STATE OF DELAWARE
DEPARTMENT OF FINANCE
DIVISION OF REVENUE

Carvel Office Building
820 N. French Street
Wilmington, Delaware 19801

January 8, 2019

TO: All Offerors

FROM: Michael Bacu
            State Contract Procurement Administrator

SUBJECT: Addendum to Request for Proposals
            FIN19001-REVENUE
            Integrated Revenue Administration System

Addendum 10

This Addendum is issued to provide responses to questions from both vendors pertaining to upcoming scheduled demonstrations.

1. **Scenario ID:** BTC2
   Scenario Detail: Demonstrate how case status changes create correspondence, how the user will know correspondence is issued (i.e., case status c029 automatically generated Pending Judgment Letter), and where the system lists of correspondence are shown. Example Case Statuses attached and pending judgment letter.
   Question: We cannot locate the referenced attachments. Could the State please provide the referenced supporting documents?

   Answer: We did not attach any supporting documentation. The State is not looking to provide or create correspondence. We are looking for the bidder to demonstrate how a user would know that correspondence existed and how it is reviewed (associated notes and comments).

2. **Scenario ID:** NRPIT2
   Scenario Detail: Show how the system is calculated in the system.
   Question: Could the State please clarify the meaning of this scenario detail?

   Answer: The requested detail for NRPIT 2 was as follows.

Demonstrate how the return is shown in the system
Demonstrate how the system will record the schedule W

Demonstrate what information (if any) is captured from the Schedule C
Demonstrate how the return is processed through the system, approved and refund generated.

3. **Scenario ID:** RAC2
Scenario Detail: Demonstrate the automatic reconciliation to the customer account.
Question: Could the State please confirm that this scenario represents DOR's interest in seeing how disbursements to bank accounts are represented in the system?

   Answer: Yes, that is correct.

4. **Scenario ID:** FRD2
Question: The narrative discusses two taxpayers, Mr. Patrick Brown and Mr. Walters. Both returns are filed in the name of Mr. Patrick Brown. Our interpretation is that both returns are intended to be filed with the name and ID of Mr. Patrick Brown. The first return is fraudulent and the second is not fraudulent. Mr. Walters does not exist in this scenario.
Could the State please confirm this interpretation?

   Answer: Yes, that is correct. Please forgive our typo.

5. **Scenario ID:** Multiple
Scenario Detail: Demonstrate how the Business Master File appears in the system. Show Individual Master File records form Mr. and Mrs. Sands.
Question: We have interpreted references to the Business Master File and the Individual Master File as the details of the taxpayer's record, including demographic information, financial information, etc. Could the State please confirm this interpretation?

   Answer: Yes, that is correct.

6. **Scenario ID:** BTC 9
Scenario Detail: Demonstrate how the system notifies/alerts authorized staff to reaches defined minimums.
Question: Could the State please clarify the meaning of this scenario detail?

   Answer: We do not have a BTC 9 –

7. **Scenario ID:** BTC4
Question: The Scenario Name is *Filing Judgment* however the Line of Business is *Bankruptcy*. Our interpretation is that this scenario requests a demonstration of the lien process. Could the State please confirm this interpretation?

   Answer: This was the line of business on BTC4

Scenario ID	BTC 4	Total Points	

Scenario Name	Filing Judgment			
Line of Business	Judgment required to be filed to secure liability			
Goal	See how judgment process would be shown in system			
Notes				

8. Will the demonstration be in a room that has a window so that we can use our own WIFI connection? Same question for the learning lab room.
   The presentation room will be the same room we used for the RFI and bidder conference. It does have a window. The Learning Lab will have a window as well.

9. Our team will be in the vicinity on Friday February 1. Would it be possible for us to enter the building and the specific demonstration and learning lab rooms to check the WIFI signal strength for 30 min or less?
   That can be arranged.

10. How far apart are the demonstration and learning lab rooms from each other?
    The Demos/Orals are on the 3rd floor and the Learning Lab is on the 8th floor.

11. Does the demonstration room have one or two projection screens? Or are there TV monitors with HDMI access?
    The demonstration field has 1 projector which can be accessed with VGA, HDMI, or DVI.

12. Are we allowed to bring an extra projection screen/projector if there is only one? (This allows us to have the scenario description displayed at the same time as the demo for ease of following.)
    You may bring additional screens/projectors as you see fit to enhance the visibility of the demonstrations.

13. What is the due date for the product demonstration daily schedule? We understand that you need time to distribute and coordinate DOR attendees.
    We have a rough agenda timeline by topic. We will publish the schedule by 1/11. There is flexibility within the schedule and are open to bidder suggestions.

14. Would you like for us to also have a learning lab schedule so that attendees from certain functional groups come together, or leave it open for ad-hoc drop ins?
    Since we will be in tax season, there is a desire to allow people to "drop by" as available.

15. How many attendees do you anticipate for the core production demonstration (by functional area)? If possible, would be ideal to get a roster and understand of their area of expertise to ensure that we are addressing specific areas (business vs technical).

The attendees will vary based on demonstration and topic. Please anticipate 12-25 attendees throughout.

16. RSI will have additional attendees coming for the learning lab portion, separate from the demonstration. Would you like a full roster of RSI attendees and days in which they will be in the building?
We would appreciate the roster.

17. For scenario BTC2, the last line indicates that Example Case Statuses are attached and a pending judgement letter. There was nothing included with the latest amendment or scenarios document. Please advise if we can get these attachments.
This was also identified by the other bidder. We will be publishing shortly.

All other terms and conditions remain the same.