

Tioga County, New York
Vendor Questions & Answers
Tax Collection Module Initiative
Request for Proposals # 2017-02

The following are answers to bid questions received by Tioga County in advance of the question submittal deadline.

Question 1: Is the “520” Charge back regarding exemptions” still an optional function (i.e. utility) as it was suggested by Ms. Huseby in the 1st RFP?

Answer 1: Yes, the 520 charge back is future optional feature. Tioga County currently does not do 520 charge backs.

Question 2: In the “pricing Worksheet and 5 year TCO” section of the RFP, the instructions tell the user not to include in the chart “add on” services to complete the project. If we have an optional module that would be helpful to the County, where should we briefly describe the module if not in the “pricing Worksheet”?

Answer 2: It is okay to include an appendix to your response showing additional costs or suggested services and creating a secondary total. This appendix can also be used to provide your company-standard quote or itemized breakdown. The criteria to determine whether the cost should be included in the 5 year TCO worksheet should be whether the County requires the service for the solution to function, be under warranty, or have access to support. Any appendices of this nature will be reviewed and the suggestion taken into consideration by the County. The goal of the 5 year TCO sheet is to ensure that an apples-to-apples comparison can be made between the core software packages of each proposal. Please note that items of this nature should be presented as separate line items with individual costs for each.
