Loudoun County, Virginia

REQUEST FOR PROPOSAL (RFP)

INTEGRATED TAX REVENUE SYSTEM

ACCEPTANCE DATE:	September 22, 2022, Prior to 4:00 p.m., “Atomic” Time
RFP NUMBER:	RFQ 539782
ACCEPTANCE PLACE:	Department of Finance and Procurement Division of Procurement 1 Street, SE, 4th Floor Leesburg, Virginia 20175

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This document can be downloaded from our website:
www.loudoun.gov/Procurement

Issue Date: August 8, 2022

IF YOU NEED ANY REASONABLE ACCOMMODATION FOR ANY TYPE OF DISABILITY IN ORDER TO PARTICIPATE IN THIS PROCUREMENT, PLEASE CONTACT THE PURCHASING AGENT ABOVE AS SOON AS POSSIBLE.

REQUEST FOR PROPOSAL

INTEGRATED TAX AREVENUE SYSTEM

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Contracting Officer

INTEGRATED TAX REVENUE SYSTEM

SECTION 1. PURPOSE

The intent of this Request for Proposal (RFP) is for the County of Loudoun, Virginia ("County") Offices of the Treasurer and Commissioner of the Revenue to obtain software and services to replace the County's current Integrated Tax Revenue ("ITR") system. The selected vendor will provide, implement, and maintain a best-of-breed, Commercial-off-the-Shelf (COTS), preferably cloud-based ITR System ("System") that provides an integrated, user-friendly, digital taxpayer experience and satisfactorily enables key revenue generating capabilities for the County.

1.1 Project Objectives and Benefits

The County will select the most appropriate vendor to implement a new Integrated Tax and Revenue System to help the County meet its strategic objectives and achieve key benefits, including but not limited to:

1. **Move to a Modernized Platform** – Provide a configurable, flexible, modularized and usability-driven platform that improves user efficiency, is easier to modify, enables enhanced identity access management, and provides a relatively lower cost of ownership to what the County currently utilizes.
2. **Leverage a Cloud Solution** – Loudoun County strives to implement a "cloud-first" technology strategy for the organization to be in alignment with the County's IT strategic direction.
3. **Secure and Integrated Access** – The system's user interface will provide authorized users with integrated access to all modules, data, and services relevant to their user group. Similarly, it must allow system administrators to restrict data access and transaction execution based on user role.
4. **Improved Citizen Access** – Enable electronic access to citizens through key functionality and self-service options, which will allow citizens to do such things as view copies of property tax bills or correspondence reminders, view and account summary, update property characteristics or personal information such as address and contact numbers, and make online property tax payments.
5. **Enhanced Business Workflow** – Deliver user friendly and intuitive business process workflows that align to Loudoun County's unique business requirements and enable users to manage and review work items, improving overall efficiencies for County staff.
6. **Stable Integration Points** – Improve integration and exchange of information with County systems and departments, as well as with key external "customers" such as title companies, providing overall improved operational efficiencies.

SECTION 2. COMPETITION INTENDED

It is the County's intent that this RFP permit competition. It shall be the Offeror's responsibility to advise the Purchasing Agent in writing if any language, requirement, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. Such notification must be received by the Purchasing Agent not later than fifteen (15) days prior to the date set for acceptance of proposals.

SECTION 3. OFFEROR'S MINIMUM QUALIFICATIONS

Offerors must demonstrate they have the resources, experience and capability to provide the materials and services as described herein. *All Offerors must submit the documentation indicated below with their proposal. Failure to provide any of the required documentation shall be cause for proposal to be deemed non-responsive and rejected.*

The following criteria shall be met in order to be eligible for this contract:

- The Offeror must have been in business and operating **at least five (5) years**.
- The Offeror must have **at least three (3) government clients** utilizing the proposed solution that are of equal or larger size and complexity to Loudoun County.
- The proposed Project Manager must have completed **two (2) full lifecycle implementations** with the Offeror **in the past seven (7) years**.

SECTION 4. SCHEDULE OF EVENTS

4.1 Milestone Schedule

Offerors should expect to follow the Loudoun County milestone schedule defined below. The County reserves the right to modify as necessary.

Milestone	Date
RFP Release	August 8, 2022
Q&A Period Ends	August 31, 2022
Proposal Due Date	September 22, 2022
Proposal Evaluation Begins	September 27, 2022
Shortlist Firms	October 14, 2022
Interviews and demonstrations	October 24-November 4, 2022
Negotiations	November 2022
Formal Contract Award	December 2022

4.2 Project Implementation Timeline

The County anticipates awarding the project to the selected Offeror as shown in the Schedule above.

The County will consider either a single 'Go Live' or a phased implementation in order to reduce the risk and complexity of the implementation based on best practices and experience, as recommended by the Offeror. The County's preferred Go Live dates are either July 1 or January 1, however is open to alternative suggestions and approaches minimizing impact to County operations.

For the purpose of planning, Offeror's should take into consideration critical dates impacting annual Loudoun County operations found in Appendix I:

SECTION 5. BACKGROUND INFORMATION

Loudoun County, founded in 1757, is located in Northern Virginia and is the third most populous county in the Commonwealth of Virginia. Loudoun County is a growing, dynamic county of approximately 421,000 people with a land area of 520 square miles. The County is known for its beautiful scenery, rich history, comfortable neighborhoods, and high-quality public services. The County's mission is to conscientiously serve their community and citizens in a dynamic world; to protect and enhance the general health, safety, and well-being; to attract and nurture talented people in a work environment that will inspire us to serve the public with integrity, creativity, high standards, and respect; to make the most of our resources; to create, foster, and maintain the best possible quality of life; to invest in tomorrow.

The legacy ITR system is an on premises solution. New system demands are growing to provide advanced technology and transparency, streamlined and simplified processes, workflow and task management capabilities, and a simple, intuitive customer experience for residents and taxpayers. The County has developed requirements for this System replacement as contained hererin, including:

- Functional Requirements (Appendix A)
- Non-Functional Requirements (Appendix B)
- A Business Capability Model (Appendix C)

5.1 <u>Primary Internal Stakeholders</u>

The **Loudoun County Treasurer's Office** is responsible for the billing and collecting of taxes and license fee(s); and the investing, safeguarding, and disbursing of all county revenue. As a constitutional office, the department administers tax regulations in accordance with the Code of Virginia and the Codified Ordinances of Loudoun County. The Treasurer's Office is dedicated to serving residents, the commercial sector, the Board of Supervisors and other government agencies by disseminating personal and real property tax information in a professional and efficient manner

The **Commissioner of the Revenue** is one of Loudoun's five constitutional officers. Specifically established by the Constitution of Virginia, these local officers are elected by the citizens of Loudoun County. As the chief tax assessing officer, the Commissioner's primary duty under the Code of Virginia § 58.1-3103 is to ascertain and assess, at fair market value, all items subject to taxation by the County. The Commissioner of the Revenue's Office administers individual and business property taxes, business licenses, and a tax relief program and provides state income tax filing assistance.

SECTION 6. SCOPE OF SERVICES

6.1 Scope of Services

All proposals must be made on the basis of, and either meet or exceed, the requirements contained herein. All Offerors must be able to provide software and services that satisfy the requirements in the entire RFP, including all appendices and attachments:

6.2 Scope Overview

Scope Area	Description
County Metrics	▪ **Population:** 420,959 ▪ **Total Tax Revenue:** $1,907,900,400 ▪ **Total Number of Parcels:** 146,145 ▪ **Total Value of Properties:** $124.6 Billion ▪ **Number of Taxpayers (individuals):** 206,635 ▪ **Number of Taxpayers (businesses):** 27,324

6.1 Project Schedule

A kick off meeting shall be held within ten (10) business days after Contract execution. Within ten (10) business days of the kick off meeting, the Contractor shall provide the County a detailed project schedule that sets forth the various project phases, tasks, and milestones with definitive starting and completion dates. In addition, the Project Manager will be responsible for providing weekly updates for approval by the County.

6.2 Training

The Contractor shall provide the necessary on-site training for system administrators, train-the-trainer staff, and other staff as necessary. This shall include providing appropriate testing environments.

6.3 Documentation

The Contractor shall provide documentation during the implementation for each component of the New System.

6.4 Software Escrow

Prior to Final Acceptance of any system software component, the Contractor agrees to deposit with an agreed upon Escrow Agent a complete Escrow Copy of the final code for any accepted system component. The “Escrow Copy” for purposes of this paragraph will be the source code from which County’s executable copy of the software was created. In addition, from time to time thereafter, the Contractor will deposit with the Escrow Agent updated copies of the Escrow Copy including revisions and improvements so that at all times the Escrow Copy will functionally correspond with the software in use by the County.

6.5 Right to audit

The County reserves the right to audit the security of the Contractor's technology solutions, at the County's expense.

6.6 Warranties

The following requirements are applicable to all maintenance and repair services supplied by the Contractor or respective subcontractors, both under and outside of warranty.

1. The Contractor shall warrant that all hardware and software supplied by the Contractor and the integration thereof will be free from defects in material, design, and workmanship for the warranty and maintenance period purchased.

2. The Contractor shall provide a minimum one (1) year warranty period from the date of final Solution acceptance. The Contractor shall warrant that all hardware and software supplied will be free from defects in material, design, and workmanship for the warranty period and any extended warranty or maintenance period purchased. This warranty shall cover all parts, labor, and travel related to all the hardware and software supplied under the Contract.

3. The Contractor shall provide a detailed description of the offered warranty and any available extended warranty. This description shall include a description of hardware and software support services and system upgrades to be provided. Names, addresses, telephone numbers and contact person for all service facilities shall be identified in the proposal. The Contractor or its subcontractors shall have the ability to access the New System remotely for troubleshooting and to perform system diagnostics.

4. For all critical system problems, major system failures or critical priority software errors reported, the Contractor shall provide an **immediate** response to the incident, and shall initiate corrective action no longer than thirty (30) minutes from time of notification. Within two (2) hours of any critical system problem, major system failure or critical priority software error, Contractor personnel shall be either on-site or logged into the New System to analyze the cause of the problem and to effect corrective action. Equipment or components required on-site for emergency maintenance shall be specified and provided.

5. Any hardware procured for this New System through the Contractor will require hardware support in the same manner as the software support described in this section.

6. In all instances of a critical system problem, major system failure or critical priority software error, whether hardware or software related, the Contractor, and/or the provided network support partner, shall effect corrective action within four (4) hours of problem reporting or escalate the problem to their senior support staff for their immediate resolution at no added cost to the County.

7. The Contractor shall provide documentation of repair escalation policies and procedures to be followed if either a hardware or software problem is not responded to or resolved within the timeframes referenced above. The Contractor shall provide the names and contact information for managers and senior level managers listed in the escalation procedure.

8. The Contractor shall warrant that all hardware and software supplied will be operational and available 99.9 percent of the time during the warranty period or the warranty period will be extended on a day-for-day basis for each day the New System performance falls below this level.

9. The Contractor shall provide a detailed statement of warranty exclusions. The County reserves the right to reject any proposal based upon stated exclusion of warranties.

10. The County reserves the right to accept or reject any and all proposed services, vendors, or providers, and/or the use of any proposed service facilities, at the sole discretion of the County.

6.7 <u>Production Support Provisions</u>

The following requirements are applicable to all maintenance and repair services supplied by the Contractor or respective subcontractors, both under and outside of warranty.

1. The Contractor shall provide a five (5) year Production Support plan to commence at the expiration of the warranty or, if purchased, after the extended warranty period. This maintenance plan shall cover all labor and travel related to all the software supplied under the Contract, and provide financial rebates to the County if the terms of the agreement are not met.

2. During the Production Support period, the Contractor shall provide support services eight (8) hours a day, five (5) days a week. The Contractor shall have the ability to remotely access the New System via system access

methodology, supplied with the system, to troubleshoot and perform system diagnostics.

3. For all critical system problems reported, the Contractor shall provide an **immediate** response, and shall initiate corrective action no longer than thirty (30) minutes from time of notification. Within two (2) hours of any major failure reported, if the problem has not been corrected, Contractor personnel shall be on-site or logged into the system to analyze the cause of the problem and to effect corrective action.

4. In all instances of a major system failure, the Contractor shall effect corrective action within four (4) hours of problem or escalate the problem to the next higher tier of support for immediate resolution at no added cost to the County.

5. The Contractor shall provide all labor, equipment, materials, and expenses necessary to ensure that the New System is in good operating condition for any period covered under the contract. All services provided shall be in conformance with the software vendor specifications. The Contractor shall provide software and other materials and expenses necessary to maintain the application software system in good operating condition, including upgrades, as part of the price for production support for those years in which the County has purchased production support from the Contractor.

6. Operating software updates for corrections, enhancements, and refinements to purchased capabilities shall be provided by the Contractor as part of the price for production support for those years in which the County has purchased production support from the Contractor.

7. The Contractor shall warrant that all software supplied under the contract will be operational and available 99.9 percent of the time during the Production Support period or the warranty period will be extended on a day-for-day basis for each day the New System performance falls below this level.

8. There shall be no system downtime for routine maintenance or system backups. The Contractor shall provide a detailed explanation of any required (scheduled) system processes that may require downtime.

9. The cost of production support shall be itemized in the price proposal. The County may purchase one (1) or more additional years of production support, and other specified ongoing services, on a year-by-year basis, or purchase a multi-year agreement.

10. The County reserves the right to accept or reject any and all proposed services, Contractors or providers, and/or the use of any proposed service facilities, at the sole discretion of the County.

6.8 System Warranty and Production Support

The first (1st) year of Production Support will be deemed "System Warranty" and shall be provided at no charge to the County.

The Contractor shall provide a fixed cost for production support fees for years two (2) through six (6) as provided in the pricing proposal herein. In addition, the Contractor shall provide a fixed percentage for increases for years thereafter but in no case shall any increase in any given year exceed ten percent (10%) from the previous year's production support fees.

It is required that any selected Contractor maintain compliance with all State and Federal mandates, updates, and modifications related to the New System as part of the support they provide.

6.9 Help Desk Support

The Contractor shall provide system support (help desk operations) with dedicated staffing during normal business hours and shall be available for emergencies off hours at all times. Coverage should consist of technical support during the hours M-F from 8:30AM EST until 5:30PM EST, including County-observed holidays.

SECTION 7. SYSTEM INTEGRATIONS

7.1 System Targeted for Integration / Interface

This section provides additional information regarding the systems targeted for integration / Interface with the New System.

Table 6. Systems Targeted for Integration / Interface

System Name	Agency or Company	Description	Type	Frequency	Uni/Bi-Directional
T2	T2 Systems	Parking Ticket Management System	API	Weekdays	Bi-Directional
Lockbox Payments	Merkle	Lockbox payment files	Batch	Weekdays	Bi-Directional
IVR Payments	OPC	IVR payment file	Batch	Daily	Bi-Directional
Payment Portal	Sturgis	Website Ecredit/Echeck Payments	Batch	Daily	Bi-Directional
eBox	Wells Fargo	Process 3rd party bill payments	Batch	Weekdays	Bi-Directional
DMV Stops	Virginia DMV	Placing and Removing of DMV Stops	Batch	Weekdays	Bi-Directional

DSO Program	Virginia Debt Set off	Placing and Remove State Debt Setoff Claims	Batch	Weekdays	Bi-Directional
Chameleon	Loudoun County Animal Control	Provide Dog License/Rabies Certifications	View Table	Weekdays	Uni-Directional
LMIS	Loudoun County Building & Development	Provide notice if delinquent taxes on parcel	View Table	Weekdays	Uni-Directional
Oracle EBS	Loudoun County Finance & Budget	Receive refund check numbers issued for tax	File	Weekdays	Uni-Directional
Oracle EBS	Loudoun County Finance & Budget	Receive information on cleared refund checks for tax	File	Weekdays	Uni-Directional
Valid Account File	PCI Server	Server job for creation of 3 various valid account file layouts specific to vendor	File	Daily/Weekday	Uni-Directional
Treasurer Document Management System	Laserfische	Ebill enrollment	Real Time	Daily	Bi-Directional
Oracle EBS	Loudoun County Finance & Budget	GL Files to Finance & Budget	File	DAILY	Uni-Directional
RE CAMA System	iasWorld Tyler	Real Estate CAMA system that maintains property data, assessment data, ownership/sales data, etc. This information is fed into the Tax Levy System. There are 3 main CAMA files: 1 for parcel data and addresses, 1 for ownership/transfer of sales, and 1 for different assessment values.	File	Weekly	Uni-Directional
Tax Filing Portal (Website)	Sturgis	Allows tax payers to create an account, complete a filing, change customer information (contact information, mailing address, etc.),	Batch	Daily	Bi-Directional

		report items within an account			
DMV Weekly Vehicle Update	Virginia DMV	DMV provides 3 weekly files to COR via FTP, that updates vehicle and customer information	File	Weekly	Uni-Directional
DMV Annual Vehicle Update	Virginia DMV	DMV provides multiple annual files to COR via FTP, that updates vehicle and customer information	File	Annual	Uni-Directional
DMV DGIF Boat	Virginia DMV	DMV provides 2 files to COR via FTP, that updates boat and customer information.	File	Bi-Annual	Uni-Directional
Aircraft Bluebook	Aircraft Bluebook	Aircraft Bluebook provides a guide to accurately assess aircrafts	File	Annual	Uni-Directional
COR Document Management System	Laserfische	A repository managed by the County that stores and scans all files uploaded internally into the tax system by the tax assessor and externally uploaded by a taxpayer on the web filing portal.	Real-Time	Daily	Bi-Directional
NADA	J.D. Power	A NADA guide is provided to COR with multiple values for different vehicles, including motorcycles, boats, RVs, manufactured homes, etc.	File	Annual	Uni-Directional
NCOA	Printing Vendor - DivCo	DivCo provides 1 file to COR via FTP, to notify us of a national change of address for customers with Personal Property and Business Tax items.	File	Quarterly & Annual	Uni-Directional
QAS	Experian	Address lookup and verification	Real-Time	Daily	Uni-Directional
-	Board of Equalization	Ensure property assessments are equalized among similarly situated properties and are assessed at its fair market value as of January 1 of the year in question	File	Annual	Uni-Directional

PACER	Federal Courts	Public Access to Court Electronic Records (PACER) service provides electronic public access to federal court records	File	Annual	Uni-Directional

SECTION 8. FUTURE STATE CAPABILITIES

8.1 Business Capability Model

Business Capability Modeling (BCM) is used to enable straightforward identification of where a jurisdiction is unique from others. The BCM provides an easy to understand view of the County, while creating a common language among decision makers. Business Capabilities Modelling is a powerful way to translate business needs into information technology (IT) requirements. Using a BCM, Loudoun County has highlighted the major areas of its business required today and moving forward, as well as those that will be impacted by new/changed processes and technology. The Business Capability Model content can be found in Appendix C.

8.2 Technical Capabilities

The new System shall support standard county tax and revenue capabilities found in COTS systems today, as well as capabilities unique to the County. COTS systems typically provide similar technical features to support the major business capabilities that state and local governments require to perform their business operations. These include functionality such as:

- Workflow, prioritization, and enumeration of assignments
- End-user calendaring and email for work management
- Correspondence management
- Document storage, retrieval, and version control
- Mobile access
- Payment engines
- BI/analytics tools

The County's expectations for these capabilities are outlined in the Technical Requirements, Appendix B.

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SECTION 9. TERMS AND CONDITIONS

The Agreement for Service ("Contract" or "Agreement") with the successful Offeror will contain the following Terms and Conditions. Offerors taking exception to these terms and conditions or intending to propose additional or alternative language must (a) identify with specificity the County Terms and Conditions to which they take exception or seek to amend or replace, and (b) include any additional or different language with their proposal. Failure to both identify with specificity those terms and conditions Offeror takes exception to or seeks to amend or replace as well as to provide Offeror's additional or alternate Contract terms may result in rejection of the proposal. **While the County may accept additional or different language if so provided with the proposal, the Terms and Conditions marked with an asterisk (*) are mandatory and nonnegotiable.**

9.1 Procedures

The extent and character of the services to be performed by the Contractor shall be subject to the general control and approval of the Contract Administrator or his/her authorized representative(s). The Contractor shall not comply with requests and/or orders issued by other than the Contract Administrator or his/her authorized representative(s) acting within their authority for the County. Any change to the Contract must be approved in writing by the Division of Procurement and the Contractor.

9.2 Term

The term of this Contract shall be for a period of five (5) year after system implementation. The Contract may be renewed on an annual basis at the expiration of its term, unless terminated by either party by providing at least ninety (90) days notification of termination or otherwise terminated in accordance with this Agreement.

Any renewal shall be based on the same terms and conditions as the initial term with the exception of the price or rates. Initial prices or rates and subsequent renewal prices or rates are guaranteed for a minimum of twelve (12) months. Any increase in prices or rates after the initial term or any renewal term shall be negotiated and agreed to by the parties.

9.3 Delays and Delivery Failures

Time is of the essence. The Contractor must keep the County advised at all times of status of parties' agreement through implementation as well as through the life of the agreement. If delay is foreseen, the Contractor shall give immediate written notice to the Division of Procurement. Should the Contractor fail to deliver the proper item(s)/service(s) at the time and place(s) contracted for, or within a reasonable period of time thereafter as agreed to in writing by the Division of Procurement, or should the Contractor fail to make a timely replacement of rejected services when so required, the County may purchase services of comparable quality and quantity in the open market to replace the undelivered or rejected services. The Contractor shall reimburse the County for all costs in excess of the Agreement price when purchases are made in the open market; or, in the event that there is a balance the County owes to the Contractor from prior transactions, an amount equal to the additional expense incurred by the County as a result of the Contractor's nonperformance shall be deducted from the balance as payment.

NOTE: PLEASE REFER TO SECTION 11.2.36TAB 16 – CHANGE CONTROL, APPENDIX K.

9.4 Material Safety Data Sheets

By law, the County of Loudoun will not receive any materials, products, or chemicals which may be hazardous to an employee's health unless accompanied by a Material Safety Data Sheet (MSDS) when received. This MSDS will be reviewed by the County, and if approved, the materials, product or chemical can be used. If the MSDS is rejected, the Contractor must identify a substitute that will meet the County's criteria for approval.

9.5 Business, Professional, and Occupational License Requirement

All firms or individuals located or doing business in Loudoun County are required to be licensed in accordance with the County's "Business, Professional, and Occupational Licensing (BPOL) Tax" Ordinance during the initial term of the Contract or any renewal period.

Wholesale and retail merchants without a business location in Loudoun County are exempt from this requirement. Questions concerning the BPOL Tax should be directed to the Office of Commissioner of Revenue, telephone (703) 777-0260.

9.6 Payment of Taxes

All Contractors located or owning property in Loudoun County shall assure that all real and personal property taxes are paid.

The County will verify payment of all real and personal property taxes by the Contractor prior to the award of any Contract or Contract renewal.

9.7 Insurance

A. The Contractor shall be responsible for its work and every part thereof, and for all materials, tools, equipment, appliances, and property of any and all description used in connection therewith. The Contractor assumes all risk of direct and indirect damage or injury to the property or persons used or employed on or in connection with the work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract.

B. The Contractor and all subcontractors shall, during the continuance of all work under the Contract provide the following:

   1. Workers' compensation and Employer's Liability to protect the Contractor from any liability or damages for any injuries (including death and disability) to any and all of its employees, including any and all liability or damage which may arise by virtue of any statute or law in force within the Commonwealth of Virginia.

2. Comprehensive General Liability insurance to protect the Contractor, and the interest of the County, its officers, employees, and agents against any and all injuries to third parties, including bodily injury and personal injury, wherever located, resulting from any action or operation under the Contract or in connection with the contracted work. The General Liability insurance shall also include the Broad Form Property Damage endorsement, in addition to coverage for explosion, collapse, and underground hazards, where required.

3. Automobile Liability insurance, covering all owned, non-owned, borrowed, leased, or rented vehicles operated by the Contractor.

C. The Contractor agrees to provide the above referenced policies with the following limits. Liability insurance limits may be arranged by General Liability and Automobile policies for the full limits required, or by a combination of underlying policies for lesser limits with the remaining limits provided by an Excess or Umbrella Liability policy.

1. Workers' Compensation:

Coverage A:	Statutory
Coverage B:	$100,000

2. General Liability:

Per Occurrence:	$1,000,000
Personal/Advertising Injury:	$1,000,000
General Aggregate:	$2,000,000
Products/Completed Operations:	$2,000,000 aggregate
Fire Damage Legal Liability:	$100,000

GL Coverage, excluding Products and Completed Operations, should be on a Per Project Basis

3. Automobile Liability:

Combined Single Limit:	$1,000,000

D. The following provisions shall be agreed to by the Contractor:

1. No change, cancellation, or non-renewal shall be made in any insurance coverage without a forty-five (45) day written notice to the County. The Contractor shall furnish a new certificate prior to any change or cancellation date. The failure of the Contractor to deliver a new and valid certificate will result in suspension of all payments until the new certificate is furnished.

2. Liability Insurance "Claims Made" basis:

   If the liability insurance purchased by the Contractor has been issued on a "claims made" basis, the Contractor must comply with the following additional conditions. The limits of liability and the extensions to be included as described previously in these provisions, remain the same. The Contractor must either:

a. Agree to provide certificates of insurance evidencing the above coverage for a period of two (2) years after final payment for the Contract for General Liability policies This certificate shall evidence a "retroactive date" no later than the beginning of the Contractor's work under this Contract, or

b. Purchase the extended reporting period endorsement for the policy or policies in force during the term of this Contract and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance or a copy of the endorsement itself.

3. The Contractor must disclose the amount of deductible/self-insured retention applicable to the General Liability and Automobile Liability. The County reserves the right to request additional information to determine if the Contractor has the financial capacity to meet its obligations under a deductible/self-insured plan. If this provision is utilized, the Contractor will be permitted to provide evidence of its ability to fund the deductible/self-insured retention.

   a. The Contractor agrees to provide insurance issued by companies admitted within the Commonwealth of Virginia, with the Best's Key Rating of at least A:VII.

   b. European markets including those based in London, and the domestic surplus lines market that operate on a non-admitted basis are exempt from this requirement provided that the Contractor's broker can provide financial data to establish that a market's policyholder surpluses are equal to or exceed the surpluses that correspond to Best's A:VII Rating.

4.

   a. The Contractor will provide an original signed Certificate of Insurance and such endorsements as prescribed herein.

   b. The Contractor will provide on request certified copies of all insurance coverage related to the Contract within ten (10) business days of request by the County. These certified copies will be sent to the County from the Contractor's insurance agent or representative. Any request made under this provision will be deemed confidential and proprietary.

   c. Any certificates provided shall indicate the Contract name and number.

5. The County, its officers and employees shall be Endorsed to the Contractor's Automobile and General Liability policies as an "additional insured" with the provision that this coverage "is primary to all other coverage the County may possess." (Use "loss payee" where there is an insurable interest). A Certificate of Insurance evidencing the additional insured status must be presented to the County along with a copy of the Endorsement.

6. Compliance by the Contractor with the foregoing requirements as to carrying insurance shall not relieve the Contractor of their liabilities provisions of the Contract.

    a. Precaution shall be exercised at all times for the protection of persons (including employees) and property.
    b. The Contractor is to comply with the Occupational Safety and Health Act of 1970, Public Law 91-956, as it may apply to this Contract.
    c. If an "ACORD" Insurance Certificate form is used by the Contractor's insurance agent, the words "endeavor to" and ". . . but failure to mail such notice shall impose no obligation or liability of any kind upon the company" in the "Cancellation" paragraph of the form shall be deleted.
    d. The Contractor agrees to waive all rights of subrogation against the County, its officers, employees, and agents.

9.8 Hold Harmless

A. Contractor shall, at its own cost, defend and hold harmless any claim or suit brought against the County on the issue that the software infringes a United States copyright, patent, trademark, trade secret, or other intellectual property right of a third party provided that the County (i) notifies Contractor promptly in writing of any such claim or suit; (ii) gives Contractor full information and assistance in settling and/or defending the suit; and (iii) gives Contractor full authority and control of the defense and/or settlement of any such action. Contractor shall not be liable for any costs or expenses incurred (i) by the County without Contractor’s prior written authorization; (ii) for any claim based on the use of a combination of the Contractor’s software with any other software not provided by Contractor; (iii) for any claim based on the County’s modification of the software; (iv) from use of other than the latest available version of the software, provided that the version containing the correction of the infringement has been made available to the County at no charge; or (v) any transaction entered into by the County relating to the software without the Contractor’s prior written consent.

   If the software becomes subject to a claim of infringement for which the Contractor may become liable, Contractor may at its option (i) obtain the right to continue using the software; or (ii) replace or modify the software to make them noninfringing so long as the replacement or modification meets substantially similar specifications; or (iii) County and Contractor may elect to terminate the Agreement in the event that Contractor is unable to perform under (i-) and (ii) above. All payment obligations of the County shall be suspended until Contractor provides one of the remedies described.

B. Contractor shall indemnify, defend, and hold harmless the County and its affiliates, against any liability, demands, damages, expenses, and losses for death, personal injury, illness, or property damage arising out of the Contractor’s breach of its representations, warranties, or performance, or based on an alleged defect or design error in any element, part, or combination thereof in the software.

C. In the event Contractor becomes liable to County or any other party for direct or any other damages for any cause whatsoever, then the aggregate liability of the Contractor for all damages, injury and liability incurred will be limited to an amount equal to the Contractor's insurance coverage as required in Section 6.9. However, the foregoing limitation shall not apply to:

1. damages caused by Contractor's gross negligence or intentional acts or omissions;
2. claims for damages for infringement;

E. The County is prohibited from indemnifying Contractor and/or any other third parties. Notwithstanding the foregoing, the County shall be responsible for the actions and/or omissions of its board members, officers, employees and agents during their use of the software, including the negligent use, misuse or reproduction of Software. Further, the County expressly waives any and all actions against Contractor for claims resulting from the negligent acts or omissions of the County, its board members, officers, employees and agents. Provided, however, this waiver shall not be deemed to be a waiver of the County's sovereign immunity or defense thereof.

9.9 Safety

All Contractors and subcontractors performing services for the County are required to and shall comply with all Occupational Safety and Health Administration (OSHA), State and County Safety and Occupational Health Standards and any other applicable rules and regulations. Also, all Contractors and subcontractors shall be held responsible for the safety of their employees and any unsafe acts or conditions that may cause injury or damage to any persons or property within and around the work site area under this Contract.

9.10 Intentionally left blank.

9.11 Notice of Required Disability Legislation Compliance

The County is required to comply with state and federal disability legislation: The Rehabilitation Act of 1973 Section 504, The Americans with Disabilities Act (ADA) for 1990 Title II and The Virginians with Disabilities Act of 1990.

Specifically, Loudoun County, may not, through its contractual and/or financial arrangements, directly or indirectly avoid compliance with Title II of the Americans with Disabilities Act, Public Law 101-336, which prohibits discrimination by public entities on the basis of disability. Subtitle A protects qualified individuals with disability from discrimination on the basis of disability in the services, programs, or activities of all State and local governments. It extends the prohibition of discrimination in federally assisted programs established by the Rehabilitation Act of 1973 Section 504 to all activities of state and local governments, including those that do not receive federal financial assistance, and incorporates specific prohibitions of discrimination on the basis of disability in Titles I, III, and V of the Americans with Disabilities Act. The Virginians with Disabilities Act of 1990 follows the Rehabilitation Act of 1973 Section 504.

9.12 Ethics and Public Contracting

The provisions contained in §§ 2.2-4367 through 2.2-4377 of the Virginia Public Procurement Act as set forth in the 1950 Code of Virginia, as amended, shall be applicable to all Contracts solicited or entered into by the County. A copy of these provisions may be obtained from the Purchasing Agent upon request.

The above-stated provisions supplement, but do not supersede, other provisions of law including, but not limited to, the Virginia State and Local Government Conflict of Interests Act (§ 2.2-3100 et seq.), the Virginia Governmental Frauds Act (§ 18.2-498.1 et seq.) and Articles 2 and 3 of Chapter 10 of Title 18.2. The provisions apply notwithstanding the fact that the conduct described may not constitute a violation of the Virginia State and Local Government Conflict of Interests Act.

9.13 Employment Discrimination by Contractors Prohibited

Every Contract of over $10,000 shall include the following provisions:

A. During the performance of this Contract, the Contractor agrees as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, status as a service disabled veteran, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, shall state that such Contractor is an equal opportunity employer.
3. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient to meet this requirement.

B. The Contractor will include the provisions of the foregoing paragraphs, 1, 2, and 3 in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or Offeror.

9.14 Drug-Free Workplace

Every Contract over $10,000 shall include the following provision:

During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor’s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor’s workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or Offeror.

For the purposes of this section, “drug-free workplace” means a site for the performance of work done in connection with a specific Contract awarded to a Contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the Contract.

9.15 Faith-Based Organizations

The County does not discriminate against faith-based organizations.

9.16 Immigration Reform and Control Act Of 1986

By entering this Contract, the Contractor certifies that it does not and will not during the performance of this Contract violate the provisions of the Federal Immigration Reform and Control Act of 1986, which prohibits employment of illegal aliens.

9.17 Substitutions

NO substitutions, additions or cancellations, including those of key personnel, are permitted after Contract award without written approval by the Division of Procurement. Where specific employees are proposed by the Contractor for the work, those employees shall perform the work as long as those employees work for the Contractor, either as employees or subcontractors, unless the County agrees to a substitution. Requests for substitutions will be reviewed by the County and approval may be given by the County at its sole discretion.

9.18 Workmanship and Inspection

All work under this Contract shall be performed in a skillful and workmanlike manner. The Contractor and its employees shall be professional and courteous at all times. The County reserves the right to require immediate removal of any Contractor employee from County service it deems unfit for service for any reason, not contrary to law. This right is non-negotiable and the Contractor agrees to this condition by accepting this Agreement. Further, the County may, from time to time, make inspections of the work performed under the Agreement. Any inspection by the County does not relieve the Contractor of any responsibility in meeting the Agreement requirements.

The Contractor will have all employees working at County sites have photo identification (frontal face). This identification must be prominently displayed at all times. No one with a felony conviction may be employed under this Agreement. The Contractor MUST remove any employee from County service who is convicted of a felony during his or her employment.

9.19 Exemption from Taxes

Pursuant to Va. Code § 58.1-609.1, the County is exempt from Virginia State Sales or Use Taxes and Federal Excise Tax, therefore the Contractor shall not charge the County for Virginia State Sales or Use Taxes or Federal Excise Tax on the finished goods or products provided under the Contract. However, this exemption does not apply to the Contractor, and the Contractor shall be responsible for the payment of any sales, use, or excise tax it incurs in providing the goods required by the Contract, including, but not limited to, taxes on materials purchased by a Contractor for incorporation in or use on a construction project. Nothing in this section shall prohibit the Contractor from including its own sales tax expense in connection with the Contract in its Contract price.

9.20 Ordering, Invoicing and Payment

All work requested under this Contract shall be placed on a County issued Purchase Order. The Contractor shall not accept credit card orders or payments.

Contractor shall submit invoices at the end of each calendar month, such statement to include a detailed breakdown of all charges and shall be based on completion of tasks or deliverables and shall include progress reports.

Invoices shall be submitted to:

County of Loudoun, Virginia
Department of Information Technology
PO Box 7300
Leesburg, VA 20177

Upon receipt of invoice and final inspection and acceptance of the equipment and/or service, the County will render payment within forty-five (45) days unless any items thereon are questioned, in which event payment will be withheld pending verification of the amount claimed and the validity of the claim. The Contractor shall provide complete cooperation during any such investigation. Unless invoice items are questioned, the interest shall accrue at the rate of one percent (1%) per month for any late payments.

Individual Contractors shall provide their social security numbers, and proprietorships, partnerships, and corporations shall provide their federal employer identification number on the pricing form.

9.21 Payments to Subcontractors

Within seven (7) days after receipt of amounts paid by the County for work performed by a subcontractor under this Contract, the Contractor shall either:

A. Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under this Contract; or
B. Notify the County and subcontractor, in writing, of his intention to withhold all or a part of the subcontractor's payment and the reason for non-payment.

The Contractor shall pay interest to the subcontractor on all amounts owed that remain unpaid beyond the seven (7) day period except for amounts withheld as allowed in item B. above.

Unless otherwise provided under the terms of this Contract, interest shall accrue at the rate of one percent (1%) per month.

The Contractor shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements as set forth above with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to this provision may not be construed to be an obligation of the County.

9.22 Assignment

The Agreement may not be assigned in whole or in part without the prior written consent of the Division of Procurement. The rights and obligations of the Contractor are personal and may be performed only by the Contractor. Any purported assignment that does not comply with this provision is void. This Agreement is binding upon and inures to the benefit of the parties and their respective permitted successors and assigns.

9.23 Termination

Subject to the provisions below, the Contract may be terminated by the County upon thirty (30) days advance written notice to the Contractor; but if any work or service hereunder is in progress, but not completed as of the date of termination, then the Contract may be extended upon written approval of the County until said work or services are completed and accepted.

A. Termination for Convenience

The County may terminate this Contract for convenience at any time in which the case the parties shall negotiate reasonable termination costs.

B. Termination for Cause

In the event of Termination for Cause, the thirty (30) days advance notice is waived and the Contractor shall not be entitled to termination costs.

C. Termination Due to Unavailability of Funds in Succeeding Fiscal Years

If funds are not appropriated or otherwise made available to support continuation of the performance of this Contract in a subsequent fiscal year, then the Contract shall be canceled and, to the extent permitted by law, the Contractor shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the supplies or services delivered under the Contract.

9.24 Contractual Disputes

The Contractor shall give written notice to the Purchasing Agent of intent to file a claim for money or other relief within ten (10) calendar days of the occurrence giving rise to the claim or at the beginning of the work upon which the claim is to be based, whichever is earlier.

The Contractor shall submit its invoice for final payment within thirty (30) days after completion or delivery.

The claim, with supporting documentation, shall be submitted to the Purchasing Agent by US Mail, courier, or overnight delivery service, no later than sixty (60) days after final payment. If the claim is not disposed of by agreement, the Purchasing Agent shall reduce his/her decision to writing and mail or otherwise forward a copy thereof to the Contractor within thirty (30) days of the County's receipt of the claim.

The Purchasing Agent's decision shall be final unless the Contractor appeals within thirty (30) days by submitting a written letter of appeal to the County Administrator, or his designee. The County Administrator shall render a decision within sixty (60) days of receipt of the appeal.

No Contractor shall institute any legal action until all statutory requirements have been met. Each party shall bear its own costs and expenses resulting from any litigation, including attorney's fees.

The County will not entertain arbitration or mediation for dispute resolution.

9.25 Severability

In the event that any provision shall be adjudged or decreed to be invalid, by a court of competent jurisdiction, such ruling shall not invalidate the entire Agreement but shall pertain only to the provision in question and the remaining provisions shall continue to be valid, binding and in full force and effect.

9.26 Governing Law/Forum

This Agreement shall be governed and construed in all respects by its terms and by the laws of the Commonwealth of Virginia. Any judicial action shall be filed in the Commonwealth of Virginia, County of Loudoun.. Contractor expressly waives any objection to venue or jurisdiction of the Loudoun County Circuit Court, Loudoun County, Virginia. Contractor expressly consents to waiver of service of process in an action pending in the Loudoun County Circuit Court pursuant to Virginia Code Section 8.01-286.1.

9.27 Notices

All notices and other communications hereunder shall be deemed to have been given when made in writing and either (a) delivered in person, (b) delivered to an agent, such as an overnight or similar delivery service, or (c) deposited in the United States mail, postage prepaid, certified or registered, addressed as follows:

TO CONTRACTOR:	**TO COUNTY**:
	County of Loudoun, Virginia Division of Procurement

Attn: Sandra A. Lineberry

<u>*Via delivery method (a) or (b)*</u>
1 Harrison Street, SE, 4th Floor
Leesburg, VA 20175

Or

<u>*Via delivery method (c)*</u>
P.O. Box 7000
Leesburg, VA 20177

Notice is deemed to have been received: (i) on the date of delivery if delivered in person; (ii) on the first business day after the date of delivery if sent by same day or overnight courier service; or (iii) on the third business day after the date of mailing, if sent by certified or registered United States Mail, return receipt requested, postage and charges prepaid.

9.28 <u>Licensure</u>

To the extent required by the Commonwealth of Virginia (*see e.g.* 54.1-1100 *et seq.* of the Code of Virginia) or the County, the Contractor shall be duly licensed to perform the services required to be delivered pursuant to this Contract.

9.29 <u>Authority to Transact Business in Virginia</u>

A Contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described herein that enters into a Contract with the County pursuant to the Virginia Public Procurement Act 2.2-4300 et seq. shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50 of the Code of Virginia, to be revoked or cancelled at any time during the term of the Contract. The County may void any Contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

9.30 <u>No Smoking</u>

Smoking in all County buildings is prohibited. The County may designate a smoking area outside County facilities. Contractor shall only use those designated smoking areas. Certain County facilities, both inside and outside, may be entirely smoke free. Contractor shall inquire of the Contract Administrator or designee if a facility is entirely smoke free. Failure to adhere to the County's no smoking policies may lead to removal of Contractor employees and possible Contract termination.

9.30 Confidentiality

A. Contractor Confidentiality

The Contractor acknowledges and understands that its employees may have access to proprietary, business information, or other confidential information belonging to the County of Loudoun. Therefore, except as required by law, the Contractor agrees that its employees will not:

1. Access or attempt to access data that is unrelated to their job duties or authorizations as related to this Contract.
2. Access or attempt to access information beyond their stated authorization.
3. Disclose to any other person or allow any other person access to any information related to the County or any of its facilities or any other user of this Contract that is proprietary or confidential. Disclosure of information includes, but is not limited to, verbal discussions, FAX transmissions, electronic mail messages, voice mail communication, written documentation, "loaning" computer access codes and/or another transmission or sharing of data.

The Contractor understands that the County, or others may suffer irreparable harm by disclosure of proprietary or confidential information and that the County may seek legal remedies available to it should such disclosure occur. Further, the Contractor understands that violations of this provision may result in Contract termination.

The Contractor further understands that information and data obtained during the performance of this agreement shall be considered confidential, during and following the term of this Contract, and will not be divulged without the Purchasing Agent's written consent and then only in strict accordance with prevailing laws. The Contractor shall hold all information provided by the County as proprietary and confidential, and shall make no unauthorized reproduction or distribution of such material.

B. County Confidentiality

The County understands that certain information provided by the Contractor during the performance of this Agreement may also contain confidential or proprietary information. Contractor acknowledges that this Contract and public records (as defined by §2.2-3701 of the Virginia Freedom of Information Act) provided pursuant to this Contract are subject to the Virginia Freedom of Information Act §§2.2-3700 et seq. and the Virginia Public Procurement Act §2.2-4342 of the Code of Virginia.

9.31 Counterparts

This Contract and any amendments or renewals hereto may be executed in a number of counterparts, and each counterpart signature, when taken with the other counterpart signatures, is treated as if executed upon one original of this Contract or any amendment or renewal. A signature by any party to this Contract provided by facsimile or electronic mail is binding upon that party as if it were the original.

9.32 Force Majeure

A party is not liable for failure to perform the party's obligations if such failure is as a result of Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, strikes at national level or industrial disputes at a national level, or strike or industrial disputes by labor not employed by the affected party, its subcontractors or its suppliers and which affect an essential portion of the contracted for works but excluding any industrial dispute which is specific to the performance of the works or this contract, interruption or failure of electricity or telephone service.

If a party asserts Force Majeure as an excuse for failure to perform the party's obligation, that party must immediately notify the other party giving full particulars of the event of force majeure and the reasons for the event of force majeure preventing that party from, or delaying that party in performing its obligations under this contract and that party must use its reasonable efforts to mitigate the effect of the event of force majeure upon its or their performance of the contract and to fulfill its or their obligations under the contract.

An event of force majeure does not relieve a party from liability for an obligation which arose before the occurrence of that event, nor does that event affect the obligation to pay money in a timely manner which matured prior to the occurrence of that event.

The Contractor has no entitlement and County has no liability for: (1) any costs, losses, expenses, damages or the payment of any part of the contract price during an event of force majeure; and (2) any delay costs in any way incurred by the contractor due to an event of force majeure.

9.33 Survival of Terms

Upon discharge of this Agreement, Sections (Notice, Hold Harmless, Warranties, Governing Law/Forum and Contractual Disputes) of these Terms and Conditions continue and survive in full force and effect.

9.34 Non-Waiver

No waiver of any provision of this Agreement shall constitute a waiver of any other provision nor shall any waiver of this Agreement constitute a continuing waiver unless otherwise expressly provided.

9.35 Section 508 Compliance

All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the “Technology”) shall comply with Section

508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the Code of Virginia.

9.36 Non-Visual Access to Technology

All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Agreement:

(i) Effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
(ii) The Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;
(iii) Nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
(iv) The technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software, or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the Code of Virginia.

SECTION 10. EVALUATION OF PROPOSALS

10.1 Selection Factors

The criteria set forth below will be used in the receipt of proposals and selection of the successful Offeror.

The County Proposal Analysis Group (PAG) will review and evaluate each proposal and selection will be made on the basis of the criteria listed below. The Offerors submitting proposals shall include proposal statements on the following:

Table 6. Evaluation Criteria

Evaluation Criteria	
Criteria	**Weight**
Compliance with Requirements (Functional and Technical)	35%
Implementation Services Approach	15%
Experience & Qualifications of firm and key personnel	15%
Cost	20%
Compliance [with T&Cs], Proposal Quality	5%
System Demonstrations	10%

(Note: The above points will be allocated to shortlisted firms only as indicated below.)

The PAG will collectively develop a composite rating which indicates the group's collective ranking of the highest rated proposals in a descending order. Once the proposals have been ranked, the top firms may be invited for system demonstrations and further discussions.

Negotiations shall be conducted with offerors so selected. The PAG may request a Best and Final Offer(s) (BAFO) and/or make a recommendation for the Contract award.

SECTION 11. PROPOSAL SUBMISSION FORMAT

Offerors are to make written proposals that present the Offeror's qualifications and understanding of the work to be performed. Offerors will address each of the specific evaluation criteria listed above, in the following order. Failure to include any of the requested information may be cause for the proposal to be considered nonresponsive and rejected. Both hard copy and electronic copy response must be clearly marked and tabbed based on the structure outlined below.

11.1 Proposal Organization Table

TAB 1	Title Page
TAB 2	Cover Letter Addressing Minimum Qualifications
TAB 3	Table of Contents
TAB 4A	Signature Page
TAB 4B	Authority to Transact Business
TAB 4C	County Feedback Survey
TAB 4D	Rider Clause Members of Northern Virginia Cooperative Purchasing
TAB 5	Executive Summary
TAB 6	Company Profile
TAB 7	Project Implementation Understanding & Approach
TAB 7A	Schedule and Work Plan
TAB 7B	Staffing Requirements and Proposed Organizational Chart
TAB 7C	Project Management Approach
TAB 7D	Implementation Approach
TAB 7E	Key Implementation Risks and Mitigation Strategies
TAB 7F	Testing Strategy
TAB 7G	Knowledge Transfer and Training Approach
TAB 7H	Business Continuity and Disaster Recovery Plan
TAB 7I	Production Support and Transition
TAB 7J	Organizational Change Management
TAB 7K	Deliverables
TAB 7L	Security
TAB 8	Solution Response Requirements
TAB 8A	Product Overview and Roadmap
TAB 8B	Functional Solution Narrative Response
TAB 8C	Functional Requirements Response Matrix
TAB 8D	Nonfunctional Requirements Narrative Response
TAB 8E	Nonfunctional Requirements Response Matrix
TAB 8F	System Architecture and Hosting
TAB 9	Offeror References
TAB 10	Staff Resumes and References
TAB 10A	Staff Resumes
TAB 10B	Client References
TAB 11	Sub-Contractors
TAB 12	Statement of Compliance with Terms and Conditions
TAB 13	Proprietary Information
TAB 14	Additional Material Offeror wishes to include for consideration
TAB 15	Cost Proposal

11.2 Detailed Response Instructions

Response requirements for each of the sections required for the Offeror's proposal response.

11.2.1 TAB 1 – Title Page

The title page should include the title and number of the ITRS RFP, name and address of the Offeror, and the date of the proposal. The title page shall also clearly indicate the content is related to the ITRS Proposal Response.

11.2.2 TAB 2 – Cover Letter Addressing Minimum Qualifications

The cover letter must include the title, address and telephone number of the person or persons authorized to represent the Offeror regarding all matters related to the proposal and any contract subsequently awarded to the Offeror. This letter shall be signed by a person(s) authorized to bind the Offeror to all commitments made in the Proposal. This individual must have the authority to negotiate all aspects of the scope of services on behalf of the Offeror. This letter will also contain statements confirming inclusion of all proposal submittal requirements as well as documentation providing proof of meeting the Minimum Qualifications as defined in Section 3.0. **Maximum one page**.

11.2.3 TAB 3 – Table Of Contents

The Table of Contents provides the organizational structure for the Proposal and includes the critical elements described in this ITRS RFP.

11.2.4 TAB 4A – Signature Page

The Signature Page form is Appendix D to this RFP

11.2.5 TAB 4B – Authority to Transact Business

The Authority to Transact Business form is Appendix E to this RFP

11.2.6 TAB 4C – County Feedback Survey

The County Feedback Survey form is Appendix F to this RFP

11.2.7 TAB 4D – Rider Clause Members Of Northern Virginia Cooperative Purchasing

The Cooperative Rider Clause is Appendix G to this RFP

11.2.8 TAB 5 – Executive Summary

This section shall briefly address the Offeror's approach. In addition, the Offeror must clearly and specifically detail all exceptions to the exact requirements identified in this RFP. **Maximum two pages**.

11.2.9 TAB 6 – Company Profile

Provide a statement giving a brief history of your company (mission statement, the primary line of business, etc.), how it is organized, and how its available products and resources will be used to meet the County's requirements. The Offeror shall submit the following information (**Maximum five pages**):

- The company's official name and address. The Offeror shall also indicate what type of entity it is — for example, a corporation or a partnership.
- The name, address, email and telephone number of the person who receives correspondence and who is authorized to make decisions or represent the Offeror. Please state his or her capacity within the company.
- The total number of years the Offeror has been in business and, if applicable, the number of years under the present business name.
- The number of years that the Offeror has been providing the software application(s) being proposed.
- A description of the Offeror's operations: facilities, business and objectives, and the number of employees.
- A brief summary of Offeror's product portfolio, including a number of distinct products sold and/or services provided.
- A description of any potential conflicts of interest that may arise during the implementation if awarded the contract.
- The product profile for the product the Offeror is proposing, including: how many maintenance-paying customers, time in market, product growth strategy and objectives, significant functional enhancements or additions, significant technical and/or architecture developments, product acquisition vs. internal development strategy, product differentiators, and software delivery strategy (e.g., SaaS, cloud, hosted, single-tenant, multi-tenant, etc.), and any industry offerings relevant to the Public Sector.
- Provide information to represent customer and revenue growth/loss trends in the marketplace, and a number of active projects.
- Provide information to represent Research & Development spending and direction in the different functional areas covered in this RFP.
- Provide details of any historical bankruptcies or other financial problems for you or your affiliates.
- Describe any existing business relationships you or any of your affiliates and proposed third-party vendors may have with the County.
- Provide details of any disciplinary actions or other administrative action taken by any jurisdiction or person against your organization. This shall include any terminations or debarments. List and summarize all judicial

or administrative proceedings involving any sourcing activities and anti-trust suits in which you have been a party within the last five years. If you are a subsidiary, submit information for all parent companies.

11.2.10 TAB 7 – Project Implementation Understanding & Approach

Respondents should describe their understanding and proposed approach to the project. **Maximum three pages**.

11.2.11 TAB 7A – Schedule and Work Plan

The Offeror shall submit an implementation schedule in a MS Project format and high-level work plan to meet the requirements and deliverables as set forth herein.

11.2.12 TAB 7B – Staffing Requirements and Proposed Organizational Chart

The content in this section of the Offeror's response shall provide a summary of all proposed key personnel. The Offeror will be responsible for providing all staff persons required to design, develop, and implement the new solution, and must possess the relevant background and experience to undertake this effort. **Please Note: The County expects key personnel of shortlisted Offerors, such as the Project Manager and Solution Architect, to participate in demonstrations.**

11.2.13 TAB 7C – Project Management Approach

The Offeror shall describe their approach to overall project management and integration of all activities required by the scope of work. This section should include **(Maximum five pages)**:

- Project Management Methodology (and compliance with Project Management Institute standards)
- Communications Management Approach
- Issue Resolution Methodology
- Risk Management Methodology
  - Describe approach to risk management
  - The Offeror shall identify key implementation risks and risk mitigation strategies of the Solution based on prior Offeror experiences.
  - The Offeror shall provide a sample risk register that will be used throughout project implementation to identify, monitor and control risk.
- Quality Management Methodology
  - Description of quality management approach and methodology
  - Proposed metrics for reporting on quality throughout the project

- Configuration Management methodology
- Change Control Methodology
- Recommendations on governance and how the Offeror will help ensure the required structure and processes are in place and supported throughout the implementation.

11.2.14 <u>TAB 7D – Implementation Approach</u>

Provide a narrative that identifies the implementation lifecycle approach for the Project (appropriate to the scope, magnitude, and complexity of the Solution) that includes, at a minimum, how and when the following activities shall be performed: concept, requirements, design, development, test, and installation. Any implementation methodology, such as Agile or Waterfall, shall be clearly described along with the quality management processes in place to ensure a successful implementation. **Maximum ten pages**.

11.2.15 <u>TAB 7F – Testing Strategy</u>

The Offeror shall describe their approach and ability to test and validate the functionality of the implemented Solution against the documented requirements. This section should address (**Maximum three pages**):

- Unit Testing (including providing unit test results to the County)
- System Testing
- Performance and Reliability Testing
- Functional and User Acceptance Testing
- Regression Testing
- Data Conversion Testing (including testing converted data as part of system testing and UAT)
- Test Plans
- Test Scripts (including approach to testing script development and requirements traceability to ensure end-to-end and comprehensive testing of entire Solution prior to Go Live)
- Issue Management and Resolution (to include Offeror definition of a “defect” and an “enhancement”)

The Offeror shall also include the entrance and exit criteria for each test phase (e.g., Development/Unit Test, System Test, UAT, Performance Test, etc.).

The Offeror should describe the role(s) they expect the County to perform during each test phase. In this description, Offerors should clearly identify the activities the County will be responsible for performing and the activities the Offeror will be responsible for performing and avoid generic terms, such as "jointly" and "collaborate."

The Offeror should describe any automated testing tools leveraged.

11.2.16 TAB 7G – Knowledge Transfer and Training Approach

The Offeror should describe their approach and ability to provide: Initial Product Training, Train the Trainer sessions, Configuration Training sessions, Application and System Administration Training sessions, End-user training manuals and user guides/reference sheets, Server Manual(s), Application Software Reference materials, Application Software Tutorial, Hardware Manual(s), User Manual(s), System Administrator(s) Manual(s), Functional System Descriptions, File (Database) Set up and Maintenance (File Maintenance Manual), Hardware and System Configuration (System Configuration Manual), Data Dictionary use in query-building. The Offeror should also describe the types of documentation that the Offeror has that can be leveraged for training and knowledge transfer activities. **Maximum three pages**.

- Provide optional pricing in the Pricing Workbook if the County were to request the awarded Offeror to develop customized training materials. Do not include this in lump sum pricing. For pricing purposes, Offerors shall assume training a minimum of ten (10) County trainers (Train-the-Trainer) as well as a minimum of ten (10) County technology staff.

11.2.17 TAB 7H – Business Continuity and Disaster Recovery Plan

Provide a business continuity and disaster recovery plan detailing how you propose to meet the specifications in the event of service interruption. Detail the Solution's backup and recovery processes. Describe the conditions and timeframes of unavailability that warrant a declaration of a disaster. **Maximum two pages**

11.2.18 TAB 7I – Production Support and Transition **(Maximum 10 pages)**

- Section 1 – Production Support and Transition Approach

  The Offeror must provide their proposed production support and transition approach. The Offeror's proposal must provide information that can be used by the County to evaluate the Offeror's knowledge of, and intended approach to, provide production support and transition.

  - Description of the production preparation and support proposed
  - Description of the transition approach, duration, and methodology proposed.

- Section 2 - Maintenance & Operations and Support

This section should address the Offeror's approach and methodology to provide application management, technical support, system enhancements, and other related support activities.

- Proposed software license agreements and maintenance agreements
  - As an initial, general response to this section, describe Offeror's approach to service level management including: proposed measurements; proposed service levels; strategy for documenting service levels and performance against such service levels; and format and frequency of reporting. Specify the mechanisms, tools and techniques Offeror intends to put in place to meet, measure, report and improve upon these service levels.
  - If the Offeror provides different levels of customer support or engineering support, the tiers should be provided in the maintenance agreements.
- Patch/Upgrade Support: Offerors shall provide the following information:
  - Offerors should clearly and succinctly describe relevant patch and upgrade support services and service levels to ensure that a high-quality release management strategy can be executed during and after implementation. Also, provide patch/upgrade support service cost and rate information in the pricing response section.
  - Offerors should describe release strategy and typical schedule (quarterly, annually) with respect to patches, point upgrades, and major release upgrades. As part of this response, address your position on version compliance to remain on support and options clients may have to defer patches/upgrades.
  - Offerors should describe what tools and documentation are provided to facilitate a high-quality patch or upgrade effort.
  - Offerors should describe any differences in patch/upgrade support options and services for client-hosted vs. single tenant SaaS vs. multi-tenant SaaS support vs. any other models offered.
  - Offerors should describe any continuous improvement efforts underway or planned to improve the quality of patch/upgrade support services.

- Section 3 – Enhancements

- Provide a description of the management approach to application enhancements, such as assessment of change impact, estimation of required effort to implement the change, and change approval requirements.
- Provide a description of the technical approach to enhancements, such as configuration management, documentation requirements, integration testing, regression testing, acceptance testing, and deployment.
- The Offeror shall describe their approach to process future enhancement requests, including methodology for pricing (e.g., function point analysis) and future available resources to fulfill enhancement requests.

- Section 4 - Help Desk
  - Call Center/Problem Ticket Support: Offerors shall provide the following information:
    - Call center problem ticket support service processes.
    - Call center service levels to ensure responsive, reliable, and knowledgeable support is provided during and after implementation.
    - Call center associated support service cost and rate information in the pricing response section.
    - The size and structure of call center team. Including what types of support tickets the call center staff can handle.
    - Call center hours of operation and location.
    - Any support tools or techniques used to diagnose and resolve critical or escalate problems more quickly. The escalation process should also be described.
    - Any differences in call center support for client-hosted vs. single tenant SaaS vs. multi-tenant SaaS support vs. any other models offered.
    - Any continuous improvement efforts underway or planned to improve the quality of call center support services.
    - Average response times during business and non-business hours.
  - User Group Collaboration: Offerors shall provide the following information:
    - Describe any user group forums/events that are available to your client base that are either managed by you or are self-

managed by your clients. Your description should include the frequency, format, cost, and locations of these forums/events along with summary agendas from forums/events recently held.

- Describe if and how user group collaboration forums/events are used to inform your product strategy going forward.
- Describe any knowledge-bases or web-based sites that allow your client base to contribute and leverage lessons learned and/or specific solutions related to problems or challenges a particular client has faced.

- Describe any continuous improvement efforts underway or planned to improve the quality of user group collaboration.

11.2.19 TAB 7J - Organizational Change Management

For IT projects that highly depend on rapid user adoption for success, as the Integrated Tax and Revenue System will, organizational change management practices must be embedded in the project life cycle. Failure to do so will delay project adoption, impede the realization of benefits, and diminish success. The Offeror shall provide an overview of how they will support Organizational Change Management activities led by the County. **Maximum two pages**

11.2.20 TAB 7K - Deliverables

The Offeror must provide their proposed approach to meet the following deliverable requirements for the implementation. At a minimum, Offerors must address the following components identified in the below subsections.

Section 1 – Deliverable Format

The Offeror must outline in their response their approach to developing Project Deliverables in the form and format agreed to by The County.

Offerors must identify their approach to using a Deliverables Expectations Document (DED). Offerors should address the following when describing their approach to DED development:

- No work will be performed on any deliverable associated with a payment milestone until the DED has been approved in writing by the County.
- Offerors are expected to include realistic timeframes for the County to review the DED that correspond with the appropriate dependencies for deliverable development activities in the project schedule.
- The objective of the DED is to ensure that deliverables meet or exceed the contractual obligations and expectations, and deliver the expected outcomes. In order to accomplish this objective, the DED must contain

enough information to provide an accurate representation of the planned format and content of the deliverable. At a minimum, DED's must contain the following components:

- Sample Table of Contents of the deliverable
- Short description of all sections and sub-sections planned to be included in the deliverable
- Samples of any diagrams or reports planned to be included as part of the deliverable
- Clear indication of how the deliverable will meet and/or exceed the deliverable requirements as defined in the RFP and agreed upon Statement of Work between the County and the Offeror

The Offeror must make all deliverables available electronically in software versions that are PC compatible with the software being utilized at The County (e.g., Microsoft Word, Visio, PowerPoint, Project, Adobe, etc.).

Section 2 – Mandatory Deliverables

The following table provides a listing of deliverables that must be provided at a minimum as part of the ITRS implementation. As part of the response, Offerors shall submit (1) a deliverables list similar to the table below, (2) a detailed description of how they propose to meet each of the deliverables proposed and (3) in a format similar to the table below. It should be clear which deliverables are associated with which project phase (i.e., Project Preparation, Analysis, Design, Development, etc.). Offerors shall provide a response that elaborates on each deliverable and detail how it coincides with their overall solution response. Acceptance criteria is required for each proposed deliverable.

The Offeror may add additional deliverables to the list provided below in alignment with its proposed methodology and work plan, but shall not modify existing deliverable names, split apart any deliverables, or otherwise modify the requirements of the named deliverables. Any additional deliverables added by the Offeror shall be clearly identified in the response.

Table 8. Minimum List of Deliverables

#	Deliverable Name	Major Components
Milestone 0 – Project Monitoring and Status Reporting		
A	**Project Status Reporting**	Project status will be tracked and reported on an ongoing basis. Regularly scheduled status meetings between the County Project Management Team and the Offeror Project Manager will be held to discuss project progress, issues, resolutions, and next steps. Additionally, the Offeror will support any other status-related meetings as

#	Deliverable Name	Major Components
		needed, such as presenting to the Executive Steering Committee. The following standard reporting mechanisms will be used:
B	**Meeting Minutes**	The Offeror shall be responsible for capturing a record of key meetings and the important takeaways from the discussion. The meeting minutes are not intended to be a transcript of every discussion topic, nor may meeting minutes be required for every meeting.
Milestone 1 – Project Initiation and Planning		
1	**Project Kickoff Presentation**	This deliverable is a presentation to familiarize project team members and stakeholders with the project. It shall be provided in Microsoft PowerPoint format.
2	**Project Schedule**	The Offeror must deliver a masterwork plan including a detailed Work Breakdown Structure (WBS) and associated Gantt charts in Microsoft Project. The masterwork plan must reflect any changes from the plan submitted with the Contractor's original proposal that was discussed and agreed to during the project initiation meeting. The Project Work Plan must include a WBS that meets the project's overall objectives by describing the project tasks and deliverables and will be maintained throughout the life of the project.
3	**Project Management Plan**	The Project Management Plan shall include the following: ■ Communication Plan ■ Schedule Management Plan ■ Issue and Risk Management Plan ■ Change Control Plan ■ Quality Management Plan ■ Requirements Analysis & Management Plan
Milestone 2 – Analysis		
4	**Requirements Analysis Document**	■ Validated Functional Requirements Matrix: The Offeror shall conduct working sessions to review the RFP Functional Requirements Matrix and responses and validate each requirement, and provide an updated matrix.

#	Deliverable Name	Major Components
		■ Validated Technical Requirements Matrix: The Offeror shall conduct working sessions to review the RFP Technical Requirements Matrix and responses and validate each requirement, and provide an updated matrix. ■ Validated Business Use Case Document: The Offeror shall conduct working sessions to review the use cases and validate each use case, and provide an updated use case document.
5	**Solution Implementation Plan**	■ System Design Plan – Details the Offeror's approach to System design throughout application design, interface design, and conversion design ■ System Development Plan – Detail the approach to system development and ensures the necessary tools and technologies are in place for development. ■ System Test Plan - Software testing strategy, methodology processes, standards and guidelines for all software testing to include unit testing, system testing, support of user acceptance testing, data conversion testing, regression testing, and performance testing. ■ System Training Plan - Plan to conduct core team training, train the trainer training, and support end user training, as well as approach to developing training materials.
6	**Data Quality Assessment**	■ Data Quality Assessment Report – Offeror will conduct working sessions to identify and perform data validation activities to evaluate and report on the major data quality issues within the legacy systems identified for migration. ■ Data Cleansing Plan – The Offeror shall provide recommendations and best practices on converting the "right" data as opposed to assuming all data will be converted to the New System, and other critical success factors for data conversion. The Offer shall provide a roadmap for conducting data cleansing, and a resolution plan (including business rules to correct data) for each data quality issue to be addressed.
Milestone 3 – System Design		
7	**System Architecture Document**	■ Describe the Proposed Architectural Solution that will enable and support the Solution

#	Deliverable Name	Major Components
8	**Functional Design Document**	■ Through the review of current state artifacts, a crosswalk of functional requirements, gap analysis, and onsite interviews, define design-level requirements in a manner that easily illustrates what shall be designed and configured in the new Solution that is easily comprehended by non-IT staff.
9	**Requirements Traceability Matrix**	■ Define design-level requirements traceable back to functional requirements traceability matrix in a manner that easily illustrates how functional requirements are satisfied through configuration, interface, and other design/development activities.
10	**Technical Design Document**	■ Reflects the final requirements for system configuration and operation based on outputs from design sessions conducted with the County.
11	**Prototypes**	■ Built Functionality Demonstrations ❑ The Offeror shall work with the County to identify a select number of complex and high-volume business processes to be prototyped. The prototypes shall be near-final simulations of how the County's requirements shall be implemented in the New System. This is intended to be a checkpoint to ensure that the Offeror's development approach is in line with the County's expectations. ■ Built Functionality Completion Report ❑ Successful demonstration of the prototype per approval by the County (demonstration of the prototype shall not warrant automatic acceptance; prototype should be considered near-final and reflective of design discussions to-date) ❑ Feedback, outcomes, and findings to be considered for the subsequent implementation efforts
12	**Data Conversion Plan**	This plan must specify what and how data conversion (from Legacy System) will function. This plan must include, but not be limited by the following: ■ Description of conversion Methodology (e.g., processes to extract data, processes to validate data, documentation of data) ■ Number of mock runs that will be conducted ■ Description of manual conversion processes that cannot be automated ■ Milestones, targets

#	Deliverable Name	Major Components
		■ How much history is converted out of each system ■ List of data to not convert ■ Manual data entry and error correction after conversion ■ Plan for testing and validating converted data
13	**Interface Specification Document**	This deliverable will contain the design specifications for all system interfaces interacting with the Solution. ■ Identify all interfaces between the Solution and each system/application ■ Define service-based interface specifications including all input/output parameters and data types ■ Mapping source and destination of each interface field (e.g., database table name/field) ■ Interface requirements (e.g., expected behavior, business outcomes to be achieved) ■ Mapping back to relevant functional and technical requirements to demonstrate compliance ■ Interface workflow diagrams that illustrate user and system-to-system interactions, including alternate and exception paths
14	**Online Portal Specification Document**	■ Shall provide the detailed design supporting the information architecture, content, and functionality for the Online Portal design
15	**Report Specification Document**	■ This deliverable will contain the design specifications for all reports to be produced by the ITRS Solution.
Milestone 4 – System Development		
16	**Data Cleansing**	■ Execution of Data Cleansing (Acceptance Criteria: Data Cleansing Report that includes results of data cleansing testing to indicate successful completion and resolution of data quality issues)
17	**Data Mapping & Conversion**	■ Execution of Data Mapping (Acceptance Criteria: final Data Mapping Document) ■ Execution of Data Conversion (Acceptance Criteria: Data Conversion Report to indicate successful completion of data conversion)
18	**System Configuration**	■ Execution of system configuration and unit testing (Acceptance Criteria: Demonstration of final system configuration to the County and production of a system configuration report that can be referenced by the County to understand how the system is currently configured)

#	Deliverable Name	Major Components
19	**Interface Development**	■ Execution of interface development and unit testing (Acceptance Criteria: Successful demonstrations of interfaces in the system testing environment)
20	**Report Development**	■ Execution of report development and unit testing (Acceptance Criteria: Submittal of each report developed that is generated from the system with County data)
Milestone 5 – Testing & Readiness		
21	**System Testing**	■ Development of System Test Cases ■ Execution of system testing, defect resolution, regression testing, performance testing (Acceptance Criteria: System test report that indicates system test has met agreed-upon exit criteria)
22	**User Acceptance Testing**	■ Support of User Acceptance Testing and related defect resolution (Acceptance Criteria: User Acceptance Testing report that indicates user acceptance test has met agreed-upon exit criteria) ❑ Support shall include: — Plan and set up test environment — Provide guidance on UAT approach — UAT Training for UAT Testers (system overview, defect reporting)
23	**Training**	■ Execution of Core Team & IT Training ■ Execution of Train the Trainer training ■ Execution of End User training
Milestone 6 - Deployment		
24	**Go-Live**	■ Should include: ❑ Deployment Plan (Rollout) – Detailed and thorough plan for deployment of the planned functionality (for each phase) — Contingency and rollback plan if deployment is unsuccessful — Plan for physical deployment of application components — Smoke test plan that includes steps to verify that deployed application is functioning correctly — Criteria for approving the production use of application — Anticipated downtime with user impact — Data Synchronization Steps — User and service desk communication plan

#	Deliverable Name	Major Components
		– Final deployment approval steps – Duration of deployment activities and required resources ❑ *Activity:* Go/No Go Decision ❑ *Activity:* Go-Live ❑ *Activity:* Onsite Go-Live Support ❑ *Activity:* Help Desk Training

11.2.21 TAB 7L – Security

The Offeror must describe their ability to adhere to the following and as further detailed in the Technical Requirements

- Offerors must describe what security methods and standards are used for remote access.
- Offerors are required to provide information on the types of devices and the options available with their application for remote access.
- Offerors must note if some mobile devices do not offer the full range of functionality available on the application.
- Offerors must describe the requirements of their proposed application to operate remotely from a mobile workstation.

11.2.22 Tab 8A – Product Overview and Roadmap

The Offeror shall provide a Solution and Product Overview, including Product Capabilities and Features, Product History (e.g., prior major releases of the product), and Product Roadmap and Direction. Section shall include:

Product and Service History

- Offerors should describe the history of their application offerings, including initial release date, current version number and current version release date and application development history (that is, if the offerings were developed as a marketable package or as a solution for a particular organization).
- Offerors should indicate how many live customers they have for the proposed application and delivery mode.
- Offerors shall provide detailed information on their product development roadmap for application products.
- Offerors shall indicate which third-party software packages are required for their application to function correctly (for example, application servers, Web servers, databases, agents or clients for backup, or software distribution and security), and should indicate who

is responsible for purchasing and maintaining licenses for this software.

- Offerors should provide a list of any user associations or public discussion areas relating to vendors' product or service offerings.

11.2.23 Tab 8B – Functional Solution Narrative Response

Provide an overview of the modules recommended for the County to support its functional needs. **Maximum 10 pages**.

11.2.24 Tab 8C – Functional Requirements Response Matrix

The Offeror shall complete and submit the Functional Requirements Matrix according to the instructions provided in the matrix.

11.2.25 Tab 8D – Nonfunctional Requirements Narrative Response

Provide a narrative overview that demonstrates an understanding of the County's needs an describes how the Proposed Solution aligns with the County's current state environment. **Maximum 10 pages.**

11.2.26 Tab 8E – Nonfunctional Requirements Response Matrix

The Offeror shall complete and submit the Technical Requirements Matrix according to the instructions provided in the matrix.

11.2.27 Tab 8F – System Architecture and Hosting

Describe the Proposed Architectural Solution that will enable and support the Offeror's Solution. The Offeror's approach, at a minimum, must take the following topics into consideration while providing the details (**Maximum 10 pages**):

- Software Development Tools and Languages.
- Database Type and Structure.
- COTS Product Solution.
- Proposed 3rd Party Software Components (if applicable).
- Middleware and Frameworks.
- Proposed Network Infrastructure.
- Proposed Application Architecture.
- Identification of all supported technology platforms (including supported version numbers) using the table structure below.

Table 9. Supported Technology Platforms

Technology	Platforms (including version numbers)
Server Operating Systems	*Offeror to provide information*
Desktop Operating Systems	*Offeror to provide information*

Technology	Platforms (including version numbers)
Databases	*Offeror to provide information*
Integration Middleware	*Offeror to provide information*
Web Browsers	*Offeror to provide information*
Reporting	*Offeror to provide information*
Mobile Devices	*Offeror to provide information*
Mobile Operating Systems	*Offeror to provide information*

The Offeror's proposal must provide information that can be used by the County to evaluate the Offeror's knowledge of, and intended approach to, provide Hosting services. This information must include at least the following:

- The methodology for continuous monitoring and management to optimize performance and system availability.
- Describe how the Offeror defines and calculates system and support availability.
- The system availability requirement is to achieve 99.9% (or higher) availability. Include information on uptime validation and system restores.
- Based on experience with hosted systems similar to the requirements of Loudoun County, propose a range of severity levels and commensurate response times related to performance issues, incidents and loss of service.
- Describe the options available for the County to monitor uptime of the system.
- Describe physical and data security practices for hosted systems and data.
- Based on experience, describe recommended schedules for regular back-up of standard file systems including:
  - Weekly full back-ups.
  - Daily incremental back-ups.
  - Off-site storage.
- Describe redundancy strategy and restoral procedures, including process to transfer to a secondary location.

- Describe communication and escalation procedures related to incident identification and resolution.
- Describe the approach to applications management in areas including, but not limited to, service package management, application server management, and monitoring and reporting on application processes.
- Provide information on the frequency of upgrades and point releases and the process by which they are tested and rolled out with no, or minimal, disruption to the client. As well as, the process for Loudoun County to approve the release of new software into the Cloud environment.
- Describe the process for upgrading your system software (e.g., annual upgrades, etc.).
- Describe each of Offeror's change management, upgrade and patch management policies.
- Describe Offeror's identity management and help desk procedures for authenticating callers and resetting access controls, as well as establishing and deleting accounts (if that is part of its service).
- Describe Offeror's approach to exporting County's data in an open format (e.g., XML, Text, CSV, etc.) that can be handled by the County. Provide a description, if available, of how an Open Data portal allows retrieval of data typically provided via the FOIA process.
- Describe intrusion detection and prevention capabilities and approaches.
- Describe procedures for installing security patches for all applications.
- Describe how Offeror systematically enforces access controls.
- Describe how County's data is separated and maintained as separate from other customers' data.
- Describe how confidential County data will be hosted.
- Describe how Offeror is able to identify and report on unauthorized releases of County data and prevent unauthorized releases of County data.
- Describe how Offeror implements virus protection and ensures all communication between the hosted environment and the County is virus free, including Electronic Plan Review files.
- Describe the network design, including all protocols, port requirements and transports between the hosted environment and the County.
- Describe how the Cloud systems will communicate securely with interfaces identified in Appendix A-2, Technical Requirements.

- Bug fixes: Offeror must provide a procedure for reporting, tracking, fixing, and user acceptance of bug fixes.
- All requirements, including third-party software, plug-ins, etc., must be identified.

11.2.28 TAB 9 – Offeror References

All Offerors shall include with their proposals, a list of at least three (3) current references, within the last five years, for whom comparable work has been performed. This list shall include company name, person to contact, address, telephone number, fax number, e-mail address, and the nature of the work performed. Failure to include references shall be cause for rejection of proposal as non-responsive. Offeror hereby releases listed references from all claims and liability for damages that result from the information provided by the reference.

Offerors must provide the information below for references:

Agency name and address; Contact name, title, phone, email; Description of the project, start/end dates, scope, status/outcomes, initial and final budget.

11.2.29 Tab 10A – Staff Resumes

Provide a full set of resumes for all project team members being proposed. Separate the set of resumes into two sections: one for Key Personnel and one for the balance of the team.

- For each resume, the following minimum information is required:
  - Name and level within organization
  - Years of total experience
  - Proposed role on project
  - Geographic location
  - Experience in the proposed role
  - Role in the last three projects

11.2.30 Tab 10B – Client References

For Key Personnel only – client references from the last three relevant projects

- Should include the following information: Organization Name and Address; Summary of Organization's Primary Business Function; Summary Description of Organization's Implementation; Summary Description of Proposed Staff Role For Implementation; Organization Representative Contact Information (Name, Title, Phone, Email)

11.2.31 TAB 11– Subcontractors

Offerors shall include a list of all subcontractors with their proposal. Proposals shall also include a statement of the subcontractors' qualifications. The County reserves the right to reject the successful Offeror's selection of subcontractors for good cause. If a subcontractor is rejected the Offeror may replace that subcontractor with another subcontractor subject to the approval of the County. Any such replacement shall be at no additional expense to the County nor shall it result in an extension of time without the County's approval.

11.2.32 TAB 12 - Statement of Compliance with Terms and Conditions

Offerors shall provide a statement of compliance with the Terms and Conditions as listed in this RFP.

Offerors taking exception to these Terms and Conditions or intend to propose additional or alternative language must a.) identify with specificity the individual terms they take exception or seek to replace and b.) include any additional or different language with the proposal. This includes submitting copies of any agreements or contracts your firm would require, if awarded.

11.2.33 TAB 13 - Proprietary Information

All proposals submitted in response to this RFP are subject to the Virginia Freedom of Information Act (FOIA). Place all proprietary information behind this tab. Failure to comply will result in the materials being released to suppliers or the public as provided for in FOIA. Offerors shall also provide a fully redacted copy of its proposal on a flash drive to be utilized for purposes of disclosure under FOIA.

11.2.34 TAB 14 – Additional Material Offeror Wishes to Include for Consideration

The Offeror should include any additional information they wish to provide in this section.

11.2.35TAB 15 – Cost Proposal

Submit Cost Proposal using Appendix J

11.2.36TAB 16 – Change Control

Submit Change Control Processes – see Appendix K as an example.

SECTION 12. INSTRUCTIONS FOR SUBMITTING PROPOSALS

Offerors are to make written proposals that present the Offeror's qualifications and understanding of the work to be performed. Offerors shall address each of the specific evaluation criteria.

12.1 Preparation And Submission Of Proposals

A. Before submitting a proposal, read the ENTIRE solicitation including the Terms and Conditions. Failure to read any part of this solicitation will not relieve an Offeror of the Contractual obligations.

B. Pricing must be submitted using the Cost Proposal Appendix J only. Include other information, as requested or required.

C. All proposals must be submitted to the Division of Procurement in a sealed container. The face of the sealed container shall indicate the RFP number and the title of the RFP.

D. All proposals shall be signed in ink by the individual or authorized principals of the firm.

E. Proposals must be received by the Division of Procurement prior to 4:00 p.m., local Atomic time on the cover of this RFP. The time can be verified by visiting www.time.gov and selecting Eastern time. Requests for extensions of this time and date will not be granted, unless deemed to be in the County's best interest. Offerors mailing their proposals or using private carrier shall allow for sufficient mail time to ensure receipt of their proposals by the Division of Procurement by the time and date fixed for acceptance of the proposals. Do not rely on overnight delivery capabilities of private carriers to guarantee timely delivery of proposals. Proposals or unsolicited amendments to proposals received by the County after the acceptance date and time will not be considered. Proposals will be publicly accepted and logged in at the time and date specified above.

G. Proposals must be submitted via one of the following options:

US Mail to:
County of Loudoun, Virginia
Attn: Division of Procurement
PO Box 7000
Leesburg, Virginia 20177-7000;
or
Hand delivered to:
County of Loudoun, Virginia
Attn: Division of Procurement
1 Harrison Street, S.E., **1st Floor, Procurement Bids and Proposals Drop Box**
Leesburg, Virginia 20175.
or
Private carrier (UPS/FedEx) to:
Loudoun County Procurement
1 Harrison Street, S.E.,

ATTN: PROCUREMENT BIDS & PROPOSALS
Leesburg, Virginia 20175

Faxed and e-mailed proposals will not be accepted.
Please note: Offerors choosing to submit proposals via US Mail or UPS/FedEx should allow at least an additional twenty-four (24) hours in the delivery process to ensure proposals are received on time.

Due to restrictions surrounding the COVID-19 pandemic, public access to County facilities is extremely limited. The mailing of proposals is preferred. However, if a proposal is hand delivered, it will be received in the lobby of 1 Harrison Street, SE, Leesburg, VA 20175 ONLY in the Drop Box labeled: Procurement Bids and Proposals between the hours of 8:30 a.m. and 5:00 p.m.

ALL PROPSOALS MUST BE SUBMITTED AT THIS LOCATION PRIOR TO 4:00 P.M. on the Acceptance Date of the proposal in order to be considered. Proposals will not be accepted at any other building locations or after 4:00 P.M. Failure by an offeror to address and label their proposal in accordance with the requirements of this section may result in proposal being delivered to an incorrect location which will ultimately result in proposal rejection for late submission.

H. Each firm shall submit one (1) original copy, *one (1) electronic copy (in PDF format with the exception of Appendices A, B, and J which shall remain in Excel format) on a USB flash drive and one (1) redacted copy* to the County's Division of Procurement as described herein.

12.2 Questions and Inquiries

Questions and inquiries, both oral and written, will be accepted from any and all Offerors. However, when requested, complex oral questions shall be submitted in writing. The Division of Procurement is the sole point of contact for this solicitation unless otherwise instructed herein. Unauthorized contact with other Loudoun County staff regarding the RFP may result in the disqualification of the Offeror. Inquiries pertaining to the RFP must give the RFP number and the title of the RFP. Material questions will be answered in writing with an Addendum provided, however, that all questions are received by ***10:00 a.m. August 31, 2022***. It is the responsibility of all Offerors to ensure that they have received all addenda and to include signed copies with their proposal. Addenda can be downloaded from www.loudoun.gov/procurement.

12.3 Firm Pricing For County Acceptance

Proposal pricing must be firm for County acceptance for a minimum of one hundred eighty (180) days from proposal receipt date. "Discount from list" proposals are not acceptable unless requested.

12.4 Proprietary Information

The County reserves the right to use information submitted in response to this RFP in any manner it may deem appropriate in evaluating the fitness of the solutions proposed. Ownership of all data, materials, and documentation originated and prepared for the County pursuant to this RFP shall rest exclusively with the County and shall be subject to inspection in accordance with **§ 2.2-4342 of the Virginia Public Procurement Act and the Virginia Freedom of Information Act (§ 2.2-3700 et seq.).** Trade secrets or proprietary information submitted by an Offeror in connection with this solicitation shall not be subject to disclosure under the Virginia Freedom of Information Act; however, *pursuant to § 2.2-4342 of the Code of Virginia, the Offeror must:*

1. *Invoke the protections of this section prior to or upon submission of the data or other materials,*
2. *Clearly identify the data or other materials to be protected; and*
3. *State the reasons why protection is necessary.*

FAILURE TO ABIDE BY THIS PROCEDURE WILL RESULT IN DISCLOSURE OF THE OFFEROR'S INFORMATION.

Offerors must provide as a separate appendix to its proposal a list of all pages in the proposal that contain proprietary information, identify the specific information on each listed page that Offeror deems proprietary information, and the specific reason it deems such information proprietary. Only pages/sections referenced in that list may be considered as proprietary. The classification of an entire proposal as proprietary or trade secret is not acceptable and may be deemed non-responsive. Additionally, Offerors shall not mark sections of their proposal as proprietary if they are to be part of the award of the contract and are of a "material" nature or are not specifically permitted to be protected pursuant to §2.2-3700 et seq. This includes pricing information. The County is not obligated to protect any information that is incorrectly labeled as protected under §2.2-3700 et seq. The Offeror shall also provide a redacted copy of its proposal on CD or flash drive to be utilized for purposes of disclosure under FOIA.

12.5 Authority To Bind Firm In Contract

Proposals MUST give full firm name and address of Offeror. Failure to manually sign proposal may disqualify it. Person signing proposal will show TITLE or AUTHORITY TO BIND THE FIRM IN A CONTRACT. Firm name and authorized signature must appear on proposal in the space provided on the pricing page. Those authorized to sign are as follows:

- If a sole proprietorship, the owner may sign.
- If a general partnership, any general partner may sign.
- If a limited partnership, a general partner must sign.
- If a limited liability company, a "member" may sign or "manager" must sign if so specified by the articles or organization.
- If a regular corporation, the CEO, President or Vice-President must sign.

- Others may be granted authority to sign but the County requires that a corporate document authorizing him/her to sign be submitted with proposal.

12.6 Withdrawal of Proposals

A. All proposals submitted shall be valid for a minimum period of one hundred eighty (180) calendar days following the date established for acceptance.

B. Proposals may be withdrawn on written request from the Offeror at the address shown in the solicitation prior to the time of acceptance.

C. Negligence on the part of the Offeror in preparing the proposal confers no right of withdrawal after the time fixed for the acceptance of the proposals.

12.7 Use of Brand Names

Unless otherwise provided in a Request for Proposal, the name of a certain brand, make or manufacturer does not restrict Offerors to the specific brand, make or manufacturer named; it conveys the general style, type, character, and quality of the article desired, and any article which the County, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. Any catalog, brand name or manufacturer's reference used in the RFP is descriptive -- NOT restrictive – it is to indicate type and quality desired. Proposals on brands of like nature and quality will be considered. If offering on other than reference or specifications, proposal must show manufacturer, brand or trade name, catalog number, etc., of article offered. If other than brand(s) specified is offered, illustrations and complete description must be submitted with proposal. Samples may be required. If Offeror makes no other offer and takes no exception to specifications or reference data, he will be required to furnish brand names, numbers, etc., as specified. Offerors must certify that item(s) offered meet and/or exceed specifications.

12.8 Intentionally left blank.

12.9 Late Proposals

LATE proposals will be returned to Offeror UNOPENED, if RFP number, acceptance date and Offeror's return address is shown on the container.

12.10 Rights of County

The County reserves the right to accept or reject all or any part of any proposal, waive informalities, and award the contract to best serve the interest of the County. Informality shall mean a minor defect or variation of a proposal from the exact requirements of the Request for Proposal which does not affect the price, quality, quantity, or delivery schedule for the goods, services or construction being procured.

12.11 Prohibition as Subcontractors

No Offeror who is permitted to withdraw a proposal shall, for compensation, supply any material or labor to or perform any subcontract or other work agreement for the person or firm to whom the contract is awarded or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn proposal was submitted.

12.12 Proposed Changes to Scope of Services

If there is any deviation from that prescribed in the Scope of Services, the appropriate line in the scope of services shall be ruled out and the substitution clearly indicated. The County reserves the right to accept or reject any proposed change to the scope.

12.13 Miscellaneous Requirements

A. The County will not be responsible for any expenses incurred by an Offeror in preparing and submitting a proposal. All proposals shall provide a straight-forward, concise delineation of the Offeror's capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

B. Offerors who submit a proposal in response to this RFP may be required to make an oral presentation of their proposal. The Division of Procurement will schedule the time and location for this presentation.

C. Selected contents of the proposal submitted by the successful Offeror and this RFP will become part of any contract awarded as a result of the Scope of Services contained herein. The successful Offeror will be expected to sign a contract with the County.

D. The County reserves the right to reject any and all proposals received by reason of this request, or to negotiate separately in any manner necessary to serve the best interests of the County. Offerors whose proposals are not accepted will be notified in writing.

12.14 Notice Of Award

A Notice of Award will be posted on the County's web site (www.loudoun.gov) and on the bulletin board located in the Division of Procurement, 4th floor, One Harrison St, SE, Leesburg, Virginia 20175.

12.15 Protest

Offerors may refer to §§ 2.2-4357 through 2.2-4364 of the Code of Virginia to determine their remedies concerning this competitive process. Protests shall be submitted to the Director, Finance and Procurement.

12.16 Debarment

By submitting a proposal, the Offeror is certifying that Offeror is not currently debarred by the County, or in a procurement involving federal funds, by the Federal

Government. A copy of the County's debarment procedure in accordance with § 2.2-4321 of the Code of Virginia is available upon request.

12.17 Proof Of Authority To Transact Business In Virginia

An Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia shall include in its bid or proposal the identification number issued to it by the State Corporation Commission. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its bid or proposal a statement describing why the Offeror is not required to be so authorized. Any Offeror described herein that fails to provide the required information shall not receive an award unless a waiver of this requirement and the administrative policies and procedures established to implement this section is granted by the Purchasing Agent or his designee. The SCC may be reached at (804) 371-9733 or at http://www.scc.virginia.gov/default.aspx.

12.18 Cooperative Procurement

As authorized in § 2.2-4304 of the Code of Virginia, this procurement is being conducted on behalf of and may be used by public bodies, agencies, institutions and localities of the several states, territories of the United States, and the District of Columbia with the consent of the contractor.

12.19 W-9 Form Required

Each Offeror shall submit a completed W-9 form with their proposal. In the event of contract award, this information is required in order to issue purchase orders and payments to your firm. A copy of this form can be downloaded from http://www.irs.gov/pub/irs-pdf/fw9.pdf.

12.20 Insurance Coverage

Offerors shall include with their proposal a copy of their current Certificate of Insurance that illustrates the current level of coverage the Offeror carries. The Certificate can be a current file copy and does not need to include any “additional insured” language for the County.

12.21 Legal Action

No Offeror or potential Offeror shall institute any legal action until all statutory requirements have been met.

12.22 Certification by Contractor As To Felony Convictions

No one with a felony conviction may be employed under this Contract and by the signature of its authorized official on the response to this Solicitation, the Offeror/Contractor certifies that neither the offering/contracting official nor any of the Offeror’s/Contractor's employees, agents or subcontractors who will work under this Agreement have been convicted of a felony.

SECTION 13. APPENDICES

- APPENDIX A - Functional Requirements
- APPENDIX B – Non-Functional Requirements
- APPENDIX C – Business Capability Model
- APPENDIX D – Signature Page
- APPENDIX E – Authority to Transact Business
- APPENDIX F – County Survey
- APPENDIX G – Cooperative Rider
- APPENDIX H – Loudoun County Technical Standards
- APPENDIX I – Key Dates for Loudoun County Operations
- APPENDIX J – Cost Proposal
- APPENDIX K – Change Control

	RFP RFQ 539782 - A	
	This Proposer Response Template co below to indicate their proposed tec solution, the Proposer shall provide	
	Response Code	
	Confirm Compliance	
	Implemented Previously	
Select One	COTS Configuration	
	Third Party App	
	Customization	
	Proposed Future Version	
	Will Not Meet	
	Note: An omitted response will be a	
	Additional Note: For the Letters and indicating either Low Complexity, M	

ADDENUM NO.1 - APPENDIX A - DETAILED FUNCTIONAL REQUIREMENTS

ontains requirements for the Loudoun County Tax and Revenue System. Proposers shall use the response codes chnology solution(s) ability to fulfill each requirement. If any requirement is not fully met by the proposed an explanation in the comment section.

Definition
The requirement will be met
The requirement has been implemented with the proposed solution on a prior engagement
The requirement will be met through an existing, or configuration of an existing, "Commercial Off The Shelf" product that has been previously developed and tested (this could include a transfer system).
The requirement will be met through a proposed third-party, stand-alone application – cost has been included in the overall proposed pricing. This includes Best-of-Breed. (*Note: custom development including some pre-built functions or modules should be indicated as "Customization"*).
The requirement will be met through custom development – cost and effort have been included in the overall proposed pricing.
The requirement will be met through a future product version that is currently being developed as part of the proposed solution's product life cycle, including products that may currently be in beta. Please provide an estimated availability date in the comment section.
The requirement will not be met.

assumed to be the same as a response code of 'Will Not Meet'.

d Reports Tabs, indicate one response for whether the report is standard or custom, and one response Medium Complexity, High Complexity, or Will Not Meet.

Loudoun County, Virginia

Department of Finance and Budget
Division of Procurement
1 Harrison Street, SE, 4th Floor
Leesburg, Virginia 20175
www.loudoun.gov/procurement

August 26, 2022

NOTICE TO OFFERORS

ADDENDUM NO. 1

RFQ 539782

The following changes and/or additions shall be made to the original Request for Proposal No. RFQ 539782, Integrated Tax Revenue System. Please acknowledge receipt of this addendum by signing and returning with your proposal.

1. The point of contact for this RFP shall be changed **FROM** Sandra Lineberry **TO** Cheryl L. Middleton as noted below:

   Cheryl L. Middleton, CPPB, NIGP-CPP
   Assistant Director/Purchasing Agent
   Phone: (703) 737-8998
   E-mail address: Cheryl.Middleton@loudoun.gov

   All questions and inquiries regarding this RFP should now be directed to Ms. Middleton only. Any questions previously submitted to Ms. Lineberry have already been forwarded on.

2. Appendix A, Functional Requirements will be deleted in its entity and replaced with Addendum No. 1, Appendix A – Functional Requirement.

Prepared By: s/Cheryl L. Middleton, CPPB, NIGP-CPP Date: 8/26/22
Assistant Director/Purchasing Agent

Acknowledged By:______________________________ Date: _________________

Value Real Property	Manage Real Property Assessment Roll	Identify and Manage Real Property Changes	Manage Business and Personal Property Tax	Manage Exemptions	Manage Appeals	Manage Billing	Process Payments	Manage Receivables	Manage Delinquent Receivables	Manage Tax Sales	Manage Reconciliation	Manage Audit & Compliance
Integrate with CAMA	Integrate with CAMA	Integrate with CAMA	Manage Property Valuation	Receive and Validate Exemption Requests	Receive, Create & Manage Appeals Cases	Update & Maintain Bill Templates	Interface with Cashiering System	Update & Maintain Tax Rates	Identify & Manage Delinquent Accounts	Manage Property Tax Sale Cases	Consolidate Reporting for G/L and Cashiering	Manage Customer Audits
Integrate with GIS	Manage Permitting and Sales System Data Inflow	Triage Permits	Manage Depreciation Schedule	Research and Determine Eligibility	Generate & Track Appeal Interactions	Format & Generate Bills	Interface with Online Payment Vendor	Apply Tax Rates and Calculate Tax Due	Calculate & Apply Penalties, Interest and Fees	Maintain Legal Documents & Correspondance Templates	Manage Funds Direction to Multiple Bank Accounts	Manage Adjustments
Update and Maintain Property Characteristics	Track Assessment Event Dates	Update and Maintain Historic Chain of Title	Manage Property Registration	Track Exemption Requests	Document Appeal Resolution	Cancel and/or Reissue a Bill	Interface with County Financial System	Adjust Accounts & Recalculate Tax Due	Identify & Flag Bankruptcy-Related Accounts	Register, Update, Maintain Auction Participant Info	Manage Reconciliation & Flag Discrepancies	Manage Regulatory Compliance & Investigations
Update and maintain property use codes	Generate Annual Property Value Assessments	Identify Ownership & Transfer Changes	Manage Filing	Calculate & Prorate Exemption Values		Manage Tax Payment Receipts	Update Payment Status (pending, posted, etc.)	Manage Revenue Disbursement	Create & Track Payment Plans & Collection Activity	Manage Auction Events	Manage Adjustments	
Identify comparable property(s) by year/ characteristics	Generate Assessment Corrections	Manage Re-zoning Applications	Manage Licensing	Manage Stop Tax Relief			Manage NSF Notifications	Manage Refunds	Manage Debt Offset	Update & Track Tax Lien-to-Sale Process		
Create and Update Property Sketches	Generate Supplemental Assessments		Manage Ownership & Transfer Changes	Track & Report on Tax Relief					Manage DMV Stop			
Perform Cost/ Income/ Market Valuation			Process Information from DMV	Add / Manage Tax Relief Programs					Manage Adjustments when Property is Sold			
Value Complex / mixed-use/ condo Property									Manage Judgements & Liens			
Validate annual property values												
Perform Computer Aided Mass Appraisal												

Support and Administer Functions

- Manage Granular Role-based Identity & Access Management
- Manage Documents/ Content
- Manage & View User Work Queues
- Update, Maintain & Apply Business Rules
- Maintain System Event Calendar
- Create & Maintain Correspondence & Templates
- Provide Accessible & Integrated Data
- Provide Operational & Ad Hoc Reporting, Dashboards
- Intuitive Customer Self-Service Web Portal
- Manage & View Workflow
- Create & Send Notes & Messages
- Manage Online Customer Outreach, Inquiries and Assistance
- Support Bar Code Scanning
- Support Mobile Field Work
- Create, Delete, Merge, Link, Manage, Edit & Deactivate Accounts
- View & Print Detailed Account History
- Manage Addresses (Including Int'l)

Addendum #2 RFP RFQ 539782 Appendix J - Cost Proposal (REVISED)

COST SUMMARY
*Provide the overall costs for each item for the first five years. Add additional rows as necessary. Itemized implementation costs are on the next tab. *Provide a cost proposal narrative including how subscription fees are derived (i.e. users, record count) and any assumptions that were used in determining the fees. Pricing assumptions should provide clarity on the breakdown of activities proposed to be delivered remotely versus on site.

Item	Description	Year 1 Price	Year 2 Price	Year 3 Price	Year 4 Price	Year 5 Price	Year 6 Price	Year 7 Price	Total
1	Subscription / Licensing Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
2	Implementation Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
3	Training Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
4	Annual Software Support and Maintenance Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
5	<Add additional lines as necessary>	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Total Solution Costs	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**

Cost Proposal Narrative Response

Loudoun County, Virginia

Department of Finance and Budget
Division of Procurement
1 Harrison Street, SE, 4th Floor
Leesburg, Virginia 20175
www.loudoun.gov/procurement

September 9, 2022

NOTICE TO OFFERORS

ADDENDUM NO. 2

RFQ 539782

The following changes and/or additions shall be made to the original Request for Proposal No. RFQ 539782, Integrated Tax Revenue System. Please acknowledge receipt of this addendum by signing and returning with your proposal.

1. The Acceptance Date has been changed **FROM** September 22, 2022 **TO** October 4, 2022, prior to 4:00 p.m. local Atomic Time.

2. Questions and answers related to this RFP.

3. Section 4.1 Milestone Schedule shall be replaced in its entirety with the below:

Milestone	Date
RFP Release	August 8, 2022
Q&A Period Ends	August 31, 2022
Proposal Due Date	October 4, 2022
Proposal Evaluation Begins	October 7, 2022
Shortlist Notifications	November 4, 2022
Interviews and demonstrations	November 28-December 14, 2022
Final Selection	By December 30, 2022
Negotiations	January 2023
Formal Contract Award	March 2023

4. Section 11.2.14 TAB 7D-Implementation Approach shall be replaced in its entirety with the following:

    Provide a narrative that identifies the implementation lifecycle approach for the Project (appropriate to the scope, magnitude, and complexity of the Solution) that includes, at a minimum, how and when the following activities shall be performed: concept, requirements, design, development, test, and installation. Any implementation methodology, such as Agile or Waterfall, shall be clearly described along with the quality management processes in place to ensure a successful implementation. This section response shall also include the offeror's plan for onsite and offsite (virtual) delivery of implementation services. Maximum ten pages.

5. Appendix C will be replaced in its entirety with the Revised Appendix C included with this addendum.

6. Appendix J will be replaced in its entirety with the Revised Appendix J included with this addendum.

Prepared By: s/Cheryl L. Middleton, CPPB, NIGP-CPP Date: 9/9/2022
Assistant Director/Purchasing Agent

Acknowledged By:______________________________ Date: ________________

Questions and Answers

1	Q	Section 11.2.33 (Tab 13) states: "Place all proprietary information behind this tab." Section 12.4 states: "Offerors must provide as a separate appendix to its proposal a list of all pages in the proposal that contain proprietary information, identify the specific information on each listed page that Offeror deems proprietary information, and the specific reason it deems such information proprietary. Only pages/sections referenced in that list may be considered as proprietary." Please clarify if the County is requesting: • All proprietary information confined to Tab 13 OR • A separate list of proprietary information in an additional appendix OR • Both?
	A	**All proprietary information should be placed in Tab 13.**
2	Q	Section 12.4 States: "The Offeror shall also provide a redacted copy of its proposal on CD or flash drive to be utilized for purposes of disclosure under FOIA." Please clarify if the County requires: • A separate CD or flash drive for the redacted response AND • A separate redacted hard copy of the response.
	A	**The County requires a separate flash drive redacted proposal response. A separate hard copy redacted version is not required.**
3	Q	Section 12.1.D states: "D. All proposals shall be signed in ink by the individual or authorized principals of the firm." Would DocuSign be an acceptable alternative to wet signatures?
	A	**Yes, the DocuSign, scanned or any other form of electronic signature is acceptable to the County.**
4	Q	MAC-28 states: "The system shall generate an Inspection Report with all pictures, forms (full or partial), property information, tax map, aerial map, and other related information and documentation related to an application and inspection." Does Loudoun County have a 3rd party provider it expects the vendor to integrate with to provide those items in a report?
	A	**Yes, it would be the information that is contained within Tyler iasWorld, pictorials from Environmental System Research Institute (ESRI) that are in Weblogis, and documents from Laserfiche.**
5	Q	MAC-32 states: "The system shall provide the ability to maintain information about inspector assignments, per user specified criteria (e.g. zip code(s), start and end dates, etc.)." Please clarify "inspector". Is Loudoun County referring to an internal or external inspector?
	A	**The County is referring to an internal inspector. Inspector is defined as a Tax Compliance Officer or Business Tax Assessor. The System shall be able to assign staff by geographic area, taxpayer name, etc.**

6	Q	MAC-33 states: "The system shall provide the ability to maintain key information about each field inspection visit conducted, per user-specified criteria (e.g. assignment date, tax account #, inspection date, business(es) visited, etc.)." Please clarify Loudoun County's definition for field inspection visit. Is the County referring to a field appraiser role?
	A	**No, this is not related to Real Estate appraisal. This is a field audit of businesses.**
7	Q	MAC-34 states: "The system shall provide the ability to maintain records for each inspection." Is Loudoun County referring to a field appraisal?
	A	**No, this is not related to Real Estate appraisal. This is a field audit of businesses.**
8	Q	The RFP states: "Proposal Due Date September 22, 2022." Would the County consider extending the deadline to 10/20/2022, giving prospective bidders additional time to carefully assess each of the functional and non-functional requirement to understand the County's needs and provide quality responses?
	A	**The County has extended the due date as per the revised RFP schedule in this Addendum.**
9	Q	Does the County intend for vendors to print out the Excel spreadsheets (Appendices A, B, and J) and include them with the hard copy submission?
	A	**Yes, Offerors are required to complete Appendices A, B and J and include with proposal response.**
10	Q	Does the County intend for vendors to provide redacted versions of proposals in hard copy, electronically on a USB, or both?
	A	**Refer to Question 2 above.**
11	Q	How should vendors respond to Appendix G - Cooperative Rider Clause in Tab 4D of our proposals? (i.e., Will an acknowledgment of this document be sufficient?)
	A	**Offerors shall provide a statement as to whether they are willing to extend a contract to any of the COG rider jurisdictions, if awarded a contract.**
12	Q	Tab 7E - Key Implementation Risks and Mitigation Strategies is included in the Proposal Organization Tab on p. 30. However, there are no instructions provided for this tab in the Detailed Response Instructions. Does the County have specific points they would like vendors to address in this section?
	A	**The reference to 7E on page 30 of the RFP shall be removed in its entirety.**
13	Q	Tab 8 - Solution Response Requirements is included in the Proposal Organization Tab on p. 30. However, there are no instructions provided for this tab in the Detailed Response Instructions. Does the County have specific points they would like vendors to address in this section, aside from Tabs 8A-8F?
	A	**No, responses are only needed for 8A-8F.**

14	Q	Tab 10 - Staff Resumes and References is included in the Proposal Organization Tab on p. 30. However, there are no instructions provided for this tab in the Detailed Response Instructions. Does the County have specific points they would like vendors to address in this section, aside from Tabs 10A and 10B?
	A	**No, responses are only needed for 10A and 10B.**
15	Q	Is the County looking for responses to Appendices C, H, I, and K, or have these documents been provided for informational purposes only?
	A	**No, these appendices are for informational purposes only. No responses are needed.**
16	Q	For Appendix A, sheets titled "Letters" and "Reports," the drop-down for "Report Complexity (L/M/H)" only has the option of "X." Should there be options for "L," "M," and "H," and do these letters stand for "Low," "Medium," and "High"?
	A	**See Addendum #1 for a revised Appendix A.**
17	Q	For Appendices A and B, can vendors select BOTH "Confirm Compliance" and "Implemented Previously" on applicable items?
	A	**Yes**
18	Q	Appendix A. Functional Requirements – VRP: Integrate with CAMA Requirement VRP-1 states: "The system shall provide the ability to automatically retrieve user-specified data associated with a system account from the CAMA system, based on configurable criteria." Will the system need to calculate the fair market, assessed and taxable value, for all real and personal property or will this be provided by the CAMA system?
	A	**The fair market, assessed and taxable value for real property will be provided by the CAMA system. For personal property, please refer to the functional requirements in Appendix A, especially MBPPT: Manage Property Valuation.**
19	Q	Appendix B Non-Functional Requirement – D1.1 The requirement states "... data elements.. for the past 20 years..." Is there a data retention policy or other legislation/ordinance driving this number of years?
	A	**Loudoun County follows the guidelines set for by the Library of Virginia, General Schedules for Localities.** https://www.lva.virginia.gov/agencies/records/sched_local/
20	Q	Appendix B Non-Functional Requirement – D1.14, D1.15 The requirement states ".. convert both structured and unstructured data." Please provide some metrics (size/scope /type) for this unstructured data
	A	**In production, there are 988 combined database tables. If it is part of the Offerors approach, the County expects the Offerors to outline how they intend to migrate relevant unstructured data such as, but not limited to images, documents of various formats (e.g. pdf, doc, xls, etc.), geo-spatial data, emails, etc. Ascertaining the specific volume of such unstructured data should be part**

<table>
<tr><td></td><td></td><td>of the Offerors plan, along with recommendations on best practices with regard to what data to migrate, how many years of data, and how will unconverted/unmigrated data be handled going forward.</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td rowspan="2">21</td><td>Q</td><td>Section 6. Scope of Services
Would the County please provide a detailed list of all taxes, licenses, renewals and forms in scope and provide sample forms and applications for each?</td></tr>
<tr><td>A</td><td>The following is a sample list from the Commissioner of the Revenue:
• Real estate assessment - Annually
• Land use assessment - Annually
• Business professional & occupational license tax- Annually
• Business tangible personal property tax -Annually
• Bank franchise tax- Annually
• Transient occupancy tax - Quarterly
• Short-term rental tax - Quarterly
• Going out-of-business permit- 60 Day
• Consumer utility tax- Monthly
• Mixed beverage license - Annually
• Coin-operated machines – Annually
• Bondsmen license – Annually
• Itinerant vendor license – Annually
• Fortune teller tax – Annually
• Public Service Corporation - Annually
• Tangible personal property tax on automobiles, motorcycles, trucks, boats, campers, mobile homes, trailers, and aircraft - Annually
• Tax relief for the elderly or totally and permanently disabled - Annually

Treasurer’s Office bills and collects for all taxes assessed by the Commissioner of Revenue’s Office. Samples of the most common bills are located on our website for public view. Additionally, the Treasurer’s office has a few additional forms associated with refunds and collection actions. Specific examples will be provided by the Treasurer’s office to vendor(s) that are selected for interview portion of RFP process.</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td rowspan="2">22</td><td>Q</td><td>The RFP states a preference for a cloud-based Integrated Tax Revenue system, but also includes technical requirements that apply to an on-premises installation (i.e., hardware and secondary software requirements). If a vendor is proposing a cloud-based solution, is it expected that these types of technical responses should be addressed or is a response of “non-applicable” sufficient?</td></tr>
<tr><td>A</td><td>If a vendor is proposing a cloud-based solution, it is expected that they will provide a response confirming compliance and include an explanation of how the cloud solution is meeting the intent of the requirement in the Proposer Comments column.</td></tr>
</table>

23	**Q**	In Appendix C, the Loudoun County Business Capability Model, there are Foundational capabilities listed that will typically reside outside of a Tax Revenue system. For example, ‘Value Real Property’, is listed as a Foundational capability with a number of ‘CAMA’ system responsibilities noted (such as sketching properties). Are these Foundational capabilities beyond the ‘CAMA Conversion’ expected to be delivered as part of the proposal?
	A	**See revised Appendix C. The scope of services for the Tax Revenue system is limited to integrating with the County’s CAMA and GIS solutions and support the necessary business processing.**

LOUDOUN COUNTY VIRGINIA

Procurement

Department of Finance and Budget
1 Harrison Street, SE, PO Box 7000 Leesburg, VA 20177-7000
703-777-0403
procurement@loudoun.gov
loudoun.gov/procurement

September 27, 2022

NOTICE TO OFFERORS

ADDENDUM NO. 3

RFQ 540782

The following changes and/or additions shall be made to the original for the Request for Proposal (RFP) for the Grants Management System, RFQ 540782. Please acknowledge receipt of this addendum by signing and returning with your proposal.

1. **PLEASE NOTE:** The Acceptance Date is changed to prior to 4:00 p.m. on October 6, 2022.

Prepared By: s/Diane C. Smith, NIGP-CPP/CPPB Date: September 27, 2022

Acknowledged By:_______________________________ Date: ________________________

RFP RFQ 539782 - /

BCM Category	Requirement #
MA: Document Appeal Resolution	MA-1
MA: Document Appeal Resolution	MA-2
MA: Generate & Track Appeal Interactions	MA-3
MA: Generate & Track Appeal Interactions	MA-4
MA: Generate & Track Appeal Interactions	MA-5
MA: Generate & Track Appeal Interactions	MA-6
MA: Receive, Create & Manage Appeals Cases	MA-7
MA: Receive, Create & Manage Appeals Cases	MA-8
MA: Receive, Create & Manage Appeals Cases	MA-9
MA: Receive, Create & Manage Appeals Cases	MA-10
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MA: Receive, Create & Manage Appeals Cases	MA-12
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APPENDIX A - Loudoun County Functional Requirements

Description
The system shall provide the ability for a user to make an appeal determination, document the determination and generate and issue a tailored determination letter to the taxpayer, per user-specified criteria.
The system shall provide the ability to validate that all appropriate information and documentation has been completed prior to moving appeals cases to closed status.
The system shall provide the ability to automatically flag an appeal as ineligible for consideration if the statute of limitations time period has expired, based on user-specified criteria.
The system shall provide the ability to display the history of the dollar amount change in assessment value, tax, penalties and interest associated with each appeal action within an account.
The system shall provide the ability to consolidate and track all documents, transactions and communications related to an appeal within a case on the account.
The system shall provide the ability to require user-specified approval(s) for any change made to an account with an appeal in progress.
The system shall provide authorized users with the capability to select the documents required from the Taxpayer to conduct the audit from a preset list of documents
The system shall provide the ability for a taxpayer to submit appeals online and via offline methods and attach all relevant documentation.
The system shall provide the ability for users to determine the criteria used to flag accounts with appeal statuses.
The system shall provide the ability for users to maintain key information about each appeal, including but not limited to: Tax types and years being appealed, received date and status, related audit record, assigned reviewer, expected and actual completion date, statute date and results.
The system shall provide the ability to assign an appeals user to manage each appeal.
The system shall provide the ability to assign an assessor to an assessment appeal.
The system shall provide the ability to automatically kick off workflow processes for the various appeals-related activities, per user-specified criteria.

The system shall provide the ability to capture user-specified attributes for each assessment or audit appeal that is conducted, including but not limited to: property classification, tax years under appeal, appeal reason, appeal received and assignment dates, assigned assessor, expected and actual completion dates, statute extension date and appeal results.
The system shall provide the ability to create an Appeal Worksheet for each occurrence of an appeal, per user-specified criteria.
The system shall provide the ability to display the appeal status and the user assigned to the appeal for the most recent appeal on the tax account records for each tax type and tax year under appeal.
The system shall provide the ability to indicate when an adjustment is the result of an appeal.
The system shall provide the ability to maintain assessment and audit appeal records.
The system shall provide the ability to maintain the appeal history for an account.
The system shall provide the ability to manually change or automatically update a classification on the account and in the Appeal Worksheet during the appeal.
The system shall provide the ability to record multiple appeal occurrences on the same tax account.
The system shall provide the taxpayer with the capability to Appeal a classification or an Assessment Value that is within the statute of limitations for submitting appeals.
The system shall provide the ability to pull a list of accounts and items on each account and assign en masse or individually at the account level based on user-specified criteria.
The system shall provide the ability to track the dollar amount change in tax, penalties and interest assessed by all entities (Treasury and Commissioner's offices) and associated with each business tax audit and appeal action.
The system shall provide authorized users with the ability to override system-generated calculations with manual adjustments and require a reason for the change.
The system shall provide the ability to capture key information for tax account adjustments, including but not limited to the reason, date and time, adjustment amount, period and adjuster.
The system shall provide the ability to indicate the reason for a change in assessment, tax, penalty and interest amount on an account (audit, judgement, appeal, etc.).
The system shall provide the ability to manually adjust or automatically update assessments/valuations, taxable units, gross receipts and other values in an Audit Worksheet, and elsewhere, as required, during the appeal, per user-specified criteria.
The system shall provide the ability to manually adjust or automatically update valuations, taxable units, gross receipts and other values in an Appeal Worksheet during the appeal, per user-specified criteria.
The system shall route adjustments through multi-tier approvals based on policy and adjustment amount.

The system shall provide authorized users with the capability to select the documents required from the Taxpayer to conduct the audit from a preset list of documents, and including the ability to add an "other" document for items not in the preset list.
The system shall provide authorized users with the capability to update the audit status in the system, including but not limited to the assigned auditor, communications with taxpayer and field work results.
The system shall have the capability to add audits to the audit list for the following year.
The system shall have the capability to generate a general audit work list and individual work lists of accounts to be audited.
The system shall have the capability to prepopulate an audit workbook template with account information.
The system shall have the capability to select accounts for auditing based on preconfigured business rules, such as high dollar accounts.
The system shall provide authorized users with the capability to generate the audit findings packet for the Taxpayer.
The system shall provide authorized users with the capability to review the list of accounts to be audited and manually make changes as necessary.
The system shall provide the ability to assign an auditor to a tax account audit.
The system shall provide the ability to automatically kick off audit workflow processes for the various audit-related activities, per user-specified criteria.
The system shall provide the ability to create an Audit Worksheet for each occurrence of an audit, per user-specified criteria.
The system shall provide the ability to display information on the account records for each tax type and tax year under audit, including but not limited to audit status, key dates, assigned auditor, tax types and years under audit, audit type, expected and actual completion date, audit results, and taxpayer notification date.
The system shall provide the ability to display the audit status and the user assigned to the audit for the most recent audit on the tax account records for each tax type and tax year under audit.
The system shall provide the ability to indicate the type of audit that was conducted for each audit, to include the type of visit, when applicable.
The system shall provide the ability to indicate when an adjustment is the result of an audit.
The system shall provide the ability to manually change or automatically update a classification on the account and in the Audit Worksheet during the audit.
The system shall provide the ability to record multiple audit occurrences on the same tax account.
The system shall provide the ability to require user-specified approval(s) for any change made to an account with an audit in progress.
The system shall provide the ability for authorized users to remove an item from a work queue without taking any action on it (defer review).

The system shall provide the ability to track the dollar amount levied or adjusted in tax, penalties and interest associated with each tax account created as a result of an audit or appeal.
The system shall generate an Inspection Report with all pictures, forms (full or partial), property information, tax map, aerial map, and other related information and documentation related to an application and inspection.
The system shall provide the ability to associate any business tax account creation or action with a specific inspection occurrence.
The system shall provide the ability to automatically kick off inspection workflow processes for the various inspection-related activities, per user-specified criteria.
The system shall provide the ability to create and manage inspection cases, using standardized templates, related to applications and filings.
The system shall provide the ability to maintain information about inspector assignments, per user specified criteria (e.g. zip code(s), start and end dates, etc.).
The system shall provide the ability to maintain key information about each field inspection visit conducted, per user-specified criteria (e.g. assignment date, tax account #, inspection date, business(es) visited, etc.).
The system shall provide the ability to maintain records for each inspection.
The system shall provide the ability to maintain the inspection history for inspection performed.
The system shall provide the ability to record multiple inspections on the same record.
The system shall provide the ability to review, edit, validate, and submit the Inspection Report.
The system shall provide the ability to generate bills from list of outstanding taxes at the account level.
The system shall provide the ability to indicate quality issues for correction for individual bills or all bills with the same bill type, resetting their approval status and requiring re-approval.
The system shall provide the ability to modify, correct, and supply additional documentation or information related to bills and reissue a bill.
The system shall provide the ability to modify, correct, and supply additional documentation or information related to bills.
The system shall provide the ability to view, create, edit, submit and cancel bills.
The system shall retain the entire billing history, including original, canceled and corrected/reissued bills for user access when reviewing account activities.

The system shall provide the ability for tax bills to automatically generate if levy not paid by the waiver date.
The system shall provide the ability for taxpayers to sign up for e-billing.
The system shall provide the ability to automatically or manually print bills, notices and related documents, including liens, lien releases, court action letters summons, etc.
The system shall provide the ability to calculate for specific date and display the following on tax bill: tax, penalty, interest and late fees.
The system shall provide the ability to export a file of user-defined selected bills.
The system shall provide the ability to extract data for printing of mass quantity of bills.
The system shall provide the ability to generate a business and professional occupational license bill that includes a list of all outstanding taxes at the account level.
The system shall provide the ability to generate a personal property tax levy immediately, without requiring the running of a scheduled batch process, after the initial book has been run and as soon as all information necessary to create the levy has been entered, given the appropriate notification has been made and approval granted.
The system shall provide the ability to generate statement-style billing for personal property and business tangible personal property taxes that includes, at a minimum, a description of the property, the assessed value, use type, tax period, supplement code months billed, prior past due balance, current charges, a separate line for each form of tax relief, previous payment detailed apportionment (tax, penalty, interest and fees) and the total amount outstanding on the account, by period.
The system shall provide the ability to generate statement-style billing for real estate taxes that includes, at a minimum, a description of the property being taxed, parcel description, tax map number, mortgage company, the tax account and tax district, land, improvement and land use values, taxable assessment, tax rate, annual tax, prior past due balance, current installment due for tax account on tax bill, a separate line for each form of tax relief and payments previously received against the current charges due on tax bill.
The system shall provide the ability to review auto-generated bill PDFs for a sampling of approved bills in each bill type, as configured per policy, and indicate quality issues for correction.
The system shall provide the ability to send eBills to taxpayers.
The system shall provide the ability to submit approved bills and relevant inserts for distribution via in-house printing or via an external Print Vendor, if no quality issues are found.
The system shall provide the ability for a cashier to record the receipt of a payment after transaction has been voided.
The system shall provide the ability for authorized users to apply prepayments / payments to accounts with no levies.

The system shall provide the ability for cashiers to accept departmental deposits payments.
The system shall provide the ability for the system to calculate and display the amount of money to be returned to customer.
The system shall provide the ability to accept multiple payment types for a transaction and an unlimited number of each type of payment for a transaction.
The system shall provide the ability to accept partial payments, zero dollar payments, overpayments, and prepayments/payments when no payments are due.
The system shall provide the ability to accept payment on receivables, including overpayment and partial payment.
The system shall provide the ability to apply payments proportionately in accordance with County order of precedence ordinance.
The system shall provide the ability to automatically transfer prepaid monies to a receivable associated with the prepaid account.
The system shall provide the ability to balance and post payments from the all configured payment sources.
The system shall provide the ability to generate payment receipts for taxpayers for payments made via all payment methods (e.g. online, in-person and via mail).
The system shall provide the ability to manually create "Paid" receipts.
The system shall provide the ability to prevent the user from paying the same tax bill or other receivable more than once within a given transaction.
The system shall provide the ability to process Bulk payment option for Mortgage/Escrow companies/Banks by allowing the authorized user to identify, indicate, and send payments for respective properties (Electronic Key Bulk Payment). In addition, the system should allow customers to submit address changes, or add remove properties to/from their key numbers.
The system shall provide the ability to record an effective date for each accounting transaction and the actual date that it was recorded.
The system shall provide the ability to record drawer counts throughout the day.
The system shall provide the ability to record key information about manual transfers of money between associated accounts, including but not limited to the amount, actual and effective dates, reason, recipient and donor account #, debt and credit indicators and the user performing the transfer.
The system shall provide the ability to record the receipt of payments.
The system shall provide the ability to record the type of payment a cashier receives.
The system shall provide the ability to void transactions during the current day's work and record a comment explaining the reason for the void.
The system shall provide authorized reviewers with the ability to review and edit billing templates.
The system shall provide the ability to establish depreciation schedules by asset type and calculate and track against the depreciation schedule.

The system shall provide the ability decide whether or not to apply a filing extension date to one, some or all of a taxpayer's accounts. based on the date and whether or not filing has not yet been received for that tax year, configured according to user-specified business rules.
The system shall provide the ability for taxpayers to perform online filing of business tangible property, total cost value for prior years and leased property data to fulfill the annual business tangible property filing requirement, including for $0 filings.
The system shall provide the ability for taxpayers to perform online filings to renew a business license.
The system shall provide the ability to accept information from multiple tax filings for the same tax account and the same tax year, based on configurable criteria.
The system shall provide the ability to automatically generate and print a new filing form with the updated address when an address change is made, based on configurable criteria.
The system shall provide the ability to automatically reverse the application of a late filing penalty on a tax levy for a specific account and tax year after the initial levy and penalty have been created when a filing extension date is entered and the extension date is greater than the filing date.
The system shall provide the ability to configure workflow processes for handling, rejecting or returning incomplete filings to the taxpayer.
The system shall provide the ability to defer the application of a late filing penalty until after the filing extension date has passed.
The system shall provide the ability to establish filing due date(s) by account type and by the user-specified method (e.g. specific date, calendar event, account start date, etc.).
The system shall provide the ability to extend the filing deadline to a user-specified date for a specific account and tax year.
The system shall provide the ability to associate information pertaining to leased equipment reported by the lessee to the related leasing company account within the System.
The system shall provide the ability to link the history of changes on a property account to the combination of both owner and property, so that when the ownership of a property changes, the history from the previous owner does not transfer to the new owner.
The system shall provide the ability to maintain information pertaining to leased equipment reported by the lessee.
The system shall provide the ability to retrieve for display on the user view of the rental property record any information or field values on the associated real property account.
The system shall provide the ability to utilize any information or field values on the associated real property account in logic criteria for system processes and queries related to a rental property record.
The system shall provide the ability for authorized users to maintain a list of account sources for property accounts.

The system shall provide the ability to automatically associate each personal property account with a property classification and tax rate based on configurable criteria.
The system shall provide the ability to automatically create the taxpayer record and account(s) in real-time, per user-specified criteria (e.g. immediately upon submission of an online Business Tax Application).
The system shall provide the ability to automatically determine the location type for each business tangible property account based on user-specified criteria.
The system shall provide the ability to maintain a list of leasing companies and their attributes so that users can select to associate an individual or business personal property account with a leasing company.
The system shall provide the ability to maintain lessee information, including but not limited to company name and address, for any piece of property being leased.
The system shall provide the ability to maintain multiple business tangible property accounts for the same owner names, trade name, property type, and physical address where the situs is different.
The system shall provide the ability either automatically update the assessor assignment or not automatically update the assignment on each account in accordance with user-determined configuration criteria.
The system shall provide the ability for authorized users to approve, modify or reject requested assessment changes (for example, based on mileage).
The system shall provide the ability for authorized users to configure the roll logic used to set the default assessment method for each property account in the subsequent tax year.
The system shall provide the ability for authorized users to maintain the standard assessment amounts for certain property types (such as antique vehicles) and the effective date of the assessment amount.
The system shall provide the ability to automatically assign an assessor to each account, based on configurable criteria.
The system shall provide the ability to automatically create a property tax statutory assessment and levy on an account for which a tax declaration filing has not been received by the filing deadline date or extended filing deadline date for the property account, whichever is later.
The system shall provide the ability to automatically populate the user-specified fields upon personal property account creation with data from NADA, based on VIN and assessment method, including but not limited to model year, make, model, body type, fuel type, assessment value and adjustments and reason(s) for adjustments.
The system shall provide the ability to automatically recalculate the assessment valuation of a property account whenever a change is made to any of the property total cost values for prior years fields.
The system shall provide the ability to automatically set the default assessment method for each property account in the subsequent tax year, based on the actual assessment method for the current tax year and configurable roll logic.
The system shall provide the ability to automatically set the default assessment method for each property account upon creation, based on configurable criteria.

The system shall provide the ability to configure a list of reasons for changing a property value.
The system shall provide the ability to configure for each tax year the NADA valuation is being utilized for assessment purposes.
The system shall provide the ability to configure the criteria used to associate each personal property account with a property classification.
The system shall provide the ability to configure the criteria used to automatically assign accounts to assessors.
The system shall provide the ability to configure the criteria used to limit the actual assessment method choices available for user selection on a property account.
The system shall provide the ability to create a proposed assessment valuation for all classifications of property for each tax year, based on property attributes.
The system shall provide the ability to create a proposed assessment valuation upon entry of data in the total cost values for prior years fields.
The system shall provide the ability to limit the actual assessment method choices available for user selection on a property account based on configurable criteria, and maintain the actual assessment method used for each personal property account for each tax year.
The system shall provide the ability to maintain assessment methodology attributes, including but not limited to the methodology ID, effective start and end dates, description, calculation and any other user-specified criteria.
The system shall provide the ability to maintain current and historical assessment information for each account.
The system shall provide the ability to maintain information about each adjustment to a property assessment, tax, penalty, interest and/or total cost value for prior years.
The system shall provide the ability to maintain key information about each property classification for tax assessment and billing purposes, including but not limited to the classification ID, description, filing requirements, delinquency and penalty information, due dates, minimum and maximum thresholds, and other user-specified criteria.
The system shall provide the ability to maintain mobile home assessment value information on a cost per square foot basis for each tax year.
The system shall provide the ability to monitor all assessments to ensure that all properties are assessed prior to creating the Property Tax Book and Supplemental Property Tax Book, based on user-specified criteria.
The system shall provide the ability to override the automatic assessor assignment and manually assign an assessor to an account.
The system shall provide the ability to prevent an automatic assessment adjustment for high mileage when the reported mileage amount exceeds the tolerance threshold based on the year of the vehicle (to avoid erroneous assessments based on data entry errors).
The system shall provide the ability to utilize vehicle mileage in conjunction with vehicle mileage adjustment data from NADA or other similar valuation service to automatically calculate assessment adjustments based on mileage.
The system shall provide the ability for a taxpayer to submit license applications and attach all relevant documentation.

The system shall provide the ability for users to maintain key information for each business license account, including but not limited to: Tax ID, business license acct #, creation date, assigned assessor, account source, owner and trade name, beginning and end liability date, employee #, square footage, location and mailing addresses, exemptions.
The system shall provide the ability to allow a business taxpayer at a designated place of business to obtain multiple business licenses for that location for the same license period, provided the business activity classification for each license is different.
The system shall provide the ability to automatically determine the location type for each business license tax account physical address based on specified criteria.
The system shall provide the ability to capture key information about a dog licenses, including but not limited to: previous and current tag #, microchip ID, pet name, species, sex, age, color and breed, owner contact information, whether the animal is spayed or neutered and the vaccine number and expiration date.
The system shall provide the ability to capture key information about each business license tax account and each tax year, including but not limited to tax year, license #, license period begin and end dates, license issued by, taxable units and amount, business activity classification and filing information.
The system shall provide the ability to generate a business license tax levy immediately, without requiring the running of a scheduled batch or book process, as soon as all information necessary to create the levy has been entered.
The system shall provide the ability to issue a business license immediately, without requiring the running of a scheduled batch or book process, as soon as all requirements for issuance have been met.
The system shall provide the ability to maintain a list of license periods and basis periods and to configure the criteria for each license period.
The system shall provide the ability to maintain business license tax records.
The system shall provide the ability to maintain current and historical business license tax taxable units information for each business license tax account.
The system shall provide the ability to maintain key information about each business license and other local tax classification for tax assessment and billing purposes, including but not limited to: classification ID, methodology classification, tax rate ID, due dates, minimum and maximum thresholds, delinquency and penalty information, and other user-specified criteria.
The system shall provide the ability to maintain the criteria used to determine when a business license tax record for a specific business activity classification may be created when the primary taxing authority on the business license tax account is not Loudoun County.
The system shall provide the ability to prevent the issuance of a business license and levy when all filing and payment requirements for issuance have not been met and display the reason(s), based on user-specified configurable criteria.
The system shall provide the ability to prohibit a business license tax record to exist if it does not meet the required user-specified conditions (e.g. rental classification with no associated property), with the ability for authorized users to override the requirements.

The system shall provide the ability to track, account for, and levy each license period individually.
The system shall provide the ability to utilize license periods and basis periods that span tax years.
The system shall provide the ability to search for active business accounts and new business registrations in Loudoun County via the web portal per user-specified criteria.
The system shall provide the ability to automatically import vehicle information from DMV, per user-specified criteria.
The system shall provide the ability to prevent creating personal property accounts for vehicles that are garaged in other jurisdictions when uploading data from an imported DMV file.
The system shall provide the ability to create and update taxpayer accounts based on approved data from an imported DMV file, including both owned and leased vehicles.
The system shall provide the ability to import lease data from DMV and associate it with the appropriate accounts or flag if it is not associated with an existing account.
The system shall provide the ability to send information to the DMV to convey the need to establish or remove a DMV stop.
The system shall provide the ability to calculate penalties and interest on deferred taxes deemed eligible for recapture under the Roll-Back program, per user-specified criteria.
The system shall provide the ability for authorized users to adjust and waive penalties, interest and fees.
The system shall provide the ability to add fees to an account.
The system shall provide the ability to add multiple user-defined fees to tax accounts.
The system shall provide the ability to add user-defined fees to non-tax account receivables.
The system shall provide the ability to adjust the penalty, interest, and/or fees for an account when accepting payments.
The system shall provide the ability to apply a late filing penalty and issue a notice to the taxpayer.
The system shall provide the ability to assess a penalty for not filing by a specified deadline, with configuration of rules by filing and account type.
The system shall provide the ability to assess a penalty for not paying tax due by a specified deadline, with configuration of rules by filing and account type.
The system shall provide the ability to automatically adjust penalty, interest and fee amounts levied based on a change to any field in the underlying criteria used to generate the levies, per user-specified configuration.
The system shall provide the ability to automatically allocate interest per user-defined calculations and frequency.
The system shall provide the ability to automatically apply penalty, interest and fees to a tax account.

The system shall provide the ability to automatically calculate the penalty, interest and fee amount to be assessed, based on user-specified criteria.
The system shall provide the ability to waive credit card fees on correcting entries.
The system shall provide the ability to add non-tax accounts receivables to the collections system.
The system shall provide the ability to alert users of the current collection status of tax accounts to which they are attempting to apply payment.
The system shall provide the ability to create and monitor collections cases for outstanding taxpayer debts, per user-defined rules.
The system shall provide the ability to create payment plans for outstanding taxpayer debts, per user-defined rules (e.g. dollar limits, maximum repayment period, default terms, etc.) and monitor payments against the plans, including tracking and creating notifications for missed payments.
The system shall provide the ability to defer penalty and interest, when a taxpayer is in an active payment plan.
The system shall provide the ability to display prospective (i.e., future) pay-off amounts.
The system shall provide the ability to maintain a list of collection account statuses, manually or automatically assign a collection status to a collection account and update the status, per user-specified criteria.
The system shall provide the ability to retain and view history of all comments on collection accounts.
The system shall provide the ability to select past due accounts for collection.
The system shall provide the taxpayer with the ability to request a payment plan upon meeting requirements set forth by the County.
The system shall provide the taxpayer with the status of a requested payment plan and continue to show the status of the payment plan, upon acceptance by the County.
The system shall provide the ability for users to modify, correct and supply additional documentation or information related to a Bankruptcy Case File.
The system shall provide the ability to associate known data such as taxpayer and property information, petitioner information, Tax IDs and outstanding tax bill and liabilities with the Bankruptcy Case File conveyed by PACER.
The system shall provide the ability to automatically and manually limit user-defined system processes for accounts in bankruptcy status (e.g. billing and collection activities).

The system shall provide the ability to automatically flag bankruptcy-related accounts based on user-specified criteria.
The system shall provide the ability to require user validation of key bankruptcy information from PACER, such as validating the docket number, type of bankruptcy, effective dates, file dates, trustee information end date for discharge or dismissal.
The system shall provide the ability to automatically flag accounts liable for Roll-Back taxes, based on user-specified criteria.
The system shall provide the ability for authorized users to create a waiver and add, change or remove a waiver date.
The system shall provide the ability for users to maintain key information about each taxpayer bankruptcy, including but not limited to: Tax ID, case number, court of filing, bankruptcy chapter, filing date and status, conversion chapter and date, proof of claim filing deadline and method and date of emergence.
The system shall provide the ability to automatically transfer account payments and credit balances to delinquent period(s) on the account, per user-specified rules and criteria.
The system shall provide the ability to automatically transfer payments and credit balances on accounts to outstanding receivables on associated accounts by applying money to delinquent account(s), per user-specified rules and criteria.
The system shall provide the ability to automatically warn of delinquent outstanding taxes on a parent parcel when viewing a child parcel.
The system shall provide the ability to automatically warn of delinquent outstanding taxes on related accounts/property when viewing an account/property.
The system shall provide the ability to generate a list of all related delinquent tax accounts for which a taxpayer is responsible before finalizing a transaction with the taxpayer.
The system shall provide the ability to group selected delinquent accounts by user-defined criteria.
The system shall provide the ability to link delinquent accounts, including with account information coming from other systems.
The system shall provide the ability to retain unpaid Vehicle License Fee (VLF) receivables.
The system shall provide the ability to apply collected funds to outstanding liabilities when a property is sold.
The system shall provide the ability to automatically apply taxpayer balances to other known state or county debts prior to issuing a refund, per user-defined offset prioritization.
The system shall provide the ability to transfer offset amounts collected for state or county debts to the appropriate accounts and/or entities.
The system shall provide the ability for users to modify, correct and supply additional documentation or information related to a lien.
The system shall provide the ability to automatically and manually limit user-defined system processes for accounts with property liens (e.g. billing and collection activities).

The system shall provide the ability to automatically flag accounts with liens and judgements, based on user-specified criteria.
The system shall provide the ability to identify delinquent properties eligible for lien requests.
The system shall provide the ability to record liens and judgements and automatically and manually limit user-defined system processes for accounts with liens (e.g. billing and collection activities).
The system shall provide the ability to remove a lien when satisfied.
The system shall provide the ability to add, update and terminate tax relief programs, including configuring the exemption start and end dates.
The system shall provide the ability to associate a real and/or personal property account with multiple tax exemptions, per user-specified criteria.
The system shall provide the ability to configure new exoneration, special rate and tax relief programs.
The system shall provide the ability to configure tax relief percentages or amounts, including thresholds, per user-specified criteria for each tax year.
The system shall provide the ability to create a list of tax exemption reasons based on the Tax Code of Virginia and local Tax Ordinances.
The system shall provide the ability to maintain information about each tax exemption, including but not limited to: the account number, exemption reason, effective beginning and end date of exemption, exemption review date, reviewer and foregone revenue for each exemption by period.
The system shall provide the ability for authorized users to adjust eligibility criteria for tax relief, exemptions and other special programs as of the effective date of the change.
The system shall provide the ability for authorized users to configure the criteria used to validate the effective beginning dates and effective ending dates of tax exemptions.
The system shall provide the ability to automatically adjust tax relief amount levied based on a change to any field in the underlying criteria used to generate the levy, per user-specified configuration.
The system shall provide the ability to automatically and immediately update the appropriate tax account upon entry of a qualified or disqualified status on the tax relief account.
The system shall provide the ability to automatically exempt a business license tax account from tax for any time period in which any associated business license tax exemption record is effective, based on the effective beginning dates and effective ending dates of tax exemptions per user-specified configuration.
The system shall provide the ability to configure the criteria used to validate the effective beginning dates and effective ending dates of exemptions.
The system shall provide the ability to manually or automatically apply an exemption to real and personal property accounts for a portion or multiple portions of a tax year, based on effective beginning date and effective ending date of tax exemption.
The system shall provide the ability to utilize a variety of methods to calculate the tax relief amount for relief type, per user-specified criteria (including thresholds).

The system shall provide the ability for users to establish an end date for taxpayer eligibility for each tax relief, exemption and/or other special program they have been approved for.
The system shall provide the ability either automatically update the tax relief specialist assignment or not automatically update the assignment on each account in accordance with user-determined configuration criteria.
The system shall provide the ability for a taxpayer to submit exemption requests and attach all relevant documentation.
The system shall provide the ability to define and configure how frequently a tax exemption application and recertification are required.
The system shall provide the ability to receive, enter, update and track tax relief application documentation in the field and in the office, separately per document and per tax year, for the years in which applications are required.
The system shall provide the ability for a taxpayer to submit tax deferral requests, based on qualifying land use, and attach all relevant documentation.
The system shall provide the ability to associate a business license tax account with multiple exemptions, per user-specified criteria.
The system shall provide the ability to associate multiple taxpayers to the same tax relief account to prevent duplication of application or certification information.
The system shall provide the ability to associate taxpayers to multiple tax relief accounts.
The system shall provide the ability to automatically adjust the next upcoming real and personal property tax exemption review date displayed on the user view of each account when any field is adjusted that is utilized in the criteria established to select items for review (e.g. tax exemptions, licenses, etc..).
The system shall provide the ability to automatically apply a real and/or personal property tax exemption for military home of record in another state if all owners of the real and/or personal property are active military personnel and to prevent a tax exemption for military home of record in another state if all owners of the property are not active military personnel.
The system shall provide the ability to automatically assign tax exemption reviews and reviewers based on configurable criteria.
The system shall provide the ability to automatically set tax relief qualification status based on user-specified tax relief qualification criteria.
The system shall provide the ability to establish the criteria used to assign real and personal property tax exemption reviews to assessors.
The system shall provide the ability to initiate Tax Relief and Exemption actions based on account changes or other activities, based on user-specified configuration.
The system shall provide the ability to maintain a history of when a taxpayer has met the criteria to qualify for tax relief and special tax rates for a specific tax year, per user-specified business rules for each rate type.
The system shall provide the ability to maintain specific information about taxpayers serving in the military, including but not limited to tax ID, military home of record, begin and end dates for home of record and beginning and separation date for military service.

The system shall provide the ability to maintain the criteria used to determine valid tax relief qualification status of a taxpayer, per user-specified criteria and by period.
The system shall provide the ability to perform a preliminary, automated review of exemption/tax relief requests based on system data, including that interfaced from other systems, and reject the request if the eligibility criteria are not met.
The system shall provide the ability to prevent taxpayers from qualifying from multiple and/or conflicting exemptions and tax relief programs, per user-specified business rules.
The system shall provide the ability to prorate or deliberately not prorate the tax relief amount, based on the program, the begin and/or end date of the qualification and user-specified proration criteria.
The system shall provide the ability to require users to indicate a specific reason for each tax exemption by selecting from a pre-defined list of tax exemption reasons.
The system shall provide the ability to retrieve from and return property information to CAMA for parcels owned by tax relief applicants and recipients (includes property attributes, transfers, assessment changes, etc.).
The system shall provide the ability to schedule a systematic review of each tax exemption type based on criteria established by authorized users.
The system shall provide the ability to capture key information about each tax relief account for each tax year, including but not limited to: tax year, form type, filing date, filing location and method, extensions, related account #'s, determination and reasons, applicant financial and other qualifying information and processing status.
The system shall provide the ability to display the tax relief amount paid by the Commonwealth (foregone revenue) and the tax amount payable by the taxpayer separately on the account screen and documents such as bills and notices.
The system shall provide the ability to maintain records for each tax relief type that includes key information, including but not limited to: tax relief type, account #, create and end dates, account source, applicant name and tax ID, mailing address, relatives in the home, etc.), per user-specified criteria.
The system shall provide the ability to maintain, on a personal property account, the vehicle owner to which participation in the Fire & Rescue Volunteer alternative rate program is associated.
The system shall provide users the ability to override system rejection of exemption/tax relief requests based on additional data demonstrating eligibility.
The system shall provide the ability for authorized users to make one or more positive or negative adjustments to an assessment for a tax year based on user-specified criteria configuration, which includes preventing adjustments resulting in negative invoices.
The system shall provide the ability for authorized users to override the statute of limitations parameters on an account and tax year (e.g. County attorney overturns a bankruptcy account or Treasurer exonerates all penalty and interest).
The system shall provide the ability for users to post correcting entries with all available payment methods.

The system shall provide the ability to automatically adjust tax amounts based on a change to any field in the underlying criteria used to generate the levies, per user-specified configuration.
The system shall provide the ability to automatically calculate credit card fees for payment transactions.
The system shall provide the ability to automatically identify each personal property exoneration as being either the result of proration or unrelated to proration.
The system shall provide the ability to automatically reapply funds from voided checks and other insufficient funds transactions.
The system shall provide the ability to configure adjustment records to apply to prior tax year records, per user-specified criteria.
The system shall provide the ability to configure adjustment records to roll forward to the subsequent tax year records, per user-specified criteria.
The system shall provide the ability to for users to designate which tax year(s) adjustments and tax rate changes apply to.
The system shall provide the ability to make multiple assessment, tax penalty, interest and/or total cost values adjustments for prior years to the same property account for the same tax year.
The system shall provide the ability to override the system-calculated tax amount, adjust the tax amount and require a reason for the change (e.g. when reported information is incorrect).
The System shall provide the ability to re-calculate tax due, including retroactively, when a tax rate is changed.
The system shall provide the ability to record all adjustments to assessment, tax, penalty and/or interest amounts in such a way that the adjustments can be summed, counted and otherwise evaluated by user-specified criteria.
The system shall provide the ability to supplement an account to create, adjust or exonerate a levy at any point after the initial book date and within the statute of limitations.
The system shall provide the ability to automatically associate an account with a default tax rate for a tax year based on configurable criteria.
The system shall provide the ability to calculate Rollback taxes eligible for recapture for the applicable year(s) using a sliding scale based on the land use percentage in the CAMA system.
The system shall provide the ability for authorized users to allocate parent tract levies proportionately to the child parcels.
The system shall provide the ability to accommodate the full spectrum of alternative rates and automatically select the lowest tax rate associated with a personal property account eligible for an alternative rate for a tax year or portion thereof to calculate the tax levy.
The system shall provide the ability to apply the appropriate taxation rules for manufacturers based on property type and user-specified configurable criteria.
The system shall provide the ability to associate each tax type with a default tax rate, license and basis period, per user-specified criteria.
The system shall provide the ability to associate multiple tax rates/partial year tax rates with each property account for each tax year based on specified dates.

The system shall provide the ability to automatically adjust the property tax amount levied when the property assessment valuation changes.
The system shall provide the ability to automatically calculate the tax amount when creating a tax levy, based on user-specified criteria.
The system shall provide the ability to automatically set the tax rate for each property account in the subsequent tax year based on the tax rate for the current tax year and configurable roll logic.
The system shall provide the ability to calculate a tax levy using estimated or actual taxable units and shall clearly indicate which is being used.
The System shall provide the ability to calculate when a property can have multiple tax rate classifications (Ex: Residential and Commercial).
The system shall provide the ability to capture both total taxable units and any deductions and/or exclusions from total taxable units.
The system shall provide the ability to configure the criteria used to automatically associate each personal property account with a default tax rate.
The system shall provide the ability to configure the criteria used to create, adjust and track tax levies.
The system shall provide the ability to configure the criteria used to set the tax rate for each account in the subsequent tax year.
The system shall provide the ability to extend the payment deadline to a user-specified date for a specific account and tax year.
The system shall provide the ability to maintain information about tax rates for each property account and each tax year, including but not limited to account #, tax year, tax ID and effective begin and end dates for each tax rate within that year.
The system shall provide the ability to prorate or deliberately not prorate the tax on an active or inactive account during any period, based on the begin and/or end liability date and user-specified proration criteria.
The system shall provide the ability to split tax levies, exonerations, supplements and tax relief proportionally between the taxpayer share and the Commonwealth's share of the total tax when applicable and per user-specified criteria.
The system shall provide the ability to utilize a variety of methods to calculate the tax amount for each business, property and tax activity, per user-specified criteria.
The system shall provide the ability for authorized users to edit refund information, including but not limited to payee name and address, reason code, tax, penalty and interest amounts, interest earned amount and any other user-specified criteria.
The system shall provide the ability to automatically add a memo to all refunds that is system generated based on invoice information.
The system shall provide the ability to automatically calculate refund principal, penalty and interest.
The system shall provide the ability to automatically create a refund on receivables with credit balances.
The system shall provide the ability to automatically or manually delete a refund, based on user-specified parameters.
The system shall provide the ability to define parameters for accounts when levies become due after a refund has been authorized.

The system shall provide the ability to delay the processing of refund based on payment date.
The system shall provide the ability to designate an account address as the address refunds will be sent to.
The system shall provide the ability to generate interest earned refunds account information from refund issued.
The system shall provide the ability to individually initiate, authorize and approve refunds.
The system shall provide the ability to issue refunds or prevent refund issuance based on the configuration of user-defined criteria.
The system shall provide the ability to mass initiate, authorize and approve refunds.
The system shall provide the ability to queue refund payment rejects for authorized user action to apply funds to delinquent local account.
The system shall provide the ability to refund money from accounts with no levies.
The system shall provide the ability to reject refund payment based on defined parameters (such as the existence of associated delinquent accounts).
The system shall provide the ability to require a tax ID number for all refunds with interest earned.
The system shall provide the ability to require one or more refund approval(s) based on defined parameters/thresholds, per user-specified criteria.
The system shall provide the ability to stop individual refunds or batches of refunds from being issued.
The system shall provide the ability to void a refund.
The system shall provide the taxpayer with the ability to request a refund and attach all relevant documentation.
The system shall provide the ability to communicate revenue disbursements/directions to the County's financial system.
The system shall provide the ability to round figures consistently between tax and general ledger components, per user-specified criteria.
The system shall provide the ability for authorized users to configure the criteria used to determine the tax rate for a tax year and tax account.
The system shall provide the ability to automatically update the tax rate throughout the system as of the effective date of the tax rate change in the Tax Rate table.
The system shall provide the ability to calculate any prior year notice or retroactive tax levy value based on the history of assessed values for a tax account coupled with a history of the tax rate.
The system shall provide the ability to maintain a table of all incorporated towns within Loudoun County, their taxation requirements and the effective date of each taxation requirement.
The system shall provide the ability to maintain a table of all non-Loudoun County Virginia jurisdictions, their taxation requirements and the effective date of each taxation requirement.
The system shall provide the ability to maintain key information about each tax rate, including but not limited to the tax rate ID, rate, effective start and end date and other user-specified criteria.

The system shall provide a consolidated view of cashiering and general ledger tax and non-tax financial data for analysis and reporting purposes.
The system shall provide authorized users with the capability to create, update, and submit a Journal Voucher for a transfer to the County financial system.
The system shall provide authorized users with the capability to generate draft journal entries for review prior to submission to the County financial system.
The system shall provide the ability to automatically assign a unique identification number to deposit of receipt form and bank deposits.
The system shall provide the ability to create and edit deposit of receipts form template that includes key information, including but not limited to: date, G/L codes, deposit amounts, multiple codes and descriptions, total payments by type and any other user-specified fields.
The system shall provide the ability to compare drawer counts to transactions, highlighting any differences.
The system shall provide the ability to maintain a history of the completed deposit of receipts forms.
The system shall provide the ability to transmit refund information to the General Ledger and retain multiple lines for refund check information.
The system shall provide the ability to validate key data on deposit of receipts form, including but not limited to: ledger acct #, date, user code, total transactions, funds received and the totals by payment source and any other user-specified criteria.
The system shall save approved transactions (e.g. refund requests) and account changes for transmission, within approved journal entries, to the County financial system.
The system shall track the amount of revenue collected by tax type and the amount of foregone revenue per exemption/tax relief type.
The system shall provide the ability for authorized users to edit interest earned amount.
The system shall provide the ability for authorized users to post correcting entries, within user-specified parameters.
The system shall provide the ability to automatically calculate Interest earned on tax adjustments.
The system shall provide the ability to create and maintain a list of assessment adjustment reasons.
The system shall provide the ability to maintain multiple tolerance thresholds for adjustments (e.g. tax levy adjustments, assessment adjustments, etc.).

The system shall provide the ability to automatically reconcile accounts, including clearing accounts, per user-specified criteria for each payment and account types.
The system shall provide the ability to disperse receivable amounts to various bank accounts
The system shall provide the ability to establish revenue disbursement/direction rules per user-specified criteria for each revenue type and account type.
The system shall have the ability to handle cashier overages and shortages at balancing.
The system shall provide the ability for all transactions to post to general ledger system daily.
The system shall provide the ability for authorized user to edit fiscal period of posted transactions.
The system shall provide the ability to establish transaction time cutoff for the posting date.
The system shall provide the ability to identify reconciliation errors and automatically create work items for user review and resolution.
The system shall provide the ability to reconcile bank accounts.
The system shall provide the ability to reconcile system interfaces prior to posting to general ledger.
The system shall provide the ability to validate transactional input, including amounts, general ledger account and other user-specified criteria.
The system shall require an ownership transfer upon satisfaction of Tax Sale debt by a Bidder.
The system shall provide the ability to associate all relevant legal documentation with an account in Tax Sale.
The system shall provide the ability to index information from Recorded documents. Information shall include, but is not limited to, the date of recording and recording document number, document type, and may include such documents as Notice of Power to Sell Rescission Document or Tax Sale Deed.
The system shall provide the ability to monitor the issuance of notices and letters against statutory and policy deadlines and warn users when deadlines are approaching.

The system shall provide the ability to send pre-configured notices and letters to the owners' mailing and premise addresses (if different) when Tax Sale Lien Lists are verified.
The system shall provide authorized users with the ability to create, modify, manage and cancel a Tax Sale Event, including associating Tax Sale properties with the event.
The system shall provide authorized users with the ability to start and close the auction of properties in the order specified by County users.
The system shall provide authorized users with the ability to view, create, edit, submit, and cancel Tax Sale Lien Lists and related Tax Sale Advertisements.
The system shall provide the ability to enter auction information and transactions, such as the winning bidder, bidder #, winning bid amount, the time of the winning bid and other user-specified criteria as well as the ability to close the tax sale for sold properties.
The system shall perform automated Tax Sale transactions as configured including, but not limited to, monitoring for payments against property accounts on the Tax Sale Lien List and removing properties from the Tax Sale Lien List once their debt is satisfied.
The system shall provide authorized users with the ability to modify, correct and supply additional documentation or information in relation to a tax sale property.
The system shall provide the ability to automatically and manually limit user-defined system processes for accounts slated for Tax Sale (e.g. billing and collection activities).
The system shall provide the ability to monitor Tax Sale bidder payments and issue notifications to bidders related to late and satisfied payments.
The system shall provide the ability to update the "sale" status of each property, including any details concerning tax sale items sold at Auction.
The system shall provide the functionality for a many-to-many relationship between Parties (Owners and/or Lien holders of Tax Sale Property), their mailing address(es), and certified mail information.
The system shall provide a public facing web portal with the capability to login, view, create, edit, submit and cancel a Tax Sale Bidder Account request.
The system shall provide authorized bidder with the capability to login to the web portal to check in and, if necessary, increase their auction deposit amount.
The system shall provide authorized bidders with the capability to submit documentation, such as W-9 forms and process deposit payments, per user-specified criteria, in person and via the web portal.
The system shall provide authorized users with the ability to fix bidder issues with payment and account information during auction events.
The system shall provide the ability for authorized users to configure workflow rules and actions to support the Tax Sale Bidder Account process.

The system shall provide the ability for potential bidders to submit a Tax Sale Bidder Account request.
The system shall validate submitted Tax Sale Bidder Account requests according to configured rules including, but not limited to, Tax ID #, name, address, phone, email, attorney and W-9.
The system shall automatically remove a property from the Tax Sale Lien List if the property owner satisfies the debt by the Tax Sale deadline.
The system shall provide authorized users with the ability to associate properties with the Tax Sale event.
The system shall provide the ability to automatically flag tax sale-related accounts based on user-specified criteria.
The system shall provide the ability to automatically or manually indicate the property to add to or remove from the Tax Sale Lien List, including by thresholds.
The system shall provide the ability to generate and send final report of tax sale to the predetermined user(s) via workflow.
The system shall generate approved deposit batches for recordation in the County financial system at least nightly (including, but not limited to, deposit ticket #, bank deposit date, all batch #s and total amount) and mark associated bills as "payment posted."
The system shall route Journal Vouchers for transfer to the County financial system for approval, as configured in the approval workflow.
Upon full approval, the system shall integrate with the County financial system to send approved Journal Entries.
The system shall integrate with the Online Payment Vendor system, redirecting the user to complete Payment.
The system shall provide the ability to receive Payment Batch data (including, but not limited to, Online Payment Vendor transaction number) from the Online Payment Vendor system at least daily, and initiate the Payment Batch workflow for review and reconciliation.
The system shall provide authorized users the ability to unbalance a cashier
The system shall provide authorized users the ability to maintain commitment attributes at real estate parcel level
The system shall provide the ability to define and maintain tender types
The system shall provide the ability to define and maintain transaction types.
The system shall provide the ability to move cashier stations within a single day.
The system shall provide the ability to set float amounts.
The system shall provide the ability to set mass payment batches, reverse one or more lines from mass payment files and reverse an entire mass payment file.
The system shall provide the ability to set the cash drawer day.
The system shall provide the ability to define and utilize revenue codes.
The system shall provide the ability to process rejected payments from mass payment files.
The system shall provide the ability to reconcile defective payment notices (non-sufficient funds) received from the County Financial system with pending payments in the tax system.

If Payments do not post within a configured time frame, the system shall generate and send a “Payment Not Received” notice to the Taxpayer via email as a preferred method, or physical mail if email address is not known, mark payments as due, add any relevant penalties and/or fees, and calculate relevant interest.
The system shall provide authorized users with the capability to associate a defective payment (non-sufficient funds) with a pending payment and provide information and attach documents.
The system shall provide the ability to apply a fee for a payment reversal.
The system shall provide the ability to automatically generate notices of payments due as a result of payment reversal due to insufficient funds.
The system shall provide the ability to reconcile defective payment notices (non-sufficient funds) received from the bank with pending payments in the tax system.
The system shall provide the ability to choose and update a payment status (prepayment, etc.).
For payments split across periods, the system shall calculate and update associated payments across periods.
The system shall monitor for banks confirmation of payment posting and identify the transaction and account associated with the posting status.
The system shall provide the ability for authorized users to cash over or cash short a payment reapplication.
The system shall provide the ability for authorized users to select accounts for payment application.
The system shall provide the ability for the payment interface to populate payor information fields.
The system shall provide the ability for the system to calculate and display the amount of money to be returned to customer.
The system shall provide the ability to apply funds to local delinquent accounts and note the following: date, recipient receivable, user and amount of transaction and any other user-specified information.
The system shall provide the ability to manually assign a payment reapplication task for action.
The system shall provide the ability to process payments for multiple accounts in one transaction.
The system shall provide the ability to provide a web payment interface allowing treasurer users to process payments on behalf of citizens (e.g. process phone payments).
The system shall provide the ability to receive a "Trouble Payments" deposit batch including, but not limited to, information and scanned images of checks and deposits, for research and resolution.
The system shall provide the ability to receive payment batch and deposit batch data from external bank systems at least daily (e.g. resulting from a bank-processed lockbox payment batch), and initiate the payment batch workflow for review and reconciliation.
The system shall provide the ability to record each type of payment a cashier receives.

The system shall provide the ability to record key information about a payment reversal, including but not limited to the reversal date, reason, comments, reversal and fee amounts and the user who performed the reversal.
The system shall provide the ability to reverse a payment applied to an account, within user-specified parameters.
The system shall provide the ability to reverse payment due to bounced checks or other non-sufficient funds (NSF) situations.
The system shall provide the ability to track deposits and update payment data based on information received from external systems, such as external bank systems.
The system shall provide the ability to void one or more lines within a working transaction
The system shall have the ability to generate mailing labels, as well as files for mailing labels, based on user-specified criteria.
The system shall have the ability to generate notifications, forms, letters, licenses and other documents, including those related to exemptions and tax relief, based on user-specified criteria.
The system shall provide the ability for users to enter text in system-generated letters, notices and other correspondence templates, per user-specified criteria.
The system shall provide the ability to automatically and manually generate and suspend scheduled notices for tax, penalty, interest and fees.
The system shall provide the ability to automatically generate and print correspondence to the taxpayer upon user-defined trigger events (e.g. incomplete filing received, missing application information, etc.).
The system shall provide the ability to automatically issue letters to taxpayers based on user-specified criteria (such as when a refund cannot be completed because of a missing Tax ID).
The system shall provide the ability to automatically retain a copy of an email initiated from within the system and associate it with the corresponding taxpayer and tax account.
The system shall provide the ability to configure account actions that trigger automatic email generation, including the capability to schedule and generate mass email batches of 30k emails or larger.
The system shall provide the ability to configure the layout and format for the following types of system-generated output: forms, letters, notices, bills, mailing labels and other documents, based on user-defined criteria.
The system shall provide the ability to email close out reports per user-defined sorts, including but not limited to: summary report, full detailed transaction report, voided transaction report and dog license report.

The system shall provide the ability to prevent generation of taxpayer notices, letters and other correspondence, per user-specified criteria (e.g. for accounts with credit balances).
The system shall generate notifications to taxpayers, per user-specified criteria, such as when the status of an inquiry has been flagged as "resolved."
The system shall provide the ability for users to share/send notes, comments and messages within the system, including within workflows.
The system shall provide the ability to add a free-form comment to any type of receipt, including Departmental Invoices/Transmittals
The system shall provide the ability to alert authorized users of transaction rejects.
The system shall provide the ability to alert users of payment anomalies, such as when an overpayment occurs on an account, per user-specified criteria.
The system shall provide the ability to automatically create a note associated with a tax account or transaction, per user-specified criteria.
The system shall provide the ability to automatically create a notification with a warning message when potential account reviews are required (e.g. when a business tangible property account is linked to a taxpayer that is a non-profit organization) and remove the notifications when no longer relevant (issue resolved).
The system shall provide the ability to automatically generate warning notifications when refunds are unapproved and approaching the required issuance date.
The system shall provide the ability to automatically notify users of processing stops (such as inability to issue a refund due to missing information); notifications to be configured based on user-specified criteria.
The system shall provide the ability to configure a tickler feature to prompt for follow-up action on a taxpayer record or tax account, per user-specified criteria.
The system shall provide the ability to define specific types of notes and to require notes for certain transactions, per user-specified criteria.
The system shall provide the ability to enter and view notes at all levels of the accounts and transactions (taxpayer record, tax account, transaction, etc.).
The system shall provide the ability to enter comments on transactions.
The system shall provide the ability to maintain a list of user defined "quick code" or "quick note" comments for use on accounts.
The system shall provide the ability to note any correspondence mailed to the taxpayer as being returned and record the reason for return, per user-specified criteria.
The system shall provide the ability to notify users of payment rejections.
The system shall provide the ability to notify users when tender limits have been reached, to initiate tender pick up

The system shall provide the ability to maintain key information about each construction development project in Loudoun County, including but not limited to the development project ID, tax map number, PIN number, contractor business license tax acct #, total project contract amount, project begin and end dates, etc.
The system shall provide the ability to maintain filing information pertaining to specialty other local taxes, as determined by the County, with the capability to add new specialty taxes in the future.
The system shall provide a wizard feature to guide a user through the process of setting up accounts.
The system shall provide the ability for authorized users to add, change and/or delete the available fields used for capturing account information.
The system shall provide the ability for authorized users to define and override edits.
The system shall provide the ability for authorized users to specify which account fields roll forward to the subsequent tax year record, per user-specified criteria.
The system shall provide the ability for multiple users to access records simultaneously.
The system shall provide the ability for users to review potential duplicate records or accounts, determine whether there is a duplicate, and either enable or stop the creation, per user-specified criteria.
The system shall provide the ability to add new accounts and retire/inactivate accounts within the system at any time during the year.
The system shall provide the ability to archive accounts and records automatically or manually, based on user-specified criteria.
The system shall provide the ability to associate a business license tax account for a rental business activity classification with multiple rental property records.
The system shall provide the ability to associate a rental property record with a real property account.
The system shall provide the ability to associate a tax relief account for a specific tax year to one or more real property accounts, personal property accounts and any other related accounts.
The system shall provide the ability to associate the accounts of two or more taxpayers in the system.
The system shall provide the ability to automatically assign a unique identifier to each taxpayer tied to the EIN, SSN or other identifier, with the capability of masking the identifier(s).

The system shall provide the ability to automatically create a tax account record for one or more prior tax years upon creation of a new tax account based on the beginning tax liability date and configurable criteria.
The system shall provide the ability to automatically link parent and child parcels for Real Estate Accounts.
The system shall provide the ability to automatically or manually assign account statuses to accounts by selecting from a list of pre-defined account statuses.
The system shall provide the ability to automatically require each tax account be linked to at least one taxpayer record.
The system shall provide the ability to create the account records for subsequent tax years based on the account records for the current tax year.
The system shall provide the ability to deactivate and/or delete accounts that were created in error.
The system shall provide the ability to enter and change attributes on accounts, by account type, by selecting from the user-specified pre-defined lists and text entry fields.
The system shall provide the ability to link real and personal property accounts to other accounts, including tax relief accounts, for specific tax years.
The system shall provide the ability to link/associate two or more related accounts within and across tax types.
The system shall provide the ability to maintain a user-definable set of statuses for each tax account type, taxpayer and tax account.
The system shall provide the ability to maintain an unlimited number of tax accounts for each taxpayer and associate an unlimited number of owners with each tax account.
The system shall provide the ability to maintain an unlimited number of transaction records for each account.
The system shall provide the ability to maintain information about personal property fuel, including the fuel type, Clean and Special Fuel designation, effective date of the designation, with the ability to configure as the program changes.
The system shall provide the ability to maintain key information about each contractor associated with a construction development project in Loudoun County, including but not limited to: the development project ID, contractor business license tax acct #, contractor type, total project contract amount, project begin and end dates, etc.
The system shall provide the ability to maintain Mortgage Company information, including the ability to associate Real Estate parcels with mortgage companies via a loan number or other unique identifier.

The system shall provide the ability to maintain multiple tax accounts of varying types for a single taxpayer.
The system shall provide the ability to maintain records for each account and tax type.
The system shall provide the ability to maintain taxpayer records that contain key information, such as: tax ID, name, taxpayer and ownership type, NAICS, contact information, etc.
The system shall provide the ability to maintain the following information about each property account and each tax year: tax year, beginning and ending tax liability dates, account source, move to and from jurisdictions, use, situs Jan. 1 and current, effective date of situs, tax relief, exemption and alternative rates qualification, tax relief and/or exemption amount, gross weight Jan. 1 and current, effective date of gross weight, seating capacity, default and actual assessment methods, assessment value and adjustments, mileage, tax rate, filing date and method, filing extension date and other fields as identified prior to configuration.
The system shall provide the ability to maintain the following information about each property account: account #, account create date, account created by, assigned assessor, property type, exemptions, model year, make, model, body type, VIN, title #, title date, tag #, tag expiration date, purchase year, purchase cost, owner tax ID, owner names, mailing address, NCOA exclusion flag, physical address, mailing code, share contact info flag, reminder call list flag, leased vehicle indicator, lessee tax ID and other fields as identified prior to configuration.
The system shall provide the ability to maintain the registered agent information for a tax account.
The system shall provide the ability to manually indicate to retain a specific record in the live database even though, according to configured criteria, it should be moved to the archive.
The system shall provide the ability to process online applications, including but not limited to exemption requests, license requests and renewals and appeals, and associate them with existing accounts.
The system shall provide the ability to provide a mass update feature to authorized users to apply data changes based on user-defined conditions (e.g. a new property classification).
The system shall provide the ability to require users to indicate a specific reason for overriding the automatic creation of a tax account record for a prior year by selecting from a pre-defined list of reasons.
The system shall provide the ability to require users to indicate a specific source for the creation of each tax account by selecting from a pre-defined list of account sources.
The system shall provide the ability to retain historical mortgage information at the real estate parcel level.

The system shall provide the ability to retain user-specified key information for rental property records, including but not limited to license acct #, tax map #, property owner name, key dates and property manager contact information.
The system shall provide the ability to schedule reviews of tax accounts and maintain information about the review of each tax account, including but not limited to the account number, review date and reviewer, per user- specified criteria.
The system shall provide the ability to specify which tax relief account fields roll forward to the subsequent tax year record and how they are numbered (in relation to the person or property), per user-specified criteria.
The system shall provide the ability to utilize the imported files to create new records and update existing records, per user-specified criteria by system.
The system shall provide authorized users the ability to maintain Tax Bureaus
The system shall provide authorized users the ability to link Mortgage companies to Tax Bureau
The system shall provide taxpayers the ability to create Customer Service Inquiries via an online portal.
The system shall provide the ability for a taxpayer to enter all data necessary to complete applications (Business Tax, Exemptions, Licenses, etc.) online.
The system shall provide the ability for taxpayer to perform an online update of business information and attributes based on user-specified criteria.
The system shall provide the ability for taxpayers to add contact information, including email addresses for notifications, alerts, issued documents and other correspondence, per user-specified criteria.
The system shall provide the ability for taxpayers to report online if a business ceased operations in Loudoun County.
The system shall provide the ability for taxpayers to report online if a business sold all business tangible property located in Loudoun County.
The system shall provide the ability for taxpayers to set up accounts for payments, including automatic payments.
The system shall provide the ability for taxpayers to sign up for and schedule automatic tax payments to the County.
The system shall provide the ability for taxpayers to sign up for notifications, alerts, issued documents and other online correspondence to their email, per user-specified criteria.
The system shall provide the ability for taxpayers to submit electronic asset lists manually and in user-specified file formats.
The system shall provide the ability for taxpayers to view online user-defined information pertaining to each of their accounts (e.g. assessment and payment history, notices and letters, etc.).
The system shall provide the ability for the taxpayer to perform online transactions (e.g. payments, filings, etc.), per user-specified criteria.

The system shall provide the ability for the taxpayer to update their information online, per user-specified criteria.
The system shall provide the ability to issue automatic email confirmation to the taxpayer when they have successfully completed their online transaction.
The system shall provide the ability to validate online taxpayer submissions per established business rules (e.g. completion of all fields, formats, inclusion of attachments, etc.).
The system shall use responsive design that provides the ability for taxpayers to perform all self-service functions supported by the web portal with a simple user experience via a variety of devices and screen sizes, to include mobile devices.
The system calendar shall provide the ability to set and override recurring dates.
The system shall provide a system calendar for pre-configured scheduled events (such as bill runs) and to be used for automatic calculations and business rule conditions, including weekends and other key dates.
The system shall provide the ability for authorized users to view, change, add and delete dates related to system processes in the system calendar
The system shall provide the ability to issue prompts based on the configured system calendar
The system shall provide the ability to record event dates and track subsequent due dates and other events based that date (e.g. user generates a summons, and the summons indicates that the taxpayer must appear in the office on a specific date; the appointment associated with that summons should be created as a calendar event when the letter is generated).
The system shall provide a dashboard view of the status of work items, such as aging, incomplete, coming due, etc. based on user-specified criteria.
The system shall provide a dashboard view of work items, configured based on user rights, to include management views of all tasks assigned to users within their work area.
The system shall provide the ability for authorized users to override system-generated work assignments and manually place workflow items in individual or multiple user work queues or lists.
The system shall provide the ability for users to select (pull) a work item from their work queue based on preconfigured prioritization logic as well as individual judgment.
The system shall provide the ability to assign (push) work to work lists and users based on multiple criteria including, but not limited to: user roles, user rights, work type, property characteristics, tax type, geographic data and value or range of specific entity attributes.
The system shall provide the ability to automatically and immediately notify users of new items added to their queues, per user-specified configuration (for example, high priority tasks may require notification, while other tasks may be added to queues without a notification).
The system shall provide the ability to automatically notify users of workflow activities, per user-specified criteria.
The system shall provide the ability to maintain work queues for individual users and for groups of users and route work items to work queues.

The system shall provide the ability to route workflow items to different or multiple destinations based on preconfigured criteria, including, but not limited to, individual or multiple users or user groups such as specific work unit.
The system shall provide the ability to utilize additional ad-hoc criteria in combination with a standard report as the basis for assigning a portion of the workflow list results to specific users.
The system shall provide the ability to view and track the status and progress of all work items from inception through completion.
The system shall monitor responses and outcomes of customer service inquiries and periodically prompt business unit and customer service staff for follow up.
The system shall prevent advancement or completion of some work items until specific prior activities are completed, according to preconfigured business rules.
The system shall prioritize workflow, including highlighting any actions that cannot be completed until prior activities are completed, based on preconfigured business rules.
The system shall provide authorized reviewers with the capability to indicate additional information needed and send work items back within the workflow.
The system shall provide the ability to adjust the routing of workflow and/or assign designees for a user-specified period when staff are on leave, detailed or otherwise unavailable to complete tasks.
The system shall provide the ability to allow for the use of parallel approvals, sequential approvals or both in the approval sign-off procedures configuration.
The system shall provide the ability to associate tasks in a workflow to specific transactions.
The system shall provide the ability to attach files in a variety of standard formats to the workflow for review by the recipient.
The system shall provide the ability to configure rules and perform validation functions to support workflows including, but not limited to, field completion and format validation.
The system shall provide the ability to configure the workflow steps that result in user notifications.
The system shall provide the ability to configure workflow approvals including, but not limited to: defining single or multiple approvers for any workflow item and configuring a multi-tier approval process requiring multiple successive approvals by users or user groups as configured.
The system shall provide the ability to configure workflows, including approval paths, for the range of account activities, including but not limited to tax relief request review and approval, exemption request review and approval, adjustments, financial transactions, date changes, classifications, demographic changes, etc.
The system shall provide the ability to define tasks in a workflow with the ability for exception handling.
The system shall provide the ability to execute multi-step forward and backward workflows (i.e. workflow reverts to a prior step upon rejection).
The system shall provide the ability to initiate workflow processes based on events in the system calendar.

The system shall provide the ability to modify, correct and supply additional documentation or information related to a workflow item.
The system shall provide the ability to respond to reviewer comments, questions and requests for additions or edits within workflows.
The system shall provide the ability to set the expected timeframe for completing tasks within each workflow.
The system shall provide the ability to view workflow transaction history.
The system shall provide the ability to maintain lists related to taxpayer addresses, including unit types, street types, etc.; shall include historical address information when street names are changed.
The system shall provide the ability for alphanumeric address fields of varying lengths, per user-specified criteria.
The system shall provide the ability for authorized users to edit address information for the various address types.
The system shall provide the ability for authorized users to validate addresses in file upload processes before updating system with the addresses.
The system shall provide the ability to add taxpayers to the system for "mailing purposes only" for the sole purpose of being included in relevant mailings, with the permission of the taxpayer, either via power of attorney or delegated access rights.
The system shall provide the ability to automatically identify and populate the situs for a personal property account based upon the physical address of the property.
The system shall provide the ability to automatically identify situs based upon the billing district for every Loudoun County address.
The system shall provide the ability to configure workflow processes for updating account attributes, such as name changes, address changes, etc.
The system shall provide the ability to enter an address change for a tax account record once and apply the address change to only one address or to multiple address types on the account simultaneously.
The system shall provide the ability to enter an address change for a taxpayer record once for one, some or all the tax accounts associated with that taxpayer's record.
The system shall provide the ability to enter international addresses per formatting that is consistent with international address standards.
The system shall provide the ability to have an alternate seasonal address for each mailing address with an effective beginning and ending month and day (year optional) for the period of use.
The system shall provide the ability to mail one or more additional copies of a form or bill to other contacts listed on the account in addition to the owner for any or all mailings.
The system shall provide the ability to maintain a physical address and one or more other address types for each tax account (such as mailing address and billing address).
The system shall provide the ability to maintain an account email for e-billing and other correspondence.

The system shall provide the ability to maintain information about commercial centers, including but not limited to name, zip code, street(s), suite number(s) and building number(s).
The system shall provide the ability to maintain the situs for each tax account and the effective date of the situs.
The system shall provide the ability to make system-wide changes in cases where a street is renamed, while retaining the history of the account address(es).
The system shall provide the ability to prompt the user to print/mail documents (bills, notices, etc.) that were returned due to a bad address once the address has been updated.
The system shall provide the ability to provide a flag to exclude a specific address from an NCOA update data extract.
The system shall provide the ability to provide address formatting that is consistent with the US Postal Service address standards and includes the County.
The system shall provide the ability to require the user to update or confirm all addresses on an account when another address on the account is changed.
The system shall provide the ability to verify a taxpayer's addresses as complete and valid in accordance with the US Postal System database of valid addresses.
The system shall provide the ability to verify a taxpayer's international addresses as complete and valid in accordance with the international database of valid addresses.
The system shall validate addresses entered by taxpayer in online forms and submissions.
The system shall provide the ability to receive, enter, update and track tax deferral application documentation separately per document and per tax year, for the years in which applications are required.
The system shall provide the ability to capture the data provided in the Requests for Roll-Back Tax Estimates form and generate the estimates based on CAMA data for each applicable tax year.
The system shall provide the ability for a cashier to record and reprint the receipt of a payment after transaction has been voided.
The system shall provide the ability for authorized users to associate files and images with a tax account and with specific transactions within that account.
The system shall provide the ability for authorized users to maintain and configure the aspects of help features, including but not limited to: links, menus and content.
The system shall provide the ability for authorized users to upload files to taxpayer accounts and access images, files and documents associated with the taxpayer accounts.
The system shall provide the ability for cashiers to scan supplemental documentation, approve or reject scanned images, and attach the images to a transaction, account or record.
The system shall provide the ability for users to access and view documents and content concurrently.
The system shall provide the ability for users to open an electronic asset list, modify the file and save it as a working copy.

The system shall provide the ability to access and print all tax-related forms, letters, notices, legal and other documents including prior versions; shall include the capability to automatically select the correct version of each document.
The system shall provide the ability to associate a worked copy of an electronic asset list with both the original asset list file and with the specific transaction record.
The system shall provide the ability to associate documents with one or more accounts, records or account transactions.
The system shall provide the ability to automatically associate electronically submitted asset lists with the filing transaction record.
The system shall provide the ability to automatically retain a copy of any taxpayer form or letter initiated from within the system and associate it with the corresponding taxpayer or tax account.
The system shall provide the ability to capture and record check images from remittance processing.
The system shall provide the ability to capture and record coupon information from remittance processing.
The system shall provide the ability to configure account actions that trigger automatic document generation.
The system shall provide the ability to configure the context-specific help system and error messages per user-specified criteria.
The system shall provide the ability to create a variety of user defined forms, including but not limited to applications, filings, bills and payment vouchers.
The system shall provide the ability to create batch print jobs for a single mailing that includes all documents that are queued up to be sent to taxpayers, including documents unrelated to one another.
The system shall provide the ability to drill down from a payment transaction to the image of the associated form of payment.
The system shall provide the ability to electronically notify the in-house printer or print vendor and send an encrypted file to a mailing service vendor for third party printing and mailing.
The system shall provide the ability to generate and store multiple versions of letterhead, change type font and size, add borders, use multiple colors and otherwise tailor formatting for document layout.
The system shall provide the ability to generate files in CSV, Excel, .pdf and other standard formats for delivery to print vendor.
The system shall provide the ability to integrate with Laserfiche for document and content management.
The system shall provide the ability to prevent a user from overwriting any original file provided by a taxpayer.
The system shall provide the ability to prevent the printing and mailing of forms or correspondence for accounts, per user-specified criteria, such as mailing address flagged as a "bad address". Shall be configurable to continue sending correspondence when required by statute or policy.
The system shall provide the ability to preview a print job before committing to print.

The system shall provide the ability to print a report of change log data.
The system shall provide the ability to print unpopulated or pre-filled renewal forms, applications, forms, letters and other documents for a tax account.
The system shall provide the ability to provide a means for printing an identifying # or bar code on forms/bills that allow for grouping of these forms into the same envelope to minimize postage costs.
The system shall provide the ability to release and print one, some or all documents waiting in a print queue.
The system shall provide the ability to scan documentation into the system and associate it with an account, record or transaction.
The system shall provide the ability to schedule documents to print at a specific time or per established schedules.
The system shall provide the ability to send documents to a print queue that can be released by a user and printed at a later time.
The system shall provide the ability to specify print destination for a report, form or bill to any established print destination or to PDF.
The system shall provide the ability to upload files containing supporting documentation for changes to account attributes.
The system shall provide the ability to utilize context-based help links and menus in the system to access guidelines, policies and procedures and examples.
The system shall provide the ability to view images in the system from outside sources (high-speed remittance processor, Lockbox processor, etc.) that are associated with actual system transactions, including viewing via Laserfiche.
The system shall provide the ability view all letters, notifications and other communications sent to a taxpayer within a single view/repository, including mailing history information.
The system shall provide the ability for authorized users (e.g. internal staff, elevated privilege users, etc.) to perform actions on behalf of other users, including taxpayers.
The system shall provide the ability for users to query data and access reports in accordance with established security user roles, including restricting access users without the appropriate level of access.
The system shall provide the ability for users to remotely access the system in accordance with established security user roles and approved access methods.
The system shall provide the ability to create/define all appropriate security levels for groups of users, based on role or job description, to include the ability to define access rights for each user role at the field and document levels.
The system shall provide the ability to prevent users from making changes to their own accounts in the system based on login ID and social security number.
The system shall provide authorized users the ability to search for and view information related to a customer service inquiry including, but not limited to, billing history, outstanding or delinquent bills, property information, exemptions information, notes, messages, etc.

The system shall provide Knowledge Management features that, at a minimum, allow customer service users to search for past resolutions related to inquiries.
The system shall provide the ability for the taxpayers to interact with the agency online regarding their accounts.
The system shall provide the ability to create and manage Customer Service Inquiries on behalf of taxpayers (received in person or via phone, mail, or e-mail).
The system shall provide the ability to message with customers, log their interaction and document their response to the customer service inquiry.
The system shall provide the ability to route customer service inquiries to the appropriate specialists for a response.
The system shall include a base system structure that reflects all County Ordinances and Codes and enables correct processing thereunder. It shall also mirror the structure of the Tax Code of Virginia with business license classifications, property classifications, tax rates, assessment methods, exemptions and excise, franchise and other local tax regulations in direct correspondence to those laid out in section 58.1 of the Virginia Tax Code as the basis for the assessment of tax.
The system shall provide a dashboard view of refunds by status/disposition.
The system shall provide robust and configurable search capabilities with standard features such as the ability to define the search fields, ability to drilldown into search results, navigate both forward and backward in a search results list, by item, by page, or by going to the top or bottom of the list.
The system shall provide the ability for a user to view the history of the previous list of tax account records viewed by that user and transfer directly to any of those accounts, per user-specified criteria.
The system shall provide the ability for authorized users to access back-end tables through a reporting server in order to generate custom queries and reports; reports to be exportable to CSV, Excel and PDF formats, at a minimum.
The system shall provide the ability for authorized users to configure prerequisites for each system process that, if incomplete, prevent the process from running.
The system shall provide the ability for authorized users to configure the criteria used to upload data from an imported file.
The system shall provide the ability for authorized users to review mass data field updates, confirm the updates and roll back to prior to the update.
The system shall provide the ability for users to import and preemptively review the data in an imported file before the data is used to create or update system records, per user-specified criteria.
The system shall provide the ability for users to view all levies and the levy detail associated with a tax account.
The system shall provide the ability to allow users to view, query and print archived data.

The system shall provide the ability to archive data that is greater than the user-defined number of years for active record retention.
The system shall provide the ability to configure the timing, frequency and order of the running of system processes.
The system shall provide the ability to create and update system records using the data from imported files.
The system shall provide the ability to easily return to previous selected accounts.
The system shall provide the ability to filter and sort search results by any field attribute, with the default of either alphabetical or numeric order.
The system shall provide the ability to format field types and field lengths, per field, as defined during configuration.
The system shall provide the ability to group accounts for the purpose of processing, form printing, online transactions and viewing within the system (batching by account type).
The system shall provide the ability to import data from and export data to required systems, with the data transfer method, fields and frequency determined based on County criteria.
The system shall provide the ability to maintain a history of the number of miles traveled outside of Virginia by a contract carrier.
The system shall provide the ability to maintain a list of employer information from VEC.
The system shall provide the ability to maintain a master list of bank information.
The system shall provide the ability to maintain account data for multiple years, per user-specified criteria.
The system shall provide the ability to maintain historical data for assessments, payments, exemptions and any other user-specified attributes, as defined for each tax type.
The system shall provide the ability to maintain key information about each business officer, including but not limited to the officer name, role and contact information.
The system shall provide the ability to modify data received in an imported file before the data is used to create or update system records, including the ability to select which records to import, per user-specified criteria.
The system shall provide the ability to monitor, analyze and report on user workload and performance, including specific metrics that must be reported to the Compensation Board.
The system shall provide the ability to perform wildcard searches, across all modules, on accounts by user-specified criteria (e.g. activity date, tax map, name, address, account, title, license #, dollar amount, phone number, payment details, due date, waiver date, GL account, invoice number etc.) as well as the ability to search with "contains", "starts with" and other standard criteria.
The system shall provide the ability to prevent updates to inactive tax accounts, with the exception of reactivation of the tax account, or per County-specified criteria for allowing such changes.

The system shall provide the ability to record meta data for transactions within document repository (e.g. individual check details, as provided via interfaces or file uploads).
The system shall provide the ability to retain and access active and inactive records for a user-defined number of years.
The system shall provide the ability to search accounts by any attribute recorded on the account.
The system shall provide the ability to search meta data within the document repository.
The system shall provide the ability to sort and filter notes by note type, tax type, date and time, user and any other user-specified criteria.
The system shall provide the ability to sort, search and filter change log data by tax type or other parameters.
The system shall provide the ability to transmit data to interfaced systems, per user-specified criteria for each system.
The system shall provide the ability to view inactive tax accounts.
The system shall provide the ability to view the information for all contractors associated with a specific construction development project and all construction development projects associated with a specific contractor from a consolidated view.
The system shall have the ability to generate statistical reports utilizing graphical depiction of data (e.g. charts, graphs, maps, etc.).
The system shall provide authorized users the ability to schedule reports to run according to defined conditions.
The system shall provide authorized users with the capability to create, run, store and share reports without specialized programming knowledge and provide the capability to view results, drill down into results to view additional detail, print results, export results to standard file formats, distribute results to selected recipients, save the results as a new, predefined report and refresh data used in the report or rerun the report.
The system shall provide authorized users with the capability to define parameters for data to be included and excluded from queries and reports.
The system shall provide authorized users with the capability to run ad hoc reports and queries on any data within the system without specialized programming knowledge and provide the capability to view results, drill down into results to view additional detail, print results, export results to standard file formats, distribute results to selected recipients, save the query as a new, predefined report and refresh data used in the query or rerun the query.
The system shall provide authorized users with the capability to select the time period for which to run preconfigured and ad-hoc reports.

The system shall provide interactive report capabilities that enable users to customize the results, views, grouping and formatting (e.g. sort, filter, select and move columns, fit to page, etc.), including editing existing reports and then save the revised report as a new report.
The system shall provide reporting capabilities that allow for user-defined Forms, Bills, Correspondence and Reports.
The system shall provide the ability for authorized users to generate statistics based on key activities and criteria (e.g. levies, payments received, outstanding balances, collector actions, etc.).
The system shall provide the ability for each user to maintain their own "Dashboard" or "Favorites" list of frequently used reports and queries.
The system shall provide the ability for the system to prompt the user for the input of specific data values needed to generate a report that cannot be derived using a set of standard rules.
The system shall provide the ability for user to maintain a list of standard queries to apply against any report as well as the ability for users to select a standard query and apply additional criteria on an as-needed basis.
The system shall provide the ability to automatically generate a file for each town, as needed (weekly or otherwise), that contains the following information for the respective town: situs changes, assessment value changes, new tax accounts within the jurisdiction and closed tax accounts within the jurisdiction.
The system shall provide the ability to configure the workflow process for all scheduled reports.
The system shall provide the ability to filter and sort report fields by any field attribute, with the default of either alphabetical or numeric order.
The system shall provide the ability to include any system field value in the database in a report or query, with the ability to set relationships between field values for the purpose of generating a report or query.
The system shall provide the ability to perform multiple levels of arithmetic operations, including complex conditional statements, in reports.
The system shall provide the ability to present a preconfigured list of reports for an individual user or group of users on their dashboard.
The system shall provide the ability to present workflow queries and reports in a working list format where the user can change the view without regenerating the list or changing the criteria of the underlying report (e.g. filtering, sorting by column and choosing fields to display).
The system shall provide the ability to prioritize the output order (to multiple levels) and grouping of documents.

The system shall provide the ability to run reports per established schedules.
The system shall provide the ability to save, print and export reports based on a user-defined sort (e.g. closeout reports).
The system shall provide the ability to send reports to an email recipient on a regularly recurring schedule, as triggered by specific events or on an ad-hoc basis directly from the report view in the system.
The system shall provide the ability for bar codes, QR codes and optical character recognition scan lines to be printed on forms/documents, including 1D, 2D and 3D barcodes.
The system shall provide the ability to configure the printing of postal bar codes (IMB) as per current postal rules.
The system shall provide the ability to retrieve a specific tax account information via the barcode scanners.
The system shall provide the ability for authorized users to conduct assessment, audit, collections and other functions from the field through multiple means including, but not limited to, the use of mobile devices, smart phones, tablets, and computers both internal and external to County networks.
The system shall use responsive design that provides the ability for County users to access and transact within the web portal via a variety of device types and screen sizes.
The system shall provide authorized users the ability to configure criteria for statute of limitations parameters.
The system shall provide the ability for authorized users to add to, delete from and otherwise maintain the lists for all drop-down or other types of fields offering pre-defined options, including statuses.
The system shall provide the ability for users to override/dismiss warning messages/prompts when appropriate.
The system shall provide the ability to allow or prevent the entry of an ending tax liability date on a tax account based on user-specified and configurable criteria.
The system shall provide the ability to automatically and manually flag accounts based on user-specified pre-defined lists and criteria.
The system shall provide the ability to automatically confirm select updates/changes prior to updating a taxpayer record or account, per user-specified configuration.
The system shall provide the ability to automatically reverse the application of a late payment penalty for a specific account and tax year based on user-defined criteria (such as when an extension date is entered and the extension date is greater than the payment date).
The system shall provide the ability to configure and display the next upcoming review date of existing tax exemption(s) on the user view of real and personal property accounts, based on the criteria established to select tax exemptions for review (e.g. annually, triennially, etc.).
The system shall provide the ability to configure and maintain a list of reasons for extending payment deadlines.

The system shall provide the ability to configure business rules for all tax types, actions and information per user-specified criteria (e.g. prevent users from entering a date of a completed activity that exceeds the current date, setting maximums and minimums, removing completed items from work queues, preventing conflicting information from being entered, etc.)
The system shall provide the ability to configure the criteria used to determine if a payment extension date is valid based on the number of days from the tax levy date.
The system shall provide the ability to configure the criteria used to establish the date range beyond which a payment deadline extension requires additional approval.
The system shall provide the ability to configure the criteria used to select the method for setting the payment due date.
The system shall provide the ability to configure the number of prior years for which a total cost value is maintained.
The system shall provide the ability to limit the subcategory choices available for business activity classifications to only those subcategories associated with the selected business activity classification, per user-specified criteria.
The system shall provide the ability to maintain the criteria used to determine assessment amounts for system-generated statutory tax levies.
The system shall provide the ability to maintain the criteria used to determine estimated taxable units amounts for system-generated statutory tax levies based on payment amount.
The system shall provide the ability to make the execution of an action on an account conditional based on a flag set on a specific data field.
The system shall provide the ability to override an account overpayment alert and accept the account overpayment.
The system shall provide the ability to prevent accounts from being flagged based on user-specified pre-defined lists and criteria.
The system shall provide the ability to prevent adjustments or other changes to tax accounts if the criteria for the changes are unmet, per user-specified criteria.
The system shall provide the ability to prevent personal property items from being taxed under multiple personal property accounts for the same time period.
The system shall provide the ability to prevent the creation of duplicate accounts and records based on a comparison of user-specified criteria (e.g. tax ID, owner or trade name, physical address, etc.), unless as otherwise specified by the County (e.g. different accounts living at the same address or multiple businesses in the same building).
The system shall provide the ability to prompt the user to correct or complete missing information on any account or transaction.
The system shall provide the ability to provide all the same functionality and features for other local tax as those outlined for business license issuance.
The system shall provide the ability to reject the processing of a file if it has already been processed (e.g. payment files).
The system shall provide the ability to require confirmation that all required reports are printed before clearing and finalizing the closeout process.

The system shall provide the ability to require confirmation when closing of daily cash report.
The system shall provide the ability to require taxpayers to choose from a drop down list of the required documentation for taxpayer applications (e.g. exemption requests, relief requests, license applications, etc.), with configuration based on the application type.
The system shall provide the ability to require users to indicate a specific reason for extending a filing or payment deadline by selecting from a user-defined list of filing and payment deadline extension reasons, configured by tax type.
The system shall provide the ability to require users to indicate a specific reason for select actions taken on an account by selecting from a user-specified pre-defined list of account action reasons.
The system shall provide the ability to utilize lists of contextual descriptions for all flags, codes and field values.
The system shall validate submitted requests according to configured rules including, but not limited to, the completion of all required fields, the uploading of required documents, and any other user-specified criteria.
The system shall provide the ability for configuration of the user view to display key attributes (such as tax amount, whether property has qualified for any type of tax relief, assessor, etc.), field names, etc. on the user view of the account, as determined by users and by user screen and tax type.
The system shall provide the ability to consolidate and print payment history.
The system shall provide the ability to customize all data field labels displayed on system screens, per user-specified criteria.
The system shall provide the ability to customize the inclusion, layout and tab order of all data fields on system screens.
The system shall provide the ability to display, on the user view of the personal property account, multiple Fire & Rescue companies for each vehicle owner participating in the Fire & Rescue Volunteer alternative rate program.
The system shall provide the ability to filter and sort the view within accounts by any field attribute (address, tax type, payments, etc.).
The system shall provide the ability to generate reports of summary and detailed account data and transactions based on user-specified criteria.
The system shall provide the ability to view a detailed account history, including via grouping of all activities related to categories such as exemptions, tax relief, appeals, audits, etc.
The system shall provide the ability to view a tax account precisely as it appeared on any date since its creation.
The system shall provide the ability to view all payments applied to each account.
The system shall provide the ability to view all related tax accounts for which a taxpayer is responsible before finalizing a transaction with the taxpayer.
The system shall provide the ability to view and print the details underlying each tax account, transaction, assessment and calculation (account analysis), within a user-specified date range in a logical format for printing and presentation to the taxpayer.

The system shall provide the ability to view each exemption and/or tax relief type associated with the account, on separate lines, including the value of each.
The system shall provide the ability to view, print, mail or email an explanation of the actual assessment method used and the detailed calculations underlying each assessment amount and tax levy amount for each account by tax type and tax year; should be itemized and include line items for tax relief and exemptions with the logical progression from the original amount due to the balance due.
The system shall provide users reports that allow them the ability to drill down from high-level assessment, tax, payment, exemptions, tax relief, deferrals and other attributes within an account to the underlying details, calculations and transactions.
The system shall provide the ability to automatically retrieve user-specified data associated with a system account from the CAMA system, based on configurable criteria.
The system shall provide the ability to automatically send user-specified data associated with a system account to the CAMA system, based on configurable criteria.

Response							Proposer Comments
Confirm Compliance	Implemented Previously	COTS Configuration2	Third Party App	Customization	Proposed Future Version	Will Not Meet	Comments

	This Proposer Response Template co below to indicate their proposed tec solution, the Proposer shall provide
	Response Code
	Confirm Compliance
	Implemented Previously
Select One	COTS Configuration
	Third Party App
	Customization
	Proposed Future Version
	Will Not Meet
	Note: An omitted response will be a

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Proposer Instructions

ontains requirements for the Loudoun County Tax and Revenue System. Proposers shall use the response codes chnology solution(s) ability to fulfill each requirement. If any requirement is not fully met by the proposed an explanation in the comment section.

Definition
The requirement will be met
The requirement has been implemented with the proposed solution on a prior engagement
The requirement will be met through an existing, or configuration of an existing, "Commercial Off The Shelf" product that has been previously developed and tested (this could include a transfer system).
The requirement will be met through a proposed third-party, stand-alone application – cost has been included in the overall proposed pricing. This includes Best-of-Breed. (*Note: custom development including some pre-built functions or modules should be indicated as "Customization"*).
The requirement will be met through custom development – cost and effort have been included in the overall proposed pricing.
The requirement will be met through a future product version that is currently being developed as part of the proposed solution's product life cycle, including products that may currently be in beta. Please provide an estimated availability date in the comment section.
The requirement will not be met.

ssumed to be the same as a response code of 'Will Not Meet'.

Loudoun County, Virginia

REQUEST FOR PROPOSAL (RFP)

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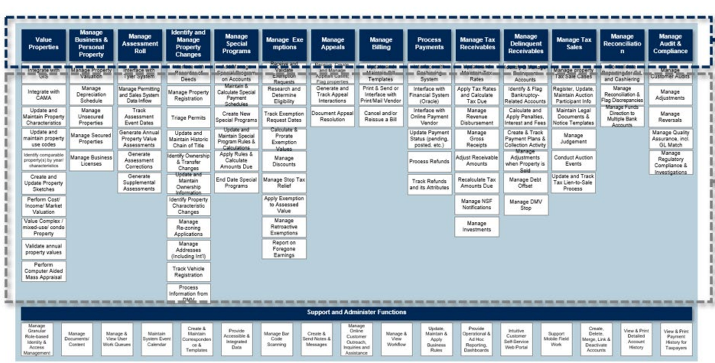
APPENDIX C

Loudoun County Business Capability Model

<u>Business Capability Model</u>

Business Capability Modeling (BCM) is used to enable straightforward identification of where a jurisdiction is unique from others. The BCM provides an easy to understand view of the County, while creating a common language among decision makers. Business Capabilities Modelling is a powerful way to translate business needs into IT requirements. Using a BCM, Loudoun County can highlight the major areas of its business that are required today and moving forward, as well as those that will be affected by new/changed processes and technology. The diagram below provides a high-level overview of the major business capabilities expected to be supported by the Integrated Tax and Revenue System.



Level 0 — Foundational capabilities that readily communicate **"what the business does"** — level 0 capabilities also consist of operational and support capabilities

Level 1 — Provides more **granularity** and have a direct hierarchical relationship with the Level 0 capability — each level 1 capability can be broken down further to level 2

Value Real Property
- Integrate with CAMA
- Integrate with GIS
- Update and Maintain Property Characteristics
- Update and maintain property use codes
- Identify comparable property(s) by year/ characteristics
- Create and Update Property Sketches
- Perform Cost/ Income/ Market Valuation
- Value Complex / mixed-use/ condo Property
- Validate annual property values
- Perform Computer Aided Mass Appraisal

Manage Real Property Assessment Roll
- Integrate with CAMA
- Manage Permitting and Sales System Data Inflow
- Track Assessment Event Dates
- Generate Annual Property Value Assessments
- Generate Assessment Corrections
- Generate Supplemental Assessments

Identify and Manage Real Property Changes
- Integrate with CAMA
- Triage Permits
- Update and Maintain Historic Chain of Title
- Identify Ownership & Transfer Changes
- Manage Re-zoning Applications

Manage Business and Personal Property Tax
- Manage Property Valuation
- Manage Depreciation Schedule
- Manage Property Registration
- Manage Filing
- Manage Licensing
- Manage Ownership & Transfer Changes
- Process Information from DMV

Manage Exemptions
- Receive and Validate Exemption Requests
- Research and Determine Eligibility
- Track Exemption Requests
- Calculate & Prorate Exemption Values
- Manage Stop Tax Relief
- Track & Report on Tax Relief
- Add / Manage Tax Relief Programs

Manage Appeals
- Receive, Create & Manage Appeals Cases
- Generate & Track Appeal Interactions
- Document Appeal Resolution

Manage Billing
- Update & Maintain Bill Templates
- Format & Generate Bills
- Cancel and/or Reissue a Bill
- Manage Tax Payment Receipts

Process Payments
- Manage Cashiering*
- Interface with Online Payment Vendor
- Interface with County Financial System
- Update Payment Status (pending, posted, etc.)
- Manage NSF Notifications

Manage Receivables
- Update & Maintain Tax Rates
- Apply Tax Rates and Calculate Tax Due
- Adjust Accounts & Recalculate Tax Due
- Manage Revenue Disbursement
- Manage Refunds

Manage Delinquent Receivables
- Identify & Manage Delinquent Accounts
- Calculate & Apply Penalties, Interest and Fees
- Identify & Flag Bankruptcy-Related Accounts
- Create & Track Payment Plans & Collection Activity
- Manage Debt Offset
- Manage DMV Stop
- Manage Adjustments when Property is Sold
- Manage Judgements & Liens

Manage Tax Sales
- Manage Property Tax Sale Cases
- Maintain Legal Documents & Correspondance Templates
- Register, Update, Maintain Auction Participant Info
- Manage Auction Events
- Update & Track Tax Lien-to-Sale Process

Manage Reconciliation
- Consolidate Reporting for G/L and Cashiering
- Manage Funds Direction to Multiple Bank Accounts
- Manage Reconciliation & Flag Discrepancies
- Manage Adjustments

Manage Audit & Compliance
- Manage Customer Audits
- Manage Adjustments
- Manage Regulatory Compliance & Investigations

Support and Administer Functions
- Manage Granular Role-based Identity & Access Management
- Manage Documents/ Content
- Manage & View User Work Queues
- Update, Maintain & Apply Business Rules
- Maintain System Event Calendar
- Create & Maintain Correspondence & Templates
- Provide Accessible & Integrated Data
- Provide Operational & Ad Hoc Reporting, Dashboards
- Intuitive Customer Self-Service Web Portal
- Manage & View Workflow
- Create & Send Notes & Messages
- Manage Online Customer Outreach, Inquiries and Assistance
- Support Bar Code Scanning
- Support Mobile Field Work
- Create, Delete, Merge, Link, Manage, Edit & Deactivate Accounts
- View & Print Detailed Account History
- Manage Addresses (Including Int'l)

Loudoun County, Virginia

Division of Procurement
One Harrison Street, 4th Floor
Leesburg, Virginia 20175

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APPENDIX D: Proposal Signature Page

THE FIRM OF:____

Address:____

____

FEIN______________________________

Hereby agree to provide the requested services as defined in Request for Proposal (RFP) No. 539782 for the price as stated in the price proposal.

A. Return the following with your proposal. If Offeror fails to provide with their proposal, items shall be provided within twenty-four (24) hours of proposal opening.

ITEM:		INCLUDED: (X)
1.	W-9 Form:	_______
2.	Certificate of Insurance:	_______
3.	Addenda, if any (Informality):	_______

B. Failure to provide the following items with your proposal shall be cause for rejection of proposal as non-responsive. It is the responsibility of the Offeror to ensure that it has received all addenda and to include signed copies with their proposal.

ITEM:		INCLUDED: (X)
1.	Addenda, if any:	_______
2.	Payment Terms:	__________ net 30 or ________ Other
3.	Proposal Submission Format Info:	_______

Person to contact regarding this proposal:____

Title:__________________________Phone:____________Fax:____________________

E-mail:____

Name of person authorized to bind the Firm:

Signature:____Date:______________

By signing and submitting a proposal, your firm acknowledges and agrees that it has read and understands the RFP documents, including any addenda.

Loudoun County, Virginia
www.loudoun.gov/procurement
Department of Management and Financial Services
Division of Procurement
1 Harrison Street, S.E., 4th Floor, MSC#41C, Leesburg, VA 20175

RFP RFQ 539782

APPENDIX E: PROOF OF AUTHORITY TO TRANSACT BUSINESS IN VIRGINIA

THIS FORM MUST BE SUBMITTED WITH YOUR BID/PROPOSAL. FAILURE TO INCLUDE THIS FORM SHALL RESULT IN REJECTION OF YOUR BID/PROPOSAL

Pursuant to Virginia Code §2.2-4311.2, a bidder/Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia shall include in its bid/ proposal the identification number issued to it by the State Corporation Commission ("SCC"). Any bidder/Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its bid or proposal a statement describing why the Offeror is not required to be so authorized. Any bidder/Offeror described herein that fails to provide the required information shall not receive an award unless a waiver of this requirement and the administrative policies and procedures established to implement this section is granted by the Purchasing Agent or his designee.

If this bid/proposal for goods or services is accepted by the County of Loudoun, Virginia, the undersigned agrees that the requirements of the Code of Virginia Section 2.2-4311.2 have been met.

Please complete the following by checking the appropriate line that applies and providing the requested information. ***PLEASE NOTE: The SCC number is NOT your federal ID number or business license number.***

A._____ Bidder/Offeror is a Virginia business entity organized and authorized to transact business in Virginia by the SCC and such bidder's/Offeror's Identification Number issued to it by the SCC is ______________________.

B._____ Bidder/Offeror is an out-of-state (foreign) business entity that is authorized to transact business in Virginia by the SCC and such bidder's/Offeror's Identification Number issued to it by the SCC is ______________________.

C._____ Bidder/Offeror does not have an Identification Number issued to it by the SCC and such bidder/Offeror is not required to be authorized to transact business in Virginia by the SCC for the following reason(s):

Please attach additional sheets of paper if you need to explain why such bidder/Offeror is not required to be authorized to transact business in Virginia.

____
Legal Name of Company (as listed on W-9)

____
Legal Name of Bidder/Offeror

____
Date

____
Authorized Signature

____
Print or Type Name and Title

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APPENDIX F

HOW DID YOU HEAR ABOUT THIS RFP?
Please take the time to mark the appropriate line and return with your proposal.

☐ Associated Builders & contractors	☐ Loudoun Times Mirror
☐ Bid Net	☐ Our Web Site
☐ Builder's Exchange of Virginia	☐ NIGP
☐ Email notification from Loudoun County	☐ The Plan Room
☐ Dodge Reports	☐ Reed Construction Data
☐	☐ Tempos Del Mundo
☐ India This Week	☐ Valley Construction News
☐ LS Caldwell & Associates	☐ Virginia Business Opportunities
☐ Loudoun Co Small Business Development Center	☐ VA Dept. of Minority Business Enterprises
☐ Loudoun Co Chamber of Commerce	☐ RAPID

☐Other____

SERVICE RESPONSE CARD

Date of Service:______________

How did we do?

Please let us know how we did in serving you. We'd like to know if we are serving you at an acceptable level.

How would you rate the way your request for this document was handled?

Excellent ☐ Good ☐ Average☐ Fair ☐ Poor ☐

Did you have contact with Procurement staff? ☐

How would you rate the manner in which you were treated by the Procurement staff?

Excellent ☐ Good☐Average☐ Fair ☐ Poor ☐

How would you rate the overall response to your request?

Excellent ☐ Good ☐ Average ☐ Fair ☐ Poor ☐

COMMENTS:____

____

____

Thank you for your response!
We can better assess our service to *you* through feedback from *you*.

Your Name: ____

Address:____

Phone:_____________________(day) __________________________________ evening

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APPENDIX G: Rider Clause Members of Northern Virginia Cooperative Purchasing

Cooperative Rider Clause

The Mid-Atlantic Purchasing Team (MAPT) is the agreement between the Metropolitan Washington Council of Governments ("MWCOG") and the Baltimore Metropolitan Council ("BMC") to aggregate the public entity and non-profit purchasing volumes in the Maryland, Virginia and Washington, D.C. region ("region").

Format

A lead agency format is used to accomplish this work. The Lead Agency in this procurement has included this MAPT Cooperative Rider Clause in this solicitation indicating its willingness to allow other public entities to participate pursuant to the following Terms and Conditions:

1. Terms

    1.1 Participating entities, through their use of the Cooperative Rider Clause, agree to the terms and conditions of the resulting contract to the extent that they can be reasonably applied to the participating entity.

    1.2 Participating entities may also negotiate additional terms and conditions specific to their local requirements upon mutual agreement between the parties.

2. Other Conditions - Contract and Reporting

    2.1 The contract resulting from this solicitation shall be governed by and "construed in accordance with the laws of the State/jurisdiction in which the participating entity officially is located;

    2.2 To provide to MWCOG and/or BMC contract usage reporting information, including but not limited to quantity, unit pricing and total volume of sales by entity, as well reporting other participating entities added on the contract, on demand and without further approval of contract participants;

    2.3 Contract obligations rest solely with the participating entities only;

2.4 Significant changes in total contract value may result in further negotiations of contract pricing with the lead agency and participating entities.

In pricing and other conditions, vendors are urged to consider the broad reach and appeal of MAPT with public and non-profit entities in this region.

A list of the participating members of the Mid-Atlantic Purchasing Team can be found at the following web links www.mwcog.org/purchasing-and-bids/cooperative-purchasing/member-links/ and http://www.baltometro.org/our-work/cooperative-purchasing/brcpc-representatives

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Loudoun County, Virginia

REQUEST FOR PROPOSAL (RFP)

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APPENDIX H

Loudoun County Technical Standards

The following provides the County's established technical standards to provide a high-level understanding of the technical environment across existing systems, platforms and interfaces. The Offerors should leverage and understand the environment while preparing proposals.

Technology Environment

The Department of Information Technology ("DIT") provides information, office automation, and communications systems and services to all the departments of Loudoun County government. DIT support staff is responsible for maintaining the hardware, software, and network resources required to operate Loudoun County's technology infrastructure.

Server Platforms

The County utilizes Intel-based Microsoft Windows 2012 and 2016 servers. The County has standardized on VMware ESXi hypervisor on Dell servers with Intel Xeon processors. The majority of servers are virtual and all future server hosts should be virtualized. The County uses Veeam Enterprise Backup for backups of all major Windows and Unix servers and applications. The County leverages VMware Horizon 7 to support GIS and other virtual applications. An IBM Z114 2818-I03 Enterprise Mainframe Server houses the County's legacy application for Land Records (LMIS).

Database Management Systems

The County prefers two (2) different database products: Oracle and Microsoft SQL Server 2016 or higher.

Programming Languages

The County's application systems utilize several different computer programming languages. The "legacy" applications were developed utilizing COBOL. Non-Financial applications are being re-written out of COBOL using VB.NET. Financial applications will utilize Oracle OAF and Java.

Network Services

TCP/IP is the predominant protocol utilized to communicate with Loudoun County servers. The County makes every effort to utilize browser-based access for all systems. IBM DB2 Connect, IBM Host on Demand, and IBM Wintegrate are the primary communications packages used on the IBM platforms. The County network is currently Microsoft-based Active Directory. A combination of O365 services and applications along with limited on-premise Microsoft Exchange servers provide the County's email system. Remote access to the County networks is supported via SSL and IPsec VPN.

Personal Computers

County personal computer workstations consist of both networked and stand-alone PCs. The current standards are Dell models 5050 for desktops and models 5580, 7280, 7480 for laptops. Microsoft Windows 7 Enterprise 64 bit operating system and Microsoft Office Suite 2013 are standard on each system. Approximately 10% of the desktops are virtualized under a VMware environment.

Telecommunication

The County currently utilizes a combination of VoIP and analog networks utilizing SIP and H323 protocols supported by a Avaya PBX system. A majority of County facilities use Avaya One Cloud hosted telephony services with some locations remaining on the legacy Communication Manager 6.3.7 call management system.

Internet/Intranet

The County's preferred Web and Intranet applications platform is Microsoft Internet Information Services on Windows 2019 virtual server. Other popular Unix-based operating system platforms (Red Hat Linux, Sun Solaris) and web platforms (Apache) are supported on Dell, or Sun hardware, respectively. The County's z114 Enterprise Server is used for hosting data for Intranet and Internet based applications. Web servers are typically reversed-proxied, using F5 systems, in a DMZ.

Remote Access, Mobile Devices and Equipment Standards:

As Loudoun County integrates its service delivery, employees have become increasingly mobile as they deliver more services in the field. Loudoun County has a requirement to be able to use mobile devices (to include laptops, tablets, iPads and Smartphones) to work online anywhere they are delivering services using either a laptop or tablet PC. Loudoun County currently utilizes Global Protect and NetMotion for employee VPN access.. In addition, whenever a computer network connection is established between a County computer and another computer at a location outside an official Loudoun County office, and whenever this connection transmits or is likely to transmit sensitive information, the link shall be encrypted.

Security

The County is seeking a robust security component that will enable staff to assign access rights through a user friendly interface and to give rights across program areas as well as locations. The County is seeking flexibility in modifying security by individual in a live environment. The County is moving towards an integrated service provider model and the security must support this multi-role staffing pattern. However, access to all components of the proposed New System shall be granted only to authorized users. The County must have the ability to reset all user passwords and maintain passwords for the New System.

Security Profiles - Users of the New System shall be limited to specific functions through user "profiles" that are maintained by a System Administrator. At a minimum, conditional access capabilities such as password protection must be included. Access rights shall be based on "need to know" criteria, with the ability to limit access for updates, as well as for data retrieval.

Authorized users of the proposed New System must be identified by a User ID and Password or another means for authentication that provides equivalent or better security.

The software must support https (TLS 1.1 or higher) for all traffic and not cache any information locally on any device used to access the New System.

Cloud Hosting Standards:

Cloud hosting must be SOC 2 compliant. SOC 2 compliance as part of the AICPA Service Organization control (SOC) reporting platform. In an effort to dramatically revamp reporting on service organizations (and to align with the growing trend of globally accepted accounting principles), the American Institute of Certified Public Accountants (AICPA) launched the SOC reporting platform, for which there are three (3) reporting options: SOC 1, SOC 2, and SOC 3. SOC 2 compliance is conducted in accordance with AT 101. SOC 2 compliance is designed for the growing number of technology and cloud computing entities that are becoming very common in the world of service organizations. Service providers are required to provide Loudoun County DIT with their SOC2 Type 1 and Type 2 reports on an annual basis.

ISO/IEC 27017 is a code of practice for information security controls based on ISO/IEC 27002 for cloud services. ISO 27017 is an extension of ISO 27002. ISO 27017 generally focuses on the protection of information in the cloud services. Service providers are required to provide Loudoun County DIT with any ISO 270xx certification reports for review on an annual basis.

RFP RFQ 539784 Appendix I: Critical Dates Impacting Loudoun County Operations

Payment Deadlines	Type of Tax Due
February 5th	Personal Property (Including Business Tangible), Real Estate
March 1st	Business Professional & Occupational License
May 5th	Personal Property (Including Business Tangible)
June 1st	Bank Franchise Taxes
June 5th	Real Estate & Personal Property (Including Business Tangible) & Public Service Accounts
October 5th	Personal Property (Including Business Tangible)
December 5th	Real Estate & Personal Property (Including Business Tangible) & Public Service Accounts

Splinter/Specialty Quarterly Taxes - (TOT/STR)		
Time Period	**TOT Payment Due**	**Short Term Rental Payment Due**
October - December	1/31	1/15
January - March	4/30	4/15
April - June	7/31	7/15
July - Sept	10/31	10/15

Monthly Taxes	
Time Period	**Payment Due**
January	Last Business Day of February
Februrary	Last Business Day of March
March	Last Business Day of April
April	Last Business Day of May
May	Last Business Day of June
June	Last Business Day of July
July	Last Business Day of August
August	Last Business Day of September
September	Last Business Day of October
October	Last Business Day of November
November	Last Business Day of December
December	Last Business Day of January

Treasurer Blackout Dates		
Start Date	**End Date**	**Reasoning**
2/3/2022	2/7/2022	BOOK 3 DEADLINE
2/22/2022	3/4/2022	BPOL DEADLINE
4/28/2022	5/12/2022	1ST HALF PP/BT DEADLINE
5/29/2022	6/10/2022	1ST HALF RE DEADLINE
9/30/2022	10/14/2022	2ND HALF PP DEADLINE
11/28/2022	12/9/2022	2ND HALF RE, BOOK 3 DEADLINE

RFP RFQ 539782 Appendix J - Cost Proposal

COST SUMMARY
*Provide the overall costs for each item for the first five years. Add additional rows as necessary. Itemized implementation costs are on the next tab. *Provide a cost proposal narrative including how subscription fees are derived (i.e. users, record count) and any assumptions that were used in determining the fees

Item	Description	Year 1 Price	Year 2 Price	Year 3 Price	Year 4 Price	Year 5 Price	Year 6 Price	Year 7 Price	Total
1	Subscription / Licensing Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
2	Implementation Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
3	Training Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
4	Annual Software Support and Maintenance Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
5	<Add additional lines as necessary>	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Total Solution Costs	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**

Cost Proposal Narrative Response

APPENDIX K

A. CHANGE CONTROL OVERVIEW

Change Control exists to enable clear, organized, and repeatable management of changes as they relate to this Agreement throughout the project lifecycle, including maintenance and activities associated with a change. This includes the associated documentation needed to properly establish the need for a change and its impact to the project's scope, cost and schedule, and the process by which LOUDOUN COUNTY will evaluate and render decisions on changes.

All contract changes must be processed consistent with the provisions of this Agreement in order to be effective. Cost increases will not be permitted contrary to the provisions of this Agreement.

A.1. Permissible Changes

The following defines the scope of Permissible Changes that may be considered for change. A single Request for Change (RFC) may be related to more than one Permissible Change type listed below.

- Bona fide, substantial new scope to be delivered at the request of LOUDOUN COUNTY that is not documented in the SCOPE OF WORK or is not otherwise covered under the premise of ensuring [Vendor] provides LOUDOUN COUNTY a complete solution.
- Reductions in [Vendor] delivery of the agreed upon scope to be delivered, or other reduced [Vendor] performance under the Agreement. Such adjustments shall result in a reduction to the firm fixed price or other compensation acceptable to LOUDOUN COUNTY that reasonably reflects the value of that reduction, not the cost of the reduction to [Vendor], if less. LOUDOUN COUNTY will remain entitled to compensation for any such reductions in delivery in situations [Vendor] costs remain constant or increase. Furthermore, LOUDOUN COUNTY will be entitled to monies from [Vendor] wherever reduced delivery results in increasing LOUDOUN COUNTY costs outside of this Agreement.
- Implementing a process manually instead of automatically where there is bona fide business justification to do so and not due to other reasons, such as that [Vendor] would incur additional cost or effort to implement the process automatically as compared to manually.
- Adjustments due to bona fide changes, outside of delay, made by one party that the other party did not have any reasonable control over in order to ensure that party does not incur additional expenses. Such adjustments must be "net", meaning that the party requesting the adjustment must demonstrate the net new expense impacts above and beyond original plans. Such adjustments include:
    - LOUDOUN COUNTY requiring wholesale replacement to legacy technologies [Vendor] must work with to implement the Solution. Such replacements shall not be interpreted to mean product upgrades or patching.

  - LOUDOUN COUNTY implementing new systems that [Vendor] must work with to implement the Solution, outside of tools used to facilitate project management or implementation.

- Adjustments to project baselines, such as project schedule components relevant to SLAs.
- Approved changes for Egregious Delay as described below.
- Adjustments to the major elements and milestones of the approved project plan and schedule (e.g., Phase go-live dates), which can only be revised through Change Control.

A.2. Ineligible Changes

Any change not expressly described above as a Permissible Change is ineligible for change that would result in an effective increased cost to LOUDOUN COUNTY (i.e., Ineligible Changes). Ineligible Changes are permitted to be reflected as no cost to LOUDOUN COUNTY Change Control where LOUDOUN COUNTY deems it appropriate. Furthermore, the following are expressly agreed between the parties as Ineligible Changes:

- Any expenses or other costs resulting from [Vendor] at risk work that did not receive express written prior approval from LOUDOUN COUNTY to proceed at risk as governed by the Change Control process (e.g., retroactive costs).
  - [Vendor] agrees any such work, expenses and costs taken at risk without LOUDOUN COUNTY express prior written approval shall be deemed automatically included in the original firm fixed price.
  - [Vendor] agrees any such work at risk shall not be justification to seek relief from its obligations under the Agreement through an RFC, even if [Vendor] does not request additional monies.
- Any additional expenses [Vendor] anticipates or incurs related to changes [Vendor] discovers it must make to its approach in order to successfully deliver the SCOPE OF WORK, including, but not limited to:
  - Implementation approach changes, such as [Vendor] finds it must modify its hybrid agile approach in some manner and those adjustments require additional effort on [Vendor]'s part in order for [Vendor] to meet SCOPE OF WORK commitments.
  - Technical approach changes, such as [Vendor] finds its original data bridging is insufficient to meet requirements and that it must employ an alternative approach to meet requirements.
- [Vendor] acknowledges it may encounter situations that require more effort than it originally planned to incur to deliver the Solution. Therefore, any additional costs or expenses anticipated or incurred due to [Vendor]'s underestimation of its work required to deliver the Solution for the firm fixed price are Ineligible Changes, including, but not limited to:

    - Situations where [Vendor] originally assessed a given requirement could be delivered with a lower level of effort (e.g., “out of the box”) and it finds later the requirements required a higher level of effort to properly implement (e.g., “customization).

- Any scope identified by [Vendor] as bona fide new scope where such scope has not been appropriately presented and vetted by LOUDOUN COUNTY governance.
    - For example, situations where LOUDOUN COUNTY stakeholders may have knowingly or unknowingly expressed a desire for new scope in project meetings and where [Vendor] did not identify such items as potential new scope and escalate those to LOUDOUN COUNTY governance for review, deliberation, and potential resolution prior to [Vendor] submitting an RFC.
- Any additional [Vendor] work or expenses resulting from the upgrade of an underlying product.
- LOUDOUN COUNTY shall be entitled to a reasonable adjustment of time to perform its responsibilities when it must make a material change to LOUDOUN COUNTY’s business processes that requires review and approval by LOUDOUN COUNTY governance.
- Any change that is required in order for [Vendor] to satisfy the scope under the SCOPE OF WORK. This includes cost for software tools required to satisfy its obligations under this Agreement.
- Any change sought by [Vendor] to relieve its obligations, or avoid penalties, under the Agreement and SCOPE OF WORK due to [Vendor] and/or subcontractor performance issue, such as to avoid SLA retainage due to the anticipation that project schedule go-live dates will be missed.
- Any change seeking additional monies for [Vendor] for implementing the full capabilities of the Solution’s core products and modules that apply to LOUDOUN COUNTY and that LOUDOUN COUNTY is entitled to regardless of any LOUDOUN COUNTY-specific requirements.
- Any changes seeking additional monies for [Vendor] to remediate any Solution issues, such as remediating design flaws that result from designs that were not developed, approved, or altered in accordance with established LOUDOUN COUNTY processes.
- [Vendor] will use any tools necessary to provide a smooth implementation. If tool changes or additions are required, [Vendor] agrees that while LOUDOUN COUNTY will approve all such changes, such changes will not result in any increased cost for LOUDOUN COUNTY nor impact [Vendor] delivery and that [Vendor] will pursue an RFC as such.

A.3. Chargeable Changes

Only proposed charges supported with evidence and documentation satisfactory to LOUDOUN COUNTY will be considered as part of the Request for Change by either party ([Vendor] or

LOUDOUN COUNTY). Proposed charges submitted with Requests for Change must conform to the cost basis and cost principles established in the Agreement, including:

- For services, including rate cards and firm fixed price. In addition, a build-up with detail no less than the original RFP cost proposal must be provided, including information by individual role, labor category, and phase with effort hours.
- For non-services (e.g., goods), [Vendor] must make available the non-services for purchase through [Vendor] with no markup.
    - LOUDOUN COUNTY Agreement rights, including to procure non-services from sources other than [Vendor], may be exercised for any approved change. LOUDOUN COUNTY reserves to exercise these rights at any time. LOUDOUN COUNTY exercising its Agreement rights shall not constitute a delay.
- Proposed charges pertaining to Egregious Delay are subject to additional requirements (below).

LOUDOUN COUNTY may require any evidence it deems necessary and [Vendor] must provide evidence to substantiate its claim, including any associated build-ups.

- [Vendor] cannot claim confidentiality prohibits the provision of any necessary documentation required to substantiate a proposed charge, though confidentiality may be permitted by LOUDOUN COUNTY to be used to limit the review of documentation to designated LOUDOUN COUNTY decisionmakers (at a minimum, the LOUDOUN COUNTY project manager, LOUDOUN COUNTY project sponsor and any other LOUDOUN COUNTY stakeholder required to review the proposed charges) if appropriate and not in conflict with policies, rules and regulations, such as FOIL.
- Any costs [Vendor] does not provide evidence for to LOUDOUN COUNTY's satisfaction is not eligible for consideration.

In addition, the party proposing the charge must certify all proposed charges are net new and exclusive to the Request for Change submission, and that no ineligible charges are included, such as charges directly or indirectly that are retroactive or any sort of charges that have the effect of recouping losses or at-risk work not expressly previously approved in writing by LOUDOUN COUNTY.

The parties will be able to negotiate the amount of any proposed charges even if the amount is fully substantiated through submitted documentation, including Egregious Delay costs (see below).

A.4. Notification of Potential Requests for Change

Each party is required to provide a detailed report of situations that may rise to the level of a Request for Change to the other party in writing, in a mutually agreed upon format, in a timely manner that affords a reasonable opportunity for the parties to address the situation prior to the need for a Change.

A.5. Change Control Timing

The Change Control Process will be used before any proposed changes are made. In the absence of a formal approval by LOUDOUN COUNTY, a change made unilaterally by [Vendor] will be at [Vendor]'s own cost and will not result in additional cost to LOUDOUN COUNTY or in any project delay. In addition, submission of a Request for Change does not constitute automatic acceptance.

A.6. Requirements to Work at Risk

LOUDOUN COUNTY shall have the right to require [Vendor] to work at risk in the event mutual agreement on a Request for Change is not achieved. Any at risk work [Vendor] performed up until receiving formal notice from LOUDOUN COUNTY in this regard remains ineligible for Change Control. [Vendor] is solely responsible for maintaining sufficient documentation and evidence of any such at risk work required by LOUDOUN COUNTY in writing. This shall not diminish each party's rights to pursue formal dispute resolution or to initiate termination under the Agreement.

A.7. Changes for Egregious Delay

Both parties acknowledge that there will be ebbs and flows in their working relationship and project execution over the years of the multi-year project under this Agreement. This may at times result in delays caused by one party or the other, and to some degree are expected (incidental), and are therefore not subject to recovery., In other cases where the delay is egregious, this would be eligible for equitable adjustment:

- Incidental Delays – these costs are absorbed by the party as part of the expected nature of a complex multi-year solution implementation project, and are not eligible for equitable adjustment.
- Egregious Delays – a party's conduct that is in bad faith or grossly negligent, which causes the other party to incur unavoidable additional costs, and which is not cured within a reasonable time.

Requests for Change for Egregious Delay shall be subject to the all requirements of Change Control in addition to the other requirements described in the sub-sections herein.

A.7.1 Requirements to Report Potential Egregious Delay

Each party is required to provide a detailed report of situations that potentially may rise to the level of Egregious Delay to the other party in writing, in a mutually agreed upon format, in a timely manner that affords a reasonable opportunity for the parties to remediate the situation before it escalates.

A.7.2 Request for Change for Egregious Delay Requirements

Requests for Change for Egregious Delay must be submitted in a timely manner and include the following additional information and evidence beyond what is required for other types of Requests for Change:

- Demonstrating all good faith efforts have been taken by the party submitting the Request for Change to avoid delay costs, such as:
    - Project scheduling, communications, etc. set reasonable and realistic expectations (i.e., were not aggressive, were not best-case scenarios) that were generally agreed to by the other party.
    - All possible work that could continue has continued, including that the barriers resulting in the delay are not artificial (i.e., not true dependencies). Includes that the party has adjusted work assignments in every reasonable way to avoid incurring delay costs.
    - All potential reasonable alternatives to work through the barriers that have resulted in the delay have been communicated to the other party and all efforts to work with the other party on reasonable alternatives have been exhausted.
- Demonstrating the other party has not acted in good faith to help the party submitting the Request for Change to avoid delay costs being incurred by party.

In addition, while any [Vendor] Requests for Change for Egregious Delay are pending, all retainage payments that may become eligible for release while the RFC remains pending or otherwise unresolved are held until LOUDOUN COUNTY's determination on the RFC is completed. Once any remaining retainage is released to [Vendor] by LOUDOUN COUNTY after full implementation, [Vendor] agrees to forfeit all rights to seek any further equitable adjustments for Egregious Delay. Furthermore, any pending [Vendor] Requests for Change for Egregious Delay at that time shall be automatically withdrawn.

A.7.3 Delay Cost Exclusions

Delay costs proposed must exclude the following:

- Profit of any kind, including any markup or other amount that would translate to a profit of [Vendor] or any subcontractor.
- The cost of any expenses that would be incurred regardless of the existence of the project, such as costs associated with permanent office space or the cost of employee fringe benefits, or costs pertaining to software or tools [Vendor] uses in its organization that are not specific to the LOUDOUN COUNTY project, or any portion thereof. In addition:
    - Partial costs are not eligible, such as an additional floor leased where there is permanent office space.
    - The cost for project-specific office space cannot be requested without notice prior to the applicable Request for Change to LOUDOUN COUNTY that such space is necessitated by the project and that space cannot be obtained only due to the conditions underlying a Request for Change.
    - The fact that an individual was hired for the project does not change the prohibition related to employee fringe benefits, such as health insurance.

- Opportunity costs or other costs that relate to [Vendor]'s business that are not related to outlays specific to providing the services under this Agreement.
- Any costs related to areas already resolved through a prior agreed upon Change.
- Any savings the party realized through overperformance of the other party in areas of the project, which must be disclosed and used to offset any claimed delay costs, such asAny savings associated with over-delivery by LOUDOUN COUNTY, meaning that when LOUDOUN COUNTY meets its obligations earlier than expected (in full days only), the savings for that early delivery will be tracked by [Vendor], or the cost of any delays by [Vendor] not yet reduced from the firm fixed price.
- Any costs incurred during any period of time [Vendor] was in breach of the Agreement.
- Any costs incurred during any period of time where [Vendor] was not performing consistent with the terms of the Agreement, including meeting all SLAs.
    - This shall not apply if [Vendor] can demonstrate and furnish sufficient evidence the failure of [Vendor] to perform in a manner consistent with the Agreement or meet an SLA is entirely due to an Egregious Delay caused by LOUDOUN COUNTY and such a determination would be reasonable under the circumstances.
- Any costs where [Vendor] is unable or unwilling to furnish evidence satisfactory to LOUDOUN COUNTY according to this Agreement, including regarding subcontractors.

A.7.4 Remittance of Approved Delay Costs

Any approved delay costs shall be remitted as follows:

- Approved delay costs due to [Vendor] will be in the form of reducing the projected total retainage amount, based on the current contract values, by the approved delay cost and releasing that retainage amount equal to the approved delay cost upon LOUDOUN COUNTY approval of the next milestone payment during the normal course of business of the project.
    - Any portion of the approved delay costs that exceed the projected retainage amount shall be new monies paid to [Vendor] upon LOUDOUN COUNTY approval of the next milestone payment during the normal course of business of the project or within 30 days if no payment milestones remain.
    - All costs assigned to a subcontractor will require documentation signed by an authorized executive of [Vendor] and the subcontractor in question that the full amount, if approved, will be remitted to subcontractor and that [Vendor] will in no way recover such amount back from the subcontractor directly or indirectly.
    - Recalculations of original retainage amounts shall be performed as appropriate by LOUDOUN COUNTY to align with current contract values. If necessary,

LOUDOUN COUNTY will determine if subsequent RFCs should be approved for "true up" purposes.

- Approved delay costs due to LOUDOUN COUNTY will be in the form of a credit applied to the invoice for the next payment milestone, based on current contract values, approved by LOUDOUN COUNTY during the normal course of business of the project.
    - Any portion of delay costs due that exceed the amount of the next payment milestone will be applied as credits to subsequent payment milestones.
    - Any portion of delay costs that exceed the expected amount due for all remaining payment milestones shall be new monies paid to LOUDOUN COUNTY within 30 days.
    - Recalculations of original payment milestone amounts shall be performed as appropriate by LOUDOUN COUNTY to align with current contract values. If necessary, LOUDOUN COUNTY will determine if subsequent RFCs should be approved for "true up" purposes.

A.7.5 Efforts to Recover Approved Delay Costs

Subsequent to any approved delay costs, the parties agree to work together in good faith to recover any approved delay costs, in part or in whole, incurred, wherever possible or reasonable to do so, in a manner that does not unduly burden either party, impact the quality of delivery, or that would reasonably create a high risk of new delay costs. As recovery is realized and mutually agreed, the parties agree to pursue Change Controls as appropriate, including adjustments to remittance of any previously approved delay costs, such as restoring retainage amounts or credit adjustments. Each party shall have a right to submit a Request for Change if it believes the other party is not acting in good faith in this regard.

In the event for any reason there are approved delay costs remitted to a party that the party does not ultimately realize, the party agrees to notify the other party in a timely manner and will promptly make arrangements to return such delay costs remitted or appropriate portion thereof.

B. CHANGE CONTROL TOOLS

LOUDOUN COUNTY will approve all change control tools that will be used to document and track Requests for Change and otherwise support the Change Control Process. These may include a combination of tools LOUDOUN COUNTY identifies or tools that [Vendor] proposes that LOUDOUN COUNTY approves. [Vendor] agrees to use all approved change control tools as required by LOUDOUN COUNTY. [Vendor] must provide full access to LOUDOUN COUNTY and maintain appropriate backups of any [Vendor]-hosted tools approved to support the Change Control Process.

C. CHANGE REQUEST DOCUMENTATION

During the Change Control Process, LOUDOUN COUNTY may, at its sole discretion, require [Vendor] to provide information, documentation and/or evidence as a condition of considering a

Request for Change. For example, evidence that [Vendor] provided LOUDOUN COUNTY with advance notice of a potential Request for Change and explored reasonable alternatives to a Request for Change may be required. [Vendor] will not be entitled to additional monies related to Requests for Change (e.g., preparing, researching). Moreover, [Vendor] shall not recover retroactively for costs incurred prior to the contractual execution of a LOUDOUN COUNTY approved Request for Change. All proposed cost increases associated with proposed Requests for Change will require detailed information as determined by LOUDOUN COUNTY, which at minimum shall include a rationale as to why the cost increase is permissible to be sought per the contract, an accounting of all actions taken to avoid the need for a cost increase, and a detailed build-up of the proposed cost increase. Undocumented discussions and agreements that may occur verbally with no formal RFC, shall not be considered in the evaluation of the RFC.

Requests for Change will be documented using the agreed-upon format and tool by the party (LOUDOUN COUNTY or [Vendor]) submitting the Request for Change (RFC).

The documentation accompanying the Request for Change will include a description of the proposed change; the justification for the change; a summary of the effect the change would have on the technology, schedule, quality and cost; any risks posed or mitigated by the change; and any potential workarounds to the change. All proposed redlines to SCOPE OF WORK or other Agreement documents must also be included with the RFC submission. In addition, the RFC must include a clear decision that is requested to be made, something that can be approved, rejected or, if needed, deferred (such as to gather additional information or to instead review a more time-sensitive RFC).

At a minimum, each RFC will include all of the following information. LOUDOUN COUNTY, at its sole discretion, may require additional information for particular RFCs or all RFCs beyond what is listed below.

Table 1. Request for Change Minimum Required Information

Required Information	Description
Change Descriptor / Title	A title for the RFC that will adequately identify it as distinct from other potential changes
Change Request Number	Unique number to identify this specific request (may be automatically generated in the Change Process Tool)
Work Plan Task IDs	Related tasks in the work plan
Priority	Requestor is to indicate priority of RFC from its perspective. Priority categories are subject to change by LOUDOUN COUNTY. 1 – Critical (Impeding Project Progress) 2 – High (May Impede Project Progress) 3 – Medium (Need Resolution Soon) 4 – Low (Needs Monitoring)

Required Information	**Description**
Impact Areas and Levels	Requestor is to indicate impact areas and level of impact from its perspective. Impact areas and level categories are subject to change by LOUDOUN COUNTY. • Impact areas may include categories such as "scope" or "schedule" • Impact levels for each area may be "high", "medium", or "low"
Summary	Brief description of RFC
Decision(s) Required	Accounting of discreet decisions required (i.e., describes the specific decisions that can be acted upon rather than an open-ended question)
Change Request Type	Change Request Types to be determined by LOUDOUN COUNTY. May include categories such as Requirements, Design, Code, Document, Contract, Staffing, Schedule, Performance or SLA.
Status	Statuses to be determined by LOUDOUN COUNTY, such as: Potential (a potential RFC that is being monitored but may or may not be formally submitted), Submitted, Under Review, Approved by LOUDOUN COUNTY, Rejected by LOUDOUN COUNTY.
Requirement Area(s)	Requirement Area categories to be determined by LOUDOUN COUNTY. May include Workflow and Business Rules, Data, Correspondence, Audit, Document Management, etc.
Dates	LOUDOUN COUNTY to determine the dates to be tracked. Including date submitted, review dates, target dates, etc.
Owners and Stakeholders	LOUDOUN COUNTY to determine the owners and stakeholders related to the change to be tracked.
Logged By	Project member that logged the request
SCOPE OF WORK and Agreement Cross References and Redlines	Specific related RFC cross references to SCOPE OF WORK and Agreement and any specific proposed redlines to SCOPE OF WORK and Agreement.
RFC History	Captures history of activity on the Request for Change, such as: the requested course of action is described, with responsible parties, and actions or decisions that occurred at each applicable level in the process.
Business Impact/Risk	LOUDOUN COUNTY to determine categories of potential business impact/risk to be captured as part of RFC, such as:

Required Information	Description
	Business Continuity, Customer Service, Workflow Efficiency, Data Feeds or Quality, Privacy and Security, Legal/Regulatory, etc.
Business Value	The business benefits associated with the change, quantified whenever possible
Cost Impact with Effort and Duration Quote or Estimate	If applicable, cost quote / estimate with build-up (e.g., total estimate to complete in effort hours over specific duration (days/weeks/months), appropriately broken down (e.g., design, development, testing, training, deployment)). If would be no cost impact or a decrease in cost, must be specified in the RFC submission.
Deliverable Acceptance Process	Indicates if this Request for Change will require Deliverable Acceptance Process to be triggered for a change in a formal contract deliverable
Decision Section	Captures LOUDOUN COUNTY decision (Approved, Rejected, Deferred), authorization signature and date.

All documentation that is provided or maintained as part of the Change Control Process is subject to the State Freedom of Information Law ("FOIL") provisions under the same terms and conditions as any other materials or data associated with this Agreement.

D. CHANGE REVIEW PROCESS

LOUDOUN COUNTY will determine upon submission of the RFC in the specified format and through the identified tool, the nature, timing and initiation of change review. LOUDOUN COUNTY' review may result in requiring additional analysis of the potential impact of the RFC on the project, such as to scope, cost and schedule, as well as to project goals and measures. The amount of any proposed Charge need not be approved at the same time as the substance of the change in the Request for Change, meaning that negotiation of the Charge amount may occur in parallel or after the approval of the substance of the Request for Change.

At each level of LOUDOUN COUNTY review, the RFC will be evaluated to determine if all the information logged is correct, including the priority and impact; the supporting documentation is sufficient; and the RFC does not violate any terms of the Agreement. In addition, the RFC may be evaluated based on additional criteria such as the following:

- Size of change
- Complexity of change in reference to related system and overall Solution
- Date when change is needed
- Impact on the Scope, cost and schedule, as well as the overall Solution; this includes impact of making and not making the change

- Risks to the Scope, cost and schedule, as well as the overall Solution; this includes risks of making and not making the change
- Impact on intended Solution benefits
- Criticality of functional area involved in the change
- Approved changes already in process
- Test requirements of change
- Resources (e.g., hardware, system, people, skills) needed for making the change
- Possible alternatives or workarounds
- Contract amendment required, if any

As part of the review of the RFC, LOUDOUN COUNTY may expend time and solicit input from the applicable LOUDOUN COUNTY technical or operational stakeholders to validate the necessity of the change and the effects the change will have on the lead's area of the project and the ultimate Solution.

If the RFC requires an amendment to the Agreement, upon approval by LOUDOUN COUNTY, the RFC will be provided to LOUDOUN COUNTY for review. These approvals are required prior to any Request for Change that requires a contract amendment being considered approved for purposes of the Change Control Process.

E. CHANGE IMPLEMENTATION

Upon final approval of an RFC, [Vendor] will incorporate and maintain versioning of approved changes into the applicable project plans and artifacts as required and ensure that progress on the change is tracked in a way that is identifiable separate from unrelated activities. LOUDOUN COUNTY will maintain its rights to review and approve any adjustments made to the project plan or other artifacts or deliverables, and how the change is incorporated into requirements, deliverables, services and service levels, as applicable.

Any monies included in the approved RFC shall be handled as follows:

- Services monies shall be added to the firm fixed price and then the payment schedule updated, including distribution of monies to appropriate phases, payment milestones, and retainage consistent with the build-up for the charges (see above).
    - The approved RFC shall not create a special payment structure and therefore shall not directly or indirectly have the effect of manipulating or otherwise changing the original agreed upon payment structure, such as advancing monies in the approved RFC that would have been paid at later milestones in the project if such monies were part of the original Agreement, or using mechanisms to artificially shift payments in a manner that is inconsistent with the spirit of the Agreement and the RFP it is based on.

- Non-services monies shall not be payable before LOUDOUN COUNTY takes delivery of the goods in question.
- Approved delay costs shall be handled as described above.

In the event the Change is not fully implemented, or does not fully achieve target outcomes, as agreed for any reason, all associated monies shall be returned to the appropriate parties and any planned future payments related to the Change reduced accordingly. All parties agree to work together to facilitate appropriate return of such monies, reduce planned future payments, or appropriate portions thereof in the case of partial implementation, or partial achievement of target outcomes, of the Change, in a timely manner in such an event.