RFP DEMO PACKET

Integrate Revenue Administration System

I

FIN19901



RFP Demo Packet

FIN19001-REVENUE Integrated Revenue Administration

# Introduction

The Bidders are invited to demonstrate their proposed IRAS Solution. The Bidders will have a fixed period for preparation and execution of the demonstration effort. The RFP Coordinator will notify the Bidders of their assigned date and time by the dates detailed in the Procurement Schedule. All communications concerning the Product Demonstrations must be directed to the RFP Coordinator.

# PREPARATION

During the Demonstration Preparation phase, the Bidder is expected to be involved with the following major activities:

1. As part of the process for completing the Product Demonstrations Scenarios, the Bidder must identify in the column marked "Customization/Extension" whether the feature, functionality or information flow will be fulfilled by a Customization or Extension. If the feature, functionality or information flow is fulfilled by a Third Party Solution, then the Bidder must indicate in the "Third Party Solution" column that such feature, functionality or information flow is fulfilled by a Third Party Solution and identify the solution by name. If the feature, functionality or information flow is demonstrated by the General Availability (GA) solution (including Configurations), then no entry in the Product Demonstrations Scenarios is required.
2. A coordinated effort between the Bidder and DOR staff to address questions by contacting the RFP Coordinator as identified above.
3. A coordinated effort between the Bidder and DOR staff to establish the daily schedule for executing the Product Demonstrations Scenarios by contacting the RFP Coordinator as identified above.

A bidder may choose to demonstrate only scenarios or portions of scenarios that do not require customization. It is the intention of DOR to primarily focus on existing and configurable scenarios.

# Demonstration Execution

During the Demonstration Execution phase, the Bidder is expected to be involved with the following major activities:

1. A coordinated effort between the Bidder and DOR staff to make sure technical setup is complete.
2. The Bidder presents their schedule for the Product Demonstrations.
3. The Bidder facilitates the execution of the Product Demonstrations.

# Product Demonstrations Protocol

Once preparation activities have completed, the Product Demonstrations will be conducted during a four-day period, specifically dedicated for executing demonstration scenarios that were released to the Bidder as part of the RFP, commencing the preparation phase. While executing the demonstrations, the Bidder is expected to comply with the following important protocols:

1. Demonstrators will face the evaluators and will project the demonstration onto the screen(s) behind the demonstrators.
2. Demonstrators must present the responses to the scenarios in the order as established in the coordinated schedule defined as part of completing the preparation activities.
3. Demonstrators must keep the evaluators oriented as to which scenario they are presenting.
4. When demonstration requirements call for the demonstration of a report, demonstrators should show the report online. DOR does not desire a hardcopy version of all reports demonstrated.
5. The one-week demonstration period will be structured Monday through Thursday, 9:00 a.m. to 12:00 noon and 1:00 to 4:00 p.m.
6. Additional deep dive discussions may occur in a break out room from 4:00 p.m. to 6:00 p.m.
7. Each day the bidder will be admitted no earlier than 8:00 a.m. to prepare for the demonstrations.
8. Each demonstration session will be roughly structured as:
   1. Introduction and overview: 5-10 minutes
   2. Demonstration: 30-60 minutes
   3. Final questions, answers, and wrap-up: 25-55 minutes.
9. Evaluators may ask questions of the presenters, but only as they relate to functionality being included in the scenario.
10. Functionality incidentally demonstrated by the Bidder in the course of responding to a requirement will not be scored and will not affect the score of the response.
11. Demonstrators must explicitly inform the evaluators of any functionality being demonstrated that has not been used in a production mode by an organization of similar processing requirements as the state of Delaware.
12. Demonstrators must explicitly inform the evaluators of any functionality being demonstrated that is in a prototype mode only, and not yet built

# Product Demonstrations Environment

The Product Demonstrations will be conducted in a designated room at a location specified by DOR. The Bidder will use their demonstration environment that includes hardware, software, and demonstration data. The demonstration environment will utilize virtual technologies, where feasible, in place of production or production-like hardware. The Bidder will need to engage with the RFP Coordinator if the Bidder has questions or specific requests regarding their demonstration environment needs.

# PRODUCT LEARNING LAB

It is requested that the bidder provide a separate learning setup for the second or third full day (9:00 a.m.to 12:00 p.m. and 1:00 p.m. to 4:00 p.m.) during the onsite demonstration visit. This will be a separate environment that will be staffed by a vendor resource and will allow interested Delaware DOR staff the opportunity to stop by to see the system and ask questions. DOR will provide a location for the learning lab and the bidder will have access to the room no earlier than 8:00 a.m. the day of the learning lab. There will be no set demonstration schedule since many of the resources will be stopping by on breaks.

# Product Demonstrations Scenarios Overview

The purpose of Product Demonstrations is to assess how well each Bidder’s solution meets functional and technical requirements through predefined demonstration scenarios. Demonstration scenarios have been crafted, based on logical business use, to detail key functionality that the bidder is expected to address as part of the Product Demonstrations effort. Time will be allotted for each bidder to present and discuss the functionality of their solution by demonstration scenarios provided by DOR staff and respond to questions from the Evaluation Team. The demonstration scenarios are organized by the following:

1. [Customer Service Portal](#_CUSTOMER_SERVICE_PORTAL)
2. [Cases Management](#_CASE_MANAGEMENT)
3. [Personal Income Tax](#_PERSONAL_INCOME_TAX)
4. [Business License](#_BUSINESS_LICENSE)
5. [Corporate Returns](#_CORPORATE_RETURNS)
6. [Collections](#_COLLECTIONS)
7. [Fraud](#_FRAUD)
8. [S- Corporations](#_S-Corporations)
9. [Technology](#_Technology)
10. [Withholding](#_WITHHOLDING)
11. [Workflow](#_WORKFLOW)
12. [Bankruptcy and Decedents](#_Bankruptcy_and_Decedents)
13. [Revenue Accounting](#_REVENUE_ACCOUNTING)

# Scenario Template

The following template is used for the definition of demonstration scenarios:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | A unique ID for reference | | Total Points | For DOR use only |
| Scenario Name | A high-level descriptive name | | | |
| Line of Business | The Line(s) of business or function(s) | | | |
|  |  |  |  |  |
| Goal | The high-level goal of the demonstration scenario | | | |
| Notes | Any related notes | | | |
|  |  |  |  |  |
| Narrative: A description and detail related to the scenario | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| The desired functionality requested to be demonstrated | | |  |  |
|  | | |  |  |
|  | | |  |  |
| Not Included in Solution | | | | |
| Any detail related to functionality that will not be included in the demonstration | | | | |

# ORAL DISCUSSION

There will be time set aside for DOR to deep dive into specific topics with the bidder to gain clarity around responses provided in the bid. Many of the topics will correspond with scenario demonstrations and will be addressed during the time allotted for the scenarios.

# CUSTOMER SERVICE PORTAL

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CS1 | | Total Points |  |
| Scenario Name | Create Customer Profile and Preferences | | | |
| Line of Business | Customer Self-Service and Support | | | |
|  |  |  |  |  |
| Goal | To demonstrate how a customer would set up an account and access applicable areas of the system based on user-defined security | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how a customer would create a profile and access applicable areas of the system   1. Create/update the user profile 2. Associate account’s tax type profile 3. Add/update/remove authorized users to the profile and associates users to specific accounts (i.e., admin, the taxpayer, preparer) 4. Enter payment information (e.g., EFT authorization) | | |  |  |
| Demonstrate how an account is validated (how do we know the user is who they say they are). | | |  |  |
| Demonstrate how to change a password. | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CS2 | | Total Points |  |
| Scenario Name | Portal For Online Help | | | |
| Line of Business | Customer Self-Service and Support | | | |
|  |  |  |  |  |
| Goal | To demonstrate how an anonymous customer would access the public service portal for online help | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how a customer would find answers to frequently asked questions. | | |  |  |
| Demonstrate how the FAQs are created and updated. | | |  |  |
| Demonstrate what statistics can be obtained from customer searches. | | |  |  |
| Demonstrate how a customer can submit questions to the Division (Registered and unauthenticated customers). | | |  |  |
|  | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CS3 | | Total Points |  |
| Scenario Name | Access and Navigation Customer Service | | | |
| Line of Business | Customer Self-Service and Support | | | |
|  |  |  |  |  |
| Goal | To demonstrate how an authorized customer would access and navigate the available online services. | | | |
| Notes | Users must be authorized to view account information  All documents associated with the account should be available to view and print  For this scenario, the access to a business license application, renewal or combine excise tax return should be a high-level demonstration of the steps that a customer would go through.  Demonstrate how a user can access different types of business license renewals | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how a registered customer navigates and accesses the available online services. | | |  |  |
| Demonstrate the use of a customer dashboard showing various parameters, presentation, and navigation options: | | |  |  |
| Demonstrate how a registered customer accesses online applications for:   * Business License Application * Business License Renewals | | |  |  |
| Demonstrate how a registered customer accesses personal income tax processes:   * On-line filing of individual income tax * Estimated tax payments | | |  |  |
| Demonstrate how a registered customer accesses a gross receipt tax filing. | | |  |  |
| Demonstrate how a registered customer files their withholding returns. | | |  |  |
| Demonstrate how a registered customer would access the area to:   * Submit a tax payment to an existing balance due * Submit changes/updates to an existing business account (name change, address change) * View account balance detail | | |  |  |
| Demonstrate how a customer will view, request, and print documents such as returns, licenses/renewals, payments, amendments, assessments, notices, monthly bills, etc. | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CS4 | | Total Points |  |
| Scenario Name | Manage Internal Support | | | |
| Line of Business | Customer Self-Service and Support | | | |
|  |  |  |  |  |
| Goal | To demonstrate how an authorized DOR staff would access customer account information to help customers troubleshoot issues and manage their profile/account. | | | |
| Notes | Authorized DOR staff must have administrative access | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how authorized DOR staff member can support users through remote user technologies such as screen share. | | |  |  |
| Demonstrate how DOR would flag or block accounts for suspected fraud. | | |  |  |
| Demonstrate the removal of authorized access from multiple accounts. | | |  |  |
| Demonstrate how a joint account which was previously associated with an account and now due to legal status change (i.e., divorce or partnership dissolve) needs to be linked to multiple accounts. | | |  |  |
|  | | |  |  |
| Not Included in Solution | | | | |
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# CASE MANAGEMENT

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CSM1 | | Total Points |  |
| Scenario Name | Case Management | | | |
| Line of Business | System Case Management | | | |
|  |  |  |  |  |
| Goal | Case Management Case Creation and Selection | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system generates a potential case list based upon the following criteria: geographic, dollar amount, entity type, and tax type. | | |  |  |
| Demonstrate how the system allows for manual selection of cases. | | |  |  |
| Demonstrate how the system allows for the automated selection of cases. | | |  |  |
| Demonstrate how the system displays priority cases based upon the dollar amount. | | |  |  |
| Demonstrate how the system allows for the filtering of cases based upon date, type, and age. | | |  |  |
| Demonstrate how the system checks for historical cases related to potential cases based upon name, EIN, SSN, address, and an established relationship. | | |  |  |
| Demonstrate how the system checks for conflicting cases. | | |  |  |
| Demonstrate the creation of a manual case in the system. | | |  |  |
| Demonstrate the creation of a new case based upon an existing case. | | |  |  |
| Demonstrate how the system allows for the creation of a manual case based upon the following exclusion criteria: not tied to an entity, not tied to a transaction, or case not tied to a filing obligation. | | |  |  |
| Demonstrate how the system creates a unique identification number upon creation of the manual case. | | |  |  |
| Demonstrate how the system flags user accounts or tax types based on business rules. | | |  |  |
|  | | |  |  |
| Not Included in Solution | | | | |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CSM2 | | Total Points |  |
| Scenario Name | Case Management | | | |
| Line of Business | System Case Management | | | |
|  |  |  |  |  |
| Goal | Case Management for DOR Users | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how an authorized user will update account status. | | |  |  |
| Demonstrate how the user will manually update the existing case data such as granting of an extension to case period. | | |  |  |
| Demonstrate how the system notifies the existing case owner of any updates to the existing case. | | |  |  |
| Demonstrate automated push notifications to case owners for related events based on business rules. | | |  |  |
| Demonstrate how the system supports automated user account or tax type account holds based on business rules such as correspondence issues, collection holds, and offsets. | | |  |  |
| Demonstrate how the system allows DOR staff to enter notes manually on to a case. | | |  |  |
| Demonstrate how staff will allow for a manual review of case elements such as notes, case history, and account history. | | |  |  |
| Demonstrate how the system provides for automatic tracking of case events such as conferences, hearings, filings, and settlement request. | | |  |  |
| Demonstrate how the system provides for Outlook calendar invites for scheduled case activities. | | |  |  |
| Demonstrate how a user will upload work papers to the case file. | | |  |  |
| Demonstrate how the system supports financial modeling of case activity to determine potential outcomes such as payment plans. | | |  |  |
|  | | |  |  |
| Not Included in Solution | | | | |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CSM3 | | Total Points |  |
| Scenario Name | Case Management | | | |
| Line of Business | System Case Management | | | |
|  |  |  |  |  |
| Goal | Case Management for Administration | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate examples of push notifications sent to supervisors after case state change based on business rules and case closure. | | |  |  |
| Demonstrate how a supervisor/manager would assign, reassign, and unassign individual cases. | | |  |  |
| Demonstrate how a supervisor/manager would assign, reassign, and unassign multiple cases at one time. | | |  |  |
| Demonstrate how a supervisor /manager would allow for the manual assignment of selected cases to another staff user. | | |  |  |
| Demonstrate how a supervisor/manager would review the logging of all cases changes, and the timestamping of cases accessed and exited. | | |  |  |
| Demonstrate how the system automatically triggers the aging of cases for supervisor reviews. | | |  |  |
| Demonstrate how the system supports the manual set up of proposed financial transactions. | | |  |  |
| Demonstrate how the system restricts modification of information within a case for authorized DOR staff. | | |  |  |
| Demonstrate how the system supports automated notification of case closure to a supervisor based upon business rules. | | |  |  |
| Demonstrate system reports that are available to a supervisor/manager with regards to cases to be assigned, cases opened, cases closed, and cases assigned to DOR staff members. | | |  |  |
| Demonstrate how the system allows for automated case assignment based upon DOR staff availability by date. | | |  |  |
| Demonstrate how the system allows for manual bulk status change of selected cases based on business rules. | | |  |  |
| Demonstrate how to search on cases based upon specific case criteria. | | |  |  |
| Not Included in Solution | | | | |
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# PERSONAL INCOME TAX

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | PIT1 | | Total Points |  |
| Scenario Name | Personal Income Tax -1 | | | |
| Line of Business | Resident Return | | | |
|  |  |  |  |  |
| Goal | Observe how a personal income tax return is processed through the system | | | |
| Notes | Pension exclusion, estimated taxes, W-2 and 1099R | | | |
|  |  |  |  |  |
| Narrative: See attached 2017 Personal Income Tax Return form Mr. and Mrs. Sands. Mr. and Mrs. Sands have made four timely estimated taxes during the year in the amount of $609. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the personal income tax return is received in the system. | | |  |  |
| Demonstrate how the return looks in the system to the reviewer of the return. | | |  |  |
| Show the estimated taxes in the system. | | |  |  |
| Demonstrate how the estimated taxes are reconciled. | | |  |  |
| Demonstrate how the refund is generated. | | |  |  |
| Demonstrate how the 1099R and W-2 information is captured in the system. | | |  |  |
| Demonstrate how the W-2 or 1099 R information can be matched to DOR’s electronic W-2 files. | | |  |  |
| Demonstrate what information can be captured for other state tax credits. | | |  |  |
| Show Individual Master File records form Mr. and Mrs. Sands. | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | PIT2 | | Total Points |  |
| Scenario Name | Personal Income Tax -2 | | | |
| Line of Business | Resident Return | | | |
|  |  |  |  |  |
| Goal | Observe how a personal income tax return is processed through the system | | | |
| Notes | Corrections need and Estimated tax penalty | | | |
|  |  |  |  |  |
| Narrative: See attached 2017 Personal Income Tax Return form Mr. and Mrs. Sands. Mr. and Mrs. Sands only made estimated payments for the first quarter of 2017 in the amount of $609. Mr. and Mrs. Sands 2016 tax liability was $11,500 | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the original return looks in the system to the reviewer. | | |  |  |
| Demonstrate how the reviewer will change the following information:   * Reduce the pension exclusion to $2,000 * Remove the personal exemption for being over 60 | | |  |  |
| Demonstrate how the system alerts the reviewer that the estimated tax amount claimed on the original return does not reconcile to the amount paid by the taxpayer. | | |  |  |
| Demonstrate how the estimated taxes are corrected in the system (by the system automatically or does it require reviewer change.) | | |  |  |
| Demonstrate how the estimated penalty is calculated. | | |  |  |
| Show how the changes are tracked in the system for other users of the system to understand the changes and why. | | |  |  |
| Demonstrate what notations of the change are made in the system. | | |  |  |
| Show the approval process for the changes to the return. | | |  |  |
|  | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | PIT3 | | Total Points |  |
| Scenario Name | Personal Income Tax -3 | | | |
| Line of Business | Resident Return | | | |
|  |  |  |  |  |
| Goal | Observe how a personal income tax return is processed through the system | | | |
| Notes | Earned Income Tax | | | |
|  |  |  |  |  |
| Narrative: See attached 2017 Personal Income Tax Return form for Mr. and Mrs. Cruise. The taxpayers are eligible for the earned income tax credit. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the original return looks in the system to the reviewer | | |  |  |
| Demonstrate how the system will reconcile the earned income tax credit to the actual amount allowed versus amount claimed on the return. | | |  |  |
| Demonstrate how the system can confirm that the dependent information from Delaware Schedule II has not been claimed on another return. | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | PIT4 | | Total Points |  |
| Scenario Name | Personal Income Tax -4 | | | |
| Line of Business | Resident Return | | | |
|  |  |  |  |  |
| Goal | Observe how a personal income tax return is processed through the system | | | |
| Notes | Married Filing Separate returns | | | |
|  |  |  |  |  |
| Narrative: See attached 2017 Personal Income Tax Return form for Mr. Fitzsimmons and a return for Mrs. Fitzsimmons. Mr. Fitzsimmons has elected to file with itemized deductions. He files first, and his return is processed without delay. Mrs. Fitzsimmons files on June 1, 2018, and claims the standard deduction. Mrs. Fitzsimmons has a balance due and does not pay the amount with the tax return. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the original return looks in the system to the reviewer | | |  |  |
| Does the system reconcile the filing status of Mrs. Fitzsimmons to Mr. Fitzsimmons? If so demonstrate how. If not, since the reviewer knows that Mrs. Fitzsimmons is not entitled to the standard deduction demonstrate how the correction will look in the system with a $0 itemized deduction amount. | | |  |  |
| Demonstrate how the system will calculate the 5% penalty for failure to file and .5% interest for late payment. | | |  |  |
| Demonstrate how the changes and assessments will look in the system. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | NRPIT1 | | Total Points |  |
| Scenario Name | Non-Resident Personal Income Tax Return - 1 | | | |
| Line of Business | Capital Gains Sale of Real Estate | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes | Processing of Non-Resident Return with Capital Gains Payment, Charitable Contributions | | | |
|  |  |  |  |  |
| Narrative: Mr. McDonald has sold real estate in the State of Delaware. The sale required a capital gains withholding amount of $2,562. The return is timely filed, but the taxpayer does not make payment with the return. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the return is shown in the system. | | |  |  |
| Show the capital gains payment in the system. | | |  |  |
| Demonstrate how the system reconciles the capital gains estimated payment. | | |  |  |
| Show how the system calculates the return and shows the outstanding balance in the system. | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | NRPIT2 | | Total Points |  |
| Scenario Name | Non-Resident Personal Income Tax Return - 2 | | | |
| Line of Business |  | | | |
|  |  |  |  |  |
| Goal | Capital Gains Sale of Real Estate | | | |
| Notes | Processing of Non-Resident Return with Business Income and Schedule W | | | |
|  |  |  |  |  |
| Narrative: Mr. Travolta is filing a non-resident return with a business income and also reporting a schedule W for his wages. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| 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 Schedule C. | | |  |  |
| Demonstrate how the return is processed through the system, approved, and refund generated. | | |  |  |
| Not Included in Solution | | | | |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | NRPIT2 | | Total Points |  |
| Scenario Name | Non-Resident Personal Income Tax Return - 3 | | | |
| Line of Business | Non-resident Return | | | |
|  |  |  |  |  |
| Goal | Observe how a personal income tax return is processed through the system | | | |
| Notes | S-Corporation Estimated Tax Payments | | | |
|  |  |  |  |  |
| Narrative: See attached 2017 Personal Income Tax Return form for Mr. and Mrs. Lacy. Mr. Lacy is a shareholder of an S-Corporation doing business in Delaware. The S-Corporation has paid estimated taxes in the amount of $4972 on the taxpayer’s behalf. The taxpayer also made a personal estimated tax in the amount of $600 on April 30, 2017. Mr. and Mrs. Lacy wish to have $600 of the refund amount carried over to next year’s tax return. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the original return looks in the system to the reviewer | | |  |  |
| Demonstrate how the system reconciles the S-Corporation estimated tax payment. | | |  |  |
| Show how the system is calculated in the system. | | |  |  |
| Demonstrate how the carryover estimated tax appears in the system. | | |  |  |
| Show the approval process for the carryover if any. | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

# BUSINESS LICENSE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | BL1 | | Total Points |  |
| Scenario Name | Business License – Demo 1 | | | |
| Line of Business | Business License | | | |
|  |  |  |  |  |
| Goal | To see the process associated with processing a business license application | | | |
| Notes | Late Payment, New Application | | | |
|  |  |  |  |  |
| Narrative: Green Grass Cutting is a sole proprietor business. Their address is 100 Main Street Dover, DE 19901. The owner is John Anderson, and his social security number is 123-44-5555. Mr. Anderson began operating on January 1, 2018, but his application was submitted on April 1, 2018. He sent in a check for $75. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the application appears in the system. | | |  |  |
| Demonstrate how the license payment appears in the system. | | |  |  |
| Demonstrate how the application gets approved for the issuance of the license. | | |  |  |
| Demonstrate how a system user will be able to tell the status of the license issued | | |  |  |
| Demonstrate how the system calculates penalty and interest and how the system displays the penalty and interest in the accounting system. | | |  |  |
| Demonstrate how the system user will know when the license was printed and date it was printed. | | |  |  |
| Not Included in Solution | | | | |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | BL2 | | Total Points |  |
| Scenario Name | Business License – Demo 2 | | | |
| Line of Business |  | | | |
|  |  |  |  |  |
| Goal | To see the process associated with processing a business license application | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: DOR has received an application for a business license on May 1st for a retailer. The retailer will have two locations one in Wilmington Delaware, and the other location will be in Middletown. The taxpayer has never applied for a business license before and therefore able to receive the reduced rate. The business code for a retailer is 396. The taxpayer submits one check for both location’s licenses in the amount of $87.10 ($60.30 primary location and $26.80 for the second location) | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the payment and application appear in the system. | | |  |  |
| Demonstrate how the application gets approved for the issuance of the licenses. | | |  |  |
| Demonstrate how a system user will be able to tell the status of the license issued. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | BL3 | | Total Points |  |
| Scenario Name | Business License – Demo 3 | | | |
| Line of Business |  | | | |
|  |  |  |  |  |
| Goal | To see the process associated with processing a business license application | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: New Construction, Inc. (51-0000000) has sent in a new application. They have identified that they are disregarded entity for income tax purposes. Their parent company is Old Construction, Inc. (12-3456789). The mailing address is 20653 DuPont Blvd Georgetown, DE 10047.  DOR has received an application for a business license to begin January 1, 2019. The application has been submitted on October 1, 2018. The taxpayer will be a non-resident contractor (Business Code 335). The non-resident contractor has not submitted the required bond information as required due to contracts exceeding $20,000 in the state. The taxpayer has submitted the $75 payment fee. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the payment and application appear in the system. | | |  |  |
| Demonstrate how the application gets assigned to a queue due to an exception. | | |  |  |
| Demonstrate how the system generates correspondence to the taxpayer. | | |  |  |
| Demonstrate how follow-up correspondence is generated to the taxpayer if they do not respond. | | |  |  |
| Demonstrate how the company will be identified as a disregarded entity and linked to the parent company. | | |  |  |
| Show the Business Master File record for this taxpayer. | | |  |  |
| Demonstrate how comments regarding the application will be entered into the system. | | |  |  |
| Demonstrate how the exception will be eliminated once the required paperwork has been received. | | |  |  |
| Demonstrate the approval process of the exception. | | |  |  |
| Demonstrate how a system user will be able to determine the status of the application. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | BL4 | | Total Points |  |
| Scenario Name | Business License – Demo 4 | | | |
| Line of Business | Renewal of business license based upon unit | | | |
|  |  |  |  |  |
| Goal | To see the process associated with processing a business license application | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: The Beach View, Inn. (99-0000012) with a physical and previous mailing address is 150 Boardwalk Ave, Rehoboth Beach, DE 19971 has timely filed their 2018 license renewal. They are renewing their license for a motel for 100 rooms at the annual license fee of $25 per room. They have requested a mailing address change to P.O. Box 222 Rehoboth Beach, DE 19971. They have mailed a check for $2,500. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the renewal appears in the system. | | |  |  |
| Demonstrate how the payment and license appear in the system. | | |  |  |
| Show the Business Master File record before the address change. | | |  |  |
| Demonstrate how to change/update an address in the system. | | |  |  |
| Demonstrate how the system user will know when the license was printed and the date it was printed. | | |  |  |
| Not Included in Solution | | | | |
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# CORPORATE RETURNS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CIT -1 | | Total Points |  |
| Scenario Name | Corporate Income Tax Return Processing Demo 1 | | | |
| Line of Business | Corporate income tax return processing | | | |
|  |  |  |  |  |
| Goal | Demonstrate how a corporate return is processed. | | | |
| Notes | The return has subtractions, additions, non-apportionable and apportionable income | | | |
|  |  |  |  |  |
| Narrative: Great Retailer of the East, Inc. (51-1155667) of 60 West Street Jersey City, NJ 07302 has filed their fiscal 10/31/17 corporate tax return. Taxpayer has a carryover amount and made four estimated payments as follow: Carryover of $86,106, first quarter estimated tax (2/15/17) $3,285,809; second quarter estimated tax (4/15/17) $250,000; third quarter estimated tax (7/15/17) 270,000 and fourth quarter estimated tax (10/15/17) of $2,779,000 | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the return looks in the system. | | |  |  |
| Demonstrate which lines are captured in the system. | | |  |  |
| Demonstrate how the business master file appears in the system. | | |  |  |
| Demonstrate how the return is processed in the system. | | |  |  |
| Demonstrate the approval process for the refund and carryover amount | | |  |  |
| Demonstrate how the carryover amount is shown in the system for the 2018 tax year. | | |  |  |
| Not Included in Solution | | | | |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | CIT2 | | Total Points |  |
| Scenario Name | Corporate Income Tax Return Processing Demo 2 | | | |
| Line of Business | Corporate income tax return processing | | | |
|  |  |  |  |  |
| Goal | Demonstrate how a corporate return is processed. | | | |
| Notes | The return has subtractions, additions, non-apportionable and apportionable income | | | |
|  |  |  |  |  |
| Narrative: Good Market, Inc. (65-1234567) with a mailing address of PO Box 549 Monrovia, CA 91017 has filed their 6/30/17 tax return on December 31, 2017. They did not file an extension or any estimated taxes. Under Delaware law, the taxpayer is considered a large corporation. Late file penalty is 5% per month and interest is .5% per month. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the return looks in the system. | | |  |  |
| Demonstrate the data from the return captured in the system. | | |  |  |
| Demonstrate how the Business Master File appears in the system. | | |  |  |
| Demonstrate how the return is processed in the system. | | |  |  |
| Demonstrate how the late file penalty and interest are calculated. | | |  |  |
| Demonstrate how the estimated tax penalty would be calculated. | | |  |  |
| Demonstrate how the approval process for the tax, penalty, and interest works in the system. | | |  |  |
| Demonstrate how the accounting transactions look in the system. | | |  |  |
| Not Included in Solution | | | | |
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# COLLECTIONS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | BTC1 | | Total Points |  |
| Scenario Name | New Liability Due | | | |
| Line of Business | Collections | | | |
|  |  |  |  |  |
| Goal | See the process of assignment to collections | | | |
| Notes | The assignment of cases to collections program. | | | |
|  |  |  |  |  |
| Narrative: Taxpayer incurs liability that remains unpaid for 3 bill cycles (3 months), balance due gets assigned to a collection program based on the dollar amount due per our rules processor. The case would be assigned to 1st referral outside collection agency or collection staff onsite. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how a collector will know they have a new case assigned to their inventory and how a collector’s inventory displayed. | | |  |  |
| Demonstrate how a user knows a case has been assigned to an outside collection agency. | | |  |  |
| Demonstrate how monthly bills appear in the system and how they appear when reprinted from the system. | | |  |  |
| Demonstrate how the monthly bills are divided to be mailed (not all bills are sent out at one time). | | |  |  |
| Demonstrate how to change the rule processor ($$ amount) of liabilities that determines when a liability automatically gets sent to a 1st referral collections agency and how to change the number of cases to be assigned to an in-house collector. | | |  |  |
| Demonstrate how to put a hold on bills being mailed for a particular case only. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | BTC2 | | Total Points |  |
| Scenario Name | Assignment of case No. and Case Status Movement through collections | | | |
| Line of Business | Collections | | | |
|  |  |  |  |  |
| Goal | See the process of a case moving through the collection process | | | |
| Notes | Case Status movement of cases | | | |
|  |  |  |  |  |
| Narrative: Marie Roco, SSN 123 22 1234, new liability enters the collection program. The case is assigned to a collector that works it through the collection process. Statuses are changed to represent the stage of collections | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how liabilities get assigned a case number and how they are shown in the system. | | |  |  |
| Show how case number would be manually assigned as opposed to system assigned. | | |  |  |
| Show how case statuses are manually changed by the user. | | |  |  |
| Show how statuses needing approval appear for approver. | | |  |  |
| Demonstrate how multiple case statuses for one account appear in the system. | | |  |  |
| Demonstrate how cases show on an assignee inventory. | | |  |  |
| Demonstrate how the system automatically changes case status based on rules. | | |  |  |
| 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.* | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | BTC3 | | Total Points |  |
| Scenario Name | Payment Plans | | | |
| Line of Business | Payment Plans | | | |
|  |  |  |  |  |
| Goal | See how payment plans are represented in the system | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Marie Roco agrees to a payment plan. Tax Due is $1500.00, penalty $150.00 and Interest $180.00. She agrees to pay $85.00 per month Case is coded to a pay plan status, a payment plan agreement is issued, and the plan is monitored through the system. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Show how the user will know the case is in a payment plan and which type of plan it is. (which pay plan status) | | |  |  |
| Show the payment plan agreement sent to the taxpayer and how the agreement appears in the system. | | |  |  |
| Demonstrate how an assignee will know when the taxpayer defaults on the payment plan. | | |  |  |
| Demonstrate how returned payments will show, an assignee will be made aware payment was returned, and how the taxpayer is notified. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | BTC4 | | Total Points |  |
| Scenario Name | Filing Judgment | | | |
| Line of Business | Bankruptcy | | | |
|  |  |  |  |  |
| Goal | See how judgment process would be shown in system | | | |
| Notes | The judgment required to be filed to secure liability | | | |
|  |  |  |  |  |
| Narrative: Marie Roco, SSN 123-22-1234, did not start pay plan as agreed and did not respond for 30 days. The case now required that a judgment be filed. The tax due is $1500.00, the penalty originally due is $750.00, the interest is $180.00. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how a user will know the case is ready for judgment. | | |  |  |
| Demonstrate how a Court Document appears in the system once the judgment is filed. | | |  |  |
| Demonstrate how the Judgment Docket Number, the amount due, and periods covered by the judgment are shown in the system once judgment filed. | | |  |  |
| Demonstrate how a satisfied judgment will show in the system. | | |  |  |
| Demonstrate how a vacated judgment will show in the system. | | |  |  |
| Demonstrate how the system will recognize judgment periods are paid in full and automatically satisfy the judgment. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | BTC5 | | Total Points |  |
| Scenario Name | Warrants and Garnishments | | | |
| Line of Business | Collections | | | |
|  |  |  |  |  |
| Goal | Execution on judgment to file a warrant or garnishment | | | |
| Notes | See process filing a warrant or garnishment | | | |
|  |  |  |  |  |
| Narrative: No response from Marie Roco, SSN 123-22-1234, to the judgment being filed. Found she works for the State of Delaware so a garnishment will be done. Employer address 820 N French St, Wilmington DE 19801. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the user knows the case is ready for a garnishment. | | |  |  |
| Show how garnishment correspondence will be generated and imaged in the system. | | |  |  |
| Demonstrate how a user will be notified if no payment starts are received. | | |  |  |
| Demonstrate how a user will be notified when the account is paid in full. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | BTC6 | | Total Points |  |
| Scenario Name | Compromises | | | |
| Line of Business |  | | | |
|  |  |  |  |  |
| Goal | See how compromised accounts are represented in the system | | | |
| Notes | A compromise agreement was given to reduce the balance. | | | |
|  |  |  |  |  |
| Narrative: Marie Roco, SSN 123 22 1234 is offered a compromise amount on the liability. The tax due is $1500.00, the penalty originally due is $750.00, the interest is $180.00. It was agreed to reduce the penalty to $150.00 | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how a user will know that a compromise was offered to the taxpayer. | | |  |  |
| Demonstrate how compromise cases will appear in the system. | | |  |  |
| Demonstrate how a compromised case will show in the system if paid on a payment plan. | | |  |  |
| Demonstrate how the user will know the compromise is paid in full. | | |  |  |
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| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | BTC7 | | Total Points |  |
| Scenario Name | Taxpayer files protest or appeal | | | |
| Line of Business |  | | | |
|  |  |  |  |  |
| Goal | See the process of a case under protest and appeal | | | |
| Notes | Protest to Assessment filed by taxpayer and Appeal | | | |
|  |  |  |  |  |
| Narrative: Marie Roco, SSN 123-22-1234, files a protest to her assessment on her 2016 tax return of penalty in the amount of $750.00. Tax due $1500.00, and interest $180.00. Tax Conferee Responds 2 months after the protest is filed and issues a Notice of Determination agreeing to abate 80% of the penalty. New penalty due is $150.00. She has 60 days from the date of the letter to appeal the decision. She decides to appeal | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the tax year is coded to represent a protest or appeal. | | |  |  |
| Demonstrate how a user knows the case is in protest or appeal and the outcome of the Notice of Determination or Tax Appeal. | | |  |  |
| Demonstrate how a correspondence issued “Notice of Determination” is viewed by the user. | | |  |  |
| Demonstrate how the case is coded to collections 60 days after Notice of Determination is issued, and the taxpayer does not appeal. | | |  |  |
| Show how the case is coded to Tax Appeal if taxpayer appeals. | | |  |  |
| Show how the system calculates penalty and interest on the case. None should accrue until the Protest is over or Tax Appeal process completed. | | |  |  |
| Not Included in Solution | | | | |
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# FRAUD

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | FRD1 | | Total Points |  |
| Scenario Name | Personal Income Non-resident fraud | | | |
| Line of Business | Fraud Returns | | | |
|  |  |  |  |  |
| Goal | System removal of fraudulent returns | | | |
| Notes |  | | | |
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| Narrative: Based upon the Division’s business rules the following non-resident return has been identified as being fraudulent. The fraudulent return is identified as being filed for John Smith (287-65-4321). | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the return will be handled in the system to ensure that the tax refund is not allowed to be processed. | | |  |  |
| Demonstrate how the end user will be able to identify this as a fraudulent return. | | |  |  |
| Demonstrate how the Individual Master File will reflect that this taxpayer had a fraudulent return associated with it. | | |  |  |
| Not Included in Solution | | | | |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | FRD2 | | Total Points |  |
| Scenario Name | Personal Income resident fraud | | | |
| Line of Business | Fraud Returns | | | |
|  |  |  |  |  |
| Goal | System removal of fraudulent returns | | | |
| Notes | * Is there a separate fraud module? * Does the system integrate with any third parties? If so who? * Can the system simulate fraud rules prior to placing in production? | | | |
|  |  |  |  |  |
| Narrative: Based upon the Division’s business rules the following resident return has been identified as being fraudulent. The fraudulent return is identified as being filed for Patrick Brown (444-90-5200) at 622 Main Street, Milford, DE 19963. Mr. Walters is a real taxpayer in the state and has also filed an actual tax return (also attached) | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the return will be handled in the system to ensure that the tax refund is not allowed to be processed. | | |  |  |
| Demonstrate how the end user will be able to identify a return as fraudulent. | | |  |  |
| Demonstrate how the Individual Master File will reflect that this taxpayer had a fraudulent return associated with it. | | |  |  |
| Demonstrate how the system will process the taxpayer’s actual return. | | |  |  |
| Demonstrate how the end user will be able to see that the actual return has been processed. | | |  |  |
| Does the system retain the fraud history (the reason it was fraud)? | | |  |  |
| Demonstrate system generated reports to identify potential fraud. | | |  |  |
| Not Included in Solution | | | | |
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# S-Corporations

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| --- | --- | --- | --- | --- |
| Scenario ID | SC1 | | Total Points |  |
| Scenario Name | S-Corporation Return – Demo 1 | | | |
| Line of Business | S –Corporation Return Processing | | | |
|  |  |  |  |  |
| Goal | Evaluate the corporate income tax return process | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Mount Everitt Enterprises, Inc. (11-6151746) at 2701 Harmony Road Suite 300 Collins, CO 80528-3142 has filed an S-Corporate return. The return had a balance due which was paid on 10/1/18. The company did not file any estimated taxes and filed an extension in on March 12, 2018, with a payment of $200 | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the Delaware return and extension will appear in the system. | | |  |  |
| Demonstrate how the federal return information will appear in the system (if any). | | |  |  |
| Demonstrate how the information will appear in the Business Master File. | | |  |  |
| Demonstrate how the system will process the return. | | |  |  |
| Demonstrate how the system calculates penalty and interest. | | |  |  |
| Demonstrate how the return is shown in the system and will flow through the approval process. | | |  |  |
| Demonstrate how the return and subsequent transactions will be viewed in the system after the approval process. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | SC2 | | Total Points |  |
| Scenario Name | S-Corporation Return – Demo 2 | | | |
| Line of Business | S –Corporation Return Processing | | | |
|  |  |  |  |  |
| Goal | Evaluate the corporate income tax return process | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Creative Engineering, LTD (88-9977665) 25 Splash Circle Hockessin, DE 19707 has filed an S-Corporate return on 8/31/18. The company did not file an extension and did not have a balance due. The penalty for late file return is $25 per member per month. The S-Corporation has one member. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the return will appear in the system including federal information captured if applicable. | | |  |  |
| Demonstrate how the penalty would calculate in the system. | | |  |  |
| Demonstrate the approval process. | | |  |  |
| Demonstrate how the return and subsequent transactions will be viewed in the system by the end-user. | | |  |  |
| Not Included in Solution | | | | |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | SC3 | | Total Points |  |
| Scenario Name | S-Corporation Return – Demo 3 | | | |
| Line of Business | S –Corporation Return Processing | | | |
|  |  |  |  |  |
| Goal | Evaluate the corporate income tax return process | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Never Land, Inc. (66-7788442) 10700 Pixie Dust Lane Cincinnati OH 45241 filed the 2017 S Corporation timely. The company made the following estimated taxes: $3,490 on 9/26/17; $390 on 12/19/17; and $5,000 on 1/5/18. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the return will appear in the system including federal information captured if applicable. | | |  |  |
| Demonstrate how estimated taxes are captured in the system. | | |  |  |
| Demonstrate the approval process. | | |  |  |
| Demonstrate how the system balances the revenue accounting system for the refund that is not refundable. | | |  |  |
| Demonstrate if the system captures the estimated taxes on behalf of the shareholder in order for the amount to be matched against the personal income tax or composite return. | | |  |  |
| Demonstrate how the end user will know if the return is validated. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | SC4 | | Total Points |  |
| Scenario Name | S-Corporation Return – Demo 4 | | | |
| Line of Business | S –Corporation Return Processing | | | |
|  |  |  |  |  |
| Goal | Evaluate the corporate income tax return process | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Never Land, Inc. (66-7788442) from SC4 Demo was selected for audit in October of the same year. It was determined that the following items needed to change on the return: Delaware Sales should be increased to $1,809,022 (schedule 1-D), and wages in Delaware were $257,933 (schedule 1-B). The return needs to be recalculated. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the changes will be entered into the system. | | |  |  |
| Demonstrate the approval process. | | |  |  |
| Demonstrate if the system updates the K-1 allocation automatically or requires manual entry. | | |  |  |
| Demonstrate how the system adjusts the previous overpayment in the accounting system the revenue accounting system. | | |  |  |
| Demonstrate the adjustment if the system captures the estimated taxes on behalf of the shareholder. | | |  |  |
| Demonstrate how the end user will see the adjustments into the system. | | |  |  |
| Not Included in Solution | | | | |
|  | | | | |

# Technology

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | TCH1 | | Total Points |  |
| Scenario Name | Address Management | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate the support of managing multiple addresses for taxpayers including multiple business locations and multiple individual mailing addresses. | | | |
| Notes | Individual Income Tax taxpayers may have several addresses (e.g., mailing vs. physical)  Businesses may have multiple locations (e.g., HQ, store location, mailing address, etc.) | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how an individual taxpayer sets a mailing address separate from the physical address. | | |  |  |
| Demonstrate how an individual taxpayer changes their address:   * Physical address * Mailing address * Temporary address (snowbird) | | |  |  |
| Demonstrate how a business sets/changes the address for various locations:   * Main Office * Store locations * Mailing address | | |  |  |
| Demonstrate how the system normalizes and sanitizes addresses provided by taxpayers. | | |  |  |
| Demonstrate how the system handles returned mail, including any status flags, and impacts to workflow. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | TCH2 | | Total Points |  |
| Scenario Name | User Access | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate how the system manages user access for taxpayers and State DOR resources.  To demonstrate the ability to delegate access for specific tax types/tax periods to a different user (POA, spouse, preparer, employee, office manager, etc.) | | | |
| Notes | Authorized DOR staff should not be able to manage/ file their taxes with their state credentials. | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how a user registers for access to the self-service portal. | | |  |  |
| Demonstrate how a user grants access to a third-party:   * Specific tax type & tax period * Subsequent tax periods * Approval for a third-party request (preparer) | | |  |  |
| Demonstrate how a taxpayer revokes access of a third-party:   * Specific tax type & tax period * Subsequent tax periods * Divorce: retaining joint information for joint returns | | |  |  |
| Demonstrate how a third-party requests access to a taxpayer tax type/tax period account   * POA request to multiple tax types and periods * Spouse (if not automatic) * Preparer request (individual) * Preparer request (multiple) | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | TCH3 | | Total Points |  |
| Scenario Name | Temp Numbers, ITIN, & ITIN vs. SSN | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate how the system handles a temporary account number assignment.  To demonstrate the method for assigning ITIN.  To demonstrate the ability to identify ITIN vs. SSN. | | | |
| Notes | Temporary account numbers can be assigned for both personal and business taxpayers. Temporary accounts may be used for new taxpayer registration as well as during investigations (fraud). | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate the process to assign a temporary account number for an account. | | |  |  |
| Demonstrate the process for authorized DOR staff to change an account number to a temporary account:   * Manually * Automatically based on business rules | | |  |  |
| Demonstrate the process for ITIN assignment. | | |  |  |
| Demonstrate the process to designate between SSN and ITIN. | | |  |  |
| Not Included in Solution | | | | |
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| Scenario ID | TCH4 | | Total Points |  |
| Scenario Name | FTI Identification | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate how the system identifies FTI | | | |
| Notes | FTI could originate from multiple channels | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system identifies data that is considered FTI. | | |  |  |
| Demonstrate how the system masks FTI data. | | |  |  |
| Demonstrate how authorized DOR staff can view FTI data. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | TCH5 | | Total Points |  |
| Scenario Name | Business Rules | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate the system’s business rule capabilities and skillset needed to manage rules. | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how to create a business rule that analyzes a personal income tax return and routes to a fraud review queue. | | |  |  |
| Demonstrate the data available in business rules for current returns as well as prior returns. | | |  |  |
| Demonstrate the data available in business rules for current returns as well as related returns (other tax types). | | |  |  |
| Demonstrate how to change a business rule with an effective date. | | |  |  |
| Demonstrate how to change a business rule for immediate (near real-time) deployment. | | |  |  |
| Demonstrate the process for running business rules in a simulation mode using existing account data. | | |  |  |
| Demonstrate how to validate and debug a business rule. | | |  |  |
| Demonstrate how to deploy a business rule. | | |  |  |
| Demonstrate the process of executing a business rule from within a business rule. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | TCH6 | | Total Points |  |
| Scenario Name | Reporting | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate the system’s reporting capabilities and functionality.  Systems report handling, user access permissions  Report promotion to production | | | |
| Notes | There is a difference between ad-hoc user reports and sanctioned system reports that are “certified.” *(certified is defined as a production report that has been validated for accuracy to avoid confusion with ad-hoc queries)* | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate the process to create a system report showing complex summary data and trends. | | |  |  |
| Demonstrate the process to edit, test, and deploy a system report. | | |  |  |
| Demonstrate the process to grant/restrict access to system reports. | | |  |  |
| Demonstrate the process to set effective dates for a system report. (e.g., a report is valid for certain dates, after X, before X, between X & Y). | | |  |  |
| Demonstrate the ability to share system reports with other users. | | |  |  |
| Demonstrate the ability to certify a system report and method to confirm data is an approved system report. | | |  |  |
| Demonstrate the ability to export data from a system report in a data format (XML, JSON, CSV, XLS, etc.) | | |  |  |
| Demonstrate the ability for authorized users to create ad hoc queries. | | |  |  |
| Demonstrate the ability for authorized users to share ad-hoc queries. | | |  |  |
| Demonstrate the ability for authorized users to export ad-hoc queries data. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | TCH7 | | Total Points |  |
| Scenario Name | MeF | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate the interface with the IRS for Modernize eFile process. | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate the process for accepting MeF returns. | | |  |  |
| Demonstrate the process to test MeF submissions before tax season. | | |  |  |
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| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | TCH8 | | Total Points |  |
| Scenario Name | Additional System Features | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate additional features that may be available for enhanced fraud detection and audit leads. | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate geolocation tracking for users accessing the self-service system. | | |  |  |
| Demonstrate the ability to mine social networks to identify potential audit leads.   * Airbnb * eBay * Amazon * Etc. | | |  |  |
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| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | TCH9 | | Total Points |  |
| Scenario Name | Correspondence | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | To demonstrate the system to manage inbound and outbound correspondence with taxpayers.  To understand the capabilities within the templating functions of the correspondence system.  To understand the administrative abilities within the correspondence tool(s). | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate the creation of a letter that can be used as a template for taxpayer correspondence. | | |  |  |
| Demonstrate the system ability to include sets of predefined text within a template. | | |  |  |
| Demonstrate the ability to include free-form text within a template. | | |  |  |
| Demonstrate the ability to retrieve previous outbound and inbound correspondence with the taxpayer. | | |  |  |
| Demonstrate the process to resend a letter and selected correspondence to the taxpayer. | | |  |  |
| Demonstrate the process for supervisory review of a letter type queue, user queue, and specific letter (free-form). | | |  |  |
| Not Included in Solution | | | | |
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# WITHHOLDING

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scenario ID | WH1 | | Total Points |  |
| Scenario Name | Monthly Withholding Payment | | | |
| Line of Business | Withholding Processing | | | |
|  |  |  |  |  |
| Goal | Demonstrate the processing of withholding payments | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Bridgeville Healthcare, Inc. (22-3344556) at P. O. Box 123 Bridgeville, DE 19933 is required to submit their state withholding monthly. The company is submitting their November 2018 withholding timely in the amount of $891.56. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate the processing of the November withholding payment. | | |  |  |
| Show the Business Master File for the Company. | | |  |  |
| Demonstrate how the end user will know the return was validated. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | WH2 | | Total Points |  |
| Scenario Name | Quarterly Withholding | | | |
| Line of Business | Withholding Processing | | | |
|  |  |  |  |  |
| Goal | Demonstrate the processing of withholding payments | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Bret Jones (51-0000007) at 500 Montchanin Road Wilmington, DE 19807 is a quarterly filer for withholding. He is filing the 2018 third-quarter payment on December 1, 2018, in the amount of $167.16. Late file penalties are 5% per month, and interest payable is .5% per month. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate the processing of the November withholding payment. | | |  |  |
| Show the Business Master File for the company. | | |  |  |
| Demonstrate how the system will calculate the late filing penalty and interest. | | |  |  |
| Demonstrate the approval process. | | |  |  |
| Demonstrate how the end user will know the return is validated and subsequent activity on the account. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | WH3 | | Total Points |  |
| Scenario Name | Eight Monthly Withholding | | | |
| Line of Business | Withholding Processing | | | |
|  |  |  |  |  |
| Goal | Demonstrate the processing of withholding payments | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: ABC Pet Supply (45-9999999) at 21222 John J. Williams Highway Rehoboth Beach, DE 19971 has submitted a withholding payment through our EDI system in the amount of 545.00 for the period ending 12-15-18. The submitted the payment on 12-20-18. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate the processing of the November withholding payment. | | |  |  |
| Show the Business Master File for the company. | | |  |  |
| Demonstrate the approval process of the ACH payment. | | |  |  |
| Demonstrate if the system identifies the payment as ACH. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | WH4 | | Total Points |  |
| Scenario Name | Annual Withholding Reconciliation with Balance Due | | | |
| Line of Business | Withholding Processing | | | |
|  |  |  |  |  |
| Goal | Demonstrate the processing of withholding reconciliations | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Bridgeville Healthcare, Inc. has filed its annual reconciliation on 1/20/18 for the year 2017. The return is showing a balance due of $1,000. The payment is due to the failure to make an August withholding payment. The penalty for late filing is 5%, and interest is .5%. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system processes reconciliation returns. | | |  |  |
| Demonstrate how the system will calculate penalty and interest on the missing payment. | | |  |  |
| Demonstrate the approval process. | | |  |  |
| Demonstrate how the end user will see that the return is validated and subsequent activity. | | |  |  |
|  | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | WH5 | | Total Points |  |
| Scenario Name | Annual Withholding Reconciliation With No Balance Due | | | |
| Line of Business | Withholding Processing | | | |
|  |  |  |  |  |
| Goal | Demonstrate the processing of withholding reconciliations | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: Bret Jones has filed its annual reconciliation on 1/31/18. | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system processes reconciliation returns. | | |  |  |
| Demonstrate the approval process. | | |  |  |
| Demonstrate how the end user will see that the return has been validated. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | WH-6 | | Total Points |  |
| Scenario Name | Annual Withholding Reconciliation with a refund | | | |
| Line of Business | Withholding Processing | | | |
|  |  |  |  |  |
| Goal | Demonstrate the processing of withholding reconciliations | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative: ABC Pet Supply has filed its annual reconciliation on January 31, 2018. The return reflects a refund of $1,500. However, a comparison to the withholding reported on the return, and the withholding payments received shows a difference in December of $1,000. Due to the high number of returns, DOR has not been able to process the return until June. DOR needs to pay four months of interest on the refund. Interest is payable at .5% | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system processes reconciliation returns. | | |  |  |
| Demonstrate how the system will calculate the interest payable. | | |  |  |
| Demonstrate the approval process. | | |  |  |
| Demonstrate how the end user will see the return is validated and the subsequent interest payment. | | |  |  |
|  | | |  |  |
| Not Included in Solution | | | | |
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# WORKFLOW

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| --- | --- | --- | --- | --- |
| Scenario ID | WFL1 | | Total Points |  |
| Scenario Name | Workflow | | | |
| Line of Business | All | | | |
|  |  |  |  |  |
| Goal | Demonstrate Workflow | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system defines and tracks multi-step workflows. | | |  |  |
| Demonstrate how the system handles the routing of cases. | | |  |  |
| Demonstrate how the system handles automated workflow execution. | | |  |  |
| Demonstrate how the system checks for special filing indicators. | | |  |  |
| Demonstrate how the system provides set up and maintenance of work lists, workgroups, and prioritization by a workflow administrator. | | |  |  |
| Demonstrate how the monitors and reporting work list and process level. | | |  |  |
| Demonstrate how the workflow administrator will control the sort of work-listed items. | | |  |  |
| Demonstrate how to add an attachment or make notes to workflow items. | | |  |  |
| Demonstrate the system’s ability to receive items from external interfaces. | | |  |  |
| Not Included in Solution | | | | |
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# Bankruptcy and Decedents

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| --- | --- | --- | --- | --- |
| Scenario ID | BKP1 | | Total Points |  |
| Scenario Name | Bankruptcy | | | |
| Line of Business | Bankruptcy | | | |
|  |  |  |  |  |
| Goal | To better understand the system’s capabilities related to bankruptcy handling. | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system tracks bankruptcy liabilities from collection enforcement processes. | | |  |  |
| Demonstrate how the system would apply a hold status on assessment collection. | | |  |  |
| Demonstrate how the system allows a user to customize penalty and interest based upon bankruptcy attributes or presence of a net credit balance manually. | | |  |  |
| Demonstrate how the system suspends or stops the imposition of penalty and interest based upon bankruptcy attributes or net credit balance. | | |  |  |
| Demonstrate how the system automatically tracks bankruptcy plans based upon age, stage of processing, balance due, the presence of appeal, certification, and return mail. | | |  |  |
| Demonstrate how the system identifies and classifies pre-petition and post-petition debt for appropriate processing. | | |  |  |
| Demonstrate how an account is identified as collectible, un-collectible or currently not collectible account. Demonstrate how the end user would view this status in the system. | | |  |  |
| Demonstrate how the system is able to identify dischargeable, non-dischargeable, secured, unsecured, secured priority and priority debt in the system and how the end user will view the status in the system. | | |  |  |
| Demonstrate how to search tax accounts for which the taxpayer is liable (business relationships and owner/officer data). | | |  |  |
| Demonstrate how the system tracks bankruptcy cases based upon case number, court jurisdiction, filing date and status. | | |  |  |
| Demonstrate how to write off unpaid dischargeable debt as uncollectible automatically based upon bankruptcy case is concluded. | | |  |  |
| Demonstrate how the system allows for an agent to complete and print out a fillable claim form from the bankruptcy case to be filed with the courts. | | |  |  |
| Demonstrate how a user closes the case for bankruptcy and system forwards case to collections. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | DEC1 | | Total Points |  |
| Scenario Name | Decedent | | | |
| Line of Business | Decedent | | | |
|  |  |  |  |  |
| Goal | To better understand the system handling and capabilities related to deceased taxpayers. | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system imports decedent list from multiple agencies for automatic processing. | | |  |  |
| Demonstrate how the system automatically files a decedent claim with the appropriate county. | | |  |  |
| Demonstrate how the system separates decedent’s liabilities from collection liabilities. Demonstrate how the end user will be able to view the difference. | | |  |  |
| Demonstrate how the liabilities are automatically placed on hold based on the presence of a decedent status | | |  |  |
| Demonstrate how the system allows for prioritization of decedent cases based upon scoring data | | |  |  |
| Demonstrate how the system tracks decedent case activities to ensure court filing are process based upon business rules | | |  |  |
| Demonstrate how the system forwards decedent closed case to collections workflow | | |  |  |
| Not Included in Solution | | | | |
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# REVENUE ACCOUNTING

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| --- | --- | --- | --- | --- |
| Scenario ID | RAC1 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting General Functionality | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system establishes Chart of Accounts. | | |  |  |
| Demonstrate how the Chart of Accounts can be updated/corrected. | | |  |  |
| Demonstrate how the system allows for searches and sorting of the Chart of Accounts. | | |  |  |
| Demonstrate how the system allows for the manual assignment of comment reason codes for updating Chart of Account details. | | |  |  |
| Demonstrate how the system allows the ability to configure and manage reason codes for updating the Chart of Accounts. | | |  |  |
| Demonstrate the enforcement of required logging of notes with authorized DOR staff updates Chart of Accounts detail. | | |  |  |
| Demonstrate the creation of a new account within the Chart of Accounts. | | |  |  |
| Demonstrate the search for duplication of accounts. | | |  |  |
| Demonstrate how the system sets threshold amounts in the general ledger based upon business rules. | | |  |  |
| Demonstrate how the system automatically reconciles daily deposits to DOR transactions. | | |  |  |
| Demonstrate how the type of reports generated by the system for out of balance transactions. | | |  |  |
| Demonstrate the type of daily reports are system generated for accounts receivable and payable. | | |  |  |
| Demonstrate how the system tracks all transactions by tax type and tax type attributes. | | |  |  |
| Demonstrate how the system enforces validation rules for account entries based on business rules. | | |  |  |
| Demonstrate how the system tracks data to payment account data. | | |  |  |
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| --- | --- | --- | --- | --- |
| Scenario ID | RAC2 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting Bank Master | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how to list all active bank accounts. | | |  |  |
| Demonstrate how a bank account can be manually added. | | |  |  |
| Demonstrate the generation of the report showing all master bank account data. | | |  |  |
| Demonstrate how the information within the master bank account data can be sorted. | | |  |  |
| Demonstrate the automatic posting of all transactions to the customer account. | | |  |  |
| Demonstrate the automatic reconciliation of all transactions with master bank account data. | | |  |  |
| Demonstrate the mapping of all bank accounts to general ledger. | | |  |  |
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| Scenario ID | RAC3 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting Transfers and Reconciliation | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how authorized staff would manually allocate the payment to multiple general ledger and sub-ledger accounts. | | |  |  |
| Demonstrate how the system handles a reversal of a financial transaction to State’s financial hub. | | |  |  |
| Demonstrate how the system allows for a manual review of all manually allocated payments. | | |  |  |
| Demonstrate the reports generated for all manually allocated payments. | | |  |  |
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| Scenario ID | RAC4 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting Distribution Rules | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system allows for the manual selection of multiple accounts to apply distribution calculation. | | |  |  |
| Demonstrate how the system confirms that the distribution rules equal 100% for the account. | | |  |  |
| Demonstrate how the system supports distributions by payment date, dollar amount and percentages. | | |  |  |
| Demonstrate how the system enforces start and end dates. | | |  |  |
| Demonstrate who the system provides a side by side view to compare multiple scenario analyses at once. | | |  |  |
| Demonstrate how the system creates the automated generation of a pre-distribution report. | | |  |  |
| Demonstrate how the system matches total cash distributions against the general ledger positive fund balance. | | |  |  |
| Demonstrate how the system identifies discrepancies between the sums of the distributions and the general ledger. | | |  |  |
| Demonstrate how the system identifies failed postings using unique identifiers (deposit identification, transactional identification). | | |  |  |
| Demonstrate how the system allows for updates to fund distributions in certain accounts that have already been posted via distribution rules. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | RAC5 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting Bank Deposits and Reconciliations | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system allows for the use of electronic bank statement. | | |  |  |
| Demonstrate how the system supports automated EBS file validation and automated loading of EBS data. | | |  |  |
| Demonstrate how the system supports automated EBS rejections based on business rules and provides rejection reason codes. | | |  |  |
| Demonstrate how the system supports the automated comparisons of transaction details, payment transactions and discrepancies in payment transactions from the system and the EBS. | | |  |  |
| Demonstrate how the authorized staff can drill-down into a payment transaction-level data field. | | |  |  |
| Demonstrate how the system generates a reconciliation report. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | RAC6 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting Closing | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system defines a fiscal calendar. | | |  |  |
| Demonstrate how the system allows for the creation of closing checklists within the closing functions. | | |  |  |
| Demonstrate how the system supports automated alerts based on DOR-defined rules. | | |  |  |
| Demonstrate how the system identifies potential anomalies in preliminary reports based on business rules and how it identifies the correction of these anomalies | | |  |  |
| Demonstrate the searchable audit trail of all changed activity associated with the revenue transactions | | |  |  |
| Demonstrate how the system automatically generates a final closing report. | | |  |  |
| Not Included in Solution | | | | |
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| Scenario ID | RAC7 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting Payments | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system provides accounting at both the sub-account and master account level for specified tax types according to the business rules. | | |  |  |
| Demonstrate how the system generates reports for payments to third-party agency payments | | |  |  |
| Demonstrate how the system prevents double counting of third-party payment | | |  |  |
| Demonstrate how the system allows for a manual financial transaction creation and modification based upon business rules and enforces approval levels based upon business rules | | |  |  |
| Demonstrate how the system supports automatic reconciliation of credit card and ACH transactions | | |  |  |
| Demonstrate how the system supports automatic reconciliation of non-credit card and non-ACH transactions | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | RAC8 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting Intercepts | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system identifies outstanding accounts receivable and intercepts any refund payments to apply to outstanding account receivable. | | |  |  |
| Demonstrate how the system identifies outstanding balances owed to other agencies and intercepts any refund payments applied to outstanding balances. | | |  |  |
| Demonstrate how the system receives intercept payments from other states or the IRS for outstanding balances. | | |  |  |
| Demonstrate how the staff reviews and approves pending intercepts. | | |  |  |
| Demonstrate the system reports for all approved intercepts by agency and report of associated fees for the intercepts. | | |  |  |
| Not Included in Solution | | | | |
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| --- | --- | --- | --- | --- |
| Scenario ID | RAC9 | | Total Points |  |
| Scenario Name | Revenue Accounting | | | |
| Line of Business | Revenue Accounting Refunds | | | |
|  |  |  |  |  |
| Goal |  | | | |
| Notes |  | | | |
|  |  |  |  |  |
| Narrative | | | | |
| Scenario Detail | | | Customization or Extension? | Third Party Solution (Identify Name) |
| Demonstrate how the system queues refunds. | | |  |  |
| Demonstrate how the user can review and release refunds. | | |  |  |
| Demonstrate how an authorized user can update the forecast amount of refunds. | | |  |  |
| Demonstrate how the available refund balance is adjusted for each approved refund. | | |  |  |
| Demonstrate how the system notifies/alerts authorized staff to reaches defined minimums. | | |  |  |
| Demonstrate how the system shows refund status assignments. | | |  |  |
| Demonstrate how the authorized staff would change a refund status for a refund not issued based upon business rules. | | |  |  |
| Demonstrate how the system allows for summary and transaction level report for refund queues and refund history. | | |  |  |
| Demonstrate how authorized DOR staff would record a stop payment transaction. | | |  |  |
| Demonstrate how the authorized staff would authorize the release of refunds based on business rules selectively (user, tax type, tax period, dollar amount). | | |  |  |
| Demonstrate how an authorized user would all view all issued refunds, direct deposits, stop payments, and void checks by taxpayer ID. | | |  |  |
| Not Included in Solution | | | | |
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