

City and County of San Francisco

Sourcing Event ID 0000009542

Formal Request for Proposals for: Business Tax System Replacement

This Solicitation can be viewed on the City’s Supplier Portal (<https://sfcitypartner.sfgov.org/pages/index.aspx>) and on the website for the Treasurer and Tax Collector (<https://sftreasurer.org/about-us/request-proposals>)

Solicitation Schedule

Proposal Phase	Tentative Date
Request for Proposals Issued	Tuesday, April 30, 2024
Written Questions Due Date	Friday, May 10, 2024
Questions and Answers Posted	Friday, May 17, 2024
Proposal Due Date	Wednesday, June 5, 2024
[Optional] Short-Listing Notification for Oral Interviews	Monday, June 24, 2024
[Optional] Oral Interviews	Week of July 1, 2024
Notice of Intent to Award	Monday, July 8, 2024
Period for Protesting Notice of Intent to Award	Within three (3) business days of the City's issuance of a Notice of Intent to Award.
Contract Administrator	Camille Neal Sr. Product Manager Office of the Treasurer and Tax Collector Camille.Neal@sfgov.org

Attachments

- Appendix A: Standard Solicitation Terms and Requirements
- Appendix B: City Contract Terms
- Appendix C: Scope of Work
- Template A: Cover Sheet
- Template B: Minimum Qualification Response Template
- Template C: Written Proposal Questions
- Template D: Cost Workbook

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Background

San Francisco is the fourth largest city in California and serves as a center for business, commerce and culture for the West Coast. The City and County of San Francisco (the “City”) established by Charter in 1850, is a legal subdivision of the State of California with the governmental powers of both a city and a county under California law. The City’s powers are exercised through a Board of Supervisors serving as the legislative authority, and a Mayor and other independent elected officials serving as the executive authority.

The City’s Office of the Treasurer and Tax Collector (hereinafter, “TTX” or “City”) is responsible for administering business tax pursuant to the business tax and revenue code, including over two dozen existing business tax and fee types, more than 200 existing regulatory agency license types, and new taxes and fees as they are passed by the voters of San Francisco.

TTX’s current business tax system has been in place for nearly 10 years, and, while it has allowed the ongoing administration of business taxes as they exist today, cannot sustain new taxes and fees as they need to be implemented. TTX is looking for a more robust and customized solution to support its business tax and fee needs.

Overview

This Request for Proposals (hereinafter “RFP” or “Solicitation”) is being issued by the Office of the Treasurer and Tax Collector (hereinafter, “TTX” or “City”). TTX, on behalf of all City Departments, is seeking qualified suppliers (“Proposers”) to provide proposals (“Proposal”) for the custom development of a separate, standalone application that seamlessly integrates with the existing business tax systems infrastructure and ecosystem, to serve as the system of record for business tax and to support the department in the ongoing administration and collection of the City’s current and future business taxes, fees and licenses, in accordance with Appendix A, Scope of Work.

We are seeking proposals for custom-build software application to support SF’s tax schema. Currently, we use a portion of a COTS application. Due to the nature of SF taxes, we recognize that a custom-built solution based off the critical component of our current system that is embedded in our existing technical product mix will be more cost-effective, nimble and extensible than modifying and configuring a COTS application. The Office of the Treasurer & Tax Collector seeks qualified proposals to provide the following services:

1. Custom built, cloud-based software application
2. Professional Services
 - a. Project initiation and planning
 - b. System, interface and data conversion design
 - c. System development
 - d. System testing
 - e. Deployment
 - f. Implementation Closeout
3. Ongoing Maintenance and Disaster Recovery support

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4. Ongoing Hosting relationship

Anticipated Contract Term

Initial term: 4 years; Up to 10 years

Anticipated Contract Not to Exceed Amount

Application Development: Not to exceed \$7,000,000 plus contingency

- Payments will be structured in relationship to project milestones.
- A minimum of 25% of the total cost of Application Development will be held until completion of 90 days production usage without critical bugs or errors.

Managed Services & Support: Not to exceed \$500,000 annually

Should City's actual spend exceed its estimated spend for the initial term, City may in its sole discretion increase the contract NTE for the initial term. Should City exercise its options to extend the contract beyond the initial term, City may also elect to increase the NTE proportionally.

Proposal Evaluation Criteria

The proposals will be evaluated by a Selection Committee comprised of executive leadership and individuals with experience in business tax and/or software development, implementation, maintenance, and hosting. The City intends to evaluate the proposals generally in accordance with the criteria itemized below. Up to three of the firms with the highest scoring proposals may be interviewed by the committee to make the final selection. The City reserves the right to reject any proposals that it deems as non-responsive.

- Quality and completeness of the Proposal.
- Quality, performance and effectiveness of services to be provided by the Respondent.
- Respondent's experience, including experience of staff to be assigned to this project, projects of similar scope and complexity.
- Cost to the City
- Quality of references provided.
- Additional features such as compatibility measures, equivalence testing and seamlessness of integration with existing infrastructure and ecosystem.

Evaluation Phase	Maximum Points
Cover Page	Pass/Fail
Minimum Qualifications Form	Pass/Fail
Price Proposal	50 Points

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Written Proposal	100 Points
Total Written Proposal	150 Points
Oral Interviews – Optional	25 Points
TOTAL Possible Points	175 Points

Cover Sheet

The Proposer must include a [Cover Sheet \(Template A\)](#) as page 1 of the response.

Template A includes:

- Name of Firm
- Headquarter Address
- Phone Number
- Contact Name & Title
- E-mail
- Federal Tax ID
- Person Preparing Bid
- Local Representative Name and Number

Minimum Qualifications

The Proposer must meet the following Minimum Qualifications to be considered in the evaluation. City staff will evaluate the Minimum Qualifications. Any Proposal that does not demonstrate that the Proposer meets the Minimum Qualifications listed in this section at the time of Proposal submission will be considered nonresponsive and will not be evaluated or eligible for aware of any subsequent contract(s) for the requested system or services. The Proposer should provide their response in [Template B – Minimum Qualifications Response Template](#)

TTX has established the following Minimum Qualifications for any Proposer:

1. The Proposer must have at least two years of experience in developing custom-built, cloud-based software applications, particularly for public sector clients. Primary lead staff must each have a minimum of three years doing such work. (Experience)
2. The Proposer must demonstrate proven expertise in API integration, data migration, and system testing, as outlined in the RFP. (Technical Expertise)
3. The Proposer must have the capability to provide long-term hosting services, including regular maintenance, updates, and disaster recovery support, as specified in the RFP. (Hosting Capabilities)
4. The Proposer must comply with industry-standard data protection regulations and have a robust data privacy and security protocol in place. (Compliance & Security)

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Proposals should clearly demonstrate that the qualifications are met. Insufficient or incomplete information may result in a proposal being considered nonresponsive and may not be eligible for award of the contract. If required information is complete, but the City determines that the Proposer does not meet Minimum Qualifications, the Proposer will be deemed non-responsive.

Written proposal

- 125 points
- Not to exceed 25 pages
- See: [Template C – Written Proposal Questions](#)

Price proposal

- 50 points
- See: [Template D – Cost Workbook](#)

Oral Interviews

TTX reserves the right to conduct oral interviews as part of the selection process. Oral interviews may be conducted for the top three scoring proposals that meet the minimum qualifications. These interviews will be conducted virtually, via Teams. Areas of focus may include:

- System replacement strategies
- Project approach
- Testing approach
- Hosting

Proposal Questions and Submissions

Proposer Questions and Requests for Clarification

Proposers shall address any questions regarding this Solicitation to the Contract Administrator whose name and contact information appears on the cover page of this Solicitation. Proposers who fail to submit questions concerning this Solicitation and its requirements will waive all further rights to protest based on the specifications and conditions herein. Questions must be submitted by email to the Contract Administrator whose name and contact information appears on the cover page of this Solicitation no later than Written Questions Due Date. A written Addendum will be executed addressing each question and answer and posted publicly. It is the responsibility of the Proposer to check for any Addenda and other updates that will be posted on the City's Supplier Portal: <https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx> and the TTX website: <https://sftreasurer.org/about-us/request-proposals>.

Time and Place for Submission of Proposals

Prior to the Proposal submission deadline, Proposers must email their complete Proposals to the

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Contract Administrator whose name and contact information appears on the cover page of this Solicitation. Late submissions will not be considered. Each original Proposal received will be screened to ensure that all content required by this Solicitation is included. Partial or complete omission of any required content may disqualify Proposals from further consideration. Late Proposal submissions will not be considered and failure to adhere to requirements may result in the complete rejection of your Proposal.

Proposal Addenda

The City may modify this Solicitation, prior to the Proposal Due Date, by issuing an Addendum to the Solicitation, which will be posted on the San Francisco Supplier Portal and TTX website. Every Addendum will create a new version of the Sourcing Event and Proposers must monitor the event for new versions. The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the City prior to the Proposal Due Date regardless of when the Proposal is submitted. Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Proposal Due Date, to determine if the Proposer has downloaded all Solicitation Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers documents, and updates, which may be posted to the subject Solicitation.

THE SUBMITTAL OF A RESPONSE TO THIS SOLICITATION SHALL EXPLICITLY STIPULATE ACCEPTANCE BY PROPOSERS OF THE TERMS FOUND IN THIS SOLICITATION, ANY AND ALL ADDENDA ISSUED TO THIS SOLICITATION, AND THE PROPOSED CONTRACT TERMS.