



Office of the Treasurer & Tax Collector (TTX)
Business Tax System Replacement
Sourcing Event ID 0000009542
Questions and Answers

#	Question	Answer
1	How do we reply to the Minimum Qualifications Response Template? Do we simply check Y/N and provide the documentation/evidence in our written response?	Check or circle the yes or no for each requirement, as appropriate.
2	Is the City expecting application development fees to be structured as Time & Materials or Firm Fixed Price / Deliverables-based?	The City's preference is Fixed Price / Deliverable based.
3	Can the City provide details on the method by which the Price Proposals will be scored?	Proposers with the lowest cost will be awarded the maximum points and all other responders will be allocated points in relationship to the lowest cost. If applicable, a Contract Monitoring Division (CMD) Contract Compliance Officer will assess Proposal compliance with Local Business Enterprise (LBE) requirements and assign a rating bonus to Proposal scores. The CMD-adjusted scores (if applicable) will then be tabulated and added appropriately.
4	What is the name of the COTS application currently being used?	Aumentum
5	What portion of the COTS application is being used?	Not relevant to proposal and detailed in the document.
6	What database engine, if any, does the COTS application use?	MS SQL



#	Question	Answer
7	How does TTX address the functionality that the COTS application does not cover (i.e. via a supplemental custom app, manual processes, etc.)?	TTX has built a robust ecosystem around the current business tax system that addresses the functionality not covered by Aumentum (see Appendix D – BT Ecosystem).
8	How many users use the current application?	200
9	What are the main user types/roles of the application?	Clerical staff - post obligations, correct filing data, create/update business accounts and locations, adjust obligations, process refunds; Audit staff - review and modify data; Accounting staff - review and modify data; IT staff - review and troubleshoot, manage payment upload process.
10	Is there a desired language (front-end and back-end) & tech stack?	Preferred Front-end: .NET using HTML, CSS, and JavaScript /OR AngularJS Preferred Back-end: .NET C# Tech stack: Microsoft Windows Servers, load balancing UI and servers, Microsoft SQL Server, Monitoring & Performance Tool, Reporting tool, Data archiving tool to manage and maintain database growth without negative impact on data integrity, auto payment upload and backout tool, Restful APIs
11	What is the expected database growth?	The expected database growth is 20% annually. The data archiving tool shall manage and maintain database growth without negative impact on data integrity



#	Question	Answer
12	Will each of the 20+ online applications to which the system will need to integrate have their own unique set of integration requirements?	The 20+ online applications integrate with the current system via lookups against tables and then post data back to the current system via APIs. They all use the same tables for the lookups and they all use the same APIs (per data posting type - example: posting tax obligations always uses the same posting obligation API, updating addresses always uses the same address update API, etc.).
13	What types of reports will the application need to produce?	There are many reports currently used, and we will need to replicate these reports. Staff/IT will need access to all data and the ongoing ability to create a report from any data within the system. Details will be provided during discovery. (Examples: Active locations, Payment Detail Report, Active tax accounts, Payment Reallocations Report, etc.).
14	If AWS is selected, would it need to be hosted in AWS GovCloud?	No. GovCloud is required only if there is an explicit compliance requirement.
15	What are your security requirements & security model?	Vendor to provide response on CSP built-in security tools and features, compliance certifications, available encryption methods and security protocols in place.
16	What types of sensitive data are stored in your system?	Check RFP for more information. Examples include SSN, TIN, FEIN, Mailing Address, Gross Receipts, Tax Information
17	What are your data retention requirements?	See www.sftreasurer.org for Record Retention information (link located at bottom of webpage).



#	Question	Answer
18	Any data encryption requirements?	Encryption is required for data at rest and data in transit.
19	Any RPO and/or RTO requirements?	Recovery time objective of 2 hours and recovery point objective of 4 hours (see RFP).
20	Do you have a desired deal structure (i.e. T&M, Fixed Fee, etc.)	The City's preference is Fixed Price / Deliverable based.
21	Do you have a desired project delivery methodology (i.e. Agile, Waterfall, etc.)?	No
22	Are there any U.S. Citizenship requirements for the team?	No
23	Are there any physical working location requirements for the team?	Yes - some onsite is expected
24	Is there any links/services that we need to connect to for the State of California (since this is taxes for city and state I believe)	No
25	Is there an LBE requirement?	There is no LBE (or SBE/WBE/MBE/DBE) subcontracting requirement for this solicitation.



#	Question	Answer
26	<p>Hosting requirements in these Appendixes seem to contradict each other. Can the City please clarify the hosting requirement?</p> <ul style="list-style-type: none"> • Appendix C Scope of work: “The hosting solution must meet the following criteria and set up in one of the existing City cloud tenancies at Google Cloud Platform (GCP), Amazon Web Services (AWS), Azure and Oracle Cloud Infrastructure (OCI)” • Appendix B City Contract Terms 1.32: “SaaS Application/SaaS Software/Software” means the licensed and hosted computer program and associated documentation, as listed in this Agreement and Appendices, and any modification or Upgrades or modifications to the program(s), residing in Contractor’s servers that provides the SaaS Services.....” • Appendix B City Contract Terms 1.37: “SaaS Services” means the Services performed by Contractor to host the SaaS Application to provide the functionality listed in the Documentation.” 	<p>Contract is generic to all technology implementations. The Business Tax Replacement project is as stated in the Scope of Work</p>
27	<p>Per the RFP, the solution must be set in in one of the City’s existing cloud tenancies. Please confirm if the City has, or is able to obtain, Azure tenancies in the Azure Government data center.</p>	<p>City has the ability to obtain Azure tenancy in the Azure government data center but usage of Azure government is not required (see question 14).</p>
28	<p>Is the City intending to have in person, virtual, or hybrid demonstrations?</p>	<p>Most likely virtual to support the quick timeline.</p>



#	Question	Answer
29	Appendix C refers to the need to replace manual and automated (Robotic Process Automation (RPA)) refund processing. Does the City require an RPA capability in the new cloud application framework?	The RFP does not indicate the need to replace manual and automated refund processing.
30	Can a responding vendor update Templates A - D headers, footers, tables, font, etc.?	No
31	Is the City looking for one combined PDF version of Templates A-D and one redacted PDF version?	The pricing sheet should stay in excel format and the other PDF components can be individual or combined.
32	Is there a file size limit from the City?	No. Vendor to provide information on performance monitoring to ensure resources are appropriately sized for their workloads; regular audits to match demand without overprovisioning; and adjust resources in real-time based on demand.
33	If a vendor has redlines, should redlines be included in Template C?	Yes
34	What is causing the City to seek a new vendor and not request modifications from the existing vendor?	The vendor no longer supports this product
35	Are you open to considering an annual subscription-based pricing instead of one-time payment for development.	No
36	Has a project timeline been established, including a go-live date? Are there any external factors driving a required go-live date, or is it flexible based on project discovery?	Timeline information is already in the RFP documents. (Note - payments will be structured in relationship to project milestones.)



#	Question	Answer
37	Can you describe how the Tax Application calculates amounts due as taxpayers are completing returns? Or is the calculation is expected to be done in the new system and returned to the front end application through an API call?	Some are calculated solely within the business tax system, and then immediately available in the Payment Portal (separate product) through real time data lookups. Others are calculated within the online forms, and then the filing is sent to the business tax system, where the system is expected to real-time calculate the same amount due. The system sends back confirmation of the posting and calculation via API.
38	Are there any other licensing requirements of the new system (e.g., approvals, renewals, issuance, storage) beyond management of associated fees and payments?	To be determined during Discovery
39	Are their separate workflows for each type of Licenses and or Renewals? (i.e., different groups of people who need approve based on which type of license, and whether it is a new application or renewal).	No. The system has different roles, but they are based on user and not on tax/license type.
40	How many different fee tables are currently being used when figuring licenses fees and Tax calculations?	See Appendix C of the RFP, pgs. 4 & 5 (lists fees & taxes)
41	Can TTX provide the API documentation for the existing tax application and tax system?	This will be provided upon contract; given that it contains tax filings, we will not provide as this time.
42	Can TTX please provide specific details, screenshots, or example files for the "20 views and more than 30 regularly scheduled extracts that must be exactly replicated (format, layout, and frequency)"? This would make any timeline planning more accurate.	We will provide this in Discovery to the selected vendor



#	Question	Answer
43	Please expand on your requirement to "Replicate the current business tax system data hierarchy". Can the vendor use their existing database structure so long as the available API and reporting within the system's satisfies the requirements?	No, API calls will not be sufficient. Must be able to structure to support the data structure as detailed -- at minimum.
44	What is the current data entry UX that the vendor is being asked to replicate? Can TTX provide screenshots of your existing system?	Our current system utilizes a simple web-based form interface designed for efficient data entry. Users navigate primarily using the tab key within each screen and the mouse to move to another screen (See Appendix E – UI Screenshot Samples). We do not need to replicate each screen exactly, do not use all fields, and are open to combining screens where feasible. We encourage proposers to replicate the simplicity and efficiency of the current system to assist with staff adoption of the new system. If there are opportunities for enhancements or functionality that could improve user satisfaction or efficiency within compromising the simplicity, we are open to discussing these possibilities.
45	Is the "Penalty and Interest Calendar" for a license or tax form always the same across all businesses, or any instance of that tax/fee calculation?	No, it is not always the same across all businesses. Penalty and Interest calendars are specific to tax types and tax periods. See RFP for count of calendars.
46	Can TTX please provide an example payment file that the vendor is to automatically import?	We will provide this in Discovery to the selected vendor



#	Question	Answer
47	Can TTX provide documentation on your (RPA) robotic refund process automation? is the vendor expected to initiate a refund in an external software via API?	No - our in-house team we will re-build our refund RPA to work with the new system. We need to be able to automate refunds, whether that's a native automation within the new system or an in-house re-build of RPA.
48	Will TTX allow offshore resources to support this project?	Not ongoing and solely offshore
49	How did TTX arrive at the estimate of \$7m project over 18 to 24 months? If there are detailed planning or assumptions documents, can they be shared?	Based on past work and current work experience and timelines.
50	TTX mentions discovery phase, does TTX have a project implementation model they want vendor to follow?	No
51	What product does the existing business tax system run on?	Aumentum
52	What vendor(s) currently support the existing business tax system? And can you share their current contract scope and dollar value?	Yes, Aumentum. It would be a public information request to be requested by you.
53	What is the size and type of database that used by the existing business tax system?	Currently on a MS SQL database Data File Size: 741.00 GB (Including 0.17% shrinkable free space) Log File Size: 604.00 GB (Including 0.14% shrinkable free space) Number of BANs: 249,895 (100,166 Active) Number of Locations: 595,653 (225,626 Active) Number of Licenses: 1,451,767 (1,190,888 Active) Number of Trust Tax Accounts: 608,766 (387,588 Active)



#	Question	Answer
54	There is a reference to payment milestones here and to deliverables in the cost proposal, is TTX expecting in the 25 page narrative response, a proposed deliverable schedule, that aligns to project milestones, and is cross referenced with the deliverables on the cost proposal? Or can this level of detail be left to BAFO? Put more simply, what is TTX's expectations for granularity on the deliverables in the cost proposal?	Project deliverables and payment milestones should be provided in your proposal and do not need to be within the 25-page narrative. We recommend that it should be no more than 10 pages. We expect the proposal to bring together core project deliverables and any associated payment milestones. We recognize that some deliverables will not necessarily have a payment milestone.
55	Can you confirm TTX's operational goals?	To be able to use a new system 18-24 months after kickoff of the project.
56	Is TTX looking for online tax forms replacement/modernization as well or internal system replacement/modernization only?	Internal system replacement only
57	Are there paper forms need to be digitized or all forms are e-forms submission?	Most of our filings are already digitized/online. We do have some outstanding manual/paper forms, but digitizing those are not in scope for this project.
58	Can CCSF grant at least a two-week extension to the RFP response deadline? This additional time is needed for the fair amount of custom solution development required.	No
59	Can you offer an opportunity for Round 2 bidder questions to allow vendors to request further clarification to answers provided to round 1 questions?	No



#	Question	Answer
60	What is the average volume and frequency of transactions processed through the existing integrations with online tax applications?	This information is already in the RFP documents.
61	Are there peak periods for data traffic, and if so, how does the current system manage these loads?	Peak periods are major filing deadlines, such as end of February each year. With the current system, we have built an ecosystem of other products and processes to manage peak periods.
62	Can you provide historical data on API call volumes to better understand the scaling needs for integration points?	This information is already in the RFP documents.
63	What is the expected growth in data volume and transaction frequency over the next 5-10 years?	20% - 50% (annual)
64	Do you anticipate any new types of data integrations that will be required in the near future?	Difficult to predict, but it seems that the continued integration will be limited, since most large data sets are already in play.
65	What specific challenges have you encountered with the current system's data hierarchy that you want to avoid in the new system?	This is not a question related to the RFP itself, but please see Appendix F - TTX COIT Presentation for additional information
66	Could you provide access to the API documentation for the 20+ online tax applications currently integrated with the system?	Will be provided upon contract; given that it is tax filings, we will not provide as this time.
67	What are the critical data integrity issues you've faced, and how do you envision overcoming them in the new system?	This is not a question related to the RFP itself, but please see Appendix F - TTX COIT Presentation for additional information
68	Can you specify the volume and structure of the historical data that will need to be migrated to the new system?	This information is already in the RFP documents.



#	Question	Answer
69	Are there specific data formats and naming conventions that must be retained, and can you provide examples of these?	This information is already in the RFP documents.
70	What are the average daily user sessions and page requests that the current web UI handles?	Average daily user sessions: ~75; Average daily page requests: ~2,500 - 10,000 depending on peak vs. non-peak periods.
71	Are there specific performance benchmarks (e.g., page load times) that the new web UI must meet or exceed?	To be determined during Discovery
72	How does the current system handle high-volume transaction periods, such as tax filing deadlines?	Peak periods are major filing deadlines, such as end of February each year. With the current system, we have built an ecosystem of other products and processes to manage peak periods.
73	Are there specific requirements or challenges related to multi-browser compatibility that need to be addressed?	Ensuring compatibility across multiple web browsers, compatibility with new browser versions and features.
74	Do you require any additional web UI features to support increasing transaction volumes, such as load balancing or enhanced caching mechanisms?	Vendor to provide response on this feature.
75	What specific configurations do you frequently adjust within the current system (e.g., taxes, licenses, fees)?	This information is already in the RFP documents.
76	What are your minimum performance requirements for the new web UI in terms of load times and responsiveness?	Initial load time of under 3 seconds across all supported devices and network conditions.
77	Can you detail the existing payment processing workflows and how they integrate with other systems?	Details will be shared with the selected vendor



#	Question	Answer
78	Are there new functionalities that you anticipate needing in the near future for payment processing?	To be determined during Discovery
79	What specific tax, fee, and license calculation rules are currently in place, and how frequently do these rules change?	This information is already in the RFP documents and more information can be found on our website at www.sftreasurer.org .
80	Are there specific legislative or regulatory requirements that the rules system must accommodate?	Business Tax and Revenue Code - see website that details are all the taxes and codes
81	Can you provide examples of the most complex rules currently implemented and challenges associated with managing these rules?	This information is already in the RFP documents and more information can be found on our website at www.sftreasurer.org .
82	How do you currently manage and update calculation rules, and what improvements are you seeking in this process with the new system?	Legislative code determines the calculations
83	Do you anticipate the need to integrate the rules system with other IT systems or data sources for dynamic rule execution?	This information is already in the RFP documents.
84	Are there any regulatory changes expected that could affect these calculations?	This information is already in the RFP documents.
85	What audit trails or records must be maintained when adjustments are made?	This information is already in the RFP documents.
86	What are the scalability expectations for the new system in terms of user load and data volume growth?	Vendor to provide how their system can accommodate growth in both user load and data volume.
87	What specific security protocols and standards does the system need to comply with (e.g., GDPR, HIPAA)?	PII - Social Security data



#	Question	Answer
88	Are there specific performance benchmarks the new system should meet?	To be determined during Discovery
89	Are there requirements for scanning and uploading tax forms or other documents directly through the system?	No
90	Do you need advanced features for document capture, such as OCR (Optical Character Recognition) to process scanned documents?	No
91	How often will documents need to be uploaded and stored, and what are the expected volumes?	All paperless
92	Are there specific compliance requirements related to document storage and retention that the new system must adhere to?	See our website (sftreasurer.org) for Record Retention
93	Do you anticipate the need for integrating document management systems with the tax platform for direct access and retrieval of documents?	We use OnBase for document management
94	What specific types of reports do you generate most frequently, and what data must these include?	There are many reports currently used, and we will need to replicate these reports. Staff/IT will need access to all data and the ongoing ability to create a report from any data within the system. Details will be provided during discovery. (Examples: Active locations, Payment Detail Report, Active tax accounts, Payment Reallocations Report, etc.)(Duplicate of question #13)



#	Question	Answer
95	What are the current compliance challenges or audit deficiencies you face with the existing system?	TTX has built a robust ecosystem around the current business tax system that addresses the functionality not covered by Aumentum (see Appendix D – BT Ecosystem).
96	How many environments will be in scope (Dev, Test, Prod, DR)?	To be determined during discovery but at minimum we will require Dev, Test and Prod environments.
97	How many application integrations will be in scope?	This information is already in the RFP documents, and additional details will be provided during Discovery.
98	Where do the Tax, Fee, License, etc. currently reside?	In the tax system currently being used
99	What language are the Tax, Fee, License, etc. currently written in?	This is a proprietary software application; our preference is to have an open source language
100	How many Tax Databases are in the current system?	One
101	What are the current Databases in scope to be replaced? (SQL, Oracle, Snowflake, etc.)	MS SQL
102	Please all the databases to be replace and there current size?	No, this is too detailed for public consumption. Details will be provided during Discovery.
103	Will users have access to Your new Tax system from outside the city's firewall?	No
104	How many data integrations are in scope for the new Tax system?	This information is already in the RFP documents, and additional details will be provided during Discovery.
105	Do your current integrations transform data?	This information is already in the RFP documents, and additional details will be provided during Discovery.
106	How many application API's are in scope?	This information is already in the RFP documents, and additional details will be provided during Discovery.



#	Question	Answer
107	Do you anticipate any additional Database integrations to support reporting?	No
108	Can you provide examples of data elements, their structure and hierarchy?	This information is already in the RFP documents, and additional details will be provided during Discovery.



#	Question	Answer
109	Can you share screenshots of the existing UI application with sample navigation flow?	Our current system utilizes a simple web-based form interface designed for efficient data entry. Users navigate primarily using the tab key within each screen and the mouse to move to another screen (See Appendix E - UI Screenshot Samples). We do not need to replicate each screen exactly, do not use all fields, and are open to combining screens where feasible. We encourage proposers to replicate the simplicity and efficiency of the current system to assist with staff adoption of the new system. If there are opportunities for enhancements or functionality that could improve user satisfaction or efficiency within compromising the simplicity, we are open to discussing these possibilities.
110	During the Tax/Fee/License Calculations, will there be API calls to the external systems to get the exact reference Tax Rates in real time, to compute the Tax/Fee/License value?	No
111	Please provide more details about the manual calculations that were mentioned in the "Adjustments and Correction" section. An example will be helpful.	Example: Legally approved waivers - authorized staff manually adjust outstanding obligation amounts.
112	Can you share sample system notes and audit trails of some existing transactions?	No
113	Does this database store the data related to hierarchical structure in relational tables? If not, how is the data stored?	To be determined during Discovery



#	Question	Answer
114	On the application server, how many concurrent user sessions can be expected during peak usage? What would be the anticipated growth of user base YoY?	The API concurrent sessions during peak time is for 300.
115	Are there additional security requirements such as FedRAMP for the replacement system?	FedRAMP is not required
116	Can you provide additional details about database views as mentioned in Page 11 of the "Scope of Work" Document?	This information is already in the RFP documents, and additional details will be provided during Discovery.
117	Can you share the architecture of the current system?	No, this is a proprietary software application.
118	As you refer to hosting, are you referring to hosting the application on AWS or Google (and would you consider Azure as well) or you are expecting the implementation vendor to host the application directly, or just the hosting as noted in the RFP related to regular maintenance support, updates, and disaster recovery?	City has tenancies in AWS, Google Cloud, Azure and Oracle.
119	Will you provide all of the current system requirements that are in place (including application diagrams) prior to the RFP due date or prior to the beginning of actual work if awarded a contract beyond what is shared currently in Appendix C, Scope of Work?	Upon contract all requirements will be provided before work is to begin and to facilitate setting the schedule
120	Can you please clarify if the minimum 25% retention on 90 days post production would apply to the last deliverable on the project or on the overall project amount (you indicate application development in the RFP and wanted further clarification if possible)?	Final payment for implementation (at minimum of 25%) will be held until the systems is live as our system of record and critical issue free for 90 days.



#	Question	Answer
121	Will you consider initial project proposals with an estimated project \$ amount above the \$7,000,000?	Yes, but current budget doesn't allow for outside this amount.
122	Page 3 under Minimum Qualifications – “The Proposer must have the capability to provide long-term hosting services, including regular maintenance, updates, and disaster recovery support, as specified in the RFP. (Hosting Capabilities)” – Planet would be proposing Microsoft Azure in the Client’s environment with Planet’s Cloud managed Services. Would this be acceptable for hosting?	Yes
123	Planet is proposing to respond to this solicitation as a deliverable based project. Planet would perform work requested in this solicitation for a fixed price, with regular payments being provided upon reaching agreed-upon payment milestones. Planet has implemented this type of approach for similar projects at multiple state agencies that were executed with great success. Would this model be acceptable?	Please provide your pricing proposal in the Cost Workbook template, for review by TTX. The City's preference is Fixed Price / Deliverable based.
124	What is the existing COTS product used by TTX?	Aumentum
125	We understand that the scope is about system modernization and that the new application needs to be an exact replica of the old one. Can the selected partner propose an architecture with improved UI/UX, optimized workflows etc.?	Yes



#	Question	Answer
126	How many users will be there on the system? What is the usual load expected in the application?	~200 users.
127	Will there be a Product Owner (or any other team members) from TTX that will partner with the vendor during the implementation?	Yes there will be a Product Owner from the TTX PM team that will partner with the vendor during the implementation
128	What is the current technology stack for the current system?	The technology stack includes Microsoft Windows Servers, load balancing servers, Microsoft SQL Server, Restful APIs
129	One of the key aspects of implementation is the integration with other systems. Will the system architecture details be shared with the vendor?	Yes, system architecture details will be shared with the selected vendor
130	How many years of historical data needs to be converted to the new system? What is the volume (number of records, storage by table, etc.)	This information is already included in the RFP.
131	Is the scope for only US customers (and associated regulations, etc.)?	Yes
132	Is the system SLA's (24 x 7, 365 days per week, Five Nines Uptime, etc.)?	We have periodic maintenance that requires system downtime up to 8 hours every quarter.
133	Approximately how many calculations are included in the system (categorized by Simple, Intermediate, and Complex) and are they different for each or group of customers?	This information is already included in the RFP.



#	Question	Answer
134	Please confirm whether the proposed platform must be compatible with the major cloud service providers, commonly referred to as the "big 3" (AWS, Azure, and Google), as well as Oracle?	The hosting solution must meet the following criteria and set up in one of the existing City cloud tenancies at Google Cloud Platform (GCP), Amazon Web Services (AWS), Azure and Oracle Cloud Infrastructure (OCI). There are no compatibility requirements with Oracle
135	Is there an existing automation framework (set of tools) that need to be used or can be leveraged?	To be determined during discovery.
136	What's the current location of on Premises system you are using?	Specific location information will be provided to the selected vendor.
137	Does the current infrastructure have on premises data center setup with high network bandwidth, backup and restore strategy?	Yes
138	How is the data transmitted from your current system to Snowflake datacenter?	TTX does not use snowflake currently. System provides extract and linked servers.
139	How is the current data structured (Relational, NoSQL, files) for current system?	Relational
140	What is the database type that is currently being used? (MS SQL, Oracle, MySQL, Others)	MS SQL
141	Besides Snowflake for data warehouse, are there additional 3rd party systems that are currently being used (Ex: SFTP or File Share)	sftp, file share, linked server
142	Does the current system support multilingual?	No
143	Does the current system support ADA compliance?	No



Treasurer & Tax Collector

CITY AND COUNTY OF SAN FRANCISCO

José Cisneros
TREASURER

#	Question	Answer
144	Besides Web front end, are there other channels (IVR, call center, others) that support the current system?	Information to be provided with the selected vendor.
145	Are there any peripheral device integration requirements (Printers, Scanners, Fax)?	Most likely no