formats.

The system shall allow taxpayers to file original returns for the current filing period or a prior period. The system shall not allow a return to be filed for a future filing period that predates the current filing period. The system shall not allow for the filing of a return for a tax period that has yet to be completed (i.e., a July return cannot be filed before August 1<sup>st</sup>) unless the business is closing and filing its final return.

The system shall allow taxpayers to file amended returns for any filing period. The system shall not allow an amended return to be filed for a filing period that predates the current filing period.

The system shall calculate the tax due on an amended return using the tax rate(s) and exemptions in effect for the tax period being amended. If the amended return indicates that an overpayment was made on the original return, the system shall generate a Claim for Refund form with the amended return as documentation for the claim.

For returns being filed before the delinquent date for the tax period, the system shall allow for and accurately calculate vendor's compensation due to the taxpayer.

For returns being filed on or after the delinquent date for the tax period, the system shall allow for and accurately calculate the applicable penalties and interest due as a result of the late filing. The system shall not allow vendor's compensation to be claimed on original returns and shall adjust, if necessary, vendor's compensation for amended returns.

Tax rates, interest percentage, and penalty rates change over time. Therefore, the system shall contain the capability of calculating tax, penalties, and interest due using historical rates.

The system shall provide taxpayers with the capability of filing sales tax returns



for multiple parishes and multiple business locations concurrently. The system shall provide the capability of parsing the information entered and generating the returns to be filed with the appropriate parish collectors.

The system shall allow for taxpayers to utilize credit memos received from previous filings to offset taxes due from the current filing. The Collector profile shall contain a method for the local collector to indicate if credit memos issued from their parish contain the tax period and a reference number. The system shall require the taxpayer to provide the name of the parish issuing the credit memo, the amount of the credit memo, and, if available, the tax period that generated the credit memo and the reference number on the credit memo.

The system shall allow for taxpayers to save the information already entered into the interface and exit the system before filing is complete. Upon re-entry into the system, the information saved from the previous session shall be available to the taxpayer for completion of the filing process.

When the filing process is complete, the system shall provide a confirmation number and the date and time at which the return was filed. The system shall provide taxpayers the ability to print a copy of the return(s) with the confirmation information that will be generated as a result of the filing process. The printed return(s) shall resemble the current paper copy of the uniform sales tax return. In addition to the tax data, these returns shall have the confirmation number and confirmation date and time printed upon them and shall contain a watermark of "Taxpayer Copy – Do Not File."

The system shall allow taxpayers to remit payments of sales and use taxes due to the Parish Collectors. The system shall allow the taxpayer to make one payment for any number of obligations. The system shall provide a means to distribute the payment to the obligations.

The system shall provide taxpayers the capability of remitting payments for the return being filed. The system shall provide the taxpayer the option of including payment of Debit Memos within the filing/remittance process.

The Collector profile shall contain a method for the local collector to indicate if debit memos issued from their parish contain the tax period and a reference number. When making a debit memo payment, the system shall prompt the taxpayer to provide, the name of the parish issuing the debit memo, the amount on the memo, and, if available, the tax period that generated the memo and the reference number on the memo.

The system shall allow taxpayers to remit payments via electronic check (ACH Debit). The system shall provide a means by which taxpayers enter the necessary information needed to complete this electronic transaction. The system shall allow taxpayers to remit payments from multiple bank accounts

from within the same transaction. The system shall allow taxpayers to indicate the date on which they desire to have the banking transaction take place and warehouse the payment until the indicated date.

If the uniform return filed generates returns for multiple parishes, the system shall provide the taxpayer with a “breakdown” of how payments will be distributed to the local collectors. The system shall provide a means for the taxpayer to print this “breakdown.”

The system shall allow taxpayers to remit via the ACH Credit process. For taxpayers that remit through the ACH Credit process, the system shall prompt the taxpayer to provide the date on which it is anticipated the ACH Credit transaction will take place. The system shall provide a mechanism through which the taxpayer can obtain, through an email, each parish’s banking information needed for the ACH Credit process.

The system shall allow taxpayers to remit via electronic check (ACH Debit) or ACH Credit only. The system shall not allow the taxpayer to complete the filing/remittance process unless one of these methods has been chosen.

The system shall allow for the separation of the return filing process and the payment generation process. In some companies, returns are prepared by one part of the organization and payments authorized by a separate part of the organization. It is also possible that a paid preparer may enter the filing information into the system, and the taxpayer will initiate the payment process. The system shall accommodate for these situations.

The system shall provide a summary screen that can be used by the taxpayer for making accounting entries. The summary shall include taxable sales, vendor compensation, penalty, interest, and net tax due amounts for each entity that a return was generated. An option to create a printable version of the summary screen shall be provided.

The system shall contain a repository of the return and payment history for each taxpayer. The repository shall contain a rolling three (3) years of historical return and payment information. Once a year, the system shall remove one (1) year of history from the repository.

The system shall provide a mechanism to send a reminder notice via email to taxpayers registered to use the system who have not filed a return through the system prior to a specified date. Each taxpayer shall have the option of turning this feature on and indicating the date to initiate the email. Taxpayers shall have the option of having the email sent to multiple email addresses.

## Reports

The system shall provide the capability to provide the following reports:

- Collector Profile Information
- Taxpayer Profile Information for a single business, multiple businesses, or all businesses within a parish
- Historical report of prior filings for a single taxpayer
- Detail Batch Report of returns and payments being transferred from the system
- Summary report of batches transferred from the system within a range of dates
- System access by user-id for a specified period.

### Data Transfer

The system shall interface with each local Collector's tax system to provide information of all business registration requests and returns and remittances submitted by taxpayers. The system shall generate multiple data files that local Collectors can download for processing into their tax systems. Separate data files shall be created for:

- Registration requests
- Current and Past Due Original return information of taxpayers having zero tax due
- Current and Past Due Original return and payment information of taxpayers remitting by electronic check (ACH Debit)
- NACHA formatted file of ACH Debit payments associated with current and past due returns filed by taxpayers
- Current and Past Due Original return information of taxpayers remitting by ACH Credit
- Amended return and payment information filed by taxpayers
- NACHA formatted file of ACH Debit payments associated with amended returns filed by taxpayers
- Return and Payment information of taxpayers who have chosen to use credit memos to offset taxes due, or make payments on debit memos
- NACHA formatted file of ACH Debit payments associated with returns having credit memos offsetting taxes due or payments on debit memos filed by taxpayers.

The total remittance amount of each NACHA file generated by the system shall balance to the total tax due in the corresponding return and information file. Payment must be coupled with a corresponding return and tax due amount.

All files generated, except the NACHA formatted files of ACH Debit payments, shall have a corresponding pdf file generated for local collectors to download. The PDF file of returns shall contain return and payment information mapped onto the tax return of the appropriate parish.

The system shall provide each collector with the capability of selecting the

frequency in which the files will be made available for download. The frequencies shall be:

1. On a recurring schedule, either daily or weekly
2. Based on the returns filed, or the amount of the payments
3. On-demand

### Collector Profile

The Contractor shall gather information to determine the data to be contained in the repository of Collector information, provide a data diagram or entity-relationship diagram of the repository, and build and populate the repository.

The Contractor shall develop a process to verify that the data contained within the repository is correct at the time of implementation.

The Contractor shall create the necessary interfaces needed for viewing and maintaining the data contained within the repository.

The Contractor shall build the necessary mechanisms needed to support email functionality within the system.

The Contractor shall build the necessary mechanisms needed to support the browsing of linked internet sites from within the system.

### Tax Information

The Contractor shall gather information to determine the data to be contained in the repository of tax information, provide a data diagram or entity-relationship diagram of the repository, and build and populate the repository.

The Contractor shall develop a process to verify that the data contained within the repository is correct at the time of implementation.

The Contractor shall create the necessary interfaces needed for viewing and maintaining the data contained within the repository.

The Contractor shall build the necessary mechanisms needed to support email functionality within the system.

### Taxpayer Profile

The Contractor shall determine the data to be contained in the repository of taxpayer information and provide a data diagram or entity-relationship diagram of the repository, and build the repository. The repository will be populated as taxpayers register to utilize the system.

The Contractor shall create the necessary interfaces needed for viewing and maintaining the data contained within the repository.

The Contractor shall build the necessary mechanisms needed to support email functionality within the system.

The Contractor shall build the necessary mechanisms needed for creating notification files to be downloaded by local collectors.

### **Business/Parish registration**

The Contractor shall work with the Board to finalize system requirements for the business registration process.

The Contractor shall create the interfaces needed for businesses to register with the parishes.

The Contractor shall create the necessary machinery needed for parishes to download business registration files.

### **Returns and Remittance**

The Contractor shall work with the Board to finalize system requirements for the returns and remittance process.

The Contractor shall determine the data needed, and the format of that data, from the taxpayers that will be using third-party software packages to import files into the system. The Contractor shall provide documentation of the data to be provided and the format of that data.

The Contractor shall determine the data needed, and the format of that data, from the paid preparers that will be using the file import feature of the system. The Contractor shall provide documentation of the data to be provided and the format of that data.

The Contractor shall develop the returns and remittance processing application, its underlying infrastructure, supporting data tables, and interfaces.

The Contractor shall provide a data diagram or entity-relationship diagram of the application and documentation of how the application is constructed.

### **Reports**

The Contractor shall work with the Board to finalize system requirements for report generation.

The Contractor shall develop the mechanisms for generating reports printed

directly from the application or report files to be downloaded for print external to the application.

### **Data Transfer**

The Contractor shall work with the Board to finalize data transfer requirements.

The Contractor shall determine the methods for interfacing with each Collector's tax system for reporting the returns and remittances submitted by taxpayers. The Contractor shall provide documentation of the interfaces to be used within the system.

The Contractor shall determine the data needed, and the format of that data, to interface with the tax systems used by each Collector for reporting the returns and remittances submitted by taxpayers. The Contractor shall provide documentation of the data to be provided and the format of that data.

The Contractor shall build the necessary mechanisms and interfaces for local collectors to use to transfer data files.

### **Louisiana Uniform Local Sales Tax Board Responsibilities**

The Board shall provide a project manager who will be the principal point of contact for the Contractor.

The Board shall also provide personnel to assist Contractor personnel in the installation of the system on the Board's web server.

The Board shall work with the Contractor to develop a training schedule for the training of local collectors. The Board shall provide personnel to attend training sessions which will provide on-going support to the local collectors.

### **Collector Profile**

The Board shall provide the Contractor with any information that has been gathered about data to be contained in the repository of Collector information.

The Board shall assist the Contractor in verifying that the data contained within the repository is correct at the time of implementation.

### **Tax Information**

The Board shall provide the Contractor with any information that has been gathered about data to be contained in the repository of tax information.

The Board shall assist the Contractor in verifying that the data contained within the repository is correct at the time of implementation.

### Taxpayer Information

The Board shall provide the Contractor with any information that has been gathered about data to be contained in the repository of taxpayer information.

### Business/Parish Registration

The Board shall work with the Contractor to finalize the business registration process requirements.

### Returns and Remittance

The Board shall work with the Contractor to finalize the returns and remittance process requirements. A sample return is attached to this RFP.

### Proposed Implementation

The Board seeks rapid rollout of this initiative and has targeted **April 1, 2020**, for the application implementation and system readiness to provide the Sales Tax Returns and Remittance System to Louisiana taxpayers.

## APPENDIX B PRICE SCHEDULE

The cost to deliver the Sales Tax Return and Remittance system with three months of post-implementation support. This cost shall be on a firm, fixed price basis.

Description	Price
Assessment & Planning	
System Design and Development	
Testing, Training, and Implementation	
<b>Total Project Cost</b>	

### Job Classifications and Labor Rates

For technical services, any optional projects will be authorized through work orders. The Proposer shall provide hourly rates for each of the job titles listed in the table below.

Job Title	Hourly Rate
Project Manager	
Business Analyst	

Senior Application Designer/Architect	
Application Developer	
Quality Assurance Engineer	
Database Administrator	

**APPENDIX C**  
**ATTACHMENT: SAMPLE FORM**



