

## Forms Processing Services Questions and Answers

### Questions – Vendor 1

1. On page 51, Appendix F, Titles are listed as a volume stream for vendor processing but on Appendix C, page 38, it notes that DOR is picking up this volume. Is the vendor responsible for processing Titles? If so, please explain the process for processing titles and what, if any, data entry is required?

All Title mail will processed by the vendor.

#### Mail Picked up by vendor

- 1) P. O. Box 23049 titles are title mail that is electronically processed in to MARVIN by designated agents and counties and the original copies mailed to the PO Box. The vendor will pick up mail from this PO Box and will be required to open, prep, batch and scan the mail.

#### Mail Picked up by DOR

- 2) This mail will be picked by DOR and given to the Title Department to be analyzed and entered into MARVIN. After Title completes its analysis and entry, the Vendor will pick up this mail and will be required to prep, batch and scan the mail. This mail will include Salvage titles. Salvage titles will need to be picked up by the vendor and requires opening, prepping, batching and scanning.

2. How many FTE (broken out by full, part, temp employees) does MS DOR use for each functional area: Mail, Scanning, and Data Entry broken out buy peak and non-peak? Does this include Title processing?

DOR employs the following numbers during non-peak times in these areas:

- a. Mailroom - 8
- b. Scanning - 6
- c. Data Entry and Validation – 4

At most, DOR hires 32 temps to cover mailroom, scanning and data entry during peak months.

3. How much, in dollars, does MS DOR spend on labor costs annually to support these services?

Due to the overlap in employee duties, functional areas, and services performed, we cannot provide exact figures.

4. Appendix F- can you provide the number of pages and keystrokes for each tax type listed?

A breakdown per document (tax type) including associated schedules is not easily attainable. This would require an extensive amount of time and resources to compile.

5. Pre-Edit, page 43 – is the vendor responsible for providing these services? If so, please provide samples of the letters to send?

Yes, see link below for sample letters.

6. What are MS DOR projections of the reduction of the paper return volume by tax type in the next 1-3 year timeframe?

Because of the number of unknown factors that determine return volume, we do not feel comfortable providing estimates.

7. Page 53 – please explain the volume differences YOY:

a. Titles:

i. 78-001

ii. 78-002

b. Motor Vehicles

i. 77-001

ii. 77-002

iii. 77-100

There are two reasons for YOY differences: 1) 2017 totals are for an entire calendar year, and 2018 totals are for January – June 30, 2018; and 2) The MS Automated Registration Vehicle Information Network (MARVIN), which includes Titles and Motor Vehicles, was implemented in Oct of 2017.

8. Appendix G – please list the age, estimated market price and annual maintenance costs for each piece of equipment.

Please refer to amended Appendix G– Equipment List attached below for the age of the equipment. This replaces Appendix G of the RFP. As to the estimated market price, MS DOR is not qualified to provide an accurate estimation of the market value. As to the annual maintenance cost, MS DOR states that the annual maintenance cost for each piece of equipment is based on an escalating scale depending on which year of service is being provided. Therefore, providing an annual maintenance cost would not give the vendor an accurate understanding of the maintenance obligations on this equipment for the time period in the future when or if the vendor takes over the equipment.

9. Can the vendor use a subcontractor to provide the shredding and courier services? If so, does MS DOR have an approved list of shredding and courier services in the area?

See section 9.11 regarding sub-contracting and Section 7.16 regarding Proprietary Information.

10. Can the vendor use a subcontractor to provide the front-end mail processing and scanning services?

See section 9.11 regarding sub-contracting and Section 7.16 regarding Proprietary Information.

11. Evaluation criteria 3 D II seems to award points for having a record of poor business ethics. Please consider revising to “Does the offeror have a record of ethical performance” or similar.

It appears that you are referring to Evaluation Criteria 3(ii)(d), which asks “[d]oes the offeror have a record of poor business ethics?”, with a possible 2.5 points available. This criteria language is set forth in the Office of Personal Service Contract Review Rules and Regulations.

Less, not more, of the 2.5 points are awarded for a greater record of poor business ethics. There is no reward for having poor business ethics. The opposite is true.

12. If using a subcontractor, may the offeror submit past performance references for the sub? If so how many?

You may submit any documents you believe are responsive to the RFP. For matters involving sub-contractors, see Sections 7.16 and 9.11.

13. 3.18 Resumes – please confirm that resumes are to be submitted only in 6.1 and not also in 3.18.

Resumes should only be submitted once.

14. Please confirm resumes are only required for key personnel.

Resumes should be submitted for “key personnel” as determined by the contractor.

15. While contractor’s are not allowed to use their name in the technical approach, may the name of any software products be used in order to more clearly convey the approach?

The Contractor may disclose any software and approaches as long as it do not disclose its name or information in a manner that can be used to identify the Contractor.

#### Questions – Vendor 2

1. Has this project already been allocated funding in the budget for FY2019? If so, is it fair to ask the amount of money that was allocated?

While DOR believes that sufficient funding has been obtained, we do not believe that it is in our best interest to provide this figure at this time due to our interest in fostering a competitive procurement.

2. How many people are full time in the following areas?

- a. Mailroom - 8
- b. Scanning - 6
- c. Data Entry and Validation – 4

3. How many people will be added to these areas for the Peak Months listed in the RFP

At most, DOR hires 32 temps to cover mailroom, scanning and data entry during peak months.

4. Is it the intent of MSDOR to outsource the individual and Corporate returns in February 2019 with the all other additional types added in 2020.

Yes, but we reserve the right to adjust the order of the work outlined in the RFP.

5. If the answer is yes, does the MSDOR plan on retaining all of the equipment listed in the RFP? Since there will be a decrease in volume, is there any opportunity to purchase one of the updated IBML scanners that is currently under maintenance? Is there a time frame that this would happen if we do purchase the equipment the first year?

Please refer to the amended Appendix G below – Equipment List attached hereto.

6. Are the titles that are processed received in envelopes? Is there an average page per envelope on these documents?

Yes, titles are received in envelopes. Titles are received in different size envelopes which will contain a minimum of 4 pages, but could range into the hundreds of pages.

7. I know it is the intent of MSDOR to pass the destruction of the documents to the vendor selected. Is there a retention period that is currently established? Weekly? Monthly?

Please refer to Appendix I – Tax Due Dates and Document Retention Schedule on page 69 of the RFP. However, due to the implementation of MARVIN, the retention schedule of 3 months is not in effect for our tag and title documents. The agency is currently retaining all MARVIN documents until a suitable schedule can be determined.

8. For all documents that are found to have some exceptions will the point of contact the liaison within the MSDOR that the vendor will converse with to get clarification? Do these documents need to be boxed up and delivered to the contact to review or can they be imaged and transferred via a secure FTP so MSDOR can review and clarify?

Any exceptions can be discussed with the liaison to obtain clarification, when necessary. DOR will accept images with the exception of MARVIN (PO Box 23049). MARVIN, tag and title documents will have to be boxed up and delivered to DOR.

#### Questions – Vendor 3

1. Page 11 – the Cost Factors do not add up to 26 pts. Please clarify.  
The Cost Factors portion of the Evaluation Criteria within the RFP are amended to state the following:

- 1. Cost Factors – 16 points (16%)** (Factors must be submitted separately from other factors. These factors should be addressed in a separate section of the binder even if the information is already included in other sections of the response.)
  - i. Cost of goods to be provided or services to be performed: Is the price and its component charges, fees, etc. adequately explained or documented? – **4 points (4%)**
  - ii. Assurance of performance:
    - a. If required, are suitable bonds, warranties or guarantees provided? – **4 points (4%)**
    - b. Does the proposal or qualification include quality control and assurance programs? – **4 points (4%)**
  - iii. Offeror's financial stability and strength: Does the offeror have sufficient financial resources to meet its obligations? – **4 points (4%)**

2. Page 12 – the total adds up to 110; not 100 pts. Please clarify.

By amending the Cost Factors above, the total now adds up to 100 points.

3. Page 18; item 4 – Is MS Tax expecting the vendor to include in its rate/cost the price to make new year form modifications/changes?  
We expect DOR personnel to make form modifications at least yearly. We also expect the chosen vendor to participate in discussions leading to those changes as it pertains to processing efficiencies. We also expect the chosen vendor to provide a timely testing process of the new forms every year or as needed. The cost of changes shall be included in the per form processing price.
4. Page 22 – Has the funding been approved for this project in FY 2019?  
See answer for Question 1 from Vendor 2.
5. It was stated at the pre-bid meeting that the funding has been approved, please provide what MS Tax is expecting to spend in the initial year of the contract.  
See answer for Question 1 from Vendor 2.
6. Page 51 - Please confirm which volume is accurate; Appendix F or K; they show different annual amount totals for 2017?  
The variance in the totals in Appendix F and the totals in Appendix K are due to the fact that Appendix K counts each individual schedule. For example, an individual income tax return (Tax type total Appendix F) may have 1 form 80-107. Another individual income tax return may have 3 forms 80-107. Therefore, you can have 2 individual income tax returns with one having 4 pages (Appendix F total) and the other having 7 pages (Appendix K total).
7. How many tax returns does MS Tax expect the vendor to process for a PEAK processing day?  
The RFP does not provide daily expectations for processing tax returns. However, please refer to Appendix I – Tax Due Dates and Document Retention Schedule on page 69 and the Service Level Agreement (SLA) on pages 102 and 103. The returns are processed in receipt date order, because the amount of returns received varies from day to day.
8. How are titles received today? Are they in envelopes to be opened, or in tubs/trays to be scanned/imaged?
  - a. P. O. Box 23049 titles are received in envelopes, that requires opening, prepping, batching and scanning.
  - b. Title Department titles picked up by the vendor from MSDOR requires prepping, batching and scanning and will either be boxed or in tubs.
  - c. Title Department Salvage titles picked up by the vendor from MSDOR will be in envelopes and requires opening, prepping, batching and scanning. Salvage title documentation will contain photos of the vehicles and green cards that will have to be photo copied before they will properly run through the DOR's scanners.
9. Page 63 - Appendix G - The RFP says that MS will keep the current IBML scanners for a period of time for the first year. Would MS Tax be willing to sell one of the scanners to assist the vendors in startup costs, while leaving the reminder at MS Tax?  
No
10. It was stated in the pre-bid meeting that subcontractors could be used as long as they were not located overseas. Can the State please confirm this is acceptable?

See RFP Section 9.11 regarding sub-contracting and Section 7.16 regarding Proprietary Information.

11. Page 43/44 identify a number of Pre-Edit tasks, many of which require information to be gathered either from MARS or other internal MS Tax resources. It is further stated in the RFP that some of these will be routed to MS Tax for processing. Can the State indicate which Pre-Edit failures that it sees as being one's that the vendor should take into consideration for processing?

The majority of our Pre-Edits require research in our MARS system. Therefore, they will have to be worked by DOR employees. However, correspondences are scanned into pre-defined file folders that are picked up nightly in our routine data processes. Correspondences are the only Pre-Edits the vendor should take into consideration at this time.

#### Questions – Vendor 4

1. Please provide the age of each piece of equipment referenced in the RFP.  
Please refer to amended Appendix G below – Equipment List for the age of the equipment
2. Please provide the average keystroke count per document type including schedules.  
A breakdown per document (tax type) including associated schedules is not easily attainable. This would require an extensive amount of time and resources to compile.

Based upon question 52 of the Q & A's provided by the state from the first RFP: Attachment A, References, Page 64

If Sub-Contractors are utilized for key components, such as Mail Room and Data Entry, are they required to provide references, in addition to the Prime Contractor?

Subcontractor personnel cannot have access to State Tax Information. See Item 12 on Page 20 for requirements for related to a subcontract of any of the services contained in the RFP. If there is a way for the vendor to use a subcontractor without allowing their employees to see or access more than individual fields that could not be reconstructed as a tax return, it would be allowed.

This would eliminate the prime contractor using a sub-contractor to act as the inbound mailroom processor? Please verify this is correct.

Due to the ambiguity of the questions, DOR does not feel comfortable providing information other than that which has already been provided.

#### Additional Questions – Vendor 4

1. Section 9.2 (pg. 19) - What is/are the output format requirements? Would need for Images, Data Files. Payment Balance Files, etc.  
There is not a specific file layout, only what is captured along with validation rules. This is different on every form for every tax type. Samples cannot be provided. The output formats are fixed length flat files.
2. Appendix C (pg. 38) – If possible, please break down annual volume by USPS PO Box. If not, possible, please include USPS PO Box number for each Form Type in the questions asked below.  
Please refer to the amended Appendix F – Tax Type Volumes attached below and replacing Appendix F of the RFP. This Appendix has been modified to include Post Office Boxes.

3. Appendix F (pg. 51) – For the volumes listed in the table, and in conjunction with the questions above, please break down average number of pages per document (which would take into account average schedules included with each Primary Return)  
A breakdown per document (tax type) including associated schedules is not easily attainable. This would require an extensive amount of time and resources to compile.
4. Appendix F (pg. 51) – The tables shows total keystrokes for all documents. Please break the keystrokes down to show average keystrokes per Primary Form Type (including schedules) for all Tax Types  
A breakdown per document (tax type) including associated schedules is not easily attainable. This would require an extensive amount of time and resources to compile.
5. Appendix F (Pg. 51) – Please provide a complete list of all Form Types (across all Tax Types), and all schedules that require data capture (not including some forms that may be attachment only, correspondences, etc.)  
The complete list of all form types and schedules requiring data capture was incorporated into the RFP. Please refer to Appendix F pages 54-62, entitled Complete List of Form Types.
6. Appendix G (pg. 63) – Please add an additional column to the Equipment List stating the age of each item  
Please refer to amended Appendix G below– Equipment List for the age of the equipment
7. Attachment A, Technical Proposal (pg. 90) – For the 1D barcodes, what percent are 3of9 and what percent are interleaved 2of5?  
This response was incorporated into the RFP. Please refer to pg. 98, Section 7.7.1 of the RFP.

## Appendix F

### Tax Type Volumes

This table lists the total number of each type of form by tax type. The totals listed includes all tax years supported for that tax type.

PO Box	Tax Type	Calendar Year 2017	Jan 1, 2018 – Jun 30, 2018
23050,23058 & 23192	Individual Income Tax	805,393	627,633
23191, 23058 & 23192	Fiduciary Tax	19,019	10,359
23191, 23058 & 23192	Corporate Income Tax	161,534	60,849
23191, 23058 & 23192	PTE	239,336	112,153

<b>960 &amp; 23075</b>	Sales Tax	175,840	73,418
<b>960</b>	Use Tax	8,254	3,382
<b>23075 &amp; 960</b>	Withholding Tax	426,629	158,814
<b>960</b>	Timber Severance Tax	339	126
<b>23075</b>	MARS Voucher	157,495	61,991
<b>960</b>	Beer Excise Tax	1,747	323
<b>1033 &amp; 23338</b>	Garnishments	26,288	9,137
<b>1033</b>	Registration Applications	848	431
<b>1033 or any PO Box</b>	Correspondence	49,441	50,000
<b>1140</b>	IFTA	2,617	1,178
<b>23049, 1383 &amp; 22845</b>	Title	940,834	297,882
<b>1140</b>	Motor Vehicle	67,823	228,748
<b>23075</b>	Finance Privilege Tax	297	132

## Appendix G

It should be noted that equipment cannot be available for sale at the **beginning** of the contract since the DOR must continue to operate its Processing Department until the contract is fully implemented. The prices proposed by the vendor (if any) should assume up to another year of use for the equipment.

### Equipment List

Serial #	Equipment	Age of Equipment	ID/Description	Location
#11435	IBML ImageTrac IV Scanner	13 years & 2 months	Scanner 7	Processing
#3PZent CJ71	PC	13 years & 2 months	PC for Scanner 7	Processing



#AS1701170039	APC-Smart UPS SRT 8000VA	13 years & 2 months	UPS for Scanner 7	Processing
#13403	IBML ImageTrac IV Scanner	12 years & 2 months	Scanner 8	Processing
#6DH3P91	PC	12 years & 2 months	PC for Scanner 8	Processing
#AS1643371173	APC Smart-UPS SRT 8000	12 years & 2 months	UPS for Scanner 8	Processing
#40954	IBML ImageTrac V Scanner	7 years & 14 days	Scanner 6	Processing
#QS1421170936	APC Smart UPS RT 8kVA Tower Rack 2	7 years & 14 days	UPS for Scanner 6	Processing
#59352	IBML ImageTrac V Scanner	3 years & 4 months	Scanner 5	Processing
#QS1428371619	APC Smart UPS	3 years & 4 months	UPS for Scanner 5	Processing
Serial #	Equipment	Age of Equipment	ID/Description	Location
#9918	OPEX Model 50 Extractor	24 years & 2 months	Middle Machine	Processing
#9919	OPEX Model 50 Extractor	24 years & 2 months	Back Machine	Processing
#12889	OPEX Model 51 Extractor	19 years & 7 months	Front Machine	Processing
#17234	OPEX Model 72 Scanner	7 years & 14 days	Scanner 2	Processing
#A02243	OPEX AS7200 Extractor	7 years & 14 days	Extractor for Scanner 2	Processing
#17235	OPEX Model 72 Scanner	7 years & 14 days	Scanner 3	Processing
#A02242	OPEX AS7200 Extractor	7 years & 14 days	Extractor for Scanner 3	Processing
#18150	OPEX Model 72 Scanner	4 years & 11 months	Scanner 9	Processing
#A03138	OPEX AS7200 Extractor	4 years & 11 months	Extractor for Scanner 9	Processing
#18151	OPEX Model 72 Scanner	4 years & 11 months	Scanner 10	Processing
#A03139	OPEX AS7200 Extractor	4 years & 11 months	Extractor for Scanner 10	Processing
Serial #	Equipment	Age of Equipment	ID/Description	Location
	Cannon DR-9080C	15 years & 2 months		Processing

#51002784	Kodak I2800 Scanner	5 years & 4 months	Rescan1	Processing
#51602684	Kodak I2800 Scanner	6 years & 9 months	Rescan2	Processing
#51602696	Kodak I2800 Scanner	6 years & 9 months	Rescan3	Processing