Clarification Questions and Responses

Project Title: ITT for Property Tax Software System

Date 13/08/2019

20/08/2019 – updated

We will continually provide updates as clarifications arise.

Clarification Question	Government of Montserrat Response
1. Under "Guidance Noted for Bidders" there is a reference to a **Bid Document Checklist**. We cannot locate this Checklist. Can you please direct us to it or provide a copy of the Bid Document Checklist?	The Procurement Department can provide this
2. Under the "Terms of Reference" background there are indications that "some calculations" are required as a component of the software's functionality. Will we be provided with these calculations?	The system will be required to calculate: • Taxable value • Annual tax • Discount allowed • Balance due after considering prepayments • Penalty charges • Interest charges Specific information on calculations will be provided when tender is awarded
3. With respect to question 2 above can we also obtain copies of the four (4) pieces of Tax legislation that are referenced under "MCRS Inland Revenue Background" specifically to provide insight into the tax	The main Legislation and amendments that relates to the development of the Property Tax System is the property tax Act. • The main property Tax Act can be located here- http://agc.gov.ms/wp-

codes and review any calculations that would be incorporated into the software?	content/uploads/2011/10/Property-Tax-Act2.pdf • Main amendment to the legislation can be located here- http://agc.gov.ms/wp-content/uploads/2011/10/Act-No.-10-of-2017-Property-Tax-Amendment-Act-2017.pdf •
4. Given the that there are five (5) functional areas listed for the Inland Revenue Department, can you provide any more detail on functional hierarchy or how all five functional areas are managed and how the personnel in each functional area interacts with overall management? Who does the Comptroller report too and how many staff members are "direct" reports to the comptroller etc.?	The clarification is not deemed to be relevant to the development of the Property Tax System as per the ITT
5. Within the Taxpayer Services and Administration functional area there is mention of "customer service challenges", what information should be made available to the customer services representatives to overcome these challenges? Can a listing of information or data elements be	The clarification is not deemed to be relevant to the development of the Property Tax System as per the ITT

provided that will enhance customer service capability?	
6. Under Exchange of Information there is references "international tax standards and other instruments", will we be provided with details on these standards, instruments and the information being exchanged?	The clarification is not deemed to be relevant to the development of the Property Tax System as per the ITT
7. Will there be any requirement for allowing the public to have <u>limited access</u> to their tax accounts that they may wish to view?	This is not currently part of the ITT for the development of the Property Tax System
8. Can you please provide us with an **editable copy** of the **Tender document**, preferably in Microsoft Word format, that we can use to complete this tender?	This can be made available upon request
9. *Use Cases* There are several areas which can be better clarified if use cases are provided. On a successful tender can use cases be provided on request?	9. Yes
10. *"Projections Handling"* Can you please define projections handling?	10. Not sure where this reference came from the ITT is located at http://www.gov.ms/wp-content/uploads/2019/07/ITT-for-Property-Tax-Software-System.pdf

11. *"The database backend should* be accessible only to system administrators for maintenance and backup purposes." Just to clarify, the database administrator and anyone with administrative privileges will have unrestricted access to the contents of the database.	11. Yes
12. "The system must be interoperable, to make use of information exchange between existing systems (eg GIS, Lands and Surveying systems) and also be able to operate with newer systems" There are many GIS formats available. Is there a finite list of formats you expect to be supported by the software at the time of delivery?	12. On the matter of the GIS system we will provide information on the one that is in use on Montserrat
13. Finally, can you please provide an editable copy of the tender document in Microsoft Word format so we can complete the application process?	13. See attached along with the check list. This is also available on the Government of Montserrat website under the Tenders section and on myTenders.
14. Please advise if you will provide a payment gateway to process online payments? How many users will the system have?	14 Not at this time. Currently payments are process by a different department using a different system called Smartstream. Up to 30 users
15 Should we cost for prerequisite software's e.g. database platform, antivirus, SSL certificate?	15. The ITT did not ask for these
16 Will the system only be accessed over the web? Will the system be required on mobile as well?	16. No to both questions it is meant to be an internal administrative system that may be updated in the future

17. Do you require integration to the other systems running? -like GIS, Land and Survey etc. If yes, please describe the functional data points that needs to be exchanged/integrated.	17 GIS, Land and Survey as stated and the Government wide payment system called Smart Stream however more information in this regard will be provided on successful award
18. Please advise if it is possible to grant an extension of 2 weeks in order to put in a proposal that meets your requirements.	18. We have agreed to extend the submission deadline to 11th September no later than 12.00 midday. The Submission instructions remains the same as set out in the Instructions to Bidders
19. What level of integration the proposed system would support? It will be two-way communication using APIs or the proposed system will only access the data using APIs exposed by other MCRS IT systems, GIS, Lands and Surveying systems?	19 The current intention is for GIS, Lands and Surveying systems – and in the future for integration with a Government Wide payment System called SMART Stream. More information on this would be provided on successful award.
20.Project Goals and Users → c) Generate individual and batch Demand Notices Question: What kind of notices needs to be generated? Template-based emails OR printing notices? If template-based, it is assumed that the template of notices will be provided. -	20. Printed Notices- may upgrade to email in the future once local legislation allows for that
21. Project Goals and Users → e) Register payments of Demand Notices and support the collection process for outstanding arrears Collection process will include the manual entry as well as supportive document upload? –	21. Will commence with manual entry then proposed to upgrade to integrating with the current Government Wide payment System called SMART Stream
22. Project Goals and Users → i) Support objections handling, auditing and Property Tax reassessment Inline entry of the records as well as attaching auditing/assessment	22. This question is unclear

reports after screening the reports. The auditing process will be checklist-based process and uploading supportive documents?	
23. Project Goals and Users → k) Interface with other MCRS IT systems, Lands and Surveying and GIS systems, leading to efficient Property Tax administration. It is assumed that there will be Role based access of data from other MCRS IT systems and will be possible through the APIs exposed by those systems	23.Already explained above
24. Scope of Work → a. Maintain information on entities related to the Property Tax System a) Section **i. Adding a new Section record** Is "Section" a separate entity? Is this related to any property? Where does it fall under a hierarchy?	24. This question is uncelar
b) Location **i. Adding a new Location record** Location record refers to?	24.b. Identification – these issues will be fine-tuned on successful award
c) Payment Processing **i. Adding a New Payment** Do we need to provide any supportive document upload feature as a proof of the transaction?	24. c Yes – this will be required until we are able to Integrate with the Government Wide payment system
d) . Posting Payments Notifications to property owner via email OR print option for pending Payment?	24. D Printed Notices- may upgrade to email in the future once local legislation allows for that
25. Do we need a document management system also as an Inbuilt feature of the application for all the necessary supportive	25. More information on this would be provided on successful award

documents like property papers, payment vouchers etc. with proper versioning?	
26. Is inline editing of documents also required. Is document versioning also required? Any specific types of documents that are to be supported?	26. Yes- we expect some discussions after Successful award
27. Technical Requirements → The proposed system should also allow for the importing of older data from the previously used property tax system* Can you specify the volume of data to be imported and confirm whether all supportive documents (if any) to be migrated/imported are already digitized?	27. This is difficult to do at this time but will be available on successful award
28. Technical Requirements → The software must be hosted on Government of Montserrat Department of Information Technology and E-Government Services (DITES) servers. Deployment to Production - It is assumed that the Supplier will install, configure and deploy all systems to a production environment. The Client will provide the production environment. Will client provide the intended specification of the production equipment/ environment or whether you intend to engage the Supplier in the design of the production environment?	28. More information on this would be provided on successful award
27. Technical Questionnaire → Weighted quality scores will be calculated by multiplying the score for each quality question by its individual weighting. Can the Supplier attach a document in response to a criteria or does the Supplier have to type in	27. This matter relates to the evaluation of your Bid/ Tender and not the development of the system itself

all information within the response field?	
28. With respect to your tender document, I do not see any form for a financial proposal or budget with the only reference to cost being in the Form of Tender document. Is this correct?-	28. Yes this is correct- your cost should inserted in the form of tender Document and submitted with your Tender document
29. Also, should the cost in the Form of Tender document include both Professional fees and other expenses (e.g. Travel related expenses) or should it only include Professional Fees?-	29. All you cost should be summarised and included in the form of Tender Document. That is the Document that will show Tender Price.