Request for Information (RFI)

For the State of New Jersey

TAX SYSTEMS MODERNIZATION PROJECT

Released on: _March 25ᵗʰ, 2014_____

Issuing Office:
State of New Jersey
Department of the Treasury
Division of Taxation

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REQUEST FOR INFORMATION
SUMMARY SHEET

Name:	Tax Systems Modernization Project
Issue Date:	March 25, 2014
Closing Date and Time:	5:00 pm on April 22, 2014
Issuing Office:	New Jersey Division of Taxation
RFI responses are to be sent via email to: Mr. Matt Suto **RFI responses must be submitted no later than 5:00 p.m., ET, on April 22, 2014.**	Email Address: Matt.Suto@treas.state.nj.us Attention: Tax Systems Modernization Project RFI Response

OPEN PUBLIC RECORDS ACCESS RIDER

Information provided in response to this Request for Information can be released to the public under the New Jersey Open Public Records Act, N.J.S.A. 47:1A-1 et seq., (OPRA) or the common law right to know. All information submitted in response to this Request for Information is considered public information, notwithstanding any disclaimers to the contrary submitted by a bidder, except as may be exempted from public disclosure by OPRA and the common law.

Any proprietary and/or confidential information which you provide will be redacted by the State. A person responding to this Request for Information may designate specific information as not subject to disclosure pursuant to the exceptions to OPRA found at N.J.S.A. 47:1A-1.1, when such person has a good faith legal and or factual basis for such assertion. The State reserves the right to make the determination as to what is proprietary or confidential, and will advise the responding person accordingly. The location in the response to this Request for Information of any such designation should be clearly stated in a cover letter. The State will not honor any attempt by a respondent to designate all materials submitted in a response to this Request for Information as proprietary, confidential and/or to claim copyright protection for such materials. In the event of any challenge to an assertion of confidentiality with which the State does not concur, the person responding to this Request for Information shall be solely responsible for defending its designation by submitting a response to this Request for Information, the responding person waives any claims of copyright protection set forth within any materials submitted in the response.

I. Introduction

The Department of the Treasury (Department) is initiating a project to replace its current tax administration and tax collection systems with a modernized tax system utilizing a benefit based procurement.

A. Vision for the Future and Functional Scope

The Department has a vision for the future of business operations that requires flexibility, adaptability, scalability, autonomy, frugality and efficiency.   Within the Department, the Division of Taxation (Taxation) has the primary responsibility for administering the State tax law. Taxation receives substantial system support by the Division of Revenue and Enterprise Services (DORES). The Department seeks to replace its current information and data processing systems with an integrated solution that will allow the Department to be more responsive and dynamic in meeting its needs and those of the public.

The Treasury Department is embarking on the Tax Systems Modernization Project to:
- Ensure that Taxation data processing technology remains current and reliable through the future decades;
- Leverage the information that currently resides in the existing data warehouse;
- Ensure that Taxation can readily respond to changing tax laws and State initiatives;
- Streamline and focus collections and audit activities to provide increased tax revenue with more efficient use of personnel;

- Provide greater flexibility when incorporating new business rules and processes which will result in the ability to adapt quickly to changes;
- Provide a comprehensive integrated system for all tax types and functionality which will eliminate separate systems;
- Provide a browser based system which will be more user friendly and provide easy navigation to needed information;
- Provide more efficient taxpayer accounting processes;
- Improve and increase online public access and services to the taxpayer;
- Incorporate the use of mobile technologies for field operations;
- Eliminate its dependency on a shrinking group of knowledgeable programmers;
- Work in conjunction with key support systems such as the Taxation Data Warehouse (TDW), the Return Evaluation and Case Selection System (RECSS), Taxation Customer Service Center, various network based applications and DORES' enterprise service platform. This platform includes: a large-scale front-end filing, payment and cash receipts transfer system that handles both paper and electronic transactions; a single sign-on portal for businesses that interact with the State of New Jersey (Premier Business Services); and an electronic image repository; and
- Comply with industry security standards, such as National Institute of Standards and Technology (NIST) and Internal Revenue Service (IRS) Publication 1075;

The functional scope of this project includes:

- <u>Taxpayer/Entity Management</u> – Taxpayer identification provides a comprehensive, centralized repository of taxpayer information used throughout all of the tax system. It maintains information about all taxpayers that have registered, filed a return or are otherwise known to the State. A key consideration is the continuation and possible enhancement of the State's unique enterprise business registration program. The program uses tax and non-tax elements to deliver one-stop services to the business community, impacting businesses' legal authority to operate in the State, employer obligations, business status reporting, State government procurement and other non-tax registry functions. In connection with this exercise, it is important to note that the State will update the program so that it classifies business registry data elements by protection class (e.g., public, authorized personnel only, tax employees/agents only).The modernized system must also accommodate this classification scheme;
- <u>Web Services</u> – Taxpayers, businesses and citizens use Web Services to securely access the applications via the Internet and by the State of New Jersey (State) employees in the performance of their work. These include:
  - Filing of returns and payments for both personal and business taxes (including interface with the enterprise filing and payment systems);
  - Interfacing with the State's enterprise business registration service, including synchronization of contact and registry profile information;
  - Managing taxpayer accounts;
  - Accepting payments, including those by existing in-house and third party enterprise services that cover PCI-compliant payment card processing and Automated Clearing House (debit and credit) options; and
  - Supporting numerous inquiry functions (e.g., refund status, statement of accounts);

- <u>Returns Processing</u> – This involves programs that import, validate and post returns, payments, informational submissions, correspondence and reports transferred from the State's enterprise filing and payment system described previously. It also includes data entry and maintenance programs that enable the Division of Taxation to enter and adjust tax-related transactions and documents directly;
- <u>Taxpayer Accounting</u> – Taxpayer accounting verifies payments and credits, and applies the payment to the liability. The taxpayer accounting functionality includes settling of accounts, determining the outstanding liability for the taxpayer, handling the imposition and accrual of various penalties and interest, and handling overpayments;
- <u>Revenue Accounting</u> – The revenue accounting (RA) function tracks revenue transferred from the enterprise front-end system and provides financial information needed to reconcile totaled revenue against taxpayer postings, as well as to verify amounts to be distributed for municipal aid and grants and dedicated funds. Modernized systems must work well with the existing enterprise RA system;
- <u>Case Management for Compliance and Collections</u> – Case management scores, prioritizes, tracks, and reports on taxpayers who are either non-filers, or are deficient filers, i.e. those who have not satisfied their liabilities within a rule driven timeframe;
- <u>Audit</u> – Audit functionality includes selection and creation of audit cases. Cases are investigated by in-house and/or remote-field audits of compliance. Remote field auditing is the process by which an auditor downloads specific case information to a mobile device (laptop) and uploads the findings to the operational system. Audit results typically produce additional bills or payments. Audit program management reports on a variety of performance metrics, number of cases, aging, adjustments, amount collected, etc.;
- <u>Customer Service</u> – Customer service requires taxpayer information to be available for both the taxpayers and internal personnel. For taxpayers, it should provide access to their profiles and accounts with views including profiles, contact information, returns, and transactions;
- <u>Correspondence Tracking</u> – Correspondence (bills, notice, letters, etc.) that leave Taxation should be captured, stored and made available for review. Incoming communications (e.g., letters, secure email channels) from the taxpayer should be captured, routed appropriately, tracked, stored and made available for review. The modernized system must work well with the State's existing front-end processing system and image repository, which contains many of these documents;
- <u>Report and Query Capability</u> –. Taxation and Treasury require information needed to monitor all systems operations and to make projections. This information should be in the form of a dashboard containing current information, automated periodic reports, and the ability to create *ad hoc* reports as necessary; and
- <u>Tax Benefit Programs</u> – Tax benefit programs provide targeted benefits to eligible filers. Key aspects including qualifications, benefits, and mandated procedures may vary from year to year. Currently, the most challenging of these for New Jersey Tax Administration is the Homestead Benefit Program.

B. Purpose of the Request for Information (RFI)

The purpose of this RFI is to solicit information for possible solutions for replacement of the State's existing tax systems. Additionally, the State is interested in expanding its current automated functionality related to the processing of all tax types and creating more effective and efficient processing flows in connection with its enterprise front end system.

This RFI contains preliminary information to serve as a platform for discussion with the vendor community. The information in this RFI is in no way final nor does it represent what may be contained in a Request for Proposal (RFP). This issuance does not constitute a commitment to issue a RFP, award a contract, or pay any costs incurred in preparation of a response to this request. Furthermore, Taxation and DORES require that all responding vendors abstain from providing any quotes or bids in response to this RFI.

C. The Division of Taxation Organization, including the Division of Revenue and Enterprise Services (DORES)

Taxation and DORES are responsible for the tax administration and enterprise services (as managed by DORES) for New Jersey. The State processes remittances and returns for approximately twenty (20) of its external agencies.

The services are supported by the following personnel:

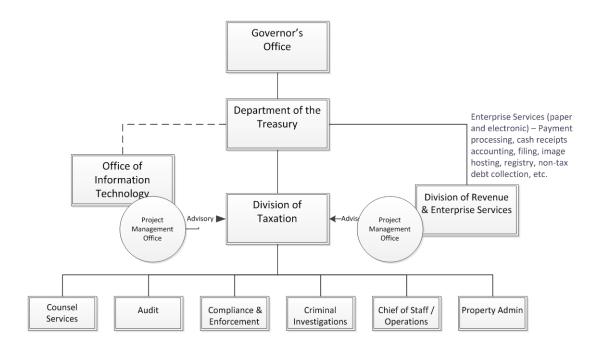|	Approximate
Agency	No. of Employees
Taxation	1,560 *
DORES	300
Total:	1,960

In addition, Taxation has 12 field offices; 10 field offices are located within the State while two (2) are located in California and Illinois respectively.

* Includes 130 personnel on outsourced collection's support contract.

State of New Jersey
Tax Modernization Project
(High-Level Organization Chart)

Governor's Office

Department of the Treasury

Enterprise Services (paper and electronic) – Payment processing, cash receipts accounting, filing, image hosting, registry, non-tax debt collection, etc.

Office of Information Technology

Division of Taxation

Division of Revenue & Enterprise Services

Project Management Office — Advisory ▶

Project Management Office ◀—Advis

Counsel Services

Audit

Compliance & Enforcement

Criminal Investigations

Chief of Staff / Operations

Property Admin

D. Current Systems Background

Appendix A contains a list of the tax types administered by Taxation.   The Treasury Department wants to incorporate all taxes into the future integrated system.

The current legacy tax administration systems were developed in the mid-1980s. These systems collectively known as TAXNET consist of taxpayer registration (TAXREG, which is now an integral part of the State's enterprise registry system), taxpayer account maintenance (GENTS), collections case management (TULIPS), cash receipts accounting (CRAS, which supports the State's enterprise cash receipts system) and setoff individual liability (SOIL, which encompasses tax and non-tax activity). In addition, Taxation's audit case management system (ESKORT), implemented in 2005, is earmarked for replacement.

E. Leveraging the Existing Data Warehouse

Taxation wants to make the most effective use of data that resides in its warehouse. The data warehouse stores:
- Full taxpayer profile information;
- Current taxpayer return and financial transactions;
- History of taxpayer returns and payments;
- Federal tax information; and
- Many internal/external agency data files.

 Taxation's objectives for leveraging its data warehousing include:
- Integrating the data from the operational system and the data warehouse to provide comprehensive functionality of tax activities and to provide a comprehensive view of the taxpayer;
- Providing flexible and user-friendly access to data for queries and reporting;
- Improving data analytics capabilities to provide scoring or ranking of candidates and cases for the purpose of prioritization;
- Increasing use of data from various external and internal sources to provide the capability to identify candidates for further processing action (such as collections, non-filer discovery, or auditing); and
- Improving trend forecasting for revenue accounting.

II. General Requirements

The focus of this document is to gather information on current integrated tax systems to assist Taxation in the preparation of a RFP for implementation of the future integrated tax system.

All responding vendors should be experienced with the design and implementation of large and complex Commercial–off-the-Shelf (COTS) applications, preferably with state or federal revenue departments.

A. General Vendor Information

a) Name of company
b) Contact person
c) Address, telephone number and email address
d) Brief history of company, including a listing of government agencies for which the company has successfully implemented tax administration systems and other related implementations.   Please include a contact name, company and or government agency, phone number, and email address for these agencies.
e) Company brochures/literature, if available

Taxation requests that the vendors answer the following questions as they prepare a response to this RFI.

B. Commercial Off-the-Shelf (COTS)

1. What components and functionality do you offer as COTS?

2. What 3rd party products do you recommend for your solution?

3. Describe where your product is in its product life-cycle.

4. When are you expecting a new major release? What new features or enhancements are you expecting to include?

5. Describe your experience in interfacing with existing enterprise revenue accounting and business registry processes, as well as interfacing with existing peripheral enterprise systems (e.g., remittance and return processing, FileNet, 3rd party correspondence tracking).

C. Configuration and Custom Components Integration

1. Describe the types of configurations that can be made for the COTS. How easily can you add/change functionality so that new requirements can be accommodated in the future? Which parts of your COTS are configurable so that a trained Taxation administrator can make the modifications and enhancements?

2. How would you accommodate user defined fields? Would they be treated as a customization or a configuration? Can you use these user defined fields for reporting, querying, and other processing?

3. How do you handle processes such as tax clearances and licenses? How do you relate the license to the tax type obligation?

4. What portions of the COTS are customizable? What types of customizations

have you implemented in the past, including interfacing with enterprise level systems?

5. Describe your approach to maintenance of customizations (e.g., new releases).

6. What functional components do you recommend as interfaced custom components that would not be part of your COTS solution?

7. How do you integrate the custom components with the COTS components?

8. DORES administers the processing of revenues, State-wide, via an advanced front end paper processing platform along with electronic payment services based on payment cards and ACH services. Can your system interface with enterprise, cross agency operations such as this? If so, describe how.

9. How do you support licensing and grants functionality?

10. What is your approach to miscellaneous taxes, such as motor fuel and cigarette taxes?

D. Benefits Based Procurement

1. Describe your experience with benefits based procurement.

2. What is typically considered a "benefit"?

3. How do you estimate benefits for a response to a RFP?

4. What information would you recommend the State provide in the RFP to enable you to most accurately estimate the benefits?

5. What do you consider the risks for a benefits based contract? What would mitigate these risks?

6. Please provide statistics on savings resulting from your implementations (fixed price or benefits based). Where have you seen the most savings?

7. Describe the key criteria used to develop a "baseline" for measuring increased revenue (benefits).

8. If you have participated in a benefits based contract, describe the payment basis – was it a sharing percentage between the Vendor and the State of benefits realized (e.g., 60/40) up to the contract cap; or, was it a sharing percentage with payments made based on fixed costing of deliverables up to the cap of the contract? Describe advantages.

9. Was there another method you used that you could describe?

10. Do you have an industry standard list of data warehouse scoring and discovery programs that can be used to increase the benefits? If so, provide.

E. Implementation Approach and Plan

1. Discuss the type of implementation approach(es) you use and the benefits of the approach(es).

2. Should the implementation be phased?   If yes, how do you recommend that the phases and delivery be scheduled for tax types, and then for the functionality (e.g., interfacing with existing enterprise registration service, case management, taxpayer accounting filing and payment platforms, etc.) to support the tax types? How do you transition taxpayers that have some tax types in the new system along with some tax types in the legacy system?

3. Please supply a sample implementation schedule and plan that you have used for a similar past project.

4. Describe your recommended environments (development, testing, production, etc.).

5. Describe your approach to testing. Do you use automated tools for systems and stress testing

6. Describe your approach to knowledge transfer and training.

7. Please recommend desired skills and resources (number and roles) of State personnel during implementation and post-implementation.

F. User Interface Approach

1. Describe user interface (UI) features.

2. Is the UI configurable? If so, what features of the UI are configurable? Can configurations be performed by a trained State administrator (business user)?

3. Is your solution *508 compliant* for individuals with disabilities?

4. Please supply sample UI screens in your written response.

G. Business Rules

1. Describe your generic approach to business rules. What functions can be supported by business rules? What application modules are supported by business rules?

2. How are the rules maintained?

3. Do you interface with 3rd party business rules engines? Do you use proprietary business rules tool(s)? If 3rd party, what are they?

4. Do you have different business rules capabilities or engines for different types of rules (e.g., case rules, edit rules, posting rules, Forms Definition Facility (FDF) rules, calculations, P&I)?

5. Do you have flexibility for different rules based on tax type? If no, explain.

6. How flexible are the business rules for P&I? Can they be tailored for each tax type?

7. Do you have a starter set of business rules that you bring to an engagement? If so, what type(s) of rules?

8. What business rules would you recommend gathering before the arrival of the vendor?

9. How can we prepare for the re-use of existing business rules, such as FDF?

H. Customer Relationship Management (CRM), Document Management, and Correspondence Tracking

(For example, Taxation is interested in capturing and tracking all correspondence into and out of the agency. Taxation has various tools in place to handle these activities, including facilities that make use of the existing enterprise image repository. The State believes that the key to success in this area is to establish, through new and/or enhanced facilities, an environment in which all communications can be captured, categorized, linked (e.g., by taxpayer, subject, priority, etc.), routed, tracked/managed, stored, accessed and reported on through a single user interface.)

1. Describe your generic approach to document management and CRM.

Document Management

1. In your approach, do you generally interface with a 3rd party document management system, or do you incorporate document management functionality within your solution? If external, which external products are you compatible? Describe the functionality.

2. Can your document management solution include managing documents not related to a specific taxpayer (e.g., tax related legislative bill comments)?

3. Does your document management solution support a redaction capability?

4. What is your approach to producing letters from letter templates (e.g., tax notices)?

Correspondence and Tracking

1. What is your approach to tracking all communication to and from a taxpayer (e.g., bills, notices, instant messages, letters, images, emails)?

2. What is your recommended approach for electronic correspondence, such as secure email communication or instant messaging to and from a taxpayer? Do you use encryption? If yes, define.

3. How is electronic correspondence indexed?

4. Can incoming electronic correspondence from a taxpayer be automatically routed to the proper destination within Taxation? If so, how?

5. Generally, the State prefers email and collaboration systems that can interface with 3rd party platforms. In this connection, describe your approach to interfacing with email systems, such as Microsoft Outlook, including cloud-based platforms. Does your approach incorporate automatically triggering emails to external customers based on processing rules?

6. How do you process paper incoming and outgoing correspondence (e.g., converting to electronic, indexing, storing, and retrieval)? Describe how your approach works with 3rd party products. If your system does not provide for interfacing with 3rd party products, explain the advantages of this approach.

7. How do you track and measure Taxation responses to taxpayer inquiries?

8. What metrics are used for managing customer service requests (e.g., response time in answering a request, backlog, volume of customer requests and completion)?

I. Workflow

1. Describe your generic approach to workflow.

2. In your approach, do you generally interface with a 3rd party workflow system, or do you incorporate workflow functionality within your solution? What are the advantages of an internal- only approach? Describe functionality.

3. With which third party products are you compatible?

4. Is your workflow comprehensive across all application components or just within case management (e.g., customer requests)?

J. Reporting

1. Describe your approach to production, canned, and *ad hoc* reporting.

2. In your approach, do you generally interface with a 3rd party reporting tool or do you incorporate reporting functionality within your solution? If internal, what features do you have within your solution?

3. If you interface with a 3rd party reporting tool, with which products are you compatible? Describe functionality.

4. Do you support dashboard and other graphical reporting capabilities? Describe.

5. What types of reports would you recommend from the operational database and from the data warehouse?

6. In your approach, can trained user/administrators create their own reports?

K. Data Warehousing and Operational Database

1. What is your approach to interfacing with an existing Teradata or SQLServer data warehouse?

2. What data do you usually store in the data warehouse vs. the operational system?

3. How integrated is your discovery and scoring with the data warehouse? Can you use discovery and scoring against the operational system? Is there a limitation if you do so?

4. What analytical tools can be used against the data stored in the operational system?

5. What analytical tool do you recommend to be used against the data warehouse for trending and forecasting?

6. What types of data have you found useful to store in a data warehouse (e.g., Taxation is interested in improving methods of finding taxpayers with high liabilities and high potential assets)?

7. Do you recommend storing all external data (such as IRS) in the data warehouse or the operational system?

8. Is your operational database compliant with IRS Publication 1075, the federal guidelines for safeguarding federal tax data?

9. Do you have an approach to "data mining" the warehouse for trends and patterns of data?

10. What Business Intelligence tools, such as SAS and Qlikview, do you use to visualize analytical data?

L. Editing Returns and Remittance

1. Once returns and payment transactions are presented to your system from the enterprise processing platform, what types of edit checks are performed using business rules? Can you find all exceptions in one pass?

2. How do you process edits – via pre-defined batches, virtual batching, asynchronously, or a combination of approaches?

3. How do you deal with exceptions in a batch? How do you handle the rest of the transactions in a batch when one item in the batch has an exception?

M. Taxpayer Accounting, Case Management and Audit

1. Do you support the ability to show which calculation was used for penalty and interest?

2. How do you perform mass adjustments to all or selected taxpayers?

3. Describe your general approach to case management. Define how you interpret "case."

4. At what point do you recommend creating a case (e.g., after the first notice has been sent with no reply)?

5. Do you support the complete life cycle of a case, including audit, conference and appeals, litigation, and collection activity?

6. Describe your case structure (e.g. case, sub-case). Can you support multiple levels of sub-cases?

7. Can you support user defined fields for a case? Would they be treated as a customization or a configuration? Can you use these user defined fields for reporting, querying, statistical analysis and other processing?

8. Can you manage the individual liabilities within a case (e.g., taking specific action on a single liability, management of the statute of limitations for a specific tax type, closing out a liability)? If so, describe any limitations.

9. How do you handle judgments?

10. How can the case management functionality be used other than for the traditional collections, audit, and enforcement (e.g., customer service, tax clearance research request)?

11. Can the case management functionality allow for a case without liabilities (e.g., a criminal case, possible fraud)?

12. Does your solution include case management as an integrated component, or does the solution interface with a 3rd party case management module?

   o   If your functionality is integrated within your solution, what is the functionality of your case management module or capability (e.g., attach documents, images, events, involved persons; merge or separate cases, relate cases)?

   o   If a 3rd party case management, what are the products with which you interface? Describe functionality.

13. What reporting capabilities are available with case management (e.g., aging reports)?

14. In your approach, do you generally interface with a 3rd party audit system, or do you incorporate audit functionality within your solution? If external, which external products are you compatible? Please describe functionality.

15. How do you handle audit work papers?   How does the package show recalculations?

16. Do you support time tracking for audits? For case processing? If so, describe.

17. Do you support "standalone" capability for field personnel, including the downloading of taxpayer information to a local machine and the synchronization of data when back online? If so, describe.

18. Do you have the capability of adding user defined fields within the case management functionality?

N. Legacy System Data Conversion

1. How would you manage the legacy data conversion and cleansing activities?

2. What tools do you use for data conversions?

3. Do you recommend extracting legacy business rules? If so, do you recommend using automated tools?

4. Describe the types of data you recommend to be converted. How many years of historical data are typically converted?

5. How do you cleanse and convert taxpayer entity and account information?

6. What is your recommended approach for accessing legacy data that is not converted into the new system?

7. What data conversion efforts and types of data conversion do you recommend prior to the arrival of the vendor?

O. Technical Architecture

1. Describe recent technological advances made in the industry which you now incorporate into your approach.

2. Do you conform to a standard architectural framework supporting open system standards? If so, describe.

3. Describe how the use of open hardware and software standards support portability of your solution, allowing interfacing with existing agency or 3rd party systems.

4. Which components support open systems architecture to accept plug-ins and bolt-ons?

5. Define the *required* architectural components. Include diagrams, if available.
    o   Software Architecture
    o   System Architecture
    o   Application Architecture
    o   Database Platform

6. Define the *recommended* architectural components. Include diagrams, if available.
    o   Software Architecture
    o   System Architecture
    o   Application Architecture
    o   Database Platform

7. Provide a compatibility list (software manufacturer and version) for the following desktop items:
    o   Internet browser;
    o   Operating System; and
    o   Office Suite.

8. What is the estimated network bandwidth and storage requirement for your solution? To refine these requirements, what information is needed in the RFP?

9. Describe your approach to Service Oriented Architecture (SOA)?

10. Describe your recommended approach for remote access (e.g., field auditors, field investigators).

11. Describe any mobile technologies you have successfully deployed, including mobile applications for Blackberry, Android, and iOS.

12. Do you support tablet PCs or iPads? If you do, provide a compatibility list.

13. Describe the security and audit (accountability) components of your solution.

14. Can you provide the following hardware with your solution? If so, would it be through a 3rd party?
    o Servers
    o Mobile devices (laptops, tablets, smart phones, hand-held scanners, air cards)

15. How does your system support and leverage Geographic Information Systems (GIS)?

P. Web Capabilities

1. Is your solution web-based?   If not, describe.

2. Describe your product's ability to provide secure, on-line web-based services including but not limited to the following:
    - Electronic Returns Filing – Needs to be expandable to any tax type Taxation administers and address the enterprise systems noted previously;
    - Payments – Interface with the enterprise systems noted previously (notably Premier Business Services (PBS and State web portal) and allow taxpayers to view schedule of liabilities and make payments for specific periods and tax types;
    - Payment Plans – Set up payment plans for Taxation approval;
    - Demographic Updates – Allow taxpayers to change demographic information;
    - Registrations – Interface with the enterprise systems noted previously, which allow taxpayers a web entry point to register for all taxes and receive applicable tax numbers electronically (including interfacing with PBS);
    - Taxpayer Single Sign-on – Single sign-on for taxpayers to all on-line services, and provide sign-on and password management capability (interface with PBS and State web portal);
    - Tax Clearances - Based on absence of tax liabilities (interface with PBS);

- Uploading of taxpayer documents; and
- Secure email services between the taxpayer and the State (possible interface with 3rd party email system).

3. How extensible is the functionality of your taxpayer web portal? Can it accommodate motor fuel and cigarette licensing functions?

4. What is your approach for interfacing with agencies' existing business portals?

Q. External Interfaces

1. Describe your approach to interfacing with external technical components, such as an existing Interactive Voice Response (IVR) system, email system, etc.

2. Describe how your system interfaces with:

   - Electronic Funds Transfer (EFT);
   - Modernized e-File (MeF);
   - Direct debit;
   - Retrieval of images from 3rd party platforms and your own platform; and
   - Credit cards.

3. What is your approach to interfacing with various platforms (e.g., mainframe, client server, web)?

4. Describe your approach to developing external interfaces with other agencies.

5. Does your solution support the many interfaces required to administer Set-Off programs, such as Set-Off of Individual Liability (SOIL) or Federal Offset of Individual Liability (FOIL)?

R. Maintenance and Upgradeability

1. If you provide hardware, describe your approach to maintenance.

2. Describe your approach to software maintenance.

3. Can Taxation and DORES make necessary code changes for interfaces, extensions, reporting, configurations and/or business rules? If so, what is the level of complexity?

4. What is the recommended vendor maintenance for your solution?
   - Type of Service
   - Number of Years

5.   Will a trained administrator be able to change tax forms easily? Will he or she be able to create documents and forms templates easily? What editing tool(s) are used?

6.   Describe how the State will stay current with new releases assuming there will be required customizations for New Jersey.

7.   How do you determine what should be included in a new release, if there are competing demands from your customer base?

8.   Describe your product warranties.

S. Miscellaneous Vendor Input

1.   Please provide any helpful hints for RFP preparation and RFP process.

2.   Taxation requests responders recommend what kind of statistics, documentation, and information that Taxation should furnish bidders in a future RFP and what the significance or criticality of that information would be on the success of procurement.

III. RFI Process and Response Format

This RFI is being issued by Taxation to seek initial vendor input through a written response.

Written Responses shall be submitted to the Tax Systems Modernization Project RFI contact identified below:

      Name: Mr. Matt Suto
      Email: Matt.Suto@treas.state.nj.us

RFI Responses shall be submitted to the Tax Systems Modernization Project RFI contact via email. RFI responses are due on **April 22, 2014 by 5:00 pm, Eastern Time**, and are to be sent to the RFI contact's email address as shown above. The Tax Systems Modernization Project RFI contact will not accept submissions after the stated date and exact time. The time of receipt will be local time as determined by Taxation's email system time stamp. The formal responses to the RFI are to be submitted via email as a MS Word 2010 document and/or Adobe PDF files. The subject line in the email submission shall state "Tax Systems Modernization Project RFI Response".

Vendors should give specific attention to the identification of those portions of its response which it considers confidential, proprietary, commercial information, or trade secrets. The Vendor shall provide justification why such materials, upon request, should not be disclosed. Vendors are advised that, upon request for this information from a third party, the Tax Systems Modernization Project RFI contact will be required to make an independent determination regarding whether the information may be disclosed.

The inside title of the RFI is to be marked:

<div align="center">

State of New Jersey
Department of the Treasury
Division of Taxation
Tax Systems Modernization Project
Request for Information (RFI)

Name of Respondent

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The purpose of the following section is to describe the format the vendors should use in responding to this RFI. Taxation is very interested in your comments, ideas and opinions concerning their tax system replacement initiative.

The following Sections should be included in your response to the RFI:

- Transmittal Letter (separate MS Word 2010 or Adobe PDF file, named "Tax Systems Modernization Project RFI Transmittal *VendorName*")
  The transmittal letter should be in the form of a standard business letter and should be signed by a vendor-authorized individual. It should note the following:
  - A statement that proprietary information is included, if applicable.

- Response(separate MS Word 2010 or Adobe PDF file, named "Tax Systems Modernization Project RFI Response *VendorName*")
  Please provide responses to the questions as listed in Section II. In addition, please feel free to make any comments, observations, or suggestions which may assist Taxation in drafting the Tax Systems Modernization Project RFP.

- Product Brochures (separate MS Word 2003 or Adobe PDF file, named "Tax Systems Modernization Project RFI Brochures *VendorName*")
  Product literature, white papers, and other publications which the vendor would like to submit in response to the RFI are to be emailed as separate files.

- Proprietary Information
  The vendor should place all confidential data, in order, under separate cover clearly marked "Confidential". All data should be titled and reference the question the information to which it is related.

Appendix A - Tax Types, Fees and Benefits

- Alcoholic Beverage Tax
- Atlantic City Casino Taxes & Fees
- Atlantic City Luxury Tax
- Atlantic City Tourism Promotion Fee
- Cape May County Tourism Sales Tax
- Cigarette Tax
- Controlling Interest Transfer Tax
- Corporation Business Tax
- Cosmetic Medical Procedures Gross Receipts Tax
- Domestic Security Fee
- Employer Withholding (Payroll) Taxes
- Estate and Inheritance Taxes
- Fur Clothing Retail Gross Receipts Tax and Fur Clothing Use Tax
- Gross Income Tax
- Homestead Benefit Programs
- Hotel/Motel Occupancy Fee/Municipal Occupancy Tax
- Inheritance and Estate Taxes
- Insurance Premiums Tax
- Landfill Closure and Contingency Tax
- Litter Control Fee
- Local Property Tax
- Luxury and Fuel-Inefficient Vehicle Surcharge
- Motor Fuels Tax
- Motor Vehicle Tire Fee
- 9-1-1 System and Emergency Response Assessment
- Nursing Home Assessment
- Out-Of-State Winery License For Direct Ship Wine Sales to New Jersey
- Partnership
- Petroleum Products Gross Receipts Tax
- Public Community Water System Tax
- Public Utility Taxes
- Railroad Franchise Tax and Railroad Property Tax
- Realty Transfer Fee
- Recycling Tax
- Sales and Use Tax
- Sanitary Landfill Tax
- Spill Compensation and Control Tax
- Sports and Entertainment Facility Tax - Millville District
- Tobacco Products Wholesale Sales and Use Tax

Note: The above tax list is not all inclusive.