



KEITH KNOX
TREASURER AND TAX COLLECTOR

COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 437, Los Angeles, California 90012
Telephone: (213) 974-2101 Fax: (213) 626-1812
ttc.lacounty.gov and propertytax.lacounty.gov

Board of Supervisors
HILDA L. SOLIS
First District
HOLLY J. MITCHELL
Second District
SHEILA KUEHL
Third District
JANICE HAHN
Fourth District
KATHRYN BARGER
Fifth District

November 16, 2021

SENT VIA EMAIL

Dear Interested Party:

REQUEST FOR INFORMATION FOR THE PROVISION OF AN INTEGRATED PROPERTY TAX SYSTEM

The County of Los Angeles (County) Department of Treasurer and Tax Collector (TTC) is seeking information regarding software solutions from highly qualified firms to provide a replacement for the Integrated Property Tax System (eTAX).

This Request for Information (RFI) is for research purposes only. The RFI is not a competitive solicitation and will not result directly in a contract for the products and services described herein. Should the TTC issue a Request for Proposals, an Invitation for Bids, or any other competitive solicitation, the TTC will not restrict proposals to those firms that responded to this RFI.

Firms that wish to supply information about a product, system, or service for consideration are requested to submit relevant information as outlined in Paragraph 4.0, RFI Submission Requirements, of this RFI. If a firm would like to furnish information about a product, system or service of which it has knowledge but is not the provider of the product, system or service, it may do so by sending an email to David Sandoval, Contract Analyst, at contracts@ttc.lacounty.gov.

Responses to this RFI are due no later than 5:00 p.m. Pacific Time on Thursday, January 20, 2022, and shall be delivered via email to: Department of Treasurer and Tax Collector, Contracts Section, 500 West Temple Street, Room 437, Los Angeles, California 90012 at contracts@ttc.lacounty.gov.

Very truly yours,

KEITH KNOX
Treasurer and Tax Collector



COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR
AND
AUDITOR-CONTROLLER
REQUEST FOR INFORMATION
FOR THE PROVISION OF
INTEGRATED PROPERTY TAX SYSTEM (eTAX)
PROJECT

TTC RFI 2021-02 eTAX

November 2021

Prepared By
County of Los Angeles

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
1.0 Introduction.....	1
1.1 Purpose and Objectives of this RFI.....	1
1.2 RFI Point of Contact	3
1.3 RFI Timetable	3
2.0 Background.....	3
2.1 General Background.....	3
2.2 Current State.....	4
2.3 Auditor-Controller Functional Overview.....	5
2.3.1 Community Redevelopment.....	5
2.3.2 Countywide Allocation Factors	5
2.3.3 Extend Tax Rolls.....	6
2.3.4 Jurisdictional Change and Annexation	6
2.3.5 Mandatory Reporting.....	7
2.3.6 Roll Valuation	7
2.3.7 Tax Apportionment.....	7
2.3.8 Tax and School Bond Rate Calculation and Submission.....	8
2.3.9 Direct Assessment.....	9
2.3.10 Refund Management (Auditor-Controller)	10
2.3.11 Interfaces (Auditor-Controller)	10
2.4 Treasurer and Tax Collector Functional Overview	11
2.4.1 Billing	11
2.4.2 Collections	11
2.4.3 Refund Management (Treasurer and Tax Collector)	12
2.4.4 Miscellaneous Services	12
2.4.5 Secured Defaulted Tax Roll.....	13
2.4.6 Tax Sale	13
2.4.7 Unsecured Delinquencies	13
2.4.8 Manage Payment Plans for Escape Assessments	14
2.4.9 Bankruptcy Management	14
2.4.10 Interfaces (Treasurer and Tax Collector).....	14
2.5 Shared Requirements (Treasurer and Tax Collector and Auditor-Controller).....	15

2.5.1 Roll Maintenance.....	15
2.6 Others	15
2.6.1 Interfaces between Assessor and Assessment Appeals Board.....	15
3.0 Questions Regarding The RFI.....	15
3.1 Questions	15
3.2 Submission Deadline for Questions	15
3.3 Answers to the Questions.....	15
4.0 RFI Submission Requirements.....	16
4.1 RFI Response Checklist.....	18
5.0 Other Information.....	18
5.1 Cost of RFI Response Preparation	19
5.2 Disclosure of Contents of RFI Response	19
5.3 Gratuities Not Permitted.....	19
6.0 Glossary of Terms	21

ATTACHMENT I

Response Template for eTAX Project

1.0 Introduction

The County of Los Angeles (County) Department of Treasurer and Tax Collector (TTC) and Department of Auditor-Controller (A-C) launched the Integrated Property Tax System (eTAX) Project to replace the existing legacy systems currently supporting the County's property tax administration functions for the TTC and A-C. The current systems developed several decades ago are antiquated, difficult to maintain, and cannot be upgraded readily. These technical limitations impose procedural and operational constraints on the County's existing business processes and impact the County's ability to respond effectively to changing business conditions and requirements.

With the eTAX Project, the County aims to achieve the following:

- Implement an integrated property tax system that supports all aspects of the County's property tax administration functions for the TTC and A-C, with flexibility to adapt to mandated legislative changes.
- Streamline current business processes to improve greater operational efficiency.
- Facilitate accurate and on-demand data exchanges with other County stakeholders to ensure data integrity and minimize operational impact resulting from data errors.
- Improve public service by providing functionality for on-line inquiries and requests.
- Transition and convert legacy data to the new eTAX production environment.

1.1 Purpose and Objectives of this RFI

The TTC and A-C are issuing this Request for Information (RFI) TTC RFI 2021-02 eTAX to hear directly from vendors, using the provided Response Template (Attachment I), about their product or solution that would enable successful development and implementation of the eTAX Project.

The TTC and A-C will be seeking software implementation services and ongoing maintenance and support for the following eTAX Project components:

1. A-C Function – Community Redevelopment
2. A-C Function – Countywide Allocation Factors
3. A-C Function – Extend Tax Rolls

4. A-C Function – Jurisdictional Change and Annexation
5. A-C Function – Mandatory Reporting
6. A-C Function – Roll Valuation
7. A-C Function – Tax Apportionment
8. A-C Function – Tax and School Bond Rate Calculation and Submission
9. A-C Function – Direct Assessment (DA)
10. A-C Function – Refund Management
11. A-C Function – Interfaces
12. TTC Function – Billing
13. TTC Function – Collections
14. TTC Function – Refund Management
15. TTC Function – Miscellaneous Services
16. TTC Function – Secured Defaulted Tax Roll
17. TTC Function – Tax Sale
18. TTC Function – Unsecured Delinquencies
19. TTC Function – Manage Payment Plans for Escape Assessments
20. TTC Function – Bankruptcy Management
21. TTC Function – Interfaces
22. TTC and A-C Function (Shared) – Roll Maintenance
23. Others – Interfaces between the Office of the Assessor (Assessor) and Assessment Appeals Board (AAB)

Disclaimer: This RFI is for planning purposes only and is not a contract solicitation, Invitation for Bid or an obligation on the part of the County to acquire any services. Responses to this RFI are not offers and will not be accepted by the County to form a binding contract. The County reserves the right to determine how it should proceed as a result of this RFI. Furthermore, those who respond to this RFI should not anticipate feedback with regards to its submission. The information provided in this RFI is subject to change and is not binding on the County.

1.2 RFI Point of Contact

The County Point of Contact for all communications and questions related to this RFI is:

David Sandoval

Email: contracts@ttc.lacounty.gov

All communications and/or questions must be submitted in writing to the email address above.

1.3 RFI Timetable

KEY EVENTS	DATE
Release of RFI	11/16/21
Written Questions due by 11:00 a.m. Pacific Time (PT) via email to contracts@ttc.lacounty.gov	12/02/21
County's Responses to Written Questions released on or about	12/14/21
RFI Response due by 5:00 p.m. PT (refer to Paragraph 4.0 RFI Submission Requirements)	01/20/22

2.0 Background

2.1 General Background

The County has the largest population of any county in the nation, exceeded by only eight states. Of the 10.5 million residents who live in the County, more than 1 million live in unincorporated areas and receive municipal services by the County. The other 9.5 million live in 88 cities, located throughout a 4,084-square-mile area. The County consists of more than 140 cultures and as many as 224 languages. The County's powers are exercised through its five-member Board of Supervisors serving as the legislative and executive authority. The TTC and the A-C are responsible for administering property tax pursuant to State law.

At a high level, the areas of responsibilities for the TTC and A-C are:

Treasurer and Tax Collector	Auditor-Controller
Printing and mailing property tax bills	Applying tax rates
Collecting property tax payments and delinquent taxes	Calculating the total tax amount
Issuing refunds	Maintaining Apportionment factors
Conducting the sale of tax-defaulted properties	Apportioning and distributing the property taxes collected

Specifically, the TTC bills for and collects property taxes for over 2.4 million properties on the Secured Tax Roll, and 350,000 personal properties on the Unsecured Tax Roll, including watercraft, aircraft and business equipment. In addition, the TTC prepares and sends notice for the sale of 800-1,000 tax-defaulted parcels per auction, and up to 3,000 parcels per year, and processes 85,000 payment exceptions and 20,000 payment adjustment requests per year.

The A-C determines property tax allocations, distributes and accounts for property taxes collected, and issues overpayment refunds to taxpayers. Throughout the year, additions and changes to the tax roll are processed, which result in new or corrected tax bills or refunds. After taxes are collected, they are apportioned and distributed to nearly 2,300 local agency accounts (1% general tax levy, debt service), and Direct Assessment (DA) accounts, including the County, cities, school districts, education revenue augmentation fund, special districts, and successor agencies.

2.2 Current State

End users of the current mainframe systems face technical limitations because these systems, developed several decades ago, are antiquated and difficult to maintain. A great amount of collaboration across staff with specialized and discreet roles is needed to operate and support these systems which makes it much more difficult and time consuming to upgrade. These technical limitations impose procedural and operational constraints on the County's existing business processes. Thus, the County faces an inability to respond effectively to the constant legislative changes, and constant change in business conditions and requirements.

The COVID-19 pandemic added pressure to the limitations already imposed by the current mainframe, and added the new requirement to operate virtually, with web-based functionality to view and access property tax data.

The County is looking for more robust tools to support its property tax business needs and has recognized the need to procure new software to support the property tax processes executed by the TTC and A-C.

2.3 Auditor-Controller Functional Overview

The scope of work for the A-C is contained in the following eleven separate functional areas, each comprised of one or more functions.

2.3.1 Community Redevelopment

Community Redevelopment manages property tax increment (TI) allocated to the Successor Agencies and all affected taxing entities in accordance with California State law and in compliance with contractual terms for project areas with tax sharing agreements. The functions need to be developed in accordance with County requirements and may apply to all property tax rolls (Secured, Unsecured, Secured Defaulted and Unsecured Defaulted).

Please note that all functional areas of Community Redevelopment require enhancements to incorporate the process for the dissolution of redevelopment agencies and the creation of Enhanced Infrastructure Financing Districts.

The System must include the following functions:

- Accommodate electronic interfaces with the Assessor, AAB, the State of California Department of Finance, and the State Board of Equalization (BOE), and data submission via the internet.
- Associate, validate, aggregate and report parcel information at the Tax Rate Area (TRA), Community Redevelopment Agencies (CRA) and CRA project levels.
- Accommodate interfaces with TTC applications and the County Financial System (eCAPS).

System functionality should feature storage/retrieval of scanned documents, audit logs of user access/activity, and report capability to support business operations and/or legal requirements, including notifications and letters to the agencies, valuation reports, and payment distribution schedules.

2.3.2 Countywide Allocation Factors

Countywide Allocation Factors encompasses system functionalities to calculate the Assembly Bill (AB) 8, supplemental, and BOE unitary allocation factors that are used to apportion the 1% basic levy to taxing agencies and CRA (unitary assessments). Allocation factors also

encompass apportionment of aircraft assessment collections. The functions need to be developed in accordance with County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System must accommodate electronic interfaces with the Assessor and the BOE , and data submission via the internet. The System must associate, validate, aggregate and report parcel information at the TRA level.

System functionality should feature storage/retrieval of scanned documents, audit logs of user access/activity, and report capability to support business operations and/or legal requirements, including notifications and letters to the agencies, valuation reports, and payment distribution schedules.

2.3.3 Extend Tax Rolls

Extend Tax Rolls encompasses system functionalities to extend new, secured, unsecured and supplemental assessments and calculate original charges. The functions need to be developed in accordance with California Code and County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

System functionality should feature storage/retrieval of scanned documents, audit logs of user access/activity, and report capability to support business operations and/or legal requirements.

2.3.4 Jurisdictional Change and Annexation

Jurisdictional Change and Annexation encompasses system functionalities to maintain TRA, taxing entities and their relationships. The functions need to be developed in accordance with California Code and County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System must accommodate interfaces with taxing entities, the Assessor and the Chief Executive Office (CEO) relative to jurisdictional change information, and interfaces with the Assessor relative to TRA consolidation. The System must associate, validate, aggregate and report parcel information at the TRA level.

System functionality should feature storage/retrieval of scanned documents, audit logs of user access/activity and report capability to support business operations and/or legal requirements.

2.3.5 Mandatory Reporting

Mandatory Reporting encompasses system functionalities for mandatory State reporting, required of the A-C. The functions need to be developed in accordance with California Code and County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System must track and maintain an inventory, history, and all activity relative to the review, approval and submission of mandatory reports for the current year (CY) and prior years (PY) respectively.

2.3.6 Roll Valuation

Roll Valuation encompasses system functionalities to manage the Locally Assessed Roll and State Assessed Roll and generate the Certified Roll and Equalized Roll. The functions need to be developed in accordance with California Code and County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System must process roll data from the Assessor and the BOE. It must track and maintain activity and history relative to the receipt, review and approval of Roll Valuation and supporting documentation. System functionality should feature storage/retrieval of scanned documents, audit log of user access/activity, and report capability to support business operations and the Mandatory Reporting requirements.

2.3.7 Tax Apportionment

Tax Apportionment encompasses system functionalities to distribute to various districts the taxes and subventions collected. The taxes are apportioned as per each type of apportionment. The functions need to be developed in accordance with California Code and County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System must apportion and distribute the following tax types: ad valorem property tax revenue type collections of the General Levy (1%) for non-unitary, unitary, and aircraft, and debt service for non-unitary, unitary, and aircraft, DA collections, and the Property Tax Administrative Fees (PTAF) and Supplemental (SB 813) fees. In addition, the System must include the following functions:

- Allow the ability to advance a certain percentage of the original net levy amount to taxing agencies for the Secured and Unsecured Property Tax Rolls.

- Validate and allow adjustments to collections prior to apportionment; process and distribute TTC lump sum collections; and apply the lump sum to the ad valorem tax and DAs.
- Determine and apportion the 1% tax amounts and the debt service portion of the total ad valorem tax liability.
- Determine the CRA proportional share and pass-through threshold; calculate the Low/Moderate housing share percentage; and recover (“true-up”) excess funds apportioned to the CRA.
- Determine the CRA share of the 1% non-unitary and aircraft, and pension debt service; and accommodate netting the Secured, Supplemental, Secured Defaulted Tax Roll (SDTR) and Unsecured collections to determine the CRA and taxing agency shares.
- Calculate and apportion the Net Apportionment Amount for Secured, Supplemental, SDTR and Unsecured assessments.
- Deduct 5% of the total collections from the Secured Supplemental property tax roll and allocate this amount to County departments providing property tax-related services in accordance with SB813 and County requirements.
- Calculate and apportion net amounts for the aircraft assessments.
- Recover the Commission Charge from Special Districts.
- Apportion the State reimbursement of Property Tax Losses associated with Homeowner’s Exemption (HOX) loss claim.
- Apportion Educational Revenue Augmentation Fund (ERAF) amounts to Vehicle License Fee (VLF) and the remainder to K-12 and community college districts.
- Apportion VLF amount to the County and cities.
- Calculate and apportion the annual Tax Equity Allocation (TEA) to no-or-low cities.

System functionality should feature online data entry, search, update and inquiry capabilities, workflow and approvals, audit logs of user access/activity, and report capability to support business operations, such as electronic notifications to taxing agencies, publishing apportionment details, and reporting historical information relative to apportionment activity and distribution.

2.3.8 Tax and School Bond Rate Calculation and Submission

Tax and School Bond Rate Calculation and Submission encompasses system functionalities to determine the tax rates for the current period as required by each of the taxing and school entities to service their voter approved indebtedness and State law for debt service rates

applicable to unitary properties. The functions need to be developed in accordance with California Code and County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System must accommodate interfaces from taxing and school entities submitting debt service requirements. It must accommodate the calculation of the debt service rate applicable to unitary properties. System functionality should feature online update, search and inquiry capabilities, workflow and approval, storage/retrieval of scanned documents, audit logs of user access/activity, and report capability.

2.3.9 Direct Assessment

Direct Assessment management encompasses system functionalities to manage special assessments levied by special districts, TTC penalties and fees and Assessor penalties and fees. The functions need to be developed in accordance with County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System must include the following functions:

- Accept and maintain DA charges and supporting documentation submitted by multiple entities for processing.
- Track data and documentation receipt dates and associate submitted documentation to the appropriate DA District.
- Perform validations of DA submissions, including documents, before commencing DA charge processing and provide capability to halt processing if validations are not met.
- Charge and bill entities for DA submissions and Roll Change processing.
- Retrieve DA agency information by the Assessor's Identification Number (AIN).
- Perform other validations relative to the County assessed and BOE data to properly apply special assessment charges.
- Allow override and other user defined capability to set or flag specific conditions.

System functionality should feature online data entry, search, update and inquiry capabilities, upload and download capability of DA and parcel information, workflow and approvals, audit logs of user access/activity, and report capability to support business operations, including electronic notifications to DA agencies, control reports for the Information Technology (IT) and business divisions, and reports relative to special assessments, submission and payment status, parcel changes, and all other activity relative to DA processing, maintenance and billing.

2.3.10 Refund Management (Auditor-Controller)

Refund Management encompasses system functionalities to process and manage refunds due to claims and roll changes. The functions need to be developed in accordance with County requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System must track, maintain, and report the status and history of refund requests and actions taken relative to the request. Functions include the following:

- Share information with the TTC and the AAB regarding refund request processing and decisions.
- Identify assessment with multiple owners, flag the refund claim and alert the user to further analysis.
- Identify tax liability paid with multiple payment sources and integrate with the TTC payment application to determine appropriate payee and refund amount.
- Identify other conditions that impact a refund claim, such as post office returns, high-value (as determined by the user) refunds, stale dated refunds and redemption refunds.
- User capability to set values for specific parameters governing refund status and amount and other manual intervention or override of refund requests.
- Process and reconcile both CY and PY refund requests.
- Issue automated and manual warrants, including “Over-the-Counter” refunds, for approved refund requests.
- Track and associate negative apportionments to warrants issued for approved refund requests.
- Issue interest for a buyer’s prorated portion of a refund under appropriate circumstances; calculate interest for Secured Personal Property (Tax Type 8) refunds.
- Accommodate interfaces to and from eCAPS.
- Integrate to another A-C external application managing unclaimed warrants.

System functionality should feature online data entry, search, update and inquiry capabilities, workflow and approvals, audit logs of user access/activity, and report capability to support business operations, such as system alerts, reminders and notifications, and ad hoc reports.

2.3.11 Interfaces (Auditor-Controller)

The eTAX solution should have the ability to interact with external systems via inbound and outbound interface files. The functions need to be developed in accordance with County

requirements and may apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The solution should be capable of data communication with various external vendor/entity software and County internal software using enterprise application integration solution.

2.4 Treasurer and Tax Collector Functional Overview

The scope of work for the TTC is contained in the following ten separate functional areas, each comprised of one or more functions.

2.4.1 Billing

Billing encompasses general system functionalities required to generate, print, and reconcile property tax bills and billing related notices to taxpayers. The functions need to be developed in accordance with State law and County requirements, which are applicable to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System shall possess the ability to:

- Suppress billings and notices.
- Override imposed penalties, costs and interest.
- Display billing related information upon inquiry.

2.4.2 Collections

Collections encompasses general system functionalities to automate payment processes, manage and maintain collection records, and process and reconcile all property tax transactions and information. The functions need to be developed in accordance with State law and County requirements, which apply to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System shall possess the ability to:

- View, edit, reverse, and apply full, partial, and unidentified payments as needed.
- Establish, modify and maintain petty shy and petty over limits as part of the payment posting process.
- Create, store, update, and track collection activities.
- Produce notices based on payment status.
- Interface with interdepartmental applications.

- Possess comprehensive reporting data, including parameters for on-demand reporting and audit users' activities.

2.4.3 Refund Management (Treasurer and Tax Collector)

Refund Management encompasses general system functionalities to automate refund requests, and manage and maintain refund records. The functions need to be developed in accordance with State law and County requirements, which are applicable to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System shall possess the ability to:

- Create, store, and update refund requests, and track refund process activities.
- Interface with interdepartmental applications.
- Generate and export standard and ad hoc reports, notices, and audit users' activities.
- Initiate and track refund cancellation requests and reissuance of refunds.
- Trigger the escheatment process, and purge refund data as needed.

2.4.4 Miscellaneous Services

Miscellaneous Services encompasses functionalities to process tract maps, bulk transfers of sale, mobile home tax clearance certificates, and cancelled, escheated, and stale dated warrants. System functions shall include the ability to store, query, access, flag and maintain information such as vendor accounts, documents from the imaging system, alternate mailing addresses, tax liability, warrants, and property tax relief programs. The functions need to be developed in accordance with State law and County requirements, which are applicable to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System shall also possess the ability to:

- Prevent duplicate issuance of warrants, administer approved Military Servicemembers' Property Tax Relief requests and exclude these requests from Tax Sale and Unsecured Enforcement activities.
- Track user activity.
- Generate reports for miscellaneous services.

2.4.5 Secured Defaulted Tax Roll

Secured Defaulted Tax Roll encompasses general system functionalities to maintain, process, and reconcile all defaulted secured tax transactions and information. The functions need to be developed in accordance with State law and County requirements, which apply to the SDTR.

The System shall possess the ability to:

- Override imposed penalties, costs and interest, to administer structured payment plans (Installment Plans of Redemption.)
- Determine Subject to Power to Sell Status for the Tax Collector.
- Possess comprehensive reporting data, including parameters for on-demand reporting.

2.4.6 Tax Sale

Tax Sale encompasses general system functionality to ensure tax-defaulted property that is Subject to the Tax Collector's Power to Sell (STPTS) is offered at auction within four years and every six years thereafter. The functions need to be developed in accordance with State law and County requirements, which apply to the SDTR.

The System shall possess the ability to:

- Manage STPTS inventory and auction plans.
- Maintain and update eligible property, master tax sale, and redemption lists.
- Group multiple properties for sale and accept bids for multiple properties as single units.
- Access documents stored in imaging systems.
- Interface with external systems.
- Generate Tax Sale notices via email communication.
- Generate various reports on demand.
- Maintain bidder registration packets and track auction operations.
- Generate Tax Sale staff performance metrics.
- Maintain history of all user activities related to Tax Sale and the SDTR.

2.4.7 Unsecured Delinquencies

Unsecured Delinquencies encompasses general system functionalities to process liens and perform enforcement. The functions are applicable to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System shall possess the ability to:

- Provide tax roll updates, payment adjustments, and bankruptcy related notifications.
- Adjust billing and mailing related information upon demand.
- Store comprehensive reporting data and include parameters for on-demand reporting.

2.4.8 Manage Payment Plans for Escape Assessments

Manage Payment Plans encompasses general system functionalities to administer, track and reconcile payment plans for secured and unsecured escape assessments. The functions need to be developed in accordance with State law and County requirements, which apply to both the Secured and Unsecured Tax Rolls.

The System shall possess the ability to:

- Maintain properties enrolled in these plans without penalties and interest, for the duration of the plan.
- Allow for multiple plans to be administered concurrently for the same property.
- Possess comprehensive reporting data, including parameters for on-demand reporting.

2.4.9 Bankruptcy Management

Bankruptcy Management encompasses general system functionalities to manage and maintain bankruptcy records and their associated tax bills. The functions are applicable to all property tax rolls (Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted).

The System shall possess the ability to:

- Create, store, update, and track bankruptcy-related documents.
- Interface with interdepartmental records.
- Generate reports and notices.
- Audit users' activities.
- Capture pending escape assessments from the Assessor.

2.4.10 Interfaces (Treasurer and Tax Collector)

The solution should be capable of data communication with various external vendor/entity software and County internal software using enterprise application integration solution.

2.5 Shared Requirements (Treasurer and Tax Collector and Auditor-Controller)

2.5.1 Roll Maintenance

Roll Maintenance encompasses general system functionalities required to process roll changes for the Secured, Supplemental, Unsecured, Secured Defaulted and Unsecured Defaulted tax rolls, as well as transfer assessments due to taxpayer requests or year-end maintenance processing.

2.6 Others

2.6.1 Interfaces between Assessor and Assessment Appeals Board

The appeals process does not directly involve the A-C and TTC; however, action may be required by either or both departments depending on the appeals decision. The A-C and TTC are kept apprised via notifications and requests.

3.0 Questions Regarding The RFI

3.1 Questions

Vendors may submit questions to clarify information provided in this RFI. When submitting questions, please specify the RFI paragraph number, and page number, and quote the specific language that prompted the question. This will ensure that the County responds to inquiries accurately.

3.2 Submission Deadline for Questions

Vendors may submit written questions regarding this RFI by email to the individual identified in Paragraph 4.0, RFI Submission Requirements, of this RFI. All questions are due by the date and time indicated in Subparagraph 1.3, RFI Timetable, of this RFI.

3.3 Answers to the Questions

The County reserves the right to group similar questions when providing answers. The County will compile all the questions (without identifying the name of the firm submitting them) with the corresponding answers, and then issue as an addendum as indicated in Subparagraph 1.3, RFI Timetable, of this RFI. The County will email any RFI addendum to all vendors that received the RFI directly from the TTC.

4.0 RFI Submission Requirements

Please submit the RFI response via email in Microsoft Word and PDF. The total file size of the email, including all attachments, shall not exceed 35MB. In addition, all submitted documents shall be in font type “Arial” and font size “twelve.”

RFI Responses shall be submitted as indicated in Subparagraph 1.3, RFI Timetable, of this RFI. In addition, RFI Responses shall be emailed and titled as follows:

Email: contracts@ttc.lacounty.gov

Attn: David Sandoval

Subject Line: **Response for eTAX Project – TTC RFI 2021-02 eTAX**

Responses shall follow the structure set forth using the Response Template (Attachment I) and, at minimum, shall contain the information as requested. Inclusion of general marketing materials should be limited and provided in an appendix. Respondent shall put their company name and page number in the header or footer on each page of their response.

The Response shall be organized as follows:

- Cover Page
The cover page should include the title and number of the RFI, the name and address of the Respondent(s) and the date of the Response.
- Table of Contents
The Response must contain a Table of Contents with page numbers corresponding to the sections and pages of the response, including any exhibits, appendices and/or attachments.
- Section 1 – Respondent Identifying Information
Use the provided Response Template (Attachment I) to complete the requested information. This section shall include the general profile of the Respondent including the Company name and address, the Respondent’s primary point of contact and respective contact information, and the type of business entity (e.g., corporations, partnership etc.).
- Section 2 – Executive Summary

Use the provided Response Template (Attachment I) to complete the requested information. This section shall address briefly the Respondent's approach to the eTAX Project implementation. This Section shall be limited to ten pages.

- Section 3 – Vendor Background and References

Use the provided Response Template (Attachment I) to complete the requested information. This section shall include the Respondent's relevant experience, background and qualifications. Additionally, this Section may include a relevant customer reference or relevant case studies.

- Section 4 – Products and Services Offerings

Use the provided Response Template (Attachment I) to complete the requested information. This Section shall include a narrative of the products and services the Respondent is interested in providing for the eTAX Project as described in the RFI.

- Section 5 – Respondent's Proposed Approach to the eTAX Project implementation

Use the provided Response Template (Attachment I) to complete the requested information. This section requests responses to a variety of questions posed by the County related to the eTAX Project implementation. Responses provided will be used for planning purposes only and will not impact a Respondent's response to planned contract solicitation, should the Respondent intend to bid.

- Section 6 – Proposed High-Level Implementation Plan

Use the provided Response Template (Attachment I) to complete the requested information. This Section shall include a proposed high-level eTAX Project Implementation Plan based on the products and/or services the Respondent is interested in providing for the eTAX Project. The Implementation plan should include key milestones and deliverables. Additionally, this section shall describe the typical timeframe for an implementation of similar size and scope.

- Section 7 – Cost Estimates

This Section shall include high-level cost estimates and ranges that will be used for planning purposes only. Responses provided will not impact a Respondent's response to planned contract solicitations, should the Respondent intend to bid.

4.1 RFI Response Checklist

Respondents should use the RFI Response Checklist below in preparation of their Response to ensure that all required elements of the Response are completed and submitted. The Checklist is intended for the Respondent's internal use and should not be submitted to the County with the Response.

Table 1. RFI Response Checklist

SECTION/NAME	Submitted
Cover Page	
Table of Contents	
Section 1 – Respondent Identifying Information	
Section 2 – Executive Summary	
Section 3 – Vendor Background and References	
Section 4 – Products and Services Offerings	
Section 5 – Respondent's Proposed Approach to the eTAX Project Implementation	
Section 6 – Proposed High-Level Implementation Plan	
Section 7 – Cost Estimates	

5.0 Other Information

This RFI is issued solely to gather information for planning purposes and shall not in any way obligate the County to issue a solicitation, negotiate a contract, hire additional employees or in any way obtain the specified services from any firm.

The County may consider releasing a formally advertised solicitation, request a follow-up demonstration of the system, or take no further action. Timely responses will be placed on a list

of interested firms, organizations, and government agencies. Such respondents will be notified of the County's intent to issue a formally advertised solicitation and where to obtain that information. As with all County solicitations, it is ultimately the responsibility of the Respondent to monitor the County's WebVen for participation in all future solicitations. Should the County issue a Request for Proposals, an Invitation for Bids, or any other competitive solicitation, the County will not restrict proposals to those firms that responded to this RFI.

5.1 Cost of RFI Response Preparation

The County shall not in any way be liable or responsible for any and all costs incurred in responding to this RFI. All costs associated with responding to this RFI will be solely at the responding party's expense.

5.2 Disclosure of Contents of RFI Response

Responses to this RFI shall become the exclusive property of the County. Absent extraordinary circumstances, information submitted in response to this RFI will become a matter of public record, with the exception of those parts of a response to the RFI that are justifiably defined by the responding firm, as a business or trade secret and are clearly marked as "Trade Secret," "Confidential," or "Proprietary."

The County shall not, in any way, be liable or responsible for the disclosure of any such response, or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law.

A blanket statement of confidentiality or the marking of each page of an RFI response as confidential shall not be deemed sufficient notice of exception. The firm must specifically label only those provisions of the information which are "Trade Secret(s)," "Confidential," or "Proprietary," in nature.

5.3 Gratuities Not Permitted

Respondents have not offered or given, and shall not offer or give, to any employee, agent or representative of the County any gratuity or inducement with a view toward securing any business from the County, or any part thereof, or influencing such person with respect to terms, conditions, or performance of any business dealing with or from the County or any part thereof.

6.0 Glossary of Terms

A

- **AB 8** - Assembly Bill 8, Chapter 282, Statutes of 1979 enacted as a method for the distribution of property taxes in accordance with the intent.
- **AB 8 Allocation** - A methodology enacted by Assembly Bill 8 in 1979 as a means to allocate the 1% general property tax levy.
- **Ad Valorem Tax** - “According to the value” - Based on value. For example, the Assessor establishes the assessed value of a property, for which the Auditor-Controller uses tax rates to determine property taxes. A tax amount determined by multiplying the taxable value times the [tax rate](#).
- **Annual Tax Increment (ATI)** - The difference resulting from the comparison of base or prior year values to current year values, generally referred to as “growth.” See also Revenue and Taxation Code (R&TC §96.5).
- **Apportionment** - The distribution of property tax collections to the individual taxing [jurisdictions](#).
- **Apportionment Factors** - The percentages used to distribute collections of the 1% taxes to each [taxing jurisdiction](#) based on statutory formula.
- **Assessment** - The rate or value of a property for taxation purposes.
- **Assessment or Assessed Value** - The rate or value of a property for taxation purposes. One hundred percent of the full cash value of property as determined by the County Assessor or the [Board of Equalization](#).
- **Assessor’s Identification Number (AIN)** - The ten-digit identification number assigned by the Office of the Assessor to a specific piece of land (Parcel). The AIN number includes a four-digit map book number, three-digit page number, and three-digit parcel number.
- **Auction** - The venue or forum by which the TTC shall attempt to sell tax-defaulted property.

B

- **Board of Equalization (BOE)** - A branch of California State government created in 1879 with the responsibility of ensuring that county property tax [assessment](#) practices are equal and uniform throughout the State. The BOE also administers State revenue programs, assesses the property of regulated railroads and specified utilities, and acts

as the appellate body for the franchise and income tax appeals. The Board's website is www.boe.ca.gov.

C

- **Certificate of Tax Lien** - A tax lien in the name of the assessee that is filed and recorded with the Registrar-Recorder/County Clerk for non-payment of unsecured property taxes by October 31. The lien will attach to any real property the assessee owns until all taxes are paid in full.
- **Current Year** - The current fiscal tax year in which the TTC issues an Annual Secured Property Tax Bill.

D

- **Debt Service Funds** - An accounting mechanism established to bill, track, distribute and account for the taxes levied to pay bonded indebtedness.
- **Debt Service Tax Rates** - Rates levied to provide agencies with the necessary revenue to pay annual principal, interest and other charges.
- **Decrement** - A negative [Annual Tax Increment](#).
- **Defaulted** - The unpaid property taxes at the end of the fiscal tax year.
- **Delinquent/Delinquency** - Each current year installment payment that is past due.
- **Direct Assessments** - Benefit assessments such as weed removal landscape, flood control, refuse sewer, sidewalk repair, and lighting assessments are examples of direct assessments. Direct Assessments are shown separately on the secured tax bill and are added to ad valorem taxes for total taxes billed. The A-C acts as an agent for each agency by placing the direct assessment on the tax bill and distributing the tax collected to the agency. For information regarding the direct assessment calculation, contact the agency or city responsible for the assessment. See [direct assessments](#) contact list.
- **District or Special District** - An agency of the State, formed pursuant to statutory provisions, for the local performance of governmental or proprietary functions within limited boundaries.

E

- **Educational Revenue Augmentation Fund (ERAF)** - The fund established for the deposit of moneys deducted and transferred from counties, cities and [special districts](#) (R&TC §97.2). ERAF is commonly referred to as the property [tax shift](#)
- **Enhanced Infrastructure Financing District (EIFD)** – Special districts with defined boundaries that use local property taxes to issue bonds to fund infrastructure projects or affordable housing.

- **Escheatment** - The process for transferring eligible unclaimed property tax overpayments and refunds to the County's general fund (R&TC §5096, 5097(2), 5102 and Government code 50050-50057).
- **Exemption** - A reduction in the taxable [valuation](#) of property as allowed by appropriate statutes.

F

- **Fiscal Tax Year/Tax Roll Year** - A fiscal tax year runs from July 1, through June 30; a tax roll year refers to the fiscal tax year. For example, Fiscal Tax Year 2018-19 runs from July 1, 2018, through June 30, 2019, and the Tax Roll Year is 2018-19.
- **Fixed Charges** - Special and direct [assessments](#) of a specific dollar amount that are added to the tax bill. These charges are in addition to the [ad valorem tax](#) unrelated to the assessed value of a property and are added on a per [parcel](#) basis.

G

- **Gann Limits** - Refers to annual appropriation limits established in accordance Article XIII B of the California Constitution. Paul Gann, president of California Taxpayers Association, was instrumental in placing the amendment on the November 1978 ballot. Also known as [Proposition 4](#).
- **General Tax Levy** - The 1% General County Tax (ad valorem) was established with passage of Proposition 13. The general levy of 1% is distributed among agencies in the County on a county-wide basis; and its distribution changes each year based on increases or decreases in assessed value.

H

Homeowner's Exemption - State [exemption](#) granted to a property owner who files for the exemption with the Assessor and is using the property as the principal place of residence on the [lien date](#).

I

- **Improvements** - All buildings, structures, fixtures and fences erected on or affixed to the land. All fruit, nut-bearing or ornamental trees and vines, not of natural growth and not exempt from taxation, except date palms under eight years of age.

J

- **Jurisdiction** - A [local agency](#), school district, community college district, or county superintendent of schools.
- **Jurisdictional Change** - A change in the services provided by or the geographic boundaries of a taxing agency, which includes, but are not limited to, annexations,

detachments, reorganizations, dissolutions, formations, or incorporations (R&TC §95 and 99).

K

N/A

L

- **Local Agencies** - Cities, counties and [special districts](#).
- **Location Code** - Code that identifies origin of check. Each Department has its own Location Code.

M

- **Mainframe** - Computer used primarily by large organizations for critical applications like bulk data processing for tasks such as censuses, industry and consumer statistics, enterprise resource planning, and large-scale transaction processing. A mainframe computer is large but not as large as a supercomputer and has more processing power than some other classes of computers, such as minicomputers, servers, workstations, and personal computers. Most large-scale computer-system architectures were established in the 1960s, but they continue to evolve. Mainframe computers are often used as servers.
- **Manual Refund** - Refund created manually by the Refund Unit of A-C.
- **Military Orders** - The documentation required for military personnel to apply for relief of property tax penalties.

N

N/A

O

- **Operating Nonunitary** - A group of properties that operate as a unit but are not a part of the primary function of the assesses.
- **Outlawed** - The status of a warrant that is two years past the date of issuance.

P

- **Paid** - Cashed or cleared check.
- **Parcel** - A cadastral (relating to land) unit of land division, the boundaries of which are determined by a registered civil engineer or licensed land surveyor (as required in Government Code §66445) and used as a basis of property taxation. The last three numbers of an Assessor Identification Number.
- **Parcel Change** - Any change made to the original parcel; thus, causing the Office of the Assessor to change the parcel number.

- **Parcel Number (APN)** - The last three-digits of the ten-digit Assessor Identification Number assigned by the Office of the Assessor to each [parcel](#) of land within their county.
- **Partial Payment** - Any payment amount that is less than the total amounts due for both secured and unsecured property taxes.
- **Pass-Through** - The return of tax dollars from a redevelopment agency to affected taxing jurisdictions.
- **Personal Property** - Includes all property except real estate (R&TC §106).
- **Petty Over and Petty Shy** - Instances where payments are less than or more than the amount due by a fixed dollar threshold. Currently, the dollar threshold is \$10; however, the amount may change (R&TC §5097.2).
- **Prior Year** - The property taxes that have defaulted or escaped during the prior fiscal tax year.
- **Property Tax Administration Fee (PTAF)** - During the 1990-91 State Budget deliberations, the legislature enacted Senate Bill 2557 (Chapter 6, Article 3). This bill contained the authorization to increase revenue to counties by a portion of the total property tax administrative costs attributable to local [jurisdictions](#) excluding school entities (R&TC §95.3).
- **Property Value** - The total value of property including land and improvement.
- **Public Auction** - An auction, held pursuant to the California Revenue and Taxation Code Section 3691, in which the TTC auctions and sells tax-defaulted properties in its possession.

Q

N/A

R

- **Real Property** - Includes the possession of, claim to, ownership of, or right to the possession of land, all mines, minerals and quarries in the land and [improvements](#).
- **Redemption** - Payment in full of all outstanding prior years' defaulted property taxes, accrued penalties, fees, and costs.
- **Redevelopment Agency (RDA)** - A legislative mechanism that allows a community (via counties and cities) to revitalize deteriorating and blighted areas using a portion of the general property taxes derived from the affected area. Sometimes referred to as Community Redevelopment. (See Health & Safety Code §§33670 et al.).

- **Redevelopment Project Area** - The geographic boundaries for which a redevelopment plan has been adopted. A [redemption agency](#) may have one or more project areas.
- **Roll** - The entire [assessment](#) roll.

S

- **SB 813** - Senate Bill 813 amended the State Revenue and Taxation Code to create "Supplemental Assessments." Enacted July 1, 1983, the law changed the manner in which changes in assessed value were billed by requiring that any increase or decrease in taxes due to a change in ownership or completed new construction became effective, as of the first day of the month following the date of change in ownership, or the date new construction was completed rather than on the next annual tax bill.
- **Secured** - The secured [roll](#) is that part of the roll containing [State assessed property](#) and property the taxes of which are liens on [real property](#), in the opinion of the Assessor, to secure payment of the tax.
- **Secured Property** - Taxes that have become a lien against real property that consists of land, buildings, vines etc., because the property cannot be moved to avoid the payment of taxes.
- **Secured Tax Roll** - Contains [State assessed property](#) and locally assessed property the taxes on which are adequately [secured](#) by a [lien](#) on the [real property](#), in the opinion of the Assessor (R&TC §109).
- **Special Assessments** - Charges that are in addition to the [ad valorem tax](#). They may include [fixed charges](#) and bonds.
- **Special Districts** - A special district is formed to provide property specific services or benefits. These districts are permitted to charge an assessment for the services rendered under the applicable State law that allowed their creation in accordance with State law. Each fiscal year the special district provides the A-C with a listing of the parcel and the amounts to be charged to each parcel on the property tax roll. The district also provides the A-C with a resolution authorizing the placement of the charge on specific parcels, provided the legal requirements are met, the A-C places the special assessment charge on a property tax bill.
- **Stale Dated** - Check that is six months past the date of issue. It is no longer valid and cannot be cashed.

- **State Assessed Property** - All property required to be assessed by the [Board of Equalization](#) under Section 29 of Article XIII of the Constitution, which is subject to local taxation and may include property owned by or used by regulated railway, communications companies, car companies operating on railway in the State, and companies transmitting or selling gas or electricity.
- **STPTS Inventory** - A complete list of tax-defaulted properties STPTS that have not been redeemed.
- **Subject to the Tax Collector's Power to Sell (STPTS)** - Real property tax-defaulted (five years or more for residential or agricultural property, or three years or more for non-residential commercial property), for which the TTC has recorded a Notice of Power to Sell with the Registrar-Recorder/County Clerk.
- **Supplemental Assessment Roll** - The supplemental assessment roll contains a listing of all property that has undergone a [change in ownership](#) or experienced [new construction](#). The amount of each supplemental [assessment](#) is the difference between the property's new base year value, determined as of the date of change in ownership or completion of new construction, and the existing taxable value.

T

- **Tax Equity Allocation (TEA)** - Existing property tax law requires the County auditor, in each fiscal year, to allocate property tax revenue to local jurisdictions in accordance with specified formulas and procedures, and generally requires that each jurisdiction be allocated an amount equal to the total of the amount of revenue allocated to that jurisdiction in the prior fiscal year, subject to certain modifications, and that jurisdiction's portion of the annual tax increment, as defined.
- **Tax Increment** - In the current year, each [jurisdiction](#) receives its share of the property tax on assessed value growth or change within its boundaries. See also [Annual Tax Increment](#).
- **Tax Rate** - A factor levied per one hundred dollars of assessed [valuation](#). The tax rate is used to determine the revenue of various taxing agencies and [districts](#) within the specific [tax rate area](#).
- **Tax Rate Area (TRA)** - 1) A geographical area comprised of a unique combination of taxing agencies and debt service funds. 2) An area over which a governmental body has authority to levy property taxes. There may be one or more assessment districts in the TRA. Properties are subject to taxation by several taxing agencies such as the County, cities, school districts and various special districts. The A-C groups properties

into TRA. The TRAs are numbered and appear on both secured and unsecured tax bills. The Board of Supervisors sets the tax rates that are calculated in accordance with Article 13(a) of the Constitution of the State of California.

- **Tax Sale** - The TTC may offer one or more STPTS properties for sale at public auction, a sealed bid sale, or a negotiated sale to a public agency or qualified nonprofit organization. An auction may be conducted by or on behalf of the County Tax Collector, and the property(ies) shall be sold to the highest bidder.
- **Tax Sale List** - Refer to STPTS inventory.
- **Tax Shift** - The reallocation of taxes from counties, cities and [special districts](#) to school districts via the [Educational Revenue Augmentation Fund \(ERAF\)](#) as mandated by R&TC §97.2.
- **Taxing Agency** - A local agency within a specific tax rate area (e.g., schools, fire, water, parks, districts, departments, community services, etc.).
- **Taxing Jurisdiction** - An entity that has statutory authority to levy taxes or charge special/direct assessments.
- **Treasurer and Tax Collector** - The Director of the County's Department of Treasurer and Tax Collector.
- **TTC** - The County Department of Treasurer and Tax Collector.

U

- **Unitary** - A group of properties that operate as a unit as part of the primary function of the assesses.
- **Unitary Tax** - Assembly Bill 454, Chapter 1457, Statutes 1987 added R&TC §100 providing for the identification and allocation of taxes attributable to [unitary](#) and [operating nonunitary](#) property assessed by the [Board of Equalization](#).
- **Unsecured** - The taxes on which are not a lien on [real property](#) sufficient, in the opinion of the Assessor, to secure payment of the taxes (R&TC §134).
- **Unsecured (Personal) Property Taxes** - Unsecured (Personal) Property Taxes are taxes on boats, jet skis, aircraft, business fixtures, business furniture, and business machinery. They are ad-valorem (value based) property taxes billed to the owner of record as of January 1 of each year. The taxes are called "Unsecured" because the taxes are not secured by real property such as land.

V

- **Valuation** - The price at which a property, if exposed for sale in the open market, would transfer for cash or its equivalent under prevailing market conditions.

W	N/A
X	N/A
Y	N/A
Z	N/A

ATTACHMENT I



COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR
AND
AUDITOR-CONTROLLER
REQUEST FOR INFORMATION
RESPONSE TEMPLATE FOR
INTEGRATED PROPERTY TAX SYSTEM (eTAX)
PROJECT

TTC RFI 2021-02 eTAX

November 2021

Prepared By
Treasurer and Tax Collector – Contracts Section
500 West Temple Street, Room 464
Los Angeles, CA 90012

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
Cover Page	1
Table of Contents	2
1.0 Respondent Identifying Information.....	3
2.0 Executive Summary	4
3.0 Vendor Background and References	5
3.1 Vendor Background.....	5
3.2 Vendor Customer Reference.....	5
4.0 Products and Services Offerings.....	7
5.0 Respondent’s Proposed Approach to the eTAX Project Implementation	8
5.1 Ongoing Maintenance and Support	8
5.2 Potential Partnership Model for eTAX Project.....	8
5.3 Intellectual Property (IP).....	8
5.4 Offshore Development	9
6.0 Proposed High-Level Implementation Plan	10
7.0 Cost Estimates	11

Cover Page

The Respondent's Cover Page must include the Request for Information (RFI) TTC RFI 2021-02 eTAX, Respondent Name and Address, and Date of the RFI Response Submission.

<Response>

Table of Contents

The Respondent's Table of Contents must contain page numbers corresponding to the sections and pages of its Response.

<Response>

1.0 Respondent Identifying Information

Provide all relevant information in Table 1, regarding the general profile of the Respondent.

Table 1. Respondent Identifying Information

VENDOR PROFILE	
Company Name	
Name of Parent Company	
Type of Legal Entity (e.g., Corporation, Partnership, Limited Liability Company, etc.)	
Company Headquarters City/State	
Authorized Contact (First and Last Name)	
Title	
Office Address	
Phone Number	
Email Address	
Number of Full Time Employees	
Last Fiscal Year Company Revenue	
% of Revenue from State and Local Government Clients in the United States (US)	
% of Revenue from IT Design and Implementation Services	
Number of Years Vendor has been Providing the Type of Services Specified in this RFI – Describe briefly	
Number of Projects Vendor has Delivered Related to the Type of Services Specified in this RFI – Describe briefly	

2.0 Executive Summary

The Respondent's Executive Summary shall describe the Respondent's understanding of the County of Los Angeles (County) Integrated Property Tax System (eTAX) Project and its proposed approach to the eTAX Project implementation, given its experiences and expertise. This Section shall be written for Executive Management and is limited to ten pages.

<Response>

3.0 Vendor Background and References

3.1 Vendor Background

In the space below, please provide an overview of the Respondent’s corporate background. This narrative should provide the County with a clear understanding of the Respondent’s relevant experience, qualifications and services provided.

<Response>

3.2 Vendor Customer Reference

Provide all relevant information in Table 2, regarding the Respondent’s customer reference whose requirements are similar to the County’s requirements. If the Respondent would like to include additional client references, the Vendor Customer Reference table may be duplicated. Alternatively, instead of providing references, the Respondent may provide relevant case studies of projects with similar requirements.

Table 2. Vendor Customer Reference #1

VENDOR INFORMATION	
Vendor Name:	Vendor Contact/Name:
Project Dates:	Vendor Contact Phone:
CUSTOMER INFORMATION	
Customer Organization:	Customer Contact Name:
	Customer Phone:
Customer Address:	Customer Email:
	Customer Fax:
PROJECT INFORMATION	
Total Vendor Staff:	
Project Objectives:	
Project Description:	

Vendor's Involvement:			
Project Benefits:			
PROJECT MEASUREMENTS			
Estimated One-time Costs:		Actual One-time Costs:	
Reason(s) for Change in One-time Costs:			
Original Value of Vendor's Contract:		Actual Total Contract Value:	
Reason(s) for Change in Value:			
Estimated Start and Completion Dates	From:		To:
Actual Start and Completion Dates	From:		To:
Reason(s) for Difference Between Estimated and Actual Dates:			

4.0 Products and Services Offerings

In the space below, please describe the products and services offered by the Respondent as applicable to the needs of the eTAX Project as stated in the RFI. The following narrative should provide the County with a general understanding of how the Respondent will be able to deliver the products and/or services.

<Response>

Technology

1. Describe your experience in data migration from mainframe.
<Response>
 2. Describe your release cycle for major and minor releases and security related patches. Major releases include software version upgrades.
<Response>
 3. Describe how customizable your solution is.
<Response>
 4. Describe your platform architecture.
<Response>
 5. Is your solution able to integrate with Application Programming Interfaces that are available?
<Response>
 6. Does your solution support the encryption of data-at-rest and data-in-transit?
<Response>
 7. Is your solution mobile friendly?
<Response>
-

5.0 Respondent's Proposed Approach to the eTAX Project Implementation

Responses to the questions below will be used for planning purposes only. Respondents are encouraged to provide responses to as many of the questions as possible, where applicable.

5.1 Ongoing Maintenance and Support

The County is considering including ongoing maintenance and support services in a solicitation for the selected vendor (and its subcontractors). The County sees that approach as creating a partnership with the vendor to help ensure the success of the entire project; however, the County is seeking input from the vendor community on this approach.

1. Would you be willing to provide the County ongoing maintenance and support services for the eTAX Project solution for a specified number of years? What would be an acceptable, minimum number of years?

<Response>

2. Would having an agreement with the County for ongoing maintenance and support be an incentive to you in promoting the eTAX Project solution to other jurisdictions, while having significant expertise and commitment to its success? What, if any, alternative approaches to ongoing maintenance and support do you see and in what ways would they be better for you, the County and other jurisdictions?

<Response>

5.2 Potential Partnership Model for eTAX Project

1. If the best approach to the eTAX Project is to have a strong Systems Integrator with specialized subcontractors, please describe and include a graphical depiction of how the team may be structured, and what role you would hold.

<Response>

2. Given your understanding of the County's goals and priorities, what is your recommended approach to help the County to incentivize a Systems Integrator beyond "work for hire" (payment for work performed).

<Response>

5.3 Intellectual Property (IP)

1. Have you had experience in developing IP on behalf of a public sector agency? If so, please describe, including the details of ownership, cost and revenue sharing approach, and licensing conditions.

<Response>

2. Whether you have or have not had experience in developing IP on behalf of a public sector agency, what issues or concerns do you foresee for the eTAX Project and what steps could the County take to address them?

<Response>

5.4 Offshore Development

As indicated in the RFI, the County is aware of the increasing degree to which firms have software and even hardware development offshore. Given the unique character of the eTAX products, the County must ensure that public trust is maintained in the system. Additionally, the County may have legal restrictions related to offshore development and services.

1. Would a prohibition of offshore development of software in the eTAX solicitation be a concern to you?

<Response>

- a. Would it raise your costs to the County?

<Response>

- b. What suggestions would you make to the County regarding this issue?

<Response>

2. Would a prohibition of offshore development of hardware in the eTAX solicitation be a concern to you?

<Response>

- a. Would it raise your costs to the County?

<Response>

- b. What suggestions would you make to the County regarding this issue?

<Response>

7.0 Cost Estimates

This Section shall include high-level cost estimates and ranges that will be used for planning purposes only. Responses provided will be used for planning purposes only and will not impact a Respondent's response to planned contract solicitations, should the Respondent intend to bid.

In the space below, please provide cost estimates. Cost estimates should include the following:

- 1. Application Deliverables (cost to develop the application based on business requirements)*
- 2. Software License Fees*
- 3. Hosting Fees (Vendor-hosted solution only)*
- 4. Software Maintenance and Support Services*
- 5. Travel Costs*

In addition, if there are any specific hardware requirements, please document the required hardware and associated costs.

<Response>
