

## Iowa County Treasurers E-Government Alliance (ICTEA)

## **Request for Proposal for Website Hosting Vendor**

Dear Vendor:

You are invited to submit a proposal for our website vendor hosting project in accordance with the requirements set forth in the attached *Request for Proposal* (RFP), which is available online at [www.iowatreasurers.org](http://www.iowatreasurers.org). \*\*\*\*\*\*Please Note! RFP is for a hosting and support contract only! Payment processing is NOT included in this RFP\*\*\*\*\*\*

Qualifying vendors must have the following:

1. **Existing experience**:
	* Collecting online property tax and motor vehicle payments
	* High volume online payment systems ($750K+ annual transactions, $1.8B+ annual collections)
	* Bulk Online tax payment collections (Escrow)
2. **Prior working experience** with the following agencies:
	* First National Bank of Omaha
	* NMI Payments
	* Fiserv Processing
	* CoreLogic Tax
	* Lereta Tax
	* Iowa Department of Transportation
	* Iowa Tax Software (Solutions and Tyler Technologies)

If you intend to respond to the RFP, a Letter of Intent, which is not binding but will greatly assist me in planning for proposal evaluation, must be submitted to me by e-mail, and be received no later than 5:00 PM CST on Monday, January 6th, 2025. I will not accept your proposal if you do not complete the Letter of Intent within the specified time period.

We will be holding a vendor informational meeting online on Wednesday, January 15th, 2025. If you have questions, they must be received prior to Monday, January 6th, 2025. Both the Letter of Intent and questions must be submitted to me by e-mail. Questions, answers, and modifications will be debated publicly during the vendor informational meeting.

Your emailed proposal must be received not later than 5:00 PM CST on Friday, January 31st, 2025 or your proposal will otherwise be disqualified. Vendor presentations will take place Wednesday, February 19th, 2025, at the Iowa State Association of Counties office at 5500 Westown Parkway, Suite 190, West Des Moines, IA 50266. We will notify all providers whether they are disqualified, rejected, or unsuccessful although responsive.

I will be the single point of contact for all inquiries and correspondence.

I thank you for your time, effort, and interest in our Website Hosting Vendor project.

Sincerely,

Brenda Noteboom

Grundy County Treasurer

Chair, Website RFP Committee

706 G Ave

Grundy Center, IA 50638

(319) 824-3108

brenda.noteboom@grundycountyiowa.gov

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**Iowa County Treasurers**

**E-government Alliance**

**Website Hosting**

**Request for Proposals**

ICTEA RFP # 20251

Release Date: December 13th, 2024

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# Timeline / Important Dates

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| --- | --- |
| **12/13/2024** | **RFP placed on website:** [**www.iowatreasurers.org**](http://www.iowatreasurers.org) |
| **1/6/2025** | ***Letter of Intent must be submitted, along with questions***  |
| **1/15/2025** | **Vendor Informational Meeting – Microsoft Teams** |
| **1/31/2025** | ***Deadline for proposal submission*** |
| **2/19/2025** | **Vendor interviews – Des Moines, Iowa** |

# Background

Members of the Iowa State County Treasurers Association (ISCTA) formed the Iowa County Treasurers Egovernment Alliance (ICTEA – an Iowa Code 28E public organization) to operate and manage the ISCTA Website portal located on the Internet at [www.iowatreasurers.org](http://www.iowatreasurers.org).

The ISCTA Website was first launched in September 2002. The ISCTA Website project remains one of the most successful, progressive and innovative Egovernment projects in the Nation. ISCTA has received numerous industry, state and national awards. Iowa citizens, no matter where they are in the world, can access their county treasurer’s office for information and services twenty-four hours a day, seven days a week.

The ISCTA Website usage has grown exponentially since its launch. The funds processed, fees collected, and services provided have become a very large business operation requiring multiple business partners and dedicated business management. We expect strong growth to continue for the foreseeable future. ICTEA members made the decision early in project development to maintain quality and operational control by direct oversight and hands-on management of all Website affairs.

This document was prepared, and responses will be evaluated by county treasurers and their staff. The final decision will be made by the ICTEA Board of Directors based upon a recommendation from a committee of treasurers and staff appointed by that Board.

This *Request for Proposals* for providing the technology component of our project represents an important milestone in the evolution of the ISCTA Website project. We are proud of what has been accomplished to date and look forward to a bright future with the successful bidder.

# Part 1: Project Overview

## **Online Web Service**

The Iowa County Treasurers Egovernment Alliance (“ICTEA”) owns perpetual rights to source code for portal software to be used on the Iowa State County Treasurers Association (“ISCTA”) website. The Online Web Portal consists of a Public Access Website and a password-protected extranet website for the ISCTA membership as well as its business partners.

## **Public Access Website**

The Public Access Website includes the following web content and web applications:

1. Home Page which serves as a welcome page to the site.
2. Directory Page for each ICTEA county participating in the Official Iowa State County Treasurers Website: [www.iowatreasurers.org](http://www.iowatreasurers.org), which can be accessed by selecting a participating county from a map of the state of Iowa or by selecting the county from a drop-down menu that displays a list of participating counties. Customers will be re-directed to iowataxandtags.gov for non-participating county members of ICTEA.
3. Applications by which citizens may pay property taxes online using credit cards and electronic checks.
4. A shopping cart that allows citizens to pay across county lines for property taxes.
5. A motor vehicle registration renewal application for citizens to pay vehicle registration fees online using credit cards and electronic checks.
6. Hyperlink for Forms for Property Tax, Motor Vehicle, and Driver’s License.
7. FAQ hyperlinks relating to Property tax, Motor Vehicle, and Driver’s License.
8. A “Resources” hyperlink through which citizens can access other relevant information.
9. Hyperlink for ISCTA members and business partners to access the password protected extranet site based on authorization level.
10. Support page for additional information.
11. Disclaimer page containing privacy statement and accessibility policy.
12. Point of Sale pages to accept credit and debit card payments.

## **Password-Protected Extranet**

The password protected extranet includes the following web content and web applications:

1. Content management application for ICTEA members to manage their directory page and content described in section (II).
2. Multi-tiered access for ISCTA members and business partners will be provided as described in Part 3 – Technical Specifications Section II(B) (page 7).
3. Web applications include, but are not limited to, the following:
	1. Calendar application
	2. Event registration application
	3. Forms
	4. Training and Resources Links
	5. Newsletter
	6. Library
	7. Committees
4. County Ledger Application for Property Tax and Motor Vehicle
5. Application to balance all daily payments made online through the portal
6. Ability to track and administer payments
7. Track treasurer and citizen requests through an automated “assistance request” email system with stored request capability.
8. Retrieval of PIN
9. Historical information storage capability
10. Escrow Property Tax Ledger Application
11. Portfolio Tax Ledger Application
12. Tax Sale Subsequent Payments
13. Broadcast Emails

## **Escrow Property Tax Subscription Service**

1. Website Vendor shall:
2. Provide an updated file daily of all ICTEA counties and individual county parcels from the counties’ downloads to the specified FTP site for approved ICTEA subscription customers.
3. Receive payment files from subscription customers with pertinent payment data and process payments for multiple taxpayers.
4. Provide audit report and search capabilities of Ledger application.
5. Process payments received from subscribers in the timeframe agreed upon by ICTEA, Website Vendor, and subscriber.
6. Provide a report of audit discrepancies to ICTEA Board of Directors.

## **Portfolio Property Tax Subscription Service**

1. Website Vendor shall:
2. Provide access to all ICTEA counties’ full file data updated on a daily basis from which customers can build and manage their own portfolio.
3. Upload new tax information annually based on parcels from the previous year’s portfolio.
4. Receive taxes collected, along with pertinent data files and process payments for multiple taxpayers.
5. Provide the ability for portfolio customers to pay by ACH Debit and ACH Credit.
6. Provide audit report and search capabilities in ledger application.
7. Process payments received from subscribers in the time frame agreed upon by ICTEA, Website Vendor, and subscriber.
8. Provide the ability to export tax data into one or more spreadsheets.
9. Provide a report of audit discrepancies to ICTEA Board of Directors.

## **Tax Sale Subsequent Tax Payments**

1. Website Vendor shall:
2. Provide subscribers access to all parcels in ICTEA counties for which they hold tax sale certificates, through a state-wide registration number, from which customers can process tax sale subsequent payments.
3. Receive taxes collected, along with pertinent data files and process payments for tax sale subsequent payments.
4. Provide the ability for tax sale subsequent payment customers to pay by ACH Debit.
5. Provide audit report and search capabilities in ledger application.
6. Process payments received from subscribers in the time frame agreed upon by ICTEA, Website Vendor, and subscriber.
7. Provide the ability to export tax data into one or more spreadsheets.
8. Provide a report of audit discrepancies to ICTEA Board of Directors.

## **Hosting and Management of ICTEA Web Portal**

1. Website Vendor agrees to be the Managed Service Provider and Application Service Provider for this service.
2. Website Vendor will host the Public Access website, members’ extranet and ledger web administration tool for this website.
3. Website Vendor will manage and keep current the domain names for the public site.
4. Transactions using credit cards and electronic checks will be conducted over the HTTPS protocol with a secure socket layer (SSL) between the client and the server at the highest level of industry standard encryption. An SSL certificate will be ordered, managed and kept current for the domain using the HTTPS protocol.
5. Website Vendor agrees to manage a server to accept and supply files through an FTP process from the Iowa Department of Transportation and from ICTEA counties in relation to this project.
6. Website Vendor agrees to propose commercially reasonable and specific backup protocols, memory and drive conventions and data configurations, such proposal to include a brief description of costs and benefits of each, and implement the same upon election by ICTEA; Website Vendor further agrees to provide a statement regarding responsibility for risk of loss of a hardware failure, data loss, forensic data retrieval, security breach and associated events.

## **Support**

Website Vendor will provide technical assistance as set forth in Part 3: Technical Specifications, Section F.

## **Enhancement Requests**

Website Vendor shall provide a Statement of Work for enhancement requested by ICTEA. The Statement of Work shall include the following:

1. Scope and intended purpose of the enhancement.
2. Timeline.
3. Cost and Deliverables for the enhancement.
4. Hosting management and other related issues.

# Part 2: Merchant Processing and Financial Arrangements

## **Ownership**

1. ICTEA shall retain ownership of all merchant ID’s (MID’s) necessary for the administration of the program. Vendor’s representative(s), as approved by ICTEA, shall have administrative rights to operate the MID’s in ICTEA’s stead.
2. ICTEA owns four bank accounts.
3. The first account, known as the Internet Clearing Account (ICA), shall be for the purpose of receiving and disbursing all fees, taxes and other revenue collected through ICTEA Web Portal and associated services. ICTEA shall have administrative authority for the Internet Clearing Account. Vendor shall have the ability to move funds from the ICA to the Merchant Fee Account (as described below).
4. The second account, known as the Operational Account, shall be for the purpose of receiving interest earned from the ICA and disbursing funds for Web Portal associated operational expenses. Funds in the Operational Account in excess of operational expenses may, at the discretion of ICTEA, be disbursed to participating counties. ICTEA shall have administrative authority for the Operational Account.
5. The third account, known as the Merchant Fee Account, shall be for the purpose of service fee deposits. ICTEA shall have administrative authority for the Merchant Fee Account. From this account, ICTEA shall disburse merchant fees, bank fees, and revenue to ICTEA.
6. The fourth account, known as the Tax Sale Account, shall be for the purpose of receiving and disbursing online tax sale payments, bidder registration fees, and tax sale vendor fees collected through the online tax sale portal. ICTEA shall have administrative authority for the Tax Sale Account.

## **Financial Details**

1. Vendor shall have the authority to disburse funds from the MID’s to the ICTEA Internet Clearing Account for the principal amounts rendered.
2. Vendor shall have the authority to disperse funds from the ICTEA MID’s to the ICTEA Merchant Fee Account for the service fees as previously described in Section 2.
3. Vendor shall have the authority to and the responsibility of disbursing funds from the ICTEA Internet Clearing Account to accounts designated and approved by ICTEA.
4. The model described herein shall be reviewed by both ICTEA and Vendor, at a minimum, on an annual basis, or more frequently if voted such by the ICTEA Board of Directors. Any changes made shall be first voted by the ICTEA Board of Directors and mutually agreed to by both ICTEA and Vendor.

# Part 3: Technical Specifications

## **Introduction**

1. Purpose
2. The purpose of this document is to describe technical specification of the ICTEA property tax and vehicle online payment system. After a review of this document, the viewers should have a good understanding of how this payment system is designed, built, and maintained.
3. Project Scope
4. This payment system is designed specifically for The Iowa County Treasurers E-Government Alliance (ICTEA, a governmental entity created under Chapter 28E of the Code of Iowa) to process Visa and Mastercard credit/debit card, Discover credit card, and e-check payments.
5. References
6. Please refer to the attached diagrams of the Payment System in the appendix.

## **Overall Description**

1. Product Perspective
2. ICTEA online payment system is a web application that supports online payment of property taxes and vehicle registration renewal for 90 Iowa counties. It also serves as an informal portal to services provided by the Iowa County Treasurers in all 99 Iowa counties. System will also support in-office payment by debit or credit card.
3. Product Features
4. The ICTEA online payment system supports Visa and Mastercard credit/debit card, Discover credit card, and e-check payments via First National Bank of Omaha, NMI Processing and Fiserv Data.
5. Reports – The system provides the following reports:
	* 1. Payment search and detail reports
		2. Summary Reports
		3. Custom Reports
6. Security
	* 1. The application, application logs and application database reside on a network that is separated from the rest of Vendor network, very few system administrators having access to that network.
		2. All confidential information is encrypted in database.
7. Interfaces to Counties and DOT
	* 1. Vendor will set up an FTP site for 90 Iowa Counties. Each county uploads their tax file daily. Vendor will import tax files from counties into the online payment system. Each night Vendor will generate a payment file for each county including all payments made through the online payment system and make them available on the FTP site for each county to pick up. Vendor will accommodate software programs of current county members (Solutions, Tyler Technologies, DevNet and custom software).
		2. DOT provides vehicle registration renewal files to Vendor twice a month, and a vehicle stop file and a customer stop file daily. Vendor will pick up those files from DOT FTP site and import them into the online payment system. Vendor will generate an export file including all online vehicle registration payments made in the system every night and transfer it to DOT FTP site.
		3. The online vendor shall calculate the delinquent registration penalty in accordance with the specifications provided.
8. Content Management – Admin users can create and edit the page content through a content management platform.
9. Payment Management – Admin users can adjust settings for disabling/enabling payments by date/time and payment type.
10. Scheduled Payments – Public users can schedule one-time, weekly, monthly, and semi-annual payments.
11. Accounting and reconciliations – Through a role-based admin site, an admin user can view payment summaries, and an auditor can approve portfolio and escrow payments.
12. Logging and Auditing – The system logs all major activities such as user login, change password, update page content, making payment, etc.
13. User Classes and Characteristics
14. The ICTEA web application provides role-based control of features; there are 9 different roles:
	* 1. Citizen (Public User) – View main page, pay property taxes, pay vehicle registration renewal, download forms, etc.
		2. General User – View member content pages.
		3. County Admin – Edit content page for that county.
		4. Site Admin – Edit content pages for counties and other pages such as FAQs.
		5. Auditor – View reports and approved escrow and portfolio payments.
		6. Super Admin – Manage user, manage content of the site.
		7. MemberNP – Restricted from access to Ledger
		8. Portfolio User – Group parcels to make payment easily.
		9. Escrow User – Review escrow payment summary report and set the ready to finalize indicator.
		10. Tax Sale Subsequent Taxpayer
15. Operating Environment

1.     A front-end application using a modern reactive and responsive framework such as React or Angular. The entire application should be accessible from mobile devices such as phones and tablets.

2.     A secure backend application that serves data to the front end and does batch processing of files.

3.     A two-factor identification management solution that provides secure logins by managing things such as password complexity and expiration as well as the potential for interfacing with other identity providers such as Microsoft, Google, Apple, and Facebook.

4.     A modern database server that can easily be expanded to account for additional load.

5.     The hosting of all servers should be on a secure distributed cloud system such as AWS or Azure.

6. If the selected vendor’s system would not be available by July 1, 2025 they will need to have the ability to host and support the current system until the new system is launched.

1. Design and Implementation Constraints
2. The Payment System is a web-based application. There are no local installations, except for In-Office payments. It should support all modern browsers.
3. The entire site should be mobile friendly and scale the UI appropriately, regardless of the device size.
4. User Documentation
5. Training Manual Reference
6. Online Help
7. Assumptions and Dependencies
8. Vendor receives tax files from each county daily.
9. Vendor sends tax payment files to each county daily.
10. Vendor receives vehicle registration renewal files from DOT twice a month.
11. Vendor receives vehicle stop files and customer stop files from DOT daily.
12. Vendor sends vehicle registration payment files to DOT daily.
13. Vendor processes payments through Vendor Payment Service which is a payment gateway interacting with banking services provider.
14. PCI Compliance. Vendor is responsible for completing any PCI compliance assessment.

## **System Features**

1. Online Payment, Processing, and Reports
2. Description and Priority
	* 1. Citizens of 90 Iowa counties can make payment for property taxes or vehicle registration renewal online. Admin User can search payment and view payment details.
		2. Priority: High
3. Stimulus/Response Sequences
	* 1. After user authorizes payment, the system will send a payment transaction along with disbursement instruction to Vendor Payment Service and generate an order # to track the order, a payment receipt will be sent to user through email if email address is provided.
4. Functional Requirements
	* 1. REQ-1: Need to have clear instructions to show user the steps to follow to make online payment.
		2. REQ-2: Show user exact error message for invalid data input.
		3. REQ-3: For vehicle registration renewals, a vehicle cannot be renewed online if there are any vehicle or customer stops applied to it.
		4. REQ-4: Provide the ability to accept partial and recurring payments.
5. Escrow Payment, Processing, and Reports
6. Description and Priority
	* 1. In the months of March and September, Vendor will provide files containing parcel and property tax information to escrow companies; escrow companies will return the file with the parcels they would like to pay. Vendor will import the file from escrow companies to the online payment system and provide a page for escrow user to review the payment summary report. Once the escrow company is satisfied with the report, they will wire the payment and set the finalize payment indicator. A batch job will be running every night to finalize escrow payment: that is, to update the online system with the payment.
		2. Priority: High
7. Stimulus/Response Sequences
	* 1. Once the escrow payment is finalized, and the money is wired, the auditor can log in to the system to approve the payment. Disbursement instruction will be sent to payment service to disburse payment from clearing account to counties.
8. Functional Requirements
	* 1. REQ-1: Since large amounts of parcels are included in escrow payments, need to make sure performance of the application is not affected.
		2. REQ-2: Escrow payments need to be processed according to schedule.
9. Portfolio Payments
10. Description and Priority
	* 1. Allow those users with multiple properties to group their properties together and make payment.
		2. Priority: High
11. Stimulus/Response Sequences
	* 1. After user authorizes payment, the system will send a payment transaction along with disbursement instruction to Vendor Payment Service and generate an order # to track the order, a payment receipt will be sent to user through email if email address is provided.
12. Functional Requirements
	* 1. REQ-1: Since large amount of parcels are included in Portfolio Payments, need to make sure performance of the application is not affected.
13. Tax Sale Subsequent Payments
14. Description and Priority
	* 1. Group parcels for registered users according to their assigned state-wide bidder number and make payment.
		2. Priority: High
15. Stimulus/Response Sequences
	* 1. After user authorizes payment, the system will send a payment transaction along with disbursement instruction to Vendor Payment Service and generate an order # to track the order, a payment receipt will be sent to user through email if email address is provided.
16. Functional Requirements
	* 1. REQ-1: Since large amount of parcels could be included in Tax Sale Subsequent Payments, need to make sure performance of the application is not affected.
17. County Data Input and Output
18. Description and Priority
	* 1. Vendor will import tax files from counties and export payments made through the system daily.
		2. Priority: High
19. Stimulus/Response Sequences
	* 1. Tax data in the online payment system will be in sync with those in the county system with some delay.
20. Functional Requirements
	* 1. REQ-1: Both import and export files need to follow file format specifications, as set forth by existing county computer software.
21. In Office Payments (IOP)
22. Description and Priority
	* 1. Allows ICTEA counties to utilize PinPad devices for customers to make payments with credit and debit cards.
		2. Support personnel can search payments and view details.
		3. Priority: High
23. Stimulus/Response Sequences
	* 1. After user authorizes payment, the system will send a payment transaction along with disbursement instructions to Vendor payment service and generate an order # to track the order. A payment receipt will be sent to the payor through email if an email address is provided.
24. Functional Requirements
	* 1. REQ-1: Show user exact message for invalid data input.

## **External Interface Requirements**

1. User Interfaces
2. Please refer to the existing website ([www.iowatreasurers.org](http://www.iowatreasurers.org)) and the Training Manual for all user interfaces.
3. Hardware Interfaces
4. Please refer to Appendix B: System Architect Diagram.
5. Software Interfaces
6. Please refer to Appendix C: Logical Architect Diagram.
7. Communications Interfaces
8. Due to the nature of credit cards and other personal sensitive information, the communication protocol will be https.

## **Other Nonfunctional Requirements**

1. Performance Requirements
2. While the performance has to be optimized and 2-5 seconds are desirable between clicks, the Payment System depends on the heavy load of users and the Internet, which at times are out of the control of the Payment System. However, the Payment System has to perform optimally during the two heaviest periods of the year, the week ending in September 30th and the week ending in March 31st. (See Appendix E)
3. Software Quality Attributes
4. 24-hour availability except for scheduled down times.
5. Content Management
6. Mass email communications/distributions
7. Easy to support and maintain
8. Work with external vendors for support and compliance

## **Other Requirements**

1. 7AM - 7PM Help Desk Support, Monday-Friday
2. Emails and voice mails delivered after business hours will be reviewed and answered the next business day.

# Part 4: Required Information

**\*\*\*Failure to include required information may result in rejection of the bid as nonresponsive.\*\*\***

## **Contact Information**

1. **REQUIRED: Each responding company must provide a single contact for all communications concerning this RFP.**
2. Provide name, title, address, phone number, and e-mail address for your company’s contact for your response to this RFP.
3. Provide at least three (3) business/professional references to include: names of contacts, titles, addresses, telephone, and email addresses.

## **Support Personnel**

1. PREFERENCE: From previous experience, ICTEA will give preference to proposals committing to a single point of contact for all of the services requested. By single point of contact ICTEA means that all issues, concerns, support and advocacy for ICTEA will be through a single, designated individual designated by the vendor. In addition, to satisfy this preference, the respondent must assure that, should the designated contact be unavailable for any reason, ICTEA will be notified of a single substitute contact.
2. Provide name, title, address, phone number, e-mail address and brief professional biography for the primary contact with whom ICTEA will interact in support services.
3. For the principal contact, provide the name, title, telephone number and e-mail address of the principle contact’s direct report.
4. For the principal contact, how many employees report directly to this person?
5. Approximately, how many total employees work under this person’s management?
6. For each additional contact, should they be required, provide name, phone number, fax number, e-mail address and area(s) of responsibility (as they related to this RFP).
7. The successful proposal shall include an overview of technical assistance structure (including estimated response times). Please reference Part 3: Technical Specifications: Section 6.

## **Company Experience**

1. **REQUIRED: Please focus responses in this section to experience clearly relevant to the requested services. Avoid general company history, inclusion of aggregate information that includes services not relevant to this RFP and general marketing material not directly relevant to** **those Services.**
2. The proposal shall provide basic corporate and subcontractor information including, but not be limited to the following: ownership, size, relationship with larger owner, financial resources, date of incorporation, and staffing locations with special emphasis on locations that are particularly relevant to this project.
3. The successful service provider shall have successfully designed, implemented, administered and operated portal applications for a multi-jurisdiction with an online payment system using credit cards and e-checks. At least two (2) references (with project name, URL address and location, contact person, e-mail address and telephone numbers) shall be included for each representative illustration of applications, products or services.
4. The proposal shall include a description of the methodology, development tools, standards and/or procedures that will be used in all phases of the implementation of the portal application(s) for a multi-county system.
5. Would your company subcontract the delivery of these services? If so, please provide contact information regarding the company you would subcontract with for these services.
6. What is the number of distinct client companies (include non-profits, governmental entities, etc.) for which you currently provide these services?
7. Of the number of companies provided in your response to the preceding item, how many of those companies have a peak load month, in terms of transactions, at least as great as those identified in ICTEA’s report of annual transactions?
8. Of the number of companies provided in your response to item **G**, how many of those companies are actually governmental agencies (federal, state, county, city, etc.)?
9. Of the number of companies provided in your response to item G, how long have you provided service?
10. In dollars, for your largest customer of online services, what is the maximum monthly statutory fee collected?
11. It is unsure if ICTEA will transition to a new service provider. In the event that ICTEA membership votes to do so, please provide a timeline showing how quickly the conversion could take place.
12. ICTEA requests that potential vendors agree to honor proposals for six months from the date proposals are due.

## **Financial - REQUIRED: Please answer each of the following as completely as possible:**

1. The proposal shall **include the vendor’s last two annual financial statements, plus any available interim financial statements for the period following the end of the last fiscal year.**
2. The successful service provider shall demonstrate the ability and willingness to implement enhancements to the application as requested by ICTEA. Please provide the hourly rate structure for enhancements as well as what billing options are available (per hour, per enhancement, etc.).
3. The successful proposal shall provide a process for periodic review of revenue and transaction history to ensure that goals of the business model are met.
4. The feasibility of alternative business models, e.g. transaction fees, or revenue sharing resulting from increased sales or cost savings.
5. Identify any transitional costs to ICTEA to provide the services identified in the RFP.

# Part 5: Selection Requirements, Provisions and Process Information

## **Requirements**

To be considered a valid proposal, each submitted proposal MUST:

1. Be in an electronic format (pdf) and e-mailed to Brenda Noteboom at brenda.noteboom@grundycountyiowa.gov, not later than 5:00 PM CST Friday, January 31st, 2025. Upon receipt, an acknowledgment will be sent to Vendor. Vendor is responsible for verifying that the proposal was received.
2. Subject line should read: **PROPOSAL FOR WEBSITE SERVICES**
3. Have the name, address, phone, and e-mail of the vendor appear on the E-mail.

## **Rejection of Proposals**

Proposals may be rejected for the following reasons:

1. If the vendor fails to satisfy ICTEA’s requirement that said vendor is properly qualified to carry out the obligations of the agreement.
2. Proposals which contain conflicting, false, or misleading statements or which provide references which contradict or do not support an attribute or condition contended by the vendor.
3. If there are any omissions, additions, unrequested, conditional proposals, irregularities, or prices that are obviously in error.

## **Other Selection Process Information and Provisions**

ICTEA’s Technology RFP Committee will evaluate all valid proposals with particular consideration to the following:

1. Vendor’s ability to provide the requested services.
2. Vendor’s rates and fees for services.
3. Vendor’s stated customer service commitments.
4. Vendor’s ability to minimize service disruptions to County customers during transition.
5. Vendor’s understanding of the RFP requirements.
6. Vendor’s proposed approach to tasks.
7. Previous experience, including public sector experience.
8. Client references.
9. Other factors the Evaluation Committee may deem relevant.
10. ICTEA reserves the right to reject any and all proposals, and to waive informalities and minor irregularities in any proposals received. Absence of required information may render a proposal non-responsive, resulting in rejection of the proposal by ICTEA.
11. ICTEA may, during the evaluation process, request from any Vendor additional information, which ICTEA deems necessary to determine the Vendor’s ability to perform the required services. If such information is requested, the Vendor shall be permitted five working days to submit the information requested.
12. ICTEA reserves the right to select the proposal(s), which in its sole judgment best meets the needs of ICTEA.
13. Costs for developing proposals are entirely the responsibility of the vendor and shall not be chargeable to ICTEA.
14. Proof of authority of the person signing the proposal shall be furnished upon request. If the vendor is corporate, a secretarial certificate or an excerpt of the corporate minutes showing that the signing officer has authority to contractually obligate the corporation, shall be furnished. Where the corporation has designated an attorney‑in‑fact, the ordinary power of attorney should be furnished. If the vendor is a partnership, a letter of authorization shall be furnished, signed by one of the general partners. If the vendor is a proprietor, and the person signing the proposal is other than the owner, a letter of authorization signed by the owner shall be furnished.

## **Informational Meeting**

A vendor informational meeting will be held via Microsoft Teams on Wednesday, January 15th, 2025 at 9:00 AM CST.

## **Staff Clearance**

Upon request by ICTEA, the vendor will provide a sworn affidavit that no vendor's employee has colluded with any ICTEA member to secure the contract for the proposed system and shall signify that no vendor employee or family member serves in an ICTEA position which gives them any pecuniary interest in any contract for the proposed system. These contract documents contain the provisions required for the furnishing of the equipment, software and professional services desired. Any explanation desired by vendors must be requested from ICTEA's authorized representative in writing or by telephone, and if explanation is necessary, a reply will be made in the form of an addendum, a copy of which will be forwarded to each vendor who has received a set of these documents. No contact shall be permitted with unauthorized personnel. Information obtained from an unauthorized officer, agent, or employee of ICTEA, or any other person shall not affect the risks or obligations assumed by the contractor or relieve him from fulfilling any of the conditions of the contract for the purposes of this project, the authorized representatives are stated at the start of this section. If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in these proposal documents, he shall immediately notify Brenda Noteboom, Grundy County Treasurer and Chair of the ICTEA Technology RFP Committee of such error and request modification or clarification of the document. ICTEA may make modification by addenda issued pursuant to “Addenda” paragraph, below.

## **Addenda**

ICTEA may modify these documents prior to the date fixed for submission of proposals by issuance of one or more addenda to all parties who have furnished ICTEA with the appropriate "Intent to Submit Proposal" notification. Addenda will be numbered consecutively.

## **Identification of Offer**

Vendors shall show brand name, trademark, catalog number, model, etc., as applicable, on the proposal covering their proposed products.

## **Deviation of Specifications**

Any deviation from specifications must be clearly indicated by Vendor, otherwise it will be considered that their proposal is in strict compliance, and they will be held responsible therefore.

## **Modification or Withdrawal of Proposals**

Proposals may be modified or withdrawn prior to the time set for the opening of proposals by submitting an e-mailed request for its withdrawal to Brenda Noteboom, Grundy County Treasurer, Chair of the ICTEA Technology RFP Committee, at the address given above. Vendor may submit the same, a new, or a modified proposal prior to the proposal opening time. After the time set for the opening of proposals no proposal may be modified or withdrawn.

## **Protests**

Protests must be made in writing, within 3 days of contract award, and addressed to the project representatives identified at the start of this section. Protests shall state the reason for the protest, citing the law, rule, regulation, or practice on which the protest is based. Certified or registered mail must be used.

## **Disposition of Proposals**

All materials submitted in response to these proposal documents will become the property of ICTEA and will become public record. All proprietary and confidential information of the Vendor shall be clearly identified as such and ICTEA will use reasonable efforts to prevent the disclosure of such information. ICTEA will not accept responsibility for confidentiality of any information submitted with a proposal.

## **Contract Execution**

The successful vendor shall be required to execute a contract, incorporating the provisions herein, as they may be modified by mutual agreement within the terms and conditions of these proposal documents, and may be required to furnish a performance bond in the total amount of the contract price as shown in the proposal for total cost of the system according to the base proposal amount, conditioned as required by law, with sureties satisfactory to the ICTEA attorney's office which shall guarantee performance as provided in these proposal documents. If required, the performance bond shall remain in effect throughout the entire term of the contract. ICTEA reserves the right to negotiate alternate performance security arrangements in software contracts where such arrangements are deemed to be in ICTEA's best interest. Said contract must be executed on forms furnished by ICTEA. The final contract shall be signed by the successful vendor and returned, together with any required performance bond, within ten (10) days after the forms have been mailed to the vendor. If the contractor fails, within the time allotted, to execute the contracts, furnish an acceptable bond, if required, or comply with any other requirements imposed precedent to approval of the contract; ICTEA reserves the right to claim administrative costs for re-advertising, rebidding and damages on account of delay, price changes, inability of ICTEA to fulfill other contracts, loss of other benefits of this contract, or other damages directly or consequently arising out of breach of the contract or failure to perform same by the successful vendor.

## **Demonstration of Ability**

ICTEA may make such investigation as it deems necessary to determine the ability of the vendor to perform the services or supply the equipment and/or software specified in these documents, and the vendor shall furnish to ICTEA all such information and data for this purpose as ICTEA may request. ICTEA reserves the right to reject any proposal if the evidence submitted by, or investigation of, such vendor fails to satisfy ICTEA that such vendor is properly qualified to carry out the obligations of the agreement. After the opening of the proposals, the vendor must be prepared, upon request of ICTEA, to demonstrate that the software, professional services, and/or equipment to be provided is in conformance with proposal specifications.

## **Descriptive Literature**

ICTEA is not responsible for locating or securing any information which is not identified in the proposal and is reasonably available. Accordingly, to ensure that sufficient information is available, the vendor must furnish as a part of their proposal, all descriptive material necessary for ICTEA to (1) determine whether the product offered meets the requirements of the specifications and (2) establish exactly what the vendor proposes to furnish and what ICTEA would be binding itself to lease, purchase or license by making an award.

## **Sole Interest**

By submitting a proposal, the vendor certifies that it is the only party interested in its proposal and that its proposal is made and submitted without fraud or collusion with any other person, firm, or corporation whatsoever. This provision is not intended to preclude contractual arrangements between vendors proposed packaged hardware, maintenance, and software systems/components.

## **Questions**

1. Questions relating to the RFP must be submitted by email to Brenda Noteboom at:

 brenda.noteboom@grundycountyiowa.gov.

1. See Timeline.
2. ***No telephone requests for information will be accepted.***

## **Proposal Evaluation Process Overview**

1. Proposals will be evaluated using a two-phase process.
2. Phase One will be performed by ICTEA representatives. The RFP is intended to be used as a guide and check-off list for the evaluation of proposals by the evaluation team. This core team will rate each proposal relative to a mandatory set of needs to determine if a vendor has the ability to provide the services. The phase one goal will be to reduce the number of proposals to 4 or less.
3. The Second phase involves the clarification of technical specifications for any features needing to be developed as well as pricing for all vendor provided products and services. Additional in-depth investigations of the finalists may occur. This phase may culminate in a request for best and final offer and award. Following a vote of the ICTEA membership, awarding the contract will lead to contract negotiations between ICTEA and the selected vendor with the goal of a contract for product and services based upon mutually agreeable terms. Terms negotiated by ICTEA representatives are subject to final approval by the ICTEA Board of Directors.
4. ICTEA reserves the right to terminate negotiations at any time prior to contract signing.

## **Vendor Proposal Analysis**

Each area of the proposal analysis is assigned a percentage of relative importance. The total of the percentages will equal 100%. The maximum total points for each section cannot exceed the pre-assigned percentage. The percentage assigned to each section is as follows:

1. **45% -- Vendor Information**
2. Company stability
	* 1. Can ICTEA reasonably expect that the prospective vendor has the long-term financial and operational soundness to fulfill all commitments of a contract?
3. Company experience in similar applications and services
	* 1. Does the prospective vendor have experience in delivering e-government services of this nature?
4. References
5. Ability to provide product and services consistent with volume and expectations of ICTEA
	* 1. Does the prospective vendor appear to have the hardware, software and personnel resources necessary to provide ICTEA with exceptional, uninterrupted service consistent with ICTEA’s high standards of service to members and the citizens of Iowa?
6. Staff assigned to project
	* 1. ICTEA will consider the experience, skills and education of key personnel in evaluation of proposals.
7. Project management
	* 1. ICTEA will consider the experience, skills and education of project managers and company management in evaluation of proposals.
8. **10% -- General System Information**
9. Software/Architecture
	* 1. Does the prospective vendor’s software architecture appear to be completely compatible with ICTEA applications?
10. Security of data
11. Security of payments / funds
12. Service levels
13. Technology considerations, current and future
	* 1. Does the prospective vendor appear to have the necessary technology resources and company culture to meet ICTEA’s high standards for service and innovation?
14. Transition timing and plan
15. **10% -- Training/Support**
16. Education and training
17. Support procedures
18. Annual maintenance and upgrade policy
19. **35% -- Proposed Cost Summaries**
20. Cost of custom programming and enhancement
21. Method of costing

#  Appendix A: Glossary

ICTEA – Iowa County Treasurers E-Government Alliance.

ISCTA – Iowa State County Treasurers Association

# Appendix B: ICTEA Application System Architecture Diagram



# Appendix C: ICTEA Application Logical Architecture Diagram

**ICTEA Application Logical Architecture**



# Appendix D: ICTEA Payment Flow Diagram

# A diagram of a bank account  Description automatically generated

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# Appendix E: Statistics (Prior History)

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| --- |
| ICTEA Online Property Tax Payment History |
| **Month** |  **Transactions** | **Items** |  **Returned Items**  | **Credit Card** | **ECheck** | **Escrow** | **Portfolio** |
| Dec 2021 | 7,795 | 15,335 | 0 | 625,580.17 | 8,494,142.74 | 0 | 535,958.00 |
| Jan 2022 | 7,009 | 10,83 | 666 | 389,397.70 | 4,837,439.37 | 0 | 0 |
| Feb 2022 | 15,088 | 30,893 | 3,550 | 1,197,278.54 | 32,690,841.42 | 0 | 196,926.50 |
| March 2022 | 79,101 | 486,948 | 17,095 | 7,958,885.15 | 298,311,756.69 | 311,807,126.15 | 23,906,262.71 |
| April 2022 | 16,025 | 27,569 | 1,337 | 1,664,919.35 | 17,767,406.98 | 0 | 951,013.00 |
| May 2022 | 14,587 | 27,751 | 1,269 | 2,064,049.97 | 15,056,023.88 | 0 | 73.00 |
| June 2022 | 6,745 | 10,057 | 6,877 | 819,767.80 | 3,431,099.51 | 0 | 236.00 |
| July 2022 | 5,291 | 7,998 | 0 | 241,560.18 | 1,743,224.11 | 0 | 0 |
| Aug 2022 | 38,883 | 83,813 | 52,93 | 4,547,076.06 | 96,121,855.90 | 0 | 418,718.80 |
| Sep 2022 | 91,916 | 551,093 | 125,801 | 10,801,647.84 | 349,078,706.98 | 327,316,747.88 | 25,976,500.07 |
| Oct 2022 | 16,423 | 31,317 | 606 | 2,005,394.78 | 19,259,506.73 | 0 | 0 |
| Nov 2022 | 13,523 | 32,387 | 11,458 | 1,382,582.85 | 17,616,799.61 | 0 | 62.00 |
| Dec 2022 | 8,439 | 16,134 | 0 | 566,05.06 | 9,750,659.82 | 0 | 15.50 |
| Jan 2023 | 7,928 | 12,080 | 138 | 517,516.98 | 547,7710.94 | 0 | 0 |
| Feb 2023 | 16,799 | 34,731 | 16,482 | 1,373,166.31 | 35,177,221.94 | 0 | 1,483,480.00 |
| March 2023 | 85,675 | 515,286 | 51,407 | 9,473,888.34 | 339,977,694.86 | 328,746,840.11 | 16,681,028.59 |
| April 2023 | 16,676 | 29,758 | 2,961 | 2,194,025.62 | 20,180,977.80 | 0 | 0 |
| May 2023 | 15,213 | 30,013 | 1,208 | 2,213,643.77 | 17,329,629.84 | 0 | 0 |
| June 2023 | 7,402 | 10,983 | 665 | 930,245.94 | 3,079,965.09 | 0 | 799.00 |
| July 2023 | 5,724 | 8,682 | 54 | 267,058.77 | 1.976.069.47 | 0 | 0 |
| Aug 2023 | 40,467 | 92,137 | 58,227 | 4,778,375.92 | 107,882,043.44 | 0 | 186,356.90 |
| Sep 2023 | 99,152 | 574,279 | 74,580 | 12,744,599.80 | 389,923,092.66 | 348,413,877.82 | 29,414,935.62 |
| Oct 2023 | 20,460 | 41,627 | 6,986 | 3,170,256.63 | 32,236,407.31 | 0 | 0 |
| Nov 2023 | 14,806 | 35,598 | 11,093 | 1,585,378.70 | 18,750,446.12 | 0 | 557,262.00 |
| Dec 2023 | 8,880 | 18,451 | 55,811 | 839,121.70 | 9,549,631.81 | 0 | 541,875.00 |
| Jan 2024 | 8,180 | 12,249 | 0 | 515,126.24 | 5,200,98.56 | 0 | 0 |
| Feb 2024 | 18,893 | 42,202 | 1,296 | 1,673,204.62 | 49,300,097.66 | 0 | 0 |
| March 2024 | 90,591 | 528,827 | 25,336 | 10,179,664.44 | 365,006,898.91 | 365,693,298.35 | 16,600,598.00 |
| April 2024 | 21,085 | 40,362 | 3,777 | 3,067,132.21 | 31,507,215.05 | 0 | 0 |
| May 2024 | 16,581 | 30,410 | 815 | 2,179,694.68 | 19,256,659.59 | 0 | 0 |
| June 2024 | 7,683 | 11,284 | 13,827 | 972,385.57 | 3,868,695.13 | 0 | 0 |
| July 2024 | 6,515 | 9,783 | 0 | 301,681.35 | 2,135,787.32 | 0 | 0 |
| Aug 2024 | 42,378 | 89,554 | 55,610 | 5,078,280.03 | 115,126,132.16 | 0 | 0 |
| Sep 2024 | 113,382 | 627,412 | 368,585 | 15,718,400.16 | 519,916,378.82 | 378,237,888.97 | 19,043,552.21 |
| Oct 2024 | 18,779 | 35,283 | 26,156 | 2,544,515.51 | 24,964,175.92 | 0 | 0 |
| Nov 2024 | 13,592 | 31,263 | 13,584 | 1,712,229.92 | 18,093,401.95 | 0 | 0 |
| Totals | 1,302,275 | 5,408,768 | 2,643,401 | 148,475,546.09 | 3,778,122,629.63 | 2,640,969,064.62 | 184,021,487.85 |

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| ICTEA Online Vehicle Payment History |
| **Month** | **Transactions**  | **Items** | **Returns** | **Credit Card** | **ECheck** |
| Dec 2021 | 29,683 | 53,844 | 655 | 2,258,104.00 | 6,628,229.25 |
| Jan 2022 | 35,432 | 61,010 | 693 | 2,703,355.50 | 7,141,366.00 |
| Feb 2022 | 34,175 | 57,000 | 1,999 | 2,485,194.00 | 6,679,688.50 |
| March 2022 | 39,887 | 67,045 | 112 | 2,689,545.75 | 7,989,082.00 |
| April 2022 | 35,196 | 58,864 | 616 | 2,494,401.50 | 6,939,210.00 |
| May 2022 | 35,870 | 59,606 | 515 | 2,599,737.00 | 6,967,323.25 |
| June 2022 | 35,221 | 58,617 | 1,264 | 2,618,334.00 | 6,956,744.50 |
| July 2022 | 35,325 | 58,491 | 1,241 | 2,716,511.50 | 6,941,280.50 |
| Aug 2022 | 37,230 | 61,670 | 1,328 | 2,863,158.00 | 7,463,591.50 |
| Sep 2022 | 35,830 | 59,856 | 771 | 2,807,301.00 | 7,220,142.50 |
| Oct 2022 | 33,499 | 55,302 | 2,060 | 2,778,248.00 | 6,721,616.00 |
| Nov 2022 | 33,025 | 58,802 | 1,119 | 2,960,945.00 | 7,093,062.00 |
| Dec 2022 | 30,305 | 55,822 | 2,654 | 2,465,366.00 | 6,706,740.00 |
| Jan 2023 | 37,228 | 64,036 | 1,437 | 3,005,108.50 | 7,348,570.00 |
| Feb 2023 | 35,982 | 60,740 | 404 | 2,820,350.00 | 7,052,342.00 |
| March 2023 | 41,243 | 70,152 | 837 | 3,140,995.00 | 8,076,548.00 |
| April 2023 | 36,156 | 60,476 | 277 | 2,739,539.50 | 6,976,907.50 |
| May 2023 | 37,689 | 63,324 | 1,078 | 2,981,320.00 | 7,292,182.50 |
| June 2023 | 37,130 | 61,946 | 372 | 2,960,354.50 | 7,265,196.00 |
| July 2023 | 36,919 | 61,677 | 2,310 | 2,927,712.50 | 7,341,693.00 |
| Aug 2023 | 37,986 | 63,112 | 2,238 | 3,148,384.00 | 7,502,841.00 |
| Sep 2023 | 36,342 | 61,107 | 3,287 | 2,914,686.00 | 7,460,133.00 |
| Oct 2023 | 35,982 | 59,529 | 1,456 | 3,067,255.00 | 7,291,837.00 |
| Nov 2023 | 34,967 | 63,639 | 439 | 2,964,358.00 | 7,660,521.00 |
| Dec 2023 | 32,284 | 59,466 | 770 | 2,663,080.00 | 7,137,140.00 |
| Jan 2024 | 37,913 | 65,821 | 493 | 3,061,992.00 | 7,607,098.00 |
| Feb 2024 | 38,655 | 65,455 | 1,475 | 3,090,515.25 | 7,444,404.50 |
| March 2024 | 41,809 | 71,533 | 830 | 3,205,587.25 | 8,310,482.00 |
| April 2024 | 38,755 | 65,070 | 510 | 2,980,724.85 | 7,562,205.50 |
| May 2024 | 38,374 | 64,853 | 1,158 | 2,949,616.25 | 7,556,339.75 |
| June 2024 | 38,152 | 64,572 | 581 | 3,053,093.75 | 7,547,654,50 |
| July 2024 | 40,303 | 67,217 | 1,347 | 3,411,220.25 | 7,925,874.70 |
| Aug 2024 | 39,933 | 66,573 | 2,308 | 3,353,554.00 | 7,890,960.50 |
| Sep 2024 | 40,229 | 67,987 | 810 | 3,399,943.00 | 8,279,997.50 |
| Oct 2024 | 37,183 | 62,428 | 651 | 3,251,833.00 | 7,603,271.50 |
| Nov 2024 | 30,137 | 54,819 | 1,612 | 2,514,987.75 | 6,747,938.50 |
|  Totals | 1,718,071 | 2,917,692 | 52,890 | 133,885,837.85 | 345,200,859.70 |

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| ICTEA In-Office Payment History |
| **Month** |  **Transactions**  | **Returns** | **Credit Card** | **ECheck** |
| Aug 2023 | 32,342 | 0 | 8,612,869.14 | 420,640.20 |
| Sep 2023 | 31,574 | 0 | 10,352,306.62 | 247,098.75 |
| Oct 2023 | 28,484 | 0 | 7,677,666,67 | 180,769.01 |
| Nov 2023 | 25,179 | 0 | 6,587,542.21 | 214,187.20 |
| Dec 2023 | 23,524 | 0 | 6,134,151.64 | 140,174.65 |
| Jan 2024 | 22,918 | 0 | 5,924,638.58 | 42,141.05 |
| Feb 2024 | 29,698 | 0 | 7,548,155.25 | 66,250.35 |
| March 2024 | 33,791 | 0 | 10,193,012.98 | 152,717.75 |
| April 2024 | 32,466 | 0 | 8,607,695.13 | 230,253.43 |
| May 2024 | 33,138 | 0 | 8,485,217.61 | 83,110.05 |
| June 2024 | 28,984 | 0 | 7,269,204.12 | 82,590.10 |
| July 2024 | 32,230 | 0 | 7,788,924.53 | 50,524.27 |
| Aug 2024 | 35,112 | 0 | 9,467,520.55 | 244,425.40 |
| Sep 2024 | 34,394 | 0 | 11,847,273.96 | 340,378.29 |
| Oct 2024 | 32,321 | 0 | 8,530,945.23 | 480,176.71 |
| Nov 2024 | 22,452 | 258 | 5,977,903.34 | 41,190.86 |
| Totals | 1,283,784 | 258 | 337,070,244.21 | 6,009,373.67 |