

December 29, 2016

TO: ALL RESPONDERS UNDER REQUEST FOR PROPOSALS 16-500420

FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. 3

Request for Proposals (RFP) No. 16-500420 *Excise Tax And Business And Alcohol License Renewal Consulting Services (Multi-Year Contract)* is hereby amended as follows:

- A. Page 7 of 60, IV. CRITERIA FOR EVALUATION, D., is deleted in its entirety and replaced with the following:
Optional Interview Firms (10 points) – bonus
- B. Page 13 of 60, VI. CONTRACT AWARD, A., is deleted in its entirety and replaced with the following:
An evaluation committee will review and score all proposals and shall determine if interviews are necessary.
- C. Page 15 of 60, ATTACHMENT A, STATEMENT OF WORK, I., A., has been revised as follows:
 - Alcohol License – Renewal (inclusive of Sunday Alcohol Sales License)
- D. Page 16 of 60, ATTACHMENT A, STATEMENT OF WORK, I., B., has been revised to add the following:
 4. Contractor’s automated software system must calculate taxes owed for each tax type consistent with DeKalb County ordinances and state laws.
 5. Contractor’s automated software system must maintain separate accounts for each tax type. Additionally, the system must differentiate within individual accounts between businesses licensed to sell alcohol Monday through Friday and those also licensed to sell alcohol on Sunday.
- E. Page 17 of 60, ATTACHMENT A, STATEMENT OF WORK, I., C., 3., has been revised to add the following:
 - b. The above table listed is not an exhaustive list and is subject to change based on changes in ordinance or administrative policy. For example, the list does not include Apartments, which require an Interior Code Compliance certificate each year. The County may

determine, whether because of ordinance or administrative policy, that it must review documentation by certain business types before issuance of a business license. The Contractor will receive a minimum of thirty (30) days notice before any such requirement is implemented.

F. Page 18 of 60, ATTACHMENT A, STATEMENT OF WORK, I., C., 8., b., has been revised to add the following:

Contractor's automated software system must be capable of using web services to give and receive updates from Hansen 8.

G. Page 19 of 60, ATTACHMENT A, STATEMENT OF WORK, I., D., has been revised to add the following:

3. On a monthly basis, the Contractor must provide the County with all documentation that is received in connection with each license renewal and excise tax collection.

a. Documentation must be filed according to license number and tax type.

b. Alternatively, Contractor may make all documentation received in connection with each license renewal and excise tax collection accessible to the County in an electronic PDF document, so long as all county requirements and state record retention laws are followed.

i. The County must agree to the method proposed by the Contractor to make these documents available electronically, otherwise the Contractor must provide the hard copy documents on a monthly basis.

H. Page 20 of 60, ATTACHMENT A, STATEMENT OF WORK, I., E., 5., a., has been revised to add the following:

i. At a minimum, the Contractor must accept Visa and Mastercard.

I. The County website address for solicitations has been revised as follows:

<http://www.dekalbcountyga.gov/purchasing-contracting/current-bids>

J. The following attachments have been added:

License Renewal Notice Documents

Alcohol Excise Tax – Drink Notification

Energy Excise Tax Notification

K. We have received questions pertaining to this Request. The questions and their resulting answers appear below:

RFP No. 16-500420 Excise Tax and Business and Alcohol License Renewal Consulting Services (Multi-Year Contract) Questions and Answers		
1.	Question:	<p>RFP Page 3, Item # I.A.2: "...The County would like to begin this engagement in time for the Contractor to process 2017 renewals."</p> <p>By what date each year does the County normally send out renewal packages? For example, when would these need to go out prior to the April 15, 2017 renewal deadline ? Is there a schedule for sending out 2nd and 3rd notices to businesses that have not responded?</p>
	Answer:	<ul style="list-style-type: none"> • Renewal packages will be sent out for the 2017 business license renewal cycle in December of 2016. The 2nd notices should go out the first week of May. • Renewal notifications for Alcohol licenses and Sunday Sales Alcohol licenses are sent out on September 30th. • Renewal notifications for Excise Taxes are sent out on the 21st of each month.
2.	Question:	<p>RFP Page 5, Item # III.A.1: "...Responder shall not alter the Cost Proposal Form in any manner."</p> <p>If we have additional services not required by the RFP specifications, but which we believe would enhance the value of the required services to the County, may we attach these as options to the Cost Proposal form on a separate page?</p>
	Answer:	<p>Yes. The content requirements set forth in the RFP represent the minimum content requirements. It is the Responder's responsibility to include information and documentation within its proposal that presents all relevant qualifications, capabilities, and costs.</p>
3.	Question:	<p>RFP Page 15, Item # A.1: "The County will remain responsible for the creation of all new accounts and collection of the taxes and fees associated with the initial creation of those accounts."</p> <p>Please confirm our understanding that the Contractor will not be required to register new taxpayers, or to collect from them until the first license renewal or monthly or annual tax period is completed and paid.</p>
	Answer:	<p>DeKalb County will set up all new accounts and collect any fees or taxes due upon creation of that account. Contractor will collect all taxes and fees, whether assessed monthly or annually, after that point.</p>
4.	Question:	<p>RFP Page 15, Item # A.3: "Walk-in customers will not be accepted by the County."</p>

		Please confirm our understanding that this refers to walk-in renewals; i.e., taxpayers attempting to renew licenses or file taxes subsequent to the initial registration by the County. Will the County refer these taxpayers to the Contractor?
	Answer:	This is correct. DeKalb County will continue to accept walk-in customers for new licenses. Any walk-ins for renewals or monthly tax payments will be referred to the Contractor.
5.	Question:	RFP Page 16, Item # B.3.c: “b. The County currently uses Hansen 7.7 and anticipates completion of an upgrade to Hansen 8 by June, 2017. a. Contractor will need to work with Infor or one of its authorized professional services providers to develop web services with Hansen 8 that will enable regular updates of essential data, such as key identifiers and account information.” When will Hansen 8 data requirements be available?
	Answer:	Hansen 8 interfaces exclusively through web services Application Program Interfaces (APIs). The same data fields updated in Hansen 7 will need to be updated in Hansen 8. However, the updates will operate differently because they will be conveyed using web services APIs. The awarded vendor will have access to this information as soon as the contract is finalized. Examples of some of the data that will need to be captured by the Contractor’s system and transferred to Hansen include: License/Account Number, Account Type, Payment Amount, Payment Date, Conditions Met (state license, ICC Certificate, etc.). See table on page 17 of the RFP.
6.	Question:	RFP Page 16, Item # C.1-2: “License and Tax Payment Processing” [overall renewal process] Does the County currently receive taxpayer payments with the completed renewal request forms, or does the County invoice taxpayers upon receipt of the completed renewal request forms? I.e., would the Contractor be required to 1) send renewal request forms, and then 2) receive and process forms together with payments, or; would the Contractor need to 1) mail forms, 2) receive and process forms, 3) mail invoices, and 4) receive and process payments, before issuing a license? (The renewal request for information – 2016 currently on the County’s website instructs businesses not to mail payment with the return.)
	Answer:	The County currently mails a return form, which the business completes, indicating current year estimates and prior year actuals. The County then reconciles the previous year actual taxes owed against the previous year estimate payment, calculates the current year taxes owed based on the estimate provided, and sends a comprehensive invoice

		detailing all credits and charges. The County will encourage the Contractor to streamline this process and reduce mailings by providing a fee calculator tool with the initial return.
7.	Question:	<p>RFP Page 16, Item # C.2.c: “Each year, by a date to be determined by DCBL, Contractor must develop and present to DCBL for approval a business license package to include: ... required documents to comply with any other applicable State and County codes...”</p> <p>Please confirm that the required documents referred to here and in 1.C.3 are those licenses and certificates listed under 1.C.3 and in the table on RFP page 17?</p>
	Answer:	<p>None of the documents listed on page 17 of the RFP are provided to businesses as part of the renewal package. This line was included in the event that the County or State passes legislation requiring that additional documents be provided to businesses as part of the renewal package. It is conceivable that the County could require a single document to be included explaining the various documentation requirements contained on page 17 of the RFP to better compel compliance with those requirements, however that is not planned at this time.</p>
8.	Question:	<p>RFP Page 17, Item # C.3.a: “Contractor must obtain the required documentation prior to issuance of a Business License Renewal. The County may work with the Contractor to establish a business process to ensure Business Licenses are renewed only for those businesses with valid documentation.”</p> <p>What is the County’s current procedure for handling businesses that submit renewal applications and payments, but fail to provide required documentation? Can the County estimate how frequently this currently occurs; i.e., number or percentage of undocumented renewals each year?</p>
	Answer:	<p>It is County policy not to issue a Business License until all fees are paid and all required documentation is provided. We are uncertain how regularly this occurs. The County will work with the Contractor to clearly communicate requirements if this becomes an issue.</p>
9.	Question:	<p>RFP Page 18, Item # C.6: “Contractor must print and mail all Business and Alcohol Licenses and Occupational Tax Certificates for which payments have been made within ten (10) days of funds clearing/payment.”</p> <p>We understand that the County will be responsible for creation and collection of new accounts as per A.1, above. Please confirm that this requirement pertains only to license renewals and that the County will also issue the initial license? Please comment on how and when County will notify Contractor as new licenses are issued.</p>

	Answer:	The County will be responsible for printing new business and alcohol licenses. The Contractor will only be responsible for printing renewed licenses. The County will provide an excel spreadsheet no less frequently than weekly that shows all new business and alcohol licenses issued, the license/account number, the amount paid, the date paid, and the date the license was issued.
10.	Question:	RFP Page 18, Item # C.7.a: “DCBL must receive remitted funds on a weekly basis.” Will the County accept funds more frequently than weekly?
	Answer:	Page 18 of 60, Attachment A, <u>STATEMENT OF WORK</u> , I., C., 7., a. is revised to read as follows: a. DCBL must receive remitted funds on a daily basis.
11.	Question:	RFP Page 18, Item # C.7.c: “Contractor must provide an electronic report via e-mail to the DCBL within 2 business days of the remittance.” If Contractor provides the County with access to online reports of ACH deposits will this meet the requirement?
	Answer:	Yes, this will be acceptable.
12.	Question:	RFP Page 20, Item # G.1-2: “...A renewal is not considered processed until it is paid in full and is deemed by the County to be accompanied by all required documentation. Any renewals processed by County personnel will not be considered as a renewal processed by the Contractor and thus will not be eligible for payment as indicated above.” In what cases would the County expect renewals would be processed by County personnel such that Contractor would be ineligible for payment?
	Answer:	This would only occur if the Contractor was not meeting service levels outlined in the Statement of Work and the County had to intervene to provide service to its customers. We do not anticipate this would occur.
13.	Question:	For each job, what is the processing frequency (multiple times in one day, daily, weekly, other)? a. Time of day files will be received? b. Any peak days with more volumes?
	Answer:	a. Contractor will be required to accept payment and supporting documentation online and by mail. These payments and documents may be submitted online at any time. The Contractor will be expected to run a print job once daily (Monday through Friday) to print and mail invoices for all taxes and fees covered

		<p>in the statement of work, as well as business licenses or alcohol licenses.</p> <p>b. Peak days with the most volume may occur during Business License Renewal Season (January – April), typically peaking in April.</p>
14.	Question:	<p>For each job, how many files will be sent during the day?</p> <p>a. If multiple files, will vendor be accumulating them for a single run?</p> <p>b. Or will each file be its own run?</p>
	Answer:	<p>In addition to the regular batch printing of Business License, Alcohol License, and Excise Tax notices, Contractor will be expected to run a print job once daily (Monday through Friday) to print any invoices, Business Licenses, or Alcohol Licenses that need to be mailed.</p>
15.	Question:	<p>For each job, what are the volumes (average, max and min) for a single run?</p> <p>a. Volume of Sheets</p> <p>b. Volume of Units (documents/mail pieces)</p> <p>c. Simplex or Duplex? (variable data on one side or both)</p> <p>d. Number of images per document</p>
	Answer:	<p>a. The volume for jobs will vary based on the time of year and the returns submitted by the customer. Volume will be highest during Business License Renewal season (January through April). At the beginning of the renewal season, the County sends a notice to all business license holders; this is approximately 13,000 notices, the largest print run of the year. See Question and Answer # 25 and 26, for more details on print volumes.</p> <p>b. One document contained in the Business License and Alcohol License Renewal Notice is two-sided. All other documents to be mailed are one-sided.</p> <p>c. The County seal/logo (approximately one inch in diameter in black ink) is present on many forms to be printed. See <i>License Renewal Notice Documents, Alcohol Excise Tax – Drink Notification</i>, and <i>Energy Excise Tax Notification</i> attachments.</p>
16.	Question:	<p>Will the customer input be raw data or pre-composed documents?</p> <p>a. If raw data</p> <p>i. What is the format of the input? (XML, comma delimited, etc.)</p> <p>ii. Is a sample data available for review?</p> <p>iii. When can the file layouts be provided?</p> <p>iv. Will the current document design be used or will a new or enhanced design be required?</p>

		<p>v. Is a sample of the current or new document available for review?</p> <p>b. If pre-composed</p> <p>i. What is the format of the document? (PDF, AFP, Postscript, etc.)</p> <p>ii. Are samples available for review?</p> <p>iii. If PDF</p> <p>a) Are samples available for review?</p> <p>b) Fonts need to be included with the PDFs</p> <p>c) Is an index available to accompany the PDF file?</p> <p>c. When will real output from their system of record be available?</p> <p>d. What is the anticipated go-live date for output?</p>
	Answer:	<p>The Contractor will be required to produce the required documents, whether through raw data provided by the County or a report run from their own software. The County will provide PDF samples of existing documents, and will work with the Contractor to agree upon a format to utilize moving forward.</p> <p>a.</p> <p>i. The input will be in XML format.</p> <p>ii. Sample data will be made available to the awarded Contractor.</p> <p>iii. File layouts will be provided to the awarded Contractor upon contract commencement.</p> <p>iv. The County is open to using new document designs, but this must be the subject of discussion between the County and the awarded Contractor</p> <p>v. See <i>License Renewal Notice Documents, Alcohol Excise Tax – Drink Notification, and Energy Excise Tax Notification</i> attachments.</p> <p>b. Output will be provided to the awarded Contractor upon contract commencement.</p> <p>c. Printed notices are sent to taxpayers on the intervals indicated in the Statement of Work.</p>
17.	Question:	<p>For each job, what are the color needs?</p> <p>a. Preprint today?</p> <p>b. Is there color and if so, is it full color or spot color and if not, is it black ink on pre- printed stock?</p>
	Answer:	<p>a. The only color on any document is spot color. There are two lines of print in red ink on one document included in the business license renewal package. The vast majority of documents are</p>

		<p>black and white. See <i>License Renewal Notice Documents, Alcohol Excise Tax – Drink Notification, and Energy Excise Tax Notification</i> attachments.</p> <p>b. The County does not use pre-printed forms.</p> <p>c. The County does not print on pre-printed stock.</p>
18.	Question:	<p>For each job, is content management required</p> <p>a. Is a Self-Service content management tool to adjust content based on rules needed?</p> <p>b. Are Self-Service real-time suspension, suppression or pulling required to control production?</p>
	Answer:	No to all questions
19.	Question:	<p>Inserting</p> <p>a. What is the maximum number of inserts in a mail piece?</p> <p>b. What is the average number of inserts in a mail piece?</p> <p>c. Can you describe the types of inserts?</p>
	Answer:	<p>a. Assuming “inserts” means all items included in the mailing piece, the maximum number of inserts is 4.</p> <p>b. Assuming “inserts” means all items included in the mailing piece, the average is probably around 3, given the initial renewal notice is the largest volume mailing of the year, and it contains 4 inserts, while every monthly mailing for excise taxes contains just 2 inserts, including a return envelope.</p> <p>c. Assuming “inserts” means all items included in the mailing piece, we send 4 inserts for business license renewals. It consists of the Renewal letter, Work Authorization Affidavit (also known as the SAVE Affidavit), the business license renewal application, and the return envelope. These documents constitute the vast majority of printing. For all other taxes and license renewals, we simply send a single notice and a return envelope. See <i>License Renewal Notice Documents, Alcohol Excise Tax – Drink Notification, and Energy Excise Tax Notification</i> attachments.</p>
20.	Question:	<p>What output channels will be required? (Print, Images returned, Fax, Email, EBPP, etc.)</p> <p>a. Will you be using our Image Archive?</p> <p>b. Will you want to use Data Image Share? (allow access into the archive with API interface)</p>
	Answer:	The Contractor may utilize any available output channels required to accomplish the responsibilities outlined in the SOW and subsequent

		<p>addenda.</p> <p>a. The Contractor may opt to use their Image Archive or other mechanism to provide the services outlined in the Statement of Work.</p> <p>b. The Contractor may opt to use Data Image Share or other mechanism to provide the services outlined in the Statement of Work.</p>
21.	Question:	For each job, what is the required turnaround time for each output channel?
	Answer:	See Question and Answer # 1
22.	Question:	What kinds of reporting are required?
	Answer:	Reporting requirements were listed throughout the statement of work within this RFP.
23.	Question:	Are you changing your system of record (migrating from one system to another or changing <i>the structure of an existing one</i>)?
	Answer:	Technically, we are upgrading from Hansen 7.7 to Hansen 8.4. However, this is a substantial change, as we are moving from a county hosted system to a web-based system hosted by Infor.
24.	Question:	Are there any special billing requirements?
	Answer:	Not apart from those included in the RFP.
25.	Question:	For the print and mail portion, please provide monthly envelope volumes for each job type (e.g., Business License – Renewal, Alcohol License – Renewal, Alcohol Excise Tax – Wholesale, Alcohol Excise Tax – Drink, Hotel/Motel Tax, Rental Car Tax, Energy Excise Tax, Financial Institutions Tax...).
	Answer:	<p>Total approximate volume of mailings for the past 12 months is about 16,017 which average out to 1,334 per month. Please note that the mailings are typically mailed in bulk volume at peak times.</p> <p><u>Business License Renewals</u> 1st Notices Business License: 13,000, in December 2nd Notices Business License: 827, in May</p> <p><u>Alcohol License Renewals</u> 1st Notice: 1,500 in September Sunday Sales 1st Notice: 476 in September</p> <p><u>All Excise taxes</u>: 3,060 total annually. Excise taxes are paid on a</p>

		monthly basis. An invoice is sent to each taxpayer each month for all excise taxes except Alcohol Wholesale.
26.	Question:	Please indicate the typical number of sheets per envelope - not including any inserts - for each job type (i.e., Business License – Renewal, Alcohol License – Renewal, Alcohol Excise Tax – Wholesale, Alcohol Excise Tax – Drink, Hotel/Motel Tax, Rental Car Tax, Energy Excise Tax, Financial Institutions Tax...).
	Answer:	Business License renewals include 3 sheets and a return envelope. All other notifications include one sheet and a return envelope. Wholesale alcohol excise tax notifications do not have any sheets that are mailed out.
27.	Question:	Please indicate the typical number of images (image: single print impression) per envelope for each job type (i.e., Business License – Renewal, Alcohol License – Renewal, Alcohol Excise Tax – Wholesale, Alcohol Excise Tax – Drink, Hotel/Motel Tax, Rental Car Tax, Energy Excise Tax, Financial Institutions Tax...).
	Answer:	Every document included in the mailer is a form or letter. There are no images apart from the County seal/logo. The County seal/logo uses black ink and is approximately one inch in diameter.
28.	Question:	What is the maximum number of sheets per envelope - not including any inserts - for each job type (i.e., Business License – Renewal, Alcohol License – Renewal, Alcohol Excise Tax – Wholesale, Alcohol Excise Tax – Drink, Hotel/Motel Tax, Rental Car Tax, Energy Excise Tax, Financial Institutions Tax...)?
	Answer:	See Question and Answer # 19
29.	Question:	The variable print...is this monochrome variable print, color variable print, or both? If both, please indicate approximate percentage of images (image: single print impression) that contain color variable print.
	Answer:	The renewals are black and white with some red color. See <i>License Renewal Notice Documents, Alcohol Excise Tax – Drink Notification, and Energy Excise Tax Notification</i> attachments to see the extent of the red ink used.
30.	Question:	Is the print simplex or duplex? Or both? If both, please indicate approximate percentage of monthly sheets that is duplex printed.
	Answer:	The Business License and Alcohol License renewal forms are each 2-sided (duplex). All other forms are 1-sided (simplex).
31.	Question:	Typically, what percentage of total monthly runs are greater than 300 envelopes per run?
	Answer:	This is not known.

32.	Question:	Please indicate the paper specifications for each job type (e.g., size – 8.5 x 11” weight – 20 lb or 24 lb? perforations?)
	Answer:	All printing will be done on 20 pound paper that measures 8.5” x 11”.
33.	Question:	Are return envelopes utilized? If so, please indicate specifications (e.g., single window? Double window? monochrome print?)
	Answer:	Return envelopes are included as an insert in each mailing. The address to which payment must be made should appear on each envelope. Windowed envelopes are not required and only black ink is necessary.
34.	Question:	Outgoing envelopes – please indicate specifications (e.g., sizes - #10 / 6 x 9” / 9 x 12”...? Single window? double window? monochrome print? color print? security tint?)
	Answer:	Outgoing envelopes can be standard #10 letter envelopes. Envelopes do not have to have a window or security tint. Monochrome printing is acceptable.
35.	Question:	Any inserts? If yes, would these be provided? If vendor-supplied, please provide specifications (e.g., paper weight 24lb? paper size, monochrome/color? simplex/duplex?)
	Answer:	Assuming “inserts” means all items included in the mailing piece, inserts will be produced by the vendor. See Page 16 of 60, Attachment A, <u>STATEMENT OF WORK</u> , I., C., 1-2. See Question and Answer # 19. See Question and Answer # 32. See <i>License Renewal Notice Documents, Alcohol Excise Tax – Drink Notification</i> , and <i>Energy Excise Tax Notification</i> attachments.
36.	Question:	Delivery method (i.e., first-class presort, overnight, certified)?
	Answer:	Delivery method shall be First Class Presort.
37.	Question:	Does the vendor need to create the log in access from end user? Or will these details be provided by DeKalb County? Also, will the vendor be responsible for “forgot login” and “forgot password” process? If so, what business rules apply here?
	Answer:	The vendor needs to create log in access to their payment portal for customers. Vendor will be responsible for managing forgotten logins and passwords.
38.	Question:	With regard to the customer, can you please confirm what the anticipated total number of daily calls will be? Also, please let know what anticipated busy periods and non-busy periods are expected for the

		calls?
	Answer:	An anticipated total of daily calls could be anywhere from 50 to 100. The non-busy periods is typically early morning and then the busy periods is mid-morning to afternoon.
39.	Question:	Number of users from DeKalb County?
	Answer:	Assuming the question is how many DeKalb County employees will need to access the Contractor software system, the answer is zero.
40.	Question:	What are the numbers of concurrent users from end users?
	Answer:	There should be no more than approximately 500 concurrent users and approximately 13,000 end users.
41.	Question:	Will the County provide the notification format?
	Answer:	The County will provide forms currently used in all processes, but is open to working with the Contractor to improve forms and processes.
42.	Question:	Can you provide the number of print & mail sheets to be printed on yearly basis and the total number of pages to be printed?
	Answer:	Total approximate volume of mailings for the past 12 months is about 16,017 mailings. <u>Business License Renewals</u> 1 st Notices Business License: 13,000 x 3 sheets (2 sided) 2 nd Notices Business License: 827 x 1 sheet (1 sided) <u>Alcohol License Renewals</u> 1 st Notice: 1,500 x 1 sheet (2 sided) Sunday Sales 1 st Notice: 476 x 1 sheet (2 sided) <u>All Excise Taxes:</u> 3060 x 1 sheet (1 sided) See Question and Answer # 25
43.	Question:	Can the County provide required/mandatory fields that need to be completed for each license renewal type?
	Answer:	The County can work with the Contractor to ensure all mandatory information is captured from customers.
44.	Question:	Can the County provide the business rules for each license renewal type that the vendor will be expected to validate as part of the processing functions and approval of the license renewal form(s)?

	Answer:	This will be provided after contract finalization.
45.	Question:	Will the County be providing a data file of each business that needs to be renewed to include the annual amount owed? How soon in advance of the renewal dates will this information be available to the vendor?
	Answer:	No. The Contractor will have to determine the amount owed based on the estimated gross revenue, number of employees, and actual gross revenue provided on the business's return. See Page 18 of 60, Attachment A, <u>STATEMENT OF WORK</u> , I., C., 4.
46.	Question:	Does the vendor need to make a provision in the online system to allow a business to register and pay in advance, prior to receiving their annual notice?
	Answer:	No. This is not necessary.
47.	Question:	Will the County allow the vendor to request e-mail information from the business so that the annual notice could be provided electronically in the future via a secure method?
	Answer:	Yes. This would be ideal.
48.	Question:	Does the County want the vendor to collect any past due balances in addition to the annual renewal for each license?
	Answer:	No. The County already contracts with a vendor that provides collection, audit, and discovery services. The awarded contractor will be responsible for collecting only those license renewals and taxes owed for the current year, with the exception of any amount due from the previous year as a result of higher than expected actual revenue as compared with the estimated revenue provided the previous year.
49.	Question:	Will the County allow the vendor to provide deliverance of the business license certificates electronically to the businesses via a secure method?
	Answer:	The Contractor may give businesses the opportunity to "opt in" to receive their business license electronically via a secure method in lieu of a mailed, printed copy.
50.	Question:	Does the County have an estimate of how many phone calls might be received from businesses on a daily basis? Can the County provide estimated call volumes for any peak periods as well?
	Answer:	The County receives 50 – 100 calls daily. The peak time of day is mid-mornings to late afternoon. Peak season for calls is business license renewal season, from January through April.
51.	Question:	Does the County have a bad check fee or is the vendor allowed to add this on as part of the collection fees and charge the business?

	Answer:	The DeKalb County Non-Sufficient Funds fee is \$30.
52.	Question:	Can the County define what constitutes “all required documentation” for each license type as referenced on page 20 regarding payment to Contractor?
	Answer:	This will include the documents listed on pages 16 - 18 under Attachment A, <u>STATEMENT OF WORK</u> , I, C., 2 and 3 of the RFP. Additional documents may be required to comply with federal, state, or local requirements.
53.	Question:	Do the Subcontractor forms need to be completed if the subcontractor is also the LSBE?
	Answer:	Yes.

L. It is **MANDATORY** that the responder acknowledge Addendum 3.

M. If a bid has been submitted and anything in this Addendum causes the proposer to change the services offered or to increase or decrease the proposal price, the new price and / or changes will be inserted below:

N. It is the responsibility of each responder to ensure that he/she is aware of all addenda issued under this RFP. Please sign and include with your bid. You may call Michelle Butler, Procurement Agent Senior at (404) 687-3581 before the proposals are due to confirm the number of addenda issued.

O. All other conditions remain in full force and effect.



Michelle Butler, Esq., CPCM
Procurement Agent Senior
Department of Purchasing and Contracting

MNB:CGH

ACKNOWLEDGMENT

Date: _____

The above Addendum No. 3 is hereby acknowledged:

(Company Name)

(Printed Name of Responder's Authorized Signer)

(Signature of Responder's Authorized Signer)

(Title)