

RFP – WYTHE COUNTY INTEGRATED TAX REVENUE SYSTEM
Addendum 1 – February 24, 2025

A. Most general question:

Will only applications that use entirely a web browser as the user interface be considered? That is, will the County not consider proposals of systems that have a Windows Client component for some types of users and system functions. (This is unrelated to system hosting / cloud basis, which can be fully accommodated.) - [Windows client systems will be considered as long as they connect back to cloud hosted server and will work both on and off site.](#)

B. More specific questions:

1. Can you provide definitions for these phrases

- i. Incident Handling – [In the event of an incident \(hardware/software failure, security breach...\) what is your process for finding a solution and implementing it? If it is a security breach, how will you determine what caused the breach, correct it and determine what and how much data was impacted?](#)
- ii. Vulnerability Flaw Remediation – [If a flaw is discovered either by you \(software or hardware\) or us \(software\) how will you go about correcting the issue?](#)

2. Questions from the functional specifications: (Questions in red, answers in blue.)

Appendix A Functional Requirements Spreadsheet Questions

MReceiv: Apply Tax Rates and Calculate Tax Due	Mreceiv-20	The system shall provide the ability to associate each tax type with a default tax rate, license and basis period, per user-specified criteria.	Is this only for Business Licenses or across receivable types, e.g., RE, PP, ML, etc.?	All receivable types.
PP: Manage Cashiering	PP-15	The system shall provide the ability to process rejected payments from mass payment files.	Does process mean "reprocess?"	Ability to process the payment as rejected and if needed reprocess the payment
SAF: Maintain System Event Calendar	SAF-90	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).	What subsystem does this apply to (regarding summons)	Disregard the text between the (). We do not have a summons system.

SAF: Provide Accessible & Integrated Data	SAF-172	The system shall provide the ability to easily return to previous selected accounts.	Does this refer to lookups?	YES
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Appendix A Reports Spreadsheet Questions

R-059	Gross Receipts - Discrepancies	Provides a list and count of all accounts for which there is a Gross Receipts discrepancy, based on configurable threshold and criteria	Is this related to tax accounts for pers and real property, business licenses, etc.?	YES
R-060	Gross Receipts - Summary	Provides a list and count of average amounts of gross receipts reported by location type and license classification subcategory for the user-specified tax year	For business licenses?	YES
R-061	Gross Receipts - Threshold Exceeded	Provides a list of all accounts for which a filing is received during a specified time period and for which the gross receipts amount filed differs from the amount filed in the previous tax year by an established threshold	For business licenses?	YES
R-062	Letters - Printed	Provides a list and count of all letters printed during the user-specified time frame	For business licenses?	This should include tax, RE & PP

R-063	Letters - Sent (Court Action)	Provides a list and count of letters to be sent out to warn people of potential court action	For business licenses?	This should include tax, RE & PP
R-087	Payments - Warnings	Provides a list and count of payments that processed with warnings	What type of warnings, e.g., bad data, overpayments, etc. ?	Warning should include for overpayments; account coded to reject certain tender type, i.e. check, in which a check was processed anyway, etc.
R-132	Workload Reports	Provides a production and pending workload reports for each unit, tax and activity type	Does this relate to jurisdiction, township, tax code, etc.?	Not Applicable Disregard