

Addendum B
Fully Integrated Tax Billing/Collections System with
Integrated CAMA Software System
August 17, 2007

The following are the questions that were received by August 3, 2007 followed by the County's response:

Question 1.

2.2.1 Dates

Are there established dates for short listing the responses and having the vendors do demonstrations of the application?

Answer:

No, the date for short listing has not been established. Randolph County will work with the vendors in setting up these demonstrations with the chosen vendors.

Question 2.

2.8 Performance & Payment Bond

**Will the release schedule for the Performance Bond be based upon project milestones?
Is the County open to other forms of security from the vendor to cover the project risks?**

Answer:

While Randolph County does not intend for the vendor to actually secure a performance bond, pursuant to Section 2.8, bidders must demonstrate the ability to secure a performance and payment bond. Randolph County desires to establish project milestones that correlate with payments with a percentage held until the total project's acceptance date. This is the method by which Randolph County intends to cover project risks.

Question 3.

3.2.2 Book Value

Are you looking to have interfaces to these different systems, or are the values looked up manually and then keyed into the system?

Answer:

Randolph County manually keys the value at present but desires a more automated approach to obtaining these book values.

Question 4.

3.2.2 and 4.2.2.e Batch Verification

Are you looking for entry to be done in a separate table and then once approved, have the value data moved into the abstract records?

Answer:

No, at the point referred to in 4.2.2.e, the new values have already been assigned. This was done in the mass recalculation process. Randolph County is asking for a method of identifying errors that occurred during this process. See examples of possible errors in 4.2.2.e numbers 1 and 2.

Question 5. **3.2.2 Trend Factors**
 How many different trends do you currently use?
 Can you provide a sample of a trend setup?

Answer: There are currently 116 trend factors used in billing. Below is a screen shot with one trend factor"FK10".

```

TAX BILLING                                     PCTX1185
=====
                MAINTAIN DEPRECIATION SCHEDULE: FK10
                SCHEDULE TYPE: FF
                CURRENT YEAR TREND FACTORS
=====
    AGE    FACTOR    %GOOD    AGE    FACTOR    %GOOD    AGE    FACTOR    %GOOD
    1      1.00      0.90     11     0.25     0.25     21     0.25     0.25
    2      1.00      0.80     12     0.25     0.25     22     0.25     0.25
    3      1.05      0.73     13     0.25     0.25     23     0.25     0.25
    4      1.09      0.65     14     0.25     0.25     24     0.25     0.25
    5      1.10      0.55     15     0.25     0.25     25     0.25     0.25
    6      1.10      0.44     16     0.25     0.25     26     0.25     0.25
    7      1.10      0.33     17     0.25     0.25     27     0.25     0.25
    8      1.25      0.25     18     0.25     0.25     28     0.25     0.25
    9      2.50      0.25     19     0.25     0.25     29     0.25     0.25
   10     0.25      0.25     20     0.25     0.25     30     0.25     0.25
=====
ENTER 'AGE' OF TREND FACTOR YOU WISH TO CHANGE...OR <CR> TO EXIT?
    
```

Question 6. **3.2.6 Farm Deferred Process**
 Can a parcel have different percentages of deferred value over different tax years? For example: 2003 (70%), 2004 (65%), 2005 (60%), 2006 (65%).
 How should the deferred values be calculated?
 Will they be done on an individual year basis?

Answer: Yes, a parcel can have different percentages of deferred value over different years. Ex. In 2003, a 50.00 acre parcel has 25.00 acres of qualified farm land (ie.50%). In 2004, the other 25.00 acres is qualified as forest land (100%0. System calculates deferred value from differences between market value and agricultural use value. See 3.7.6 number 4. Values will not be calculated on a yearly basis unless there is a change in the market value or the use of the property.

Question 7. **3.3 Situs Matching**
 Can you describe the process involved in Situs Matching the Motor Vehicle addresses to the 911 files?

Answer: Our system currently matches approximately 90% of records received from DMV by picking up billing codes from previous bills with the exact same address. Most of the records will match against the historical record already in the database. If there is not a match, the staff member finds the address in our 911 database, then adds the appropriate situs code(s) to the vehicle registration records manually. Future records with that same address will now match to the

situs history address because it is already part of the database. To find a match both address must be exact including spacing, punctuation, and abbreviations.

Question 8. **3.3 Existing Record Matching**
Status codes are used and evidently you match them to prior records so that you do not have to reprocess them. How is this match done?

Answer: This match is done based on ownership information and vehicle registration information.

Question 9. **3.3 NC DMV Import**
Can you provide the specifications of the NC DMV file you receive for the monthly updates?

Answer: Yes, the record layout can be provided.

Question 10. **3.3 and 4.2.3.16.a Mass Valuation**
TEC provides the valuation services.
Do they have third party information about accessing their valuation system?

Answer: TEC receives the sales data from all the sales of vehicles in the state from DMV. Please contact TEC directly.

Question 11. **3.6 Central Permitting**
Has this application been identified?
If not, when will this application be selected?

Answer: No, Randolph County is currently developing the bid specifications for this system. Installation dates are projected in 2009.

Question 12. **3.6 Other Systems**
Many of the tasks listed as other systems may exist or can be integrated into the application.
Is there further information available on the data that is being tracked by these systems and samples of the outputs needed?

Answer: Randolph County needs a method of extracting data from the new system to produce Crystal Report printouts or letters to replace existing FoxPro, Access, etc. Examples of data fields pulled from the system are name, address, city, state, zip, parcel number, account number, etc.

Question 13. **3.6 Laserfiche**
What are the plans to integrate the LaserFiche system to the CAMA/Tax systems?

Answer: Imaging is very important in maintaining audit trails and fax retrieval of records. Photos, notes, sales questionnaires, etc. could be imaged and tied to a CAMA/TAX record for quick reference. Currently, Randolph County uses Laserfiche to image tax bills. While we recognize the value of imaging a number of other documents in the future, we have not current plans for this. Please highlight how the proposed software could enhance our functionality with increased imaging.

Question 14. 3.6 Website
Are you currently retrieving data directly accessing your live system?

Answer: No, currently we perform batch updates for our website. Randolph County desires a secure method of accessing real-time data.

Question 15. 4.1 Server Hardware and Software Standards
Since the vendor will provide the hardware and operating system specifications, is the County willing to take responsibility for the procurement, installation, and maintenance of hardware and operating system?

Answer: See 4.1. A description and cost of all hardware and equipment required for the vendor's solution must be included with the proposal. However, Randolph County reserves the right to purchase the hardware separately using vendor specifications should it be cost effective to do so.

Question 16. 4.10 Training
Is a "train-the-trainer" approach acceptable, where the vendor trains key County staff and they in turn train the remainder of the staff?
Will the County be involved in creating the training plan?

Answer: Randolph County intends to train at least 6 individuals to understand all aspects of using the integrated software. 4 of these 6 individuals must also be trained as system administrators. Security and operating systems must be coordinated with 2 additional employees. The vendor is also responsible for training an additional 2-8 individuals on their specific modules of the solution such as Collections, CAMA, etc. These individuals will train their staff. Vendor may include additional training options for all end users, if desired. Randolph County will definitely want to be involved in creating the training plan/schedule.

Question 17. 4.2.1.7 Adjoining County
What information is provided?
How are address changes/ownership changes reported to you?

Answer: Guilford County provides an Excel spreadsheet via email of name, address, city, state, zip, acreage, personal value, total real value, exempt value, taxable value, legal description, and property location for all parcels inside the municipality. Bills are created based upon the provided information manually. Address changes are not reported to Randolph County at present.

Question 18. 4.2.1.8 ESRI Interface
What information is contained in ESRI and how is it stored in relation to changes over time?
If a parcel is split in May, is the information (parcel identification, acres/lots, etc.) from January 1st available for printing on the bill?

Answer: PIN (parcel identification number), deed name, acreage, deed book/page, and legal description is keyed on GIS with parcel splits/merges. The mapping system displays but does not store this information: this same information is currently being keyed into the billing software and billed to the January 1st owner of record. The new split owner will not be billed for current year.

Therefore, the new split will not show on the bill but the new split owner will get a copy of the bill that was sent to the January 1st owner. Refer to 3.2.4 Current/Future Billing Concept. The system proposed by the vendor needs to provide a method of interfacing with the data keyed on our GIS system as well as maintaining a current-year bill file and a future bill file. GIS is always current.

- Question 19.** **4.2.2.2.a Current Year Projected Totals**
Clarification on what is being described and when it is performed.
Are the entries received from the listing part of this information?
What are partial exempt values?

Answer: This report summarized current listing values broken down by bill type with totals for each taxing district. This report is generated in January/February before the mass recalculation is performed. Whether entries received from current years listing are used depends upon the timing of the report. If the report is run early in January, the information from the previous years' listing is used to generate the report. If the report is run later after data entry has begun, then current year listing information is used. Randolph County defines partial exempt properties as those that have a partial exemption from the total taxable value. For example, church with a 50 acre parcel, may only be using 20 acres for religious purposes. Therefore, 30 acres of this parcel would be taxable.

- Question 20.** **4.2.2.3.a Mobile Home Value**
Is this a completely manually setup table, or do you have a guide that establishes the values?
Do you assign the trend factor at this time for the future years?

Answer: Randolph County currently establishes these tables manually based on year and size; trend factors are established at the same time as well. As newly-listed mobile homes are added, the system uses these tables to determine the taxable value. The trend factors are applied to mobile homes that have been carried forward from the previous years listing. The proposed vendor should provide a method of maintaining these tables.

- Question 21.** **4.2.3.7 Prior Due on Bill (Grantor/Grantee)**
If an account has multiple abstracts/bills and falls into this condition, how should the past due be reported?

Answer: Prior year balance currently includes a total of any outstanding taxes against the account and/or the parcel (including any split/merges) on the bill being printed for current billing year.

- Question 22.** **4.2.3.20.e 10% Penalty**
What triggers this penalty?
Is it a late payment penalty?

Answer: On the current system we do not enforce this action, but will need this feature to be made available to us if we choose to enforce this action. The 10% penalty as explained in N.C.G.S. 105-277.5 is a penalty for failing to notify the assessor of changes in the land receiving farm deferment. In 4.2.3.20.e the 10% penalty was called a "late" penalty in error.

- Question 23.** **4.2.3.26 Imported Bills**
Is information available as to the data that would need to be imported for processing?
Is the system given complete control over these bills or do changes/additional charges/interest/penalty/fees get assigned on the other system and the bills get updated values?
Does the system need to report payment/receipt information back to the source system?

Answer: The imported bills that we refer to in section 4.2.3.26 are ambulance bills. The EMS system runs independently and we currently have not interface in place. Randolph County desires a method of alerting staff of outstanding ambulance bills due against the taxpayer whenever the system is queried. Vendor is encouraged to provide possible alternatives or solutions for this need.

Question 24. **4.2.4.3 Daily Collection Batches**
What types of bathes do you use and for what purposes?

Answer: Collection bathes are used to identify the type of modification being made to the outstanding bill. For example: Collections batches (take payments), release batches (reduce the amount due from taxpayer, used to correct billing errors), credit/debit batches (correct misapplied payments), garnishment batches (add fees), interest batch (adds interest), etc.

Question 25. **4.2.4.1.b.5 and 4.2.4.1.b.8 Discount**
If partial payments are made, is there any discount calculated?
If there are three partial payments that pay the bill before the September 1st date, how would a discount be handled?
Would we take it off each payment?
Would we calculate the total discount and take it off the last payment?
If the bill is \$500.00 and \$400.00 is paid by September 1st, would a discount of \$8.00 be applied?

Answer: Discounts are calculated on partial and full payments made during the discount period. The discounted amount is equal to 2% of the actual payment amount on partial payments, not the amount due. If multiple payments are received during the discount period then each payment receives a 2% discount of the actual payment amount. The discount would be distributed proportionately among all the taxing districts based upon the taxing districts percentage of the total amount due. For example, a tax bill has:

• County taxes due	100.00	42%
• Asheboro City taxes due	90.00	38%
• Asheboro school taxes due	50.00	20%
• Total amount due	240.00	100%

Partial payments and discount should be distributed according to the above percentage for this example. Example shows how a partial payment of \$100.00 would be distributed:

• County	42.00	.84 discount
• Asheboro City	38.00	.76 discount
• Asheboro school	20.00	.40 discount
• Total amount now due	138.00	
• Discount amount applied		2.00

Question 26. 4.2.4.2.b.9 Amount Due by District
What is pre-interest/post interest?

Answer: Historically, interest on personal property and interest on real property had to be differentiated. It is still differentiated in our reports. Pre-Interest is interest on personal property. Post interest is the interest on real property.

Question 27. 4.2.7 Public Inquiry Capabilities
Does the County intend to keep the current public web interface and integrate with the new system or will you consider a new public web interface that is part of our total integrated solution?

Answer: As stated on page 68, Sect 4.2.7, the proposed vendor is encouraged to include a secured web-based browser solution for inquiry purposes. Randolph County may choose to keep the current functionality in place and integrate with the new system if the proposed web solution does not adequately meet our expectations.

Question 28. 4.3 Data Conversion
What roles does the County expect to perform in data conversion?
Will the County be responsible for correcting any erroneous or missing data?
Will the County participate in creating the forward and reverse data mapping documents?
Will the County assist in developing migration and data validation scripts?
Is there a data table structure diagram and record count information available?

Answer: Randolph County expects to create fixed-length ASCII files or SQL tables that contain data in the vendor-specified format/record layout. The County will correct erroneous or missing data prior to giving the data to the vendor. The County anticipates assisting the vendor with integration into our current/existing software applications. The County expects to validate converted data against data sent to the vendor including record counts, relationships and individual data fields. The County also expects to negotiate options with the vendor for building new relationships or data needed for the system conversion.

Question 29. RFP Question 19
Please explain this question further. Does the phrase “flag abstracts to print personal property assessment letters” mean, in essence, “select and print abstracts (listing forms)”? Is this asking about the ability to list business personal property (fixed assets) and individual personal property on the same abstract?

Answer: Upon a taxpayer’s request, an assessment letter is printed with the total fixed assets and miscellaneous values in detail. This assessment letter is often requested by big corporations and leasing companies in the county to show the breakdowns of the total costs, trending factors and taxable values. This assessment is different from the listing form in that it shows the total costs, trending factors and current-year taxable values for the schedules. Randolph County desires the ability to flag these taxpayers for future assessment letters. See 4.2.3 Billing Module 19b. For an example of this letter, see Exhibit F.

Question 30. **RFP Questions 35 Multiple Taxing Districts**
Are you referring to a set of city/fire/school for all items on the abstract, or are you looking for each item to have varying sets of this.
If so, how do you show districts/rates on a bill when the districts vary?

Answer: Different items can have different sets of districts. On the bill each rate and district is displayed separately. Additionally, the bill should indicate the percentage of the bill that falls within that tax district. All tracts fall within the county district; some tracts fall within a school district. In addition, Randolph County has tracts that split between multiple fire or city districts. The new system must include a method of indicating each district and its' associated percentage.

Question 31. **RFP Question 49**
Please describe what type of “update” is being referred to. Is this referring to mass edits on groups of abstracts during the listing data entry phase? What data elements are being updated?

Answer: The update referred to in this question is not a mass edit. Data elements for each individual abstract must be updated to account for changes in the taxing districts, mailing address, account name, township, city, fire, school, bill type, social security numbers and personal property as of Jan 1st (boat, boat motors, mobile homes, etc). This update also includes the deletion of the abstract or the creation of additional abstracts when necessary. After a data-entry clerk keys a group of abstracts, or batch, a detailed printout is produced listing the current data fields for each abstract. A different clerk then reviews the printout against the actual listing form, since the batch process only allows for the grouping of listing forms that were actually keyed for printout verification. The second clerk should catch any forms that were missed.

Question 32. **RFP Questions 138-140**
Please explain your use of the term “merging” deferred bills.

Answer: Once a parcel is no longer qualified for deferment, whether at 100% or less, the bill or a percentage of the bill must be made collectible (or merged into collections). This changes the bill or a portion of the bill from an uncollectible (deferred) bill state to a collectible bill. Please refer to 3.2.6 Farm Deferred Process.

Question 33. **RFP Question 141**
Please provide more details on your “test calculation” process. Are values reviewed on an individual abstract or bill basis or on a summary basis?

Answer: Test calculations are performed on individual pre-defined accounts to ensure that trending tables and values are correct.

Question 34. **RFP Question 173 Added Value**
Should this value go through some sort of depreciation over time?

Answer: The added value depreciated along with the vehicle value.

Question 35. **RFP Question 181 Commercial Issue**
How is Commercial Issue being tracked?

Answer: The current vehicle system identifies and tracks “commercial” vehicles based on information supplied by the NC DMV, (ie. plate classification codes, type). Vendor must capture this information and provide as a reporting item on printouts.

Question 36. **RFP Question 182 Vehicle Value**
Are you referring to value records that were billed in the past on the vehicle, or are you referring to values looked up for the specific vehicle, even if it has not been billed under the account before?

Answer: While on an individual record, the proposed system must have the ability to show the current and prior two years value for that specific vehicle whether billed in the past or not.

Question 37. **RFP Question 186**
Does this requirement refer to a single vehicle abstract or a report summarizing or spanning a set of abstracts? Does “historical value exception” refer to exemptions only, or any value change that deviates from the standard schedule?

Answer: Randolph County desires a report that includes all the exemptions that deviate from the standards. The historical value exception report takes all private trailers with a special action code supplied by NCDMV and produces a report with the current value. The report is then worked by title number to make sure that the values on the new registration record supplied by NCDMV have depreciated and have been flagged it as “historical value”

Question 38. **RFP Question 219**
Do you currently have existing hardware to perform the check scans at time of receipting?

Answer: No.

Question 39. **RFP Question 219**
Do you have a preferred vendor for this hardware?

Answer: No.

Question 40. **RFP Question 259 Multiple Districts**
Multiple districts with less than 100% in a district. How is the percentage for a given district being assigned?

Answer: GIS/mapping procedures assigns the percentage to the land. A manual procedure is done by appraisers to determine the percentage of value when the buildings on the property fall within multiple districts. When calculating the bill, the system will need to apply the percentage to the value before applying the tax district rate.

Question 41. **RFP Question 272**
Are you referring to making payments from a refund check?

Answer: No. This question refers to having the ability to process a refund check on demand.

Question 42. **RFP Question 304 Unpaid Real Taxes to the PIN**
Are you looking to have the system capable of tracking the bill for real estate separate from the bill for personal property?

Answer: No. The unpaid taxes should follow the parcel identification number as well as continue on the original account number until the bill has been paid. The taxes should also follow any new PIN numbers created after the billing via splits/merges of the property until the bill is paid in full.

Question 43. **RFP Question 305 Tracking Splits/Merges**
Are you looking to take a given tax bill and split it up amongst multiple parcels if a split occurs?

Answer: No. The unpaid real property taxes should follow splits and merges. Unpaid taxes need to tie to all splits/merges in full, as well as the original parcel identification number. However, by statute we are required to break the tie upon taxpayers request and allow them to pay their pro-rated portion of the original bill.

Question 44. **RFP Question 316**
By “prior year balance” are you referring to a bill for property that was perhaps discovered in the current year but needs to be taxed at the rates applicable for the year(s) in which it should have been listed, or are you referring to a bill the was part of the levy in a prior tax year and, since unpaid, is still due in the current year?

Answer: Prior year balance currently includes any outstanding taxes against the account and/or the parcel (including any split/merges) on the bill being printed for current billing year.

Question 45. **RFP Question 322**
“Combining” for what purpose? Is this question referring to combining bills into a single enforcement action?

Answer: Yes, See 4.2.5 Comprehensive Enforcement Module, bullet L.

Question 46. **RFP Question 333**
Please explain your use of the term “note screens, by topic”. Does this refer to pre-defined notes text that is configurable by the County?

Answer: Randolph County desires a means of collecting notes on an account or parcel. We also desire the ability to group our notes based upon date and category (ex. Garnishment notes, payment plans, bad checks, forced deed closed, disputed owners).

Question 47. **RFP Question 442**
What specific business rules are implied?

Answer: Randolph County needs a method of setting pre-defined data restrictions that are applied during the data entry process. This method should act as an alert of user error. For example, if a data entry clerk indicates that a parcel is in Asheboro city tax district but also indicates Fairgrove fire tax district, the system should indicate to the clerk that this is an error and should require correction before allowing data entry to continue.

Question 48. **RFP Question 442**
Can you provide the business rules that are to be followed?

Answer: Yes. Randolph County will work with the vendor in establishing these business rules, but we desire a method of developing our own business rules as needed.

Question 49. **RFP Question 449**
What is meant by an “unlimited-character” legal description? How many characters need to be stored?

Answer: Randolph County desires to store an abbreviated version of the legal description as indicated on recorded documents. A good estimate of size is 100 characters.

Question 50. **RFP Question 500**
How does the use of the word “file” relate to a relational database environment? Is this being asked from a technical perspective or an end-user’s perspective?

Answer: Currently, our CAMA records are stored in two separate files – residential and commercial. This makes processing cumbersome. Randolph County desires the ability to easily distinguish and process CAMA records as either residential or commercial, but records should be stored in the same file to facilitate processing.

Randolph County asks this question from both a technical perspective and an end-user prospective

Question 51. **RFP Question 516**
What specific business rules are implied.

Answer: Randolph County desires the same ability in CAMA as described in question 442 above. This should include all defined characteristics from the property record. For example” land use codes, property class, zoning codes, neighborhoods, etc.

Question 52. **RFP Questions 569 and 570**
Please provide more details on your use of “size factors”.

Answer: Size factors are used as an economy of scale for land size ie, the larger the size of the tract the less value per acre.

- Question 53.** **RFP Questions 576 and 577**
Does “user-defined” refer to the ability of individual users (appraisers) to update cost tables, or for a county site administrator to update cost tables?
- Answer:** Staff appraisers will determine the data to be entered and the county IT staff (site administrator) will update the cost tables to be used by the system.
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- Question 54.** **RFP Questions 580-584 and 669-671**
Please provide more details on your use of user-defined adjustments.
- Answer:** County appraisers must be able to utilize tables keyed by site administrator to adjust values on Individual properties based on market trends.
-
- Question 55.** **RFP Question 669**
Please describe your use of the term “Auxiliary areas”.
- Answer:** Examples of auxiliary areas are mezzanine, office enclosure, attic, etc.
-
- Question 56.** **RFP Question 778**
Please describe your use of the field “Neighborhood adjustment”.
- Answer:** Randolph County uses the neighborhood adjustment to apply positive or negative adjustments to all parcels in an individual neighborhood.
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- Question 57.** **RFP Question 797**
Please describe your use of the field “Productivity group”.
- Answer:** Randolph County uses the productivity group to make adjustments on values based on classifications such as open land, woodland, horticultural, etc.
-
- Question 58.** **RFP Question 819**
Please describe your use of the field “Property indicator”.
- Answer:** Randolph County uses the property indicator to describe improvements to the property. Ex. Vacant, Dwelling, Outbuildings only.
-
- Question 59.** **RFP Question 848**
Please describe your use of the field “Building other features flat (+/-)”.
- Answer:** Randolph County uses the building other feature flat rates for adding flat rate adjustments for a building feature. Ex. Overhead door, dock door.

MISCELLANEOUS QUESTIONS:

Question 60. There is mention of abstract numbers throughout the document. Are these assigned and kept year to year, or are new abstract numbers assigned each year when values are rolled or forms are entered?

Answer: Abstract numbers are currently the account number concatenated with a listing number. For Example: 42-1. The account number is 42 and the abstract number is 1. These abstract numbers can be retained from year to year. If an abstract is no longer needed, it can be deleted. New abstract numbers can be created as needed.

Question 61. 911 Address Files. Is there a link established in a table between the address file and parcels that can be queried? Can a parcel have multiple addresses? (Condominium complex with multiple buildings/units in buildings).

Answer: Our ESRI/GIS system contains all assigned addresses within the County. The County does not assign addresses to vacant property. These systems are linked to the current tax system through a series of interfaces.

A parcel can have multiple addresses based on the number of dwellings/businesses on the tract.

Question 62. You have a payment agreement on the Tax Notice – second page. How is this information tracked in the system and reported on?

Answer: It is keyed as a note or memo on the account but is not tracked or reported in the current system. We would like to have an option to identify, monitor, and report on these individual payment plans or agreements.

Question 63. Will the county consider a 12 month hold instead of the 24 month price freeze from contract signing?

Answer: Randolph County considers this to be an extensive project that can't be implemented and tested within a 12 month time frame. Randolph County expects to release payment based on project milestones instead of software delivery. Randolph County also desires the option to purchase additional hardware/software the following fiscal year if funds are available. Vendors may note exception (see 4.14) to this requested freeze but Randolph County reserves the right to award the vendor that best meets our needs.

Question 64. Since it is the full responsibility of the vendor to thoroughly investigate the needs/requirements of the County's RFP, would Randolph County allow a meeting with the vendor for the purpose of discussing the RFP for the tax system?

Answer: Randolph County does not intend to meet with individual vendors to discuss this RFP. Randolph County spent numerous hours defining our current operations and desires in the RFP. We also requested established North Carolina vendors that deal currently with North Carolina General Statutes regarding responsibility of the county in billing/collecting and assessing. Short-listed vendors shall be required to make an on-site presentation and product demonstration of the proposed solution. (See 5.3)

Question 65. The current ambulance billing software from EMS Consultants, does it prepare the insurance forms for the clients?

Answer: The current EMS consulting software files insurance claims for the client electronically.

Question 66. If some of the software modules included in the RFP response run under the Oracle Database, will the response be considered?

Answer: No, Randolph County's standard database is SQL.

Question 67. Does the county want the vendor to convert the ambulance billing data?

Answer: If the vendor offers a Ambulance Billing/Collection solution then it is recommended that the vendor include pricing for these services and features as optional with their proposal.

Question 68. Does the county tax department bill for Business License?

Answer: No, not at this time.

Question 69. Can the county supply a copy of the XML file produced from the current collections system which is imported into the New World Financial System?

Answer: Yes, Randolph County will work with the vendor to integrate with existing applications.

Question 70. Can we obtain more information about the Spoolview Report Management System?

Answer: See 4.1 Server Hardware and Software Standards or visit <http://www.datatrade.com/spoolview/benefits.html>

Question 71. What software does the county currently use for the register of deeds office? Is there any interface between the tax office and the Register of Deeds office?

Answer: AmCad is the current Register of Deeds vendor. There is not an interface between the two departments at this time. Vendors are encouraged to provide options for interfacing these two systems.

Question 72. What vendor has Randolph County contracted with to accept payment of taxes by credit cards?

Answer: Randolph County currently uses the third-party vendor Official Payments.

Question 73. On Page 71 item 4-11 it basically says that we have to already be established in NC doing business with our software and ask for references. We are a new company coming into NC. Does this still pertain to us and would it prevent us from answering the RFP? Our CAMA provider is in the same situation.

Answer: Section 4-11 of our RFP does not prohibit non-established vendors in NC from submitting a proposal. Vendor must still supply a list of all governmental entities currently using their CAMA/Billing and Collections software as well information on the two most recently

completed and installed modules, including at least two entities that have been in operation for a minimum of three years.

**Question 74. Can two vendors submit a joint proposal?
Will proposals from vendors who currently do not have North Carolina customers be considered?**

Answer: Vendor may propose for all or any aspect of the RFP. It is important to note that Randolph County desires a fully integrated software package that meets our specifications as outlined in the RFP. Should multiple vendors choose to submit a joint response, one vendor must be specified as the primary vendor for all packages proposed and shall act as the County's primary contact for all questions and problem resolutions.

Randolph County has not granted exempt status to anyone regarding this RFP. Section 4-11 of our RFP does not prohibit non-established vendors in NC from submitting a proposal. Vendor must still supply a list of all governmental entities currently using their CAMA/Billing and Collections software as well information on the two most recently completed and installed modules, including at least two entities that have been in operation for a minimum of three years.

Question 75. Will Randolph County consider solutions that do not offer an integrated CAMA system but that can be integrated with any CAMA system?

Answer: Randolph County desires a fully integrated software package that meets our specifications as outlined in the RFP.

Question 76. What is the number of cashiering workstations?

Answer: Currently, there are 2-4 cashiering stations active during the year but during peak seasons additional stations may be required. Randolph County desires the ability to expand collection options to remote locations should the need ever prove beneficial.

Question 77. What is the number of items (Tax Licenses, Permits, Motor Vehicles, miscellaneous) receipted annually, or daily by cashier?

Answer: The number of transactions created for tax bills, vehicle bills, or ambulance bills averages 1250+ daily for all cashiers. Therefore, a good estimate for annual transactions would be 300,000.

Question 78. Is the County interested in imaging at the counter, i.e., imaging checks (Check 21) and coupons at the counter?

Answer: Imaging is very important in maintaining audit trails and fast retrieval of records. Photos, notes, sales questionnaires, etc. could be imaged and tied to a CAMA/TAX record for quick reference. Currently Randolph County uses Laserfiche to image tax bills. While we recognize the value of imaging a number of other documents in the future, we have no current plans for this. Please highlight how the proposed software could enhance our functionality with increased imaging.

Question 79. Since the County will be accepting credit cards, does the County require a CISP/PABP certified cashiering/receipting application? (NC Senate Bill 222).

Answer: The County does not accept credit card payments directly. All credit card payments are routed through a third party vendor that charges a convenience fee above the tax amount due that is not passed on to the County. The County only receives the amount in excess of the convenience fee.

Question 80. Will alternate bids be accepted?

Answer: Yes, alternate and optional equipment, software, or features are encouraged to be included with each proposal. Alternate or optional equipment, software, or features should be clearly marked as such.

Question 81. Can a company bid on just one aspect of the RFP, i.e., just cashiering/receipting?

Answer: Randolph County desires a fully integrated software package that meets our specifications as outlined in the RFP.

Question 82. We would like to know what percentage or \$ amount would the bid bond be for the RFP # 07 – 0430?

Answer: Vendor should provide documentation via a performance bond letter from a licensed NC bonding company stating that the vendor is capable of obtaining a performance bond equal to or exceeding the total proposal amount.

Question 83. What about new laws? Are vendors required to comply strictly with this RFP, or are we expected to update software to comply with new laws affecting property taxation as they are passed?

Answer: All software is expected to comply with North Carolina law regardless of the information contained in this RFP.