



**REQUEST FOR PROPOSALS (RFP)**

**RFP Number: #1748P**

**RFP Title: Property Tax Software Application**

**For**

**The City of Alexandria Business Office**

Prepared by:  
City of Alexandria  
Purchasing Department  
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City of Alexandria Business Office

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## ADVERTISEMENT FOR PROPOSALS

City of Alexandria, Louisiana  
Purchasing Department

### **Request for Proposals (RFP) #1748P – Property Tax Software Application**

Proposals for the above mentioned software and system will be received by the City of Alexandria Purchasing Department until **2:00 PM CDT, Monday, April 3, 2023**, and then at said office opened. The complete RFP document may be examined and downloaded at the City of Alexandria’s website, [www.cityofalexandria.com](http://www.cityofalexandria.com), under the tab heading “Business”, then drop down to “RFP/RFQ/BIDS”.

Questions and/or clarifications of the proposals specifications are to be in written form only, either mailed, faxed, or emailed to the attention of Greg Bennett, Business Office Manager, City of Alexandria – Business Office, PO Box 71, Alexandria, LA 71309-0071; Fax 318-449-5058; or emailed to [greg.bennett@cityofalex.com](mailto:greg.bennett@cityofalex.com), and must be received by 2:00 PM CDT, Thursday, March 23, 2023.

Proposals may be submitted as follows:

**Address for USPS Delivery:**

City of Alexandria Purchasing Department  
PO Box 71  
Alexandria, LA 71309-0071

**Address for Courier/Overnight Delivery:**

City of Alexandria Purchasing Department  
2021 Industrial Park Road, Building WH  
Alexandria, LA 71303

**Address for Hand Delivery:**

City of Alexandria Purchasing Department  
2021 Industrial Park Road, Building WH  
Alexandria, LA 71303

### **NO EMAILING OF THE PROPOSALS.**

PLEASE PUBLISH TWO (2) TIMES:

Friday, March 10, 2023

Friday, March 17, 2023

## **SECTION 1 – GENERAL INFORMATION**

### **1.1 Proposal Due Date**

RFP responses will be received until **2:00 PM CDT, Monday, April 3, 2023.**

### **1.2 Submission Instructions**

Respondents shall submit two (2) originals of their complete proposal, each bound in a report folder or three ring binder. These two bound originals shall be placed in a sealed envelope and identified on the outside of the envelope as “***RFP #1748P – Property Tax Software Application for the Business Office***”; and include the above opening due date and time. The respondent shall list his/her company name and address on the outside of the sealed envelope as well.

Proposals may be submitted as follows:

**Mailed USPS:** City of Alexandria – Purchasing Department  
PO Box 71  
Alexandria, LA 71309-0071

**Courier or Overnight Delivery:** City of Alexandria – Purchasing Department  
2021 Industrial Park Road, Building WH  
Alexandria, LA 71303

## **NO EMAILING OF THE PROPOSALS.**

All proposals and accompanying documentation become the property of the City of Alexandria.

### **1.3 Questions and/or Clarifications**

Questions and/or clarifications of the proposals specifications are to be in written form only, either mailed, faxed, or emailed to the attention of Greg Bennett, Business Office Manager, City of Alexandria – Business Office, PO Box 71, Alexandria, LA 71309-0071; Fax 318-449-5058; or emailed to [greg.bennett@cityofalex.com](mailto:greg.bennett@cityofalex.com), and must be received by 2:00 PM CDT, Thursday, March 23, 2023.

The City of Alexandria reserves the right to revise the RFP and/or issue addenda to the RFP. The City of Alexandria also reserves the right to cancel or to reissue the RFP in whole or in part, prior to an agreement. In the event it becomes necessary to revise any part of the RFP, addenda will be provided to all those who received the RFP.

## **SECTION 1 – GENERAL INFORMATION (cont.)**

### **1.4 Failure to Comply**

The respondent is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as unacceptable. In addition, the City of Alexandria, in its sole discretion, reserves the right to accept or reject any response that:

- a. Is incomplete, obscure, irregular, or unrealistic;
- b. Has obscure, irregular or non-authorized erasures or corrections;
- c. Has omitted or failed to include mandatory information as requested in this RFP document.

### **1.5 Cost to Propose**

The City of Alexandria will not be liable for any costs incurred by the Respondent/Proposer in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

## **SECTION 2 – SCOPE**

### **2.1 Purpose of this Request for Proposal (RFP)**

The purpose of this RFP is to learn how the product(s) you offer will fit the needs and functions of the City of Alexandria as identified in this document. Each respective proposer shall be responsible for insuring that his/her product and service meets or exceeds specifications as described herein.

**In addition, the City of Alexandria does not assess Property; we receive all property tax information from the Parish Assessor.**

### **2.2 Scope of Services**

The City of Alexandria Business Office Department is seeking a provider for Property Tax Software Application. In the broadest terms this includes:

- a. Prepare accurate billings and collection of assessed ad valorem property tax.
- b. Calculate interest, penalties, and prepares delinquency tax notices.
- c. Provide for the inquiry as to taxpayer's name, address, and account number.
- d. Automate the refund process.
- e. Handle LTC change orders.

## **SECTION 2 – SCOPE (cont.)**

- f. Provide reporting and customized letters generation.
- g. Provide a web or cloud base application in which all updates will be applied by software vendor. No client/server environment will be accepted.
- h. Have the ability import all available prior years' data in other property tax applications into the application being provided by you.

### **2.3 Objectives**

The City of Alexandria Business Office Department has been planning improvements to the property tax process with the intent of providing the following benefits:

- a. Better understanding of the property tax process.
- b. Provide for a web based method for property tax inquiries.
- c. Bring a more consistent method for the calculation of adjudicated property for the purpose of redemption.
- d. Provide an improved method for tax sale processes from printing of notices and advertising to completing all necessary documents for the Clerk of Court.
- e. Create letters by using the information from the system.
- f. And finally, provide for a method to improve the Business Office's business practices.

### **2.4 Technical and Functional Requirements**

Proposed solution should meet these minimum technical requirements:

- 1. Solution installation will be housed on virtual servers inside the network domain or cloud based.
- 2. Server-side applications and web services should be compatible with the current release of Microsoft Windows Server and VMWare.
- 3. Web-based interfaces shall be cross-browser compatible with all current web and supported browsers.
- 4. Windows-based applications running on City of Alexandria workstations should be compatible with Windows 10 or higher. Some workstations may be virtual desktops hosted by VMView Horizon servers.
- 5. Database should be compatible with Microsoft SQL Server 2017 or higher Standard Edition.

The City of Alexandria requests these interfaces be part of the application:

- 1. The ability for 3<sup>rd</sup> party printing of tax notices (Bills) and Certified Letters.
- 2. The import of data from the tax assessor's office.
- 3. Export of data to the local newspaper for advertising.

## **SECTION 2 – SCOPE (cont.)**

4. Web-based interfaces to allow tax payers to inquire and pay taxes including fees by credit/debit cards.
5. The City of Alexandria wishes to maintain, iPayment, by CORE Business Technologies, as its sole source for Business Office payments made in person at the Customer Service Center. Integration with iPayment after solution purchase is required. Application Programming Interfaces (API's) should support JSON. These features should be supported in real-time:
  - a. Tax account search initiated from iPayment. (*see Requirements table for search criteria*)
  - b. Search result set returned to iPayment from proposed solution.
  - c. Selected account balance and identifying information returned to iPayment.
  - d. Immediate payment posting to selected account after completed iPayment transaction.
6. Receivables should be posted by flat-file interface to financials system. The City of Alexandria is presently on Banner Finance by Ellucian.
7. Integration with MyGovernmentOnline for grass cuttings, demolition, and debris payments.
8. Would like the ability to have the Tax Assessor's data files uploaded into tax application.

Currently, tax and related fee collections require a degree of manual intervention. The need for improvements through automation, creation of a more structured environment, and well-documented methods is highly desirable.

The need for more accountability for the Business Office to all of the parties that have contact with the Office is on the increase and changes are needed to meet the needs and for future growth.

## **SECTION 3 – PROPOSAL FORMAT & CONTENT**

Respondents must submit proposals that are complete and convey all the information requested in order to be properly evaluated. If the proposal fails to conform to the essential requirements of this RFP document, the City of Alexandria in its sole discretion will determine whether the variance is significant enough to consider the proposal non-responsive and therefore not considered for award.

In order for the City of Alexandria to consider your proposal, respondents must submit, at a minimum, the following information in the order requested in its technical proposal:

1. Letter of Submittal including name, address, and phone number of the company's contact.

## **SECTION 3 – PROPOSAL FORMAT & CONTENT (cont.)**

2. Executive Summary
3. Company and Solution Narrative
4. Response to RFP Requirements
5. Cost Proposal
6. Any supplemental information the respondent wishes to include relevant to this RFP.
7. Signed submittal form from Entity Representative.

The remainder of this section explains the proposal format in detail. All responses must follow the outline in this RFP.

### **3.1 Executive Summary**

Provide a high level summary of your proposal, highlighting the strengths, experiences, and background of your company. The executive summary should not exceed two (2) pages in length.

### **3.2 Company and Solution Narrative**

Please include the following information about your company and the proposed solution:

- a. A narrative on your company's history and background, including the full company name and number of years in business.
- b. A narrative regarding your company's previous experience with governmental or municipal type employee groups where services provided were similar to those sought with this solicitation.
- c. A narrative overview on the proposed solution and related professional services such as:
  1. Implementation process and timeline.
  2. Support services.
  3. Training options.
- d. Provide a minimum of three (3) references that demonstrate your company's ability to accomplish work similar in purpose, size and scope.

### **3.3 RFP Requirements**

The *awarded Property Tax software application* system provider will be expected to deliver a system that is user friendly and intuitive. All web user interfaces must be ADA (Section 508) compliant. The system should allow for the display of property tax information in an easy and concise method. System should support various types of property tax accounts (adjudicated,



### **SECTION 3 – PROPOSAL FORMAT & CONTENT (cont.)**

personal property and movable). The System will also be expected to provide search and report capabilities to Business Office Manager, staff and upper management. All data transmitted in from the assessor, mortgage companies and 3<sup>rd</sup> party cashing system must be secure.

#### **3.4 Requirements Table**

Please use the following matrix as a key for responding to the “*Requirements Table*” located on Pages 12 – 14 of this RFP.

Response Code Response Code Description

S – Standard Feature is delivered as standard functionality in the proposed version of the software and can be demonstrated by the proposer.

C – Custom Not included. Customization required, additional cost may apply.

N - Not Available Requirement not available.

R – Roadmap Feature is on product development roadmap.

E - Explanation. Attach narrative to RFP and label item number being referenced.

#### **3.5 Cost Proposal**

Please outline the cost for providing the proposed system and all related professional services.

1. Implementation costs, including data migration and training.
2. Annual ongoing costs, including licensing/subscription, support, and the rates for any services not covered as part of the support package.
3. Additional costs that may be required, such as third party solutions required to provide the desired functionality.
4. Key assumptions upon which the cost proposal is based.

#### **3.6 Supplemental Information**

Each proposer may present any supplemental information that his/she deems appropriate. The proposer may also provide supporting documentation, as necessary, for evaluators to determine relevance and value.

Included in the proposal is a signed submittal statement from the Company/Corporate Representative who can obligate the entity.

#### **3.7 Sample Documents to be included**

We will need a sample contract along with a sample maintenance agreement.

## **SECTION 4 – PROPOSAL FORMAT & CONTENT**

### **4.1 Evaluation Committee**

The evaluation of proposals shall be accomplished by an evaluation committee, which will determine the proposal most advantageous to the requirements stated in this RFP. Proposals will be evaluated strictly in accordance with the requirements set forth in this RFP and any addenda that are issued.

### **4.2 Acceptability**

Any proposal that does not adhere to the RFP format as specified may be considered unacceptable and not subject to further evaluation.

### **4.3 Award**

The evaluation process is designed to award this procurement not necessarily to the lowest priced, but rather to the respondent whose proposal is the most advantageous to the City of Alexandria's Business Office.

### **4.4 Evaluation Criteria**

The following criteria, not necessarily listed in order of importance, will be used to review the proposals. The City of Alexandria reserves the right to weigh its evaluation criteria in any manner deemed appropriate:

- a. A determination that the proposer has submitted a complete and responsive proposal as required by this RFP.
- b. Proposer's experience and capability of the proposed system and their related professional services.
- c. The ability of the proposed system to meet the City of Alexandria Business Office's stated requirements.
- d. The cost of the proposed property tax software applicant, to include a breakdown of all fees involved.

### **4.5 Oral Presentation**

Respondents may be invited for an oral presentation. Commitments made by the respondent at the oral interview, if any, will be considered binding. If interviews are conducted, the final selection will be based on the combined proposal and oral interview. Respondents with whom interviews are conducted will be asked to elaborate on the elements of their proposal.

## **SECTION 4 – PROPOSAL FORMAT & CONTENT (cont.)**

### **4.6 Proposal Rejections**

The evaluation team will solely make determination of clarity and completeness in the responses to any of the provisions in this RFP. The City of Alexandria reserves the right to require clarification, additional information and materials in any form relative to any or all of the provisions or conditions of this RFP.

The City of Alexandria reserves the right to reject any or all proposals at any time without any penalty.

### **4.7 Contract Award**

The City of Alexandria Business Office Department, with the help and aid of the Information Systems Department, intends to enter into a contract/consulting agreement with the proposer that illustrates the best combination of attributes based on the evaluation criteria listed in Section 4.4 – Evaluation Criteria.

**RFP #1748P - Property Tax Software Application  
for The City of Alexandria Business Office Department**

**REQUIREMENTS TABLE**

<b>Item No.</b>	<b>Requirement</b>	<b>Code</b>	<b>Comments</b>
1	Can the system be accessed via online?		
2	Does the system support multiple browser versions/types?		
3	Is the system supported by standard platforms and physical or virtual environments?		
4	Can the system be used in either Windows, Apple/Mac, or Linux operating environments?		
5	Can the system be branded (e.g. logos and colors) for City of Alexandria property tax site?		
6	Is the system compliant with State of Louisiana Revised Statutes and Laws?		
7	Does the system have authorization and authentication capabilities (Active Directory)?		
8	Does the system include data archive, backup and recovery functions?		
9	Does the system have offsite backup storage?		
10	Does the system use a secure connection if hosted?		
11	Does the system have time-out functionality?		
12	Does the system have transaction logging capabilities which can be reported from to review all changes made within the system?		

<b>Item No.</b>	<b>Requirement</b>	<b>Code</b>	<b>Comments</b>
13	Does the system provide the ability to customize the site URL?		
14	Does the system call for continual real time access to all system data?		
15	Does the system have a structured service level agreement?		
16	Does the system have network security?		
17	Does the system allow for dual monitors?		
18	Do your app have search capabilities (Proposed application and iPayment)		
18 A	Taxpayer Name?		
18 B	Tax Assessment number?		
18 C	Parcel Number?		
18 D	Property Address?		
18 E	Amount Paid?		
19	Yearly import of tax roll?		
20	Allow letter processing with user-defined content? (Letter generation)		
21	Add cost, advertisement fees, notice fees, interest and liens to single or multiple accounts?		
22	Allow exports of data for printing delinquent, final notices and adjudicated property letters?		
23	Allow inquiry and payments on prior year's taxes?		
24	How are prior year LTC change orders and redemptions handled? Attach explanation if needed.		
25	Maintain property buyer information?		

Item No.	Requirement	Code	Comments
26	Maintain and track certified mail receipts (green cards) include date received and signature?		
27	Calculate redemption amounts, including interest and penalty for multiple years and post to G/L in current Year?		
28	Calculate redemption amount for several years and display on screen (no manual calculations)?		
29	Allow reversal of payments to the wrong account and maintain audit trail?		
30	When payments or account changes are posted or made, are the changes viewable by the 3 <sup>rd</sup> party cashiering system and website?		
31	Can system create refund check request?		
32	Allow for the attachment of scanned Images or documents to assessments in bulk or individually?		
33	Input of adjudicated property from prior years?		
34	Import and export capabilities to MS Office?		
35	Can application handle parish land sales or special transaction involving write down of taxes assessments?		
36	Can application allow for 3 <sup>rd</sup> party printing of letters?		
37	Is vendor willing to integrate iPayment cashiering by CORE Business		
38	Input LTC change orders electronically?		
39	Upload or create web page past due advertising list?		

Item No.	Requirement	Code	Comments
40	Is application capable of electronic delivery of tax notices (bills)		
41	Is vendor willing to integrate to My Permit Now?		
42	Data query/script writing function inside the application and queries be saved for future use?		
43	Print Tax Sale property information sheets? (To be used to call out property information during sale)		
44	End of Month reporting and reconciliation reports/worksheets?		
45	Can mortgage company data request file be process?		
46	Is there a method of view the details of a posted transaction?		
47	NSF Check processing abilities?		
48	Move past due assessments to adjudicated status?		
49	Remove an adjudicated assessment back to active status?		
50	Can application "link" or associate like assessments between years?		
51	Scan payments into system in bulk and attach to assessments?		
52	The ability to group assessments together for bulk mailing?		
53	Reports that will group different types of transactions on assessments on monthly bases?		
54	Over ten (10) years of Software services in Louisiana?		

<b>Item No.</b>	<b>Requirement</b>	<b>Code</b>	<b>Comments</b>
55	Do you have at least five (5) years of experience in Government Technology?		
56	Do you have more than five (5) years of experience working with Louisiana Tax Commission?		
57	Do you have or will have direct integration That will allow streamline tax roll process and communication between collection authorities? This is an important point.		
58	Can your application handle statutory impositions (grass cutting fees, demolition fees and debris fees? This is a mandatory requirement.		
59	Can you application create a means by which we can post statutory impositions directly into My Permit Now?		
60	Does your application have a means to reconcile statutory impositions?		



# RFP Signature Page

**VENDOR SIGNATURE:** Signify acceptance and compliance to the requirements, terms, and conditions of RFP#1748P by signing below.

Proposer warrants that Proposer has examined and is familiar with the RFP and its terms and conditions.

Proposer warrants that it has the necessary experience, knowledge, abilities, skills, and resources to satisfactorily finance and complete this project.

Proposer certifies that the individual signing this document made part of the RFP is authorized to sign such documents on behalf of the company and to bind the company in this project.

=====

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone #: (\_\_\_\_\_) \_\_\_\_\_ Fax #: (\_\_\_\_\_) \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Authorized Printed Name and Title: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_