

February 1, 2013

RE: REQUEST FOR INFORMATION AND DEMONSTRATION

The State of Missouri, Missouri Department of Revenue, is reviewing services and available processes to assist with a tax amnesty program should one be established in the future. As an initial step in the procurement process, the attached Request for Information and Demonstration has been prepared to assist the State in fully understanding what resources are available in the marketplace to support or assist with a tax amnesty program.

If your organization: (1) currently markets or provides agencies with tax amnesty services with related tools and support services which satisfy the State's requirements as briefly outlined in the attached Request for Information and Demonstration document and (2) is willing to demonstrate your product if requested by the State of Missouri, then please submit your written response to this document to my attention **NO LATER THAN FEBRUARY 28, 2013 BY 2:00 P.M. CST** at the following address: Monica Tucker, Monica.Tucker@dor.mo.gov (preferred submission method) or deliver to Missouri Department of Revenue, Administration Division, 301 West High Street, Truman Building, Room 218, P.O. Box 87, Jefferson City, MO 65102. (See paragraph 5 of the attached Request for Information and Demonstration document for instructions regarding vendor response.)

Following review of the written responses and upon viewing any requested demonstrations, the Department of Revenue will decide if it is in the best interest of the state to competitively bid the system requirements by issuing a formal Request for Proposal document, including associated terms and conditions.

I sincerely appreciate your interest. If you should have any questions regarding this document prior to submitting your response, please call me at 573-751-7429.

Sincerely,

Monica Tucker
Procurement Officer
Administration Division

Attachment

REQUEST FOR INFORMATION AND DEMONSTRATION
TITLE: TAX AMNESTY IMPLEMENTATION AND MARKETING
AGENCY: DEPARTMENT OF REVENUE
BUYER: MONICA TUCKER (573) 751-7429 OR EMAIL: Monica.Tucker@dor.mo.gov
RESPONSE DUE NO LATER THAN: FEBRUARY 28, 2013 AT 2:00 P.M. CST

1. Purpose: Through this Request for Information and Demonstration (RFI&D) document, the State of Missouri, Department of Revenue, Administration Division and Taxation Division desires to acquire information from vendors regarding a Tax Amnesty Program, Implementation, Marketing, Processing, and other related tools to administer a successful tax amnesty program. During a tax amnesty, individual and businesses have the opportunity to pay delinquent taxes that were due on or before a certain date, without paying interest and penalties. The duration of a tax amnesty period is typically set by law and historically has covered a three month period. Amnesty will likely include the following Missouri taxes:
 - a. Fiduciary
 - b. Individual Income
 - c. Corporate Income
 - d. Corporate Franchise
 - e. Withholding
 - f. Sales
 - g. Consumer's Use
 - h. Vendor's Use
 - i. Motor Vehicle and Marine Sales
 - j. Local Sales and Use

The information received and the demonstrations seen in response to this document will be received by a steering committee and will serve as a basis for preparing the formal Request for Proposal (RFP) document which may be issued at a later date. (NOTE: A response to this RFI&D does not constitute a bid; however, any information or demonstration provided in a response to this RFI&D document may be considered historical data by the State of Missouri in the actual RFP process.)

NOTE: PURSUANT TO RSMo. 610.022 "OPEN RECORDS LAW", ALL DOCUMENTATION SUBMITTED IN RESPONSE TO THIS RFI&D SHALL BE CONSIDERED PUBLIC INFORMATION.

2. Background: Currently, the State of Missouri Department of Revenue utilizes a computerized automated collection system called WebCACS. WebCACS is capable of scheduling accounts for a defined activity. The user access WebCACS through a web browser. To connect to the system, the user will launch the web browser, enter the URI, of the application and log-in. Sample screen prints are not available for inclusion of this RFI.
 - 2.1 Within the past decade, Missouri twice has offered a tax amnesty period for individuals or businesses with unpaid taxes. An amnesty program in the 2002 fiscal year brought in \$74 million in tax revenue, while one the following budget year generated an additional \$42 million.

3. GENERAL REQUIREMENTS:
 - 3.1. The ability to increase the recovery of delinquent taxes through participation by eligible individuals and businesses in the amnesty program.
 - 3.2. The vendor shall furnish all material, labor, facilities, equipment, and supplies necessary to perform the services required of a successful tax amnesty program.
 - 3.3. The state agency shall provide the contractor with an electronic file in a format acceptable to the vendor and agency with information about all known individuals and businesses deemed eligible for amnesty.
 - 3.4. The vendor shall ensure all personnel performing services related to tax amnesty provisions are knowledgeable and properly trained.
 - 3.5. The vendor must mail notices to each individual and business included in the state agency's eligibility file.

At a minimum, the notice must include the following information.

 - a. Eligible and ineligible debts
 - b. Signature line for agreement with amnesty terms
 - c. Amnesty terms
 - d. Payment options
 - e. Contact Information
 - 3.6. The vendor shall have and operate a customer service center and shall provide and maintain sufficient staff levels, telecommunications, capacity, and telephone lines for the customer service center to handle tax amnesty inquiries.
 - 3.7. The vendor shall perform additional services and outreach activities directed to individuals and businesses included in the state agency's eligibility file, in an effort to educate and inform such individuals and businesses about the amnesty program and recruit participation, thereby maximizing recoveries of delinquent taxes.
4. Vendor Response to Request for Information: Please fully describe how your organization could assist with an amnesty program specifically detailing the services for which you recommend the agency contract..
 - 4.1 Vendor's response should be submitted in e-mails (Monica.Tucker@dor.mo.gov) containing PDF copies of the following:
 - 4.1.1 Brief Executive Overview/Summary of tax amnesty services recommended.
 - 4.1.2 Detailed recommendations including a complete description of the all services proposed.
 - 4.3 While detailed pricing information is not required as part of this RFI&D, the vendor should explain in the detailed response the pricing structure for their services and support.
 - 4.4 References - The vendor should provide in the detailed response a complete list of ALL current customers (including all government customers) who have acquired and implemented a tax amnesty program from the vendor. The list should include the following:

Company name;
Contact name;
Contact title;
City and state;
Telephone number and area code;
Availability status if contact is requested by the evaluation team.
5. Demonstration Requirements: After reviewing the responses to this RFI&D, the vendor may be requested to give an overview presentation, followed by a detailed presentation. Following the

presentations, the vendor may be requested to actually install tools on-site to allow state agencies an extended evaluation opportunity.

Sincerely,

Monica Tucker
Procurement Officer
Missouri Department of Revenue
Administration Division