

## Addendum 5

Request for Proposal FY16-0520 – Tax Billing and Collection Services

Addendum No. 5 (herein referred to as “Addendum”)

This Addendum revises the above-described procurement, and is hereby incorporated and made a part of the above-described procurement as if the Addendum had been included in the original procurement documents. Addendum posted on website at [www.orangburgcounty.org-Procurement](http://www.orangburgcounty.org-Procurement). This addendum is as follows: Questions/Responses April 27, 2016

### **Question 1. Interface Requirements P.9**

What are the other systems that require interfaces?

**Response 1.** Sc.gov, SunGard

### **Question 2.**

#### **Real Estate and Mobile Homes**

Ability to put tax records on hold and remove holds.

We request examples of tax records being placed on "Hold" and more clarification is requested.

### **Response 2**

During the annual tax roll process after the current tax roll records are created but before they are added to the ‘tax file’, a program reads thru each record and searches the ‘tax file’ prior years records for paid status. If prior year tax records (up to 10 years) are found not paid then the current tax record’s payment status field is flagged with an ‘H’. This prevents the |Treasurer from taking payments on the current year if previous year(s) are not paid.

The Hold process is done for real/mobile home and personal property (non-auto) records.

### **Question 3**

#### **Treasurer Requirements**

Process automobile mailer payments and print receipts for only DMV verification with a code other than 00.

Clarification – Does this mean the DMV prints the receipts instead of the county?

### **Response 3 Treasurer Requirements Page 13**

Yes and that is only if DMV finds no errors, or else county print receipts for those mailers with error.

#### Question 4

##### Delinquent Tax Requirements

Automatically update system with posting data from outside vendor.

Is this required for payments or the delinquent property to post? If required to post delinquent property, we request a sample of that file?

#### Response 4 Delinquent Tax Requirements

Required for posting. File layout will be posted on website under a separate document attached to this addendum 5.

#### Question 5

##### Page 18

##### Hardware Requirements

- 1.1 Do you require a server quote or specifications only?
- 1.3 What is the make and model of the printers that are currently being used in each office? Do you require a quote for new printers? If so, how many for each office? How many extra drawers are needed to print decals?
- 1.3 We use validation printers (for credit card receipts), barcode scanners and signature pads, which allows the customer to swipe and sign for credit card payments. How many payment windows need to be included in the proposal for credit card processing?

#### Response 5

##### Hardware Requirements

1.1 Both

1.3 Auditor – HP LJ P3015, Xerox WorkCentre 5855

Treasurer – HP LJ P3015, HP LJ 2420dn and HP LJ P3005, Xerox WorkCentre 5855

Delinquent Tax – HP LJ P3015, Xerox WorkCentre 5855

No quote necessary for printers

Orangeburg County don't print decals

Both Treasurer and Delinquent Tax would be very interested in the use of validation printers for credit card payments. More details would be needed to know what is expected for them.

5 - Windows total for credit card payments.

3 - Treasurer

2 - Delinquent Tax

## Question 6

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### Training

How many employees will require training from each office? (Auditor, Treasurer and Tax Collector)?

## Response 6

### Training

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Auditor – 6

Treasurer – 7

Delinquent Tax – 4

## Question 7

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### Certified Proposal Bid Sheet

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Should annual reoccurring costs be included (such as, Software Maintenance, Hardware Maintenance and Other Services) in the "Total Project Cost (lump sum)"?

## Response 7

### Certified Proposal Bid Sheet

1<sup>st</sup> year maintenance should be included for software, hardware and other services such as technical support and other services in the Total Project Cost.